Requirements for new HR and Payroll system and time management

1. Introduction

 {I.1.1} Crnogorski Telekom is seeking to replace its current HR solution. The new HR system shall cover, but not limited to, the following systems:

**HR system:**

* Maintenance of organizational data (OM);
* Maintenance of personal data (PA);
* Organizational and Personnel reporting with standard and developed reports;
* Interfaces to and from internal and external systems;

 **Payroll system and time management:**

* Payroll system and Time management

{I.1.2} First step in the selection process is collection of information from all potential suppliers, which is subject of this RFP.

{I.1.3} The provided information will be used to support strategic decision of Crnogorski Telekom in regard to further steps in the process of selection of the supplier.

{I.1.4} It is expected that all suppliers send detailed and complete information regarding technical details of their implementation roadmaps and general list prices.

{I.1.5} All information shall be in electronic form.

{I.1.6} Supplier shall provide answers following the structure of this document.

{I.1.7} The language of the documentation shall be in English or Montenegrin language.

{I.1.8} The questions given in this RFP are marked with: R - Required, I –Information, O – Optional. Supplier is obliged to answer the questions marked with R – Required.

1. General part

{R.2.1} All suppliers are asked to provide information related to the following topics:

* Provide description the overall solution and provide in detail solution for HR system and Payroll system and Time management;
* Provide detailed technical description of its project task list,
* Proposal for hardware platform, database platform and license;
* Proposal for software tools and licenses;
* Provide the overall solution for Licensing and pricing (regarding the implementation, hardware, licenses and SLA);
* Provide detailed list of references ,as well as how many users have been included, with details of experience in Implementing separately for :

-HR system,

-Payroll system and Time management

* Provide information about experience in developing interfaces and connections with One.ERP system and CIAM (Identity and Account Management) system;
* Compliance with the system requirements;
* Proposal for Deployment and Integration (provide a list of advanced features along with additional pricing;
* Please provide possible and preferable ways of integration (for Interfaces to and from internal and external systems);
* Please provide possible ways of integration with CT’s Document management system (eArchive, Workflows management), commercial name: OpenText Content Suite;
* Provide documentation on all stages of the migration and list all the tools needed for the migration;
* Compliance with the security requirements;
* Provide a comprehensive library of reports (advanced and dynamic reports);
* Describe performance monitoring capabilities;
* Provide detailed implementation roadmap with clear responsibilities provided (overall timeline proposal and launch) and list the items of the project documentation;
* Please provide an overall timeline proposal (number of months for completion, HR system, Payroll system and Time management separately);
1. Requests description

{R.3.1} Please describe the overall solution and provide in detail how your solution covers the following bullets:

1. **HR system:**
* Maintenance of organizational data (OM);
* Maintenance of personal data (PA);
* Organizational and Personnel reporting with standard and developed reports;
* Interfaces to and from internal and external systems;

{R.3.1.1} **Basic business requirements for HR system that include OM, PA, OM –PA reporting can be found in the attached documents:**



{R.3.1.2} Interfaces to and from internal and external systems

 New HR system shall be integrated with the following systems:

{R.3.1.3} Online interfaces to/from the CIAM system:

- Online interface master data from the new HR system to the CIAM system (HR data, Organizational data);

- Online interface (CIAM identification data) from CIAM system to new HR system (Back personal data from CIAM);



All documentations related to CIAM system interface will be available in a phase of the project by CIAM team.

{R.3.1.4} Online interface with One.HR system (organization & employee data).

-New HR system should distribute OM (Maintenance of organizational data) and PA (Maintenance of personal data) employee data to One.HR.

 You can find the message specification attached:



You can find sample data attached bellow:



All documentations related to One.HR system interface will be available in a phase of the project by One.HR DT team.

