Danish Refugee Council (DRC)

Term of Reference (ToR) for Payroll Software

1. Background:

Danish Refugee Council, one of the leading non-profit organizations founded in Denmark in 1956 and has since grown to become an international humanitarian organization. Our vision is a dignified life for all displaced. The range of our work is from relief work to strengthen the opportunity for a brighter future for refugees and internally displaced persons. The Danish Refugee Council assists refugees and internally displaced persons in 40 countries across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. DRC works in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. DRC in Bangladesh is registered (registration number: 2804) as an International Non-Government Organization (INGO) with NGO Affairs Bureau in Bangladesh and currently it has been working in Cox's Bazar Rohingya influx since November 2017.

Danish Refugee Council under its emergency response programme, is planning to implement new Payroll software to promote efficiency, transparency and accuracy.The software must align and complement to the organisations ERP system and be in line with the policies and procedures of Danish Refugee Council.

2. Objective:

The implementation of a Payroll system that will automate the following functions:

- End to end payroll operations on cloud based system
- Employee Management (Promotion, Transfer, Position change, Rehire, Separation etc.)
- Bonus operation as per Danish Refugee Council guidelines and policy
- Income tax operation as per government of Bangladesh Tax regulations
- HR dashboard (will include Payhistory and statement, Bonus history and statement, employment status, Income Tax statement and Calculation etc.)showing key essential information for management decision making.
- Reporting (Payroll, Payslip, Bonus, Income tax, Employee status, Pay history etc.)
- Payslip, Tax statement distribution
- Salary certificate, experience/ employment certificate/ NOC(No Objection certificate) generation.
- Compliance with local laws and statutory requirements
- A secure system to ensure data protection,confidentiality is observed.

3. Scope:

The potential provider is expected to work with the HR team to:

- Understand the requirements of the DRC Bangladesh Mission and ensure this are fully followed in the development of the software
- Identify and propose an optimum solution
- Design/customise and building of the system
- Installation of the software
- Licensing and support – Approx 250 Employees with Compensation & Benefits team.
- Provide training to DRC HR on all aspects of the system (setting up, administration, user credentials, backups, etc.)

- Before launch Perform stress and acceptance test coupled with dummy trials on performance of the whole system.
- Ensure an after service support plan is available and adequately documented
- Ensure confidentiality of the system is observed by clearly illustrating various controls that will be institured in the system.

4. Expertise:

The potential provider is expected to have the following expertise:

- Experience in the successful launch of similar systems in the country and preffereably to INGO's
- Knowledge of local tax and statuary requirements of Bangladesh
- In-depth knowledge of standard payroll system and process
- Understanding the importance of an organisations internal controls

5. Deliverables:

- ✓ Meeting DRC HR to discuss the requirements and functionality of the potential system
- ✓ Detailed proposal submission including cost and timeframe.This should be in powerpoint and clearly showing the value adds.
- ✓ System setting, customisation and building of a complete system
- ✓ Data migration and verification from existing system
- ✓ Licensing arrangement preparartion
- ✓ Conduct staff training
- ✓ Conduct test run of the system
- ✓ Share user manual

6. Duration

Estimated time for the successful launch of the system is two to three months from the date of start.

7. Requirement of the bid submission

Bidders are required to submit a detailed proposal which must include the key essentials mentioned above.Power point presentations with visualisations will be highly preferred.

Payment:

Payment will be made after the completion of the project work and 14 days upon receiving the invoice. . The offered quotation should be included TAX and VAT.

Mode of Payment:

Bank Transfer