



Title: Terms of Reference – Procurement of Human Resources Information System

1. Background

Zimbabwe Health Interventions (ZHI) is a not-for-profit human development organization which is registered as a Private Voluntary Organization (PVO 17/22). ZHI's mission is to develop and deliver innovative and sustainable high impact integrated health interventions with local communities while working with and strengthening existing institutions.

The following are our vision, mission and values which shapes our organizational culture:

Vision

To see the populations, we serve live with optimal health, well-being, and self-sufficiency.

Mission

To develop and deliver innovative and sustainable high-impact, integrated health interventions to the communities we serve, while working with and strengthening existing institutions.

Core Values

Service- Recognizing the human & social capital in the communities we work in.

Teamwork across disciplines and geographies, within the organization and with our partners.

Accountability for our work with measuring and reporting at all levels.

Innovation- To meet the evolving needs of our beneficiaries and partners.

Diversity- Mutual respect for diversity in all aspects.

ZHI Projects

a) Accelerated and Comprehensive HIV Care for Epidemic Control (ACCE) Project Summary

The objective of the Accelerated and Comprehensive HIV Care for Epidemic Control in Zimbabwe (ACCE) project is to complement the government of Zimbabwe (GOZ)'s efforts towards epidemic control by targeting testing to efficiently identify PLHIV, ensuring all newly diagnosed PLHIV are immediately linked to treatment, and all PLHIV on treatment have ready access to antiretroviral therapy (ART), are retained on treatment, and remain virally suppressed. The program is being implemented in 9 districts in Midlands (Gweru, Kwekwe, Mberengwa and Gokwe South) and in Manicaland (Makoni, Mutare, Chipinge, Mutasa and Buhera).

b) Re-Ignite, Innovate, Sustain Evidence Based Interventions for HIV Prevention (RISE) Project Summary

The Re-Ignite Innovate Sustain and Empower (RISE) program aims to disrupt the main drivers of HIV risk for adolescent girls and young women (AGYW) in Zimbabwe using a proven approach called Determined,

Resilient, Empowered, AIDS-free, Mentored, and Safe women (DREAMS). The program goal is to contribute to the reduction of new HIV infections amongst AGYW 10-24 by 2026 in Zimbabwe by strengthening HIV and sexual violence prevention. The program is currently being in eleven priority high HIV burden districts in Zimbabwe (Beitbridge, Bulawayo, Bulilima, Gwanda, Gweru, Insiza, Mangwe, Matobo, Mazowe, Gokwe South and Mberengwa). These districts are in the following provinces: Mashonaland Central, Midlands, Bulawayo, and Matabeleland South provinces).

ZHI's primary role is to deliver a comprehensive curriculum on HIV prevention, gender norms and social asset building targeted at AGYW in school, out of school and their sexual partners at community level. ZHI's core thrust in the DREAMS-RISE Program is to keep girls and young women HIV Free through supporting them to: • Stay in school • Prevent early pregnancies • Prevent sexual violence • Access Post violence care • Reduce child marriage. DREAMS-RISE provides a comprehensive, multi-sectoral package of core interventions to address key factors that make girls and young women particularly vulnerable to HIV. These include structural factors, such as gender-based violence, exclusion from economic opportunities, and a lack of access to secondary school. DREAMS layers multiple interventions at once so that AGYW are surrounded with critical support to keep them safe from HIV and other risks.

2. Objective of Services/Work

The objective of this assignment is to:

1. To assist ZHI to have seamless, user-friendly, and eye-catching online platform that will automate all key HR functional areas.
2. Integration with existing systems. (Belina and proposed HRIS)
3. The system should have the capacity to analyze employee data in a fast-paced, efficient and high-quality manner.
4. Reporting and analytics play a critical role in driving value from people issues. The system should have the ability to generate reports in real time basis.

3. Scope of the assignment

The selected HRIS is expected to do the following functionality:

- a) To help to manage timesheets job management,
- b) To facilitate employee Self Service and learning management.
- c) To generate employee profiles and e-files where ZHI can store and easily access data related to Human Resources Management
- d) To facilitate and document employee exit processes.
- e) To assist in conducting 360-degree feedback assessments
- f) To assist in conducting the entire performance management cycle from performance contracting, performance appraisals, tracking progress and provides real-time reports.
- g) To assist in tracking and facilitating staff learning using an online platform
- h) To assist in conducting employee feedback programs such as employee engagement surveys and employee suggestion
- i) Leave management and planning.
- j) To help conduct staff orientation and induction.
- k) To conduct employee surveys such as employee engagement surveys and mood surveys
- l) To store employee database, personal files, and personal details

m) To manage employee contract's expiration and probation

Critical areas to work on as the minimum functionality.

- a) Automated Timesheets
- b) E-filing-
- c) Employee orientation and onboarding
- d) Recruitment and selection
- e) Leave management.

Detailed explanation of the functionalities

Functionality	Description
a) Time sheets	✓ The system should have the ability to generate online timesheets and manage the submission process.
b) Job management	✓ To help in creating jobs in the system and allocate them to different projects, departments and reporting lines
c) To generate employee profiles and e-files	✓ The system should create an online employee where ZHI can store and easily access data related to Human Resources Management
d) Employee exit management	✓ The system should facilitate and document employee exit processes.
e) 360-degree feedback assessment	✓ The system should assist in conducting 360-degree feedback assessments
f) Performance management	<ul style="list-style-type: none"> ✓ To assist in conducting the entire performance management cycle from performance contracting, performance appraisals, tracking progress and provides real-time reports. ✓ The system should have the ability to send notification
g) Staff learning	✓ To assist in tracking and facilitating staff learning using an online platform
h) Coaching and mentoring	✓ The system should have the ability to facilitate a coaching and mentoring program
i) Employee feedback and suggestions	✓ The system should assist in conducting employee feedback programs such as employee engagement surveys and employee suggestions
j) Leave management	✓ The system should help in leave management and planning that is integrated with Payroll system.
k) Staff orientation and onboarding	✓ The system should have an online employee orientation and onboarding program

l) Employee contracts management	✓ To manage employee contract's expiration and probation
m) E-filing	✓ The system should help to manage electronic files containing employee information such as job descriptions, bio information and certificates

ZHI reserves the sole right and authority over all data and reports generated from the assignment.

4. Deliverables:

This assignment will be expected to provide the following deliverables:

- To deliver an off the shelf system with a minimum of 5 years of usage experience by reputable organizations
- The consultant should provide a system that can be used with minimum customization.
- A comprehensive HRIS that will help to manage the end-to-end HR processes at ZHI.
- To provide clear specifications on the HR team's requirements and expectations of the HRIS to be sourced

5. Timeline:

The HRIS implementation will be expected to start in April 2024.

6. Proposal Submission:

Interested service providers are requested to submit a comprehensive proposal, including:

1. Statement of relevant experience i.e. similar assignments executed in/under execution in the last five years.
2. Demonstrated understanding of the Terms of Reference.
3. Proposed methodology