{R.3.1.5} Online interfaces with CT application portal and Payroll system:

* CGI131 - Jobs / Positions (file name CGI131\_YYMMDD\_HHMMSS.csv)
* CGI132 - HR employees (file name CGI132\_YYMMDD\_HHMMSS.csv)
* CGI133 - HR Organizational units (file name CGI133\_YYMMDD\_HHMMSS.csv)
* CGI134 - Jobs / positions 2 (file name CGI134\_YYMMDD\_HHMMSS.csv)
* CGI135 - Position names (file name CGI135\_YYMMDD\_HHMMSS.csv)
* CGI136 - HR communication (file name CGI136\_YYMMDD\_HHMMSS.csv)
* CGI137 - Employees active (file name CGI137\_YYMMDD\_HHMMSS.csv)
* CGI138 - Business phone (file name CGI138\_YYMMDD\_HHMMSS.csv)
* PAY1 - Data for external payroll system (file name PAY1\_YYMMDD.csv)

You can find the minimum of the required fields given in different tabs per each interface attached below:



{O.3.1.6} Interface for cost center object from DT system. Namely, the new system should provide solution for the update of cost center data. During the scoping phase, it will be decided on the update of cost center data solution.

{I.3.1.7} There is a possibility that the interface structure will be subjected to change, if the new solution is not SAP one. Still the data contained in the interface remains the same.

{I.3.1.8} All HR documents (e.g. contracts and different HR related documents) should be stored/ archived in CT's DMS as well as processed via workflows created in CT's DMS system.

{R.3.2} **Payroll and time management system:**

* Payroll system and Time management

{R.3.2.1} Basic business requirements for Payroll system and Time management can be found in the attached document:

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{R.3.3} The supplier is supposed to support all functionalities that currently exist in HR system production: HR, Payroll system and Time management, at the beginning of the scoping phase for which the supplier is expected to analyze and document them during the scoping phase of the project.

{R.3.5} Beside explanations related to the questions in the RFP, the supplier is also supposed to provide supplementary information and documentation about the offered HR solution (HR, Payroll and Time management) as well as a demonstration of the solution.

1. References

{R.4.1} Supplier shall provide detailed list of references, as well as how many users have been included, with details of experience in Implementing separately for :
- HR system
- Payroll system and Time management system

{R.4.2}. Supplier shall provide information about experience in developing interfaces and connections with One.ERP system and CIAM (Identity and Account Management) system.

{R.4.3} Supplier shall enclose detailed references about the development team that will implement the HR Solution.

1. Hardware and Software specification

{R.5.1} Supplier shall provide information about:

- Hardware platform and sizing for proposed HR solution;

- Tools to be used for the proposed HR solution, license included.

 The proposed HR solution should be scalable, highly available and reliable.

{I.5.2} CT reserves the right to procure 3rd party hardware, software and licenses on its own if more favorable to CT, and according to supplier's detailed specification.

1. Licensing and pricing

{R.6.1} **Important note:** **Supplier is expected to provide the overall solution with all necessary costs, regarding the implementation, hardware, licenses and SLA.** **All licenses not included in the offer must be covered by the supplier.**

{R.6.2} Supplier is asked to divide the offer into pricing items as detailed as possible for new HR system (especially for the HR system, especially for the Payroll system and Time management)

{R.6.3} Supplier is asked to provide the price for yearly maintenance of the system (SLA) and describe the variant covered by the SLA and as well as to state whether it is included in the 1st year price.

1. System requirements

Supplier shall propose the HR solution including:

{R7.1} Please provide information about:

-The list of software used for the HR solution

- A detailed breakdown of recommended infrastructure software/licenses (OS, software, licenses...);

- Possibility to execute changes in the app post production, i.e. CT IT team should be provided with access to code and rights to change it.

- Provided with access and admin rights in the app. i.e. for CT IT

- Provide specify the test system and suggest integration into the CT environment.

{R.7.2} The system must provide automated procedures that allow for the regular backup and recovery. Proposal for implementing new versions and updates.

{R.7.3} The system should be enabled for integration with Nagios, in order to check server and app configuration and health settings to ensure the document repository is running properly and without errors.

{R.7.4} Supplier is supposed to provide plan for key user education and also Supplier has to assure electronic copy of all referred training documentation covering key users, configuration, operation and maintenance of the system.

