

## TERMS OF REFERENCE



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|----------------------------------|---|
| <b>Title of Work</b>             | Consultancy services for:<br>Review and Develop “ <b>Human Resource Policies and Procedures</b> ” for Manabik Shahajya Sangstha (MSS)<br>(Both in Bangla and English version) |
| <b>Contracting agency</b>        | Manabik Shahajya Sangstha (MSS)   |
| <b>Location of assignment</b>    | Dhaka, Bangladesh   |
| <b>Expected duration of task</b> | 10-12 weeks   |

### 1. BACKGROUND AND RATIONALE:

Manabik Shahajya Sangstha (MSS), a national level non-government organization started its mission to stand by the distressed people with humanitarian aid when the country was hit by a massive flood in 1974. Having an organizational shape in 1977, MSS redirected its focus to poverty alleviation and empowerment of the poor especially the urban and rural women of Bangladesh. Thereafter, MSS started health and population services in 1982; an integrated savings and credit program for the urban poor in 1984 which has since become sustainable. MSS was again in the front line when focus of development shifted for building democratic societies and promoting good governance.

Alongside working for poverty alleviation of the marginalized people, MSS is also promoting Child Rights, Food security, Health and Nutrition services, Housing and Non-formal Primary Education with a vision to establish a society free from poverty where there is equality among citizens and citizens' rights are respected.

MSS-WCP (Women Credit Program), the flagship program with nearly 230,000 members is growing with the inclusion of more members and opening of new branches. MSS was operating its Microfinance program through 144 branches in 102 upazillas and thanas of 17 districts Till June 2020. MSS emphasizes on social services programs to complement its credit program for holistic development of the underserved people.

Governed by the Executive Committee taking a role of an oversight and advisory body, the regular operation of MSS is led by the Executive Director under whose administration and supervision, directives are carried out by the dedicated staff. MSS's daily operations are guided by its existing policy documents such as Service Rules and Operational manual. Periodic review and amendment of the organizational policy documents is an integral part of the organization's quality system management. It provides individuals with guidance for continuous maintenance of transparency, accountability, quality and integrity of the services that deliver by the organization. The review and amendment of the existing policy documents will further guide the systemic operation of the organization's day to day smooth functions.

### 2. OBJECTIVE OF THE ASSIGNMENT:

**The objectives of the assignment are:**

- a) Review and update existing HR Policies and Procedures compared to the best market practices, legislated and complying with Labor Law.
- b) Include necessary contents in the **HR Policies and Procedure**.
- c) Develop and include necessary forms and formats as Annexures in the Policy.
- d) Incorporate different amendments of existing Policy, Circulars, Office Orders etc. with the Policy.

### 3. SCOPE OF WORK & KEY METHODS:

The scope of reviewing the HR Policies & Procedures are as follows:

- a) Identify gaps and carry out a review on existing HR Policies and Procedures, comparing to the best market practices; legislated and labor law aligned.
- b) Review, propose and develop comprehensive HR Policies and Procedures. This will include policies for:

|  |                                      |
|--|--------------------------------------|
| • Human Resource Management                                  | • Employee Benefits and Services     |
| • Human Resource Planning                                    | • Holidays and Leave                 |
| • Recruitment  | • Work Safety and Health             |
| • Termination of Employment                                  | • Training and Development           |
| • Conditions of Employment including Code of Conduct/Ethics. | • Performance Feedback and Appraisal |
| • Salaries and Remuneration                                  |                                      |

- c) Provide forms and formats as Annexure that are required for the Policy and Procedures.
- d) Prepare a draft policy manual and make a presentation to MSS management, and also present the same draft by incorporating management recommendations to the Board of directors;
- e) Prepare the final draft and submit it to the respective authority of MSS in soft copy and 03 sets of hard copies.

### 4. DELIVERABLES:

- a) **1<sup>st</sup> Draft:** The consultant will submit drafts of “**HR Policies and Procedures**” (in English) with all relevant forms and formats covering the contents mentioned in the scope of work section of this ToR within 8 (eight) weeks or earlier from signing the agreement.
- b) **2<sup>nd</sup> Draft & Presentation:** The consultant will incorporate the recommendations and feedbacks from MSS management and present the “**HR Policies and Procedures**” (in English) with all relevant forms and formats covering the contents mentioned in the scope of work section of this ToR to MSS management within 10 (ten) weeks or earlier from signing the agreement.
- c) **Final versions in English & Bangla:** The consultant will finalize and complete the task by next week and submit the final “**HR Policies and Procedures**” (3 sets both in English and Bangla version) with all relevant forms and formats covering the contents mentioned in the scope of work section of this ToR to MSS management within 12 (twelve) weeks or earlier from signing the agreement.

### 5. PROPOSAL:

The HR consultant should submit a single document containing –

- a) Technical proposal
- b) Financial Proposal (breakdown by items)

## 6. SERVICES, FACILITIES AND ASSISTANCE TO BE PROVIDED BY MSS:

**MSS will provide all the support to the consultant in carrying out the tasks:**

- a) Access to all the necessary and relevant HR records of MSS related to fulfillment of responsibilities as assigned above.
- b) Required office space equipped with computer system, internet access and phone facility when working in the office premises of MSS.

## 7. MODE OF PAYMENT:

Manabik Shahajya Sangstha (MSS) will deduct admissible Tax & VAT, according to the Tax & VAT Regulation of the Government of Bangladesh.

| Instalment                 | Percentage | Remakes                                       |
|----------------------------|------------|---|
| 1 <sup>st</sup> Instalment | 30%        | 5 working days after signing of the agreement |
| 2 <sup>nd</sup> Instalment | 30%        | After submission of Draft Report              |
| Final Instalment           | 40%        | After submission of Final Report              |

## 8. ELIGIBILITY OF THE CONSULTANT:

Individual Consultants or Consultancy Firms who meet the following criterion/ requirements/ qualifications are eligible to apply:

- The firm must have at least 12-15 years of working experience in HR with the NGO Sector/ Bank/ NBF sector of Bangladesh. *(Provide company profile)*
- The firm must have its own in-house HR experts to perform the assignment. *(Provide CV of experts)*
- The firm must have completed at least 5 (Five) similar assignments. *(List to be provided)*
- Certificate of Incorporation (applicable for Limited company). *(Provide a copy of certificate)*
- Tax Identification Number (TIN). *(Provide a copy of certificate)*
- VAT registration number (applicable for organization). *(Provide a copy of certificate)*

## 9. SUBMISSION OF PROPOSAL:

Both the Technical and Financial proposal along with a Cover Letter and necessary documents should be submitted in a sealed envelope addressing to the Executive Director, Manabik Shahajya Sangstha, SEL Centre (3<sup>rd</sup> Floor), 29, West Panthapath, Dhaka-1205 by December 15, 2020 (5 pm).