**HR SOLUTION**

**REQUEST FOR PRODUCT**

CRNOGORSKI TELEKOM

Table of Contents

[1. Introduction 3](#_Toc162365545)

[2. General part 4](#_Toc162365546)

[3. Requests description 5](#_Toc162365547)

[4. References 7](#_Toc162365548)

[5. Hardware and Software specification 7](#_Toc162365549)

[6. Licensing and pricing 7](#_Toc162365550)

[7. System requirements 7](#_Toc162365551)

[8. Deployment and Integration 8](#_Toc162365552)

[9. Data Migration 9](#_Toc162365553)

[10. Security 9](#_Toc162365554)

[11. Performance 9](#_Toc162365555)

[12. Reporting 9](#_Toc162365556)

[13. Implementation methodology 10](#_Toc162365557)

[14. Timeline 10](#_Toc162365558)

[15. Annex 10](#_Toc162365559)

# 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 modules:

* **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 -** Optional

**{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 the 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 requirement level used in this RFP document: R - Required, I –Information, O – Optional.

# General

 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;
* 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 HR system (including HR system, Payroll system);
* Provide information about experience in developing interfaces and connections with One.ERP 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 separately);

# Requests description

Please describe the overall solution and provide in detail how your solution covers the following bullets:

**{R.3.1}** **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;

Basic business requirements for HR system that include OM, PA, OM –PA reporting can be found in the attached documents:



**Interfaces to and from internal and external systems**

New HR system shall be integrated with the following systems:

**{R.3.2.1}** Online interfaces to/from the Employee Central via the ORG LAYER:

All documentation related to Employee Central system (EC) interface will be available in a phase of the project by DT HRIT team.

**{R.3.2.2}** 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 documentation related to One.HR system interface will be available in a phase of the project by One.HR DT team.

**{R.3.2.3}** 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.3.2.4}** 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.

**{R.3.2.5}** The supplier has to support flexible interface structure which will be defined during scoping phase.

**{R.3.3}** **Payroll system -** optional**:**

Basic business requirements for Payroll system can be found in the attached document:

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**{R.3.4}** The short listed suppliers will be asked to present offered HR solution in a **demo**.

The purpose of the demo is to get a better understanding of how the solution works and what its features and benefits are. By seeing the solution in action, Crnogorski Telekom can assess its potential value and check whether it meets its needs and requirements. Additionally, a demo can help to establish trust and confidence in the solution provider, as it shows that they are transparent and confident about the capabilities of their product or service.

# 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 HR system (including HR system, Payroll system).

**{R.4.2}** Supplier shall provide information about experience in developing interfaces and connections with One.ERP system.

# 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.

# 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)

**{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.

# 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 postproduction, 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

- Beside Production environment, Test environment should be also included. Please include it also in the above breakdown and mark what is related to test and prod.

**{R.7.2}** The system must provide automated procedures that allow for 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.

**{R.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”

# 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, Employee Central, 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.3.2.1) and {R.3.2.2})

 - for CT application portal/Payroll (internally/external CT developed applications) (Described ({R.3.2.3})

**{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 interfaces is mandatory, i.e. no changes are expected in the system that the new HR solution is being integrated with.

# Data Migration

**{R.9.1}** Data needs to be migrated from the current HR solution to the new system. Migration scope and all other migration activities (strategy, design, format, transformations, load, testing, etc.) to be agreed within RACI matrix.

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

# 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 the project implementation timeframe.

The supplier should state that all DT IT security requirements will be fulfilled.

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

**{R.10.3}** The solution has 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.

# 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.

# Reporting

**{R.12.1}** 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.12.2}** All reports (advanced and dynamic) have to possibility to exported and downloaded into MS Excel for further analysis and processing.

# 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}** Supplier has to suggest RACI matrix for all project phases and activities, which will be agreed with DT HR team.

# 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}** The proposal for delivery of the solution by December 1st 2024 would be preferred, both for both HR system and Payroll system.

# Annex

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| **Publisher** | **Author** | **Filename** |
| CT |  | HR Business Requirements.docxZRMD\_A06\_d.htmOneHRExample.xlsxApplicationPortalSpecification.xlsxBusiness Requirements for Payroll.docx |
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