{I.7.5} The official language of the system needs to be Montenegrin. As HR system needs to be connected with multi-national DT system (One.HR) all customizing entries, tables in new system have to be maintained in English. To maintain data in English in the new system, the user should use login language “EN”

1. Deployment and Integration

{R.8.1} Supplier is supposed to provide High Level Design (HLD) document of proposed solution.

Describe the project scope and dimensioning, solution design, system architecture with integration points, deployment scenario with all necessary technical details (functionalities, interfaces and protocols) and migration strategy.

{R.8.2} Proposed solution should be scalable and dimensioned to easily support future extensions E.g. competency management, other income management, performance management, planning and budgeting, employee self-service, mobile version of the application etc. Please describe.

{I.8.3} Advanced features: Please provide a list of advanced features along with additional pricing, if any.

{R.8.4} The new HR solution shall be integrated with various CT systems, including one.ERP and CIAM system, e-Archive, internally developed applications, Electronic General register (eBook) etc.

Please provide possible and preferable ways of integration:

 - for Interfaces to and from internal and external systems (Described {R.3.1.3) and {R.3.1.4})

 - for CT application portal/Payroll (internally/external CT developed applications) (Described ({R.3.1.5})

{R.8.5} Please provide possible ways of integration with CT’s Document management system (eArchive, Workflows management), commercial name: OpenText Content Suite.

{I.8.6} Please note that for all or most of the interfaces, compliance with the current types of interface is mandatory, i.e. no changes are expected in the system that the new HR solution is being integrated with.

1. Data Migration

{R.9.1} Data needs to be migrated from the current HR solution [[1]](#footnote-1)to the new system. The scope of migration will be defined during the scoping phase of the project.

{R.9.2} The supplier should provide documentation on all stages of the migration and list all the tools needed for the migration.

1. Security

{R.10.1} Every IT/NT system installed or deployed at CT network must fulfill general security requirements. These requirements are mandatory and Supplier is obliged to implement these requirements as a part of system installation and integration. DT Statement of Compliance sheets of Security Requirements (PSA/SDSK process) relevant for the solution must be sent as completed within project implementation timeframe.

The supplier should state that DT IT security requirements will be fulfilled (described: Appendix\_6\_Information Security Annex v3.1).

{R.10.2} The solution have to be integrated with Active Directory, ERP/SAP and other business systems, e-Archive.

{R.10.3} The solution have to provide track activities with pre-defined and configurable comprehensive reports and audit trails.

{R.10.5} The solution have to should support navigational security, with multiple layers of user-definable security, to limit access at department, user, system, role, and document levels.

{R.10.6} The solution should provide detailed, configurable reports regarding user, user rights management, authorization & authentication, user actions and individual changes made in the system, detailed logs regarding the user log in/out, changes the user made in the system, user/user role administration etc.

1. Performance

{R.11.1} The solution is expected to have a powerful, intuitive interface designed for non-technical users. At any point, for any reason, there should be no issues with the application performance, i.e. all actions should be straightforward without lags and delays.

{R.11.2} The supplier should describe performance monitoring capabilities.

{I.11.3} The supplier should list possible system bottlenecks.

1. Reporting

{R.13.1} The system should provide a comprehensive library of reports (advanced and dynamic reports), scheduled report generation and user-friendly custom reports builder and dashboard.

{I.13.2} All reports (advanced and dynamic) have to possibility to exported and downloaded into MS Excel for further analysis and processing.

1. Implementation methodology

{R.13.1} Supplier is asked to define their implementation methodology, and highlight how it will be used to minimize the risks involved with implementation of the system of such complexity.

 {R.13.2} Suppler is asked to provide specify Implementation roadmap with clear responsibilities provided and list the items of the project documentation.

1. Timeline

{R.14.1} Please provide an overall timeline proposal (number of months for completion, HR system, Payroll system and Time management separately).

{R.14.2} Supplier must comply with the requirement of the production:

- HR system due date December 1, 2021.;

- Payroll system and Time management due date May 1,2022.

1. Current HR solution includes: HR system, Payroll system and Time management [↑](#footnote-ref-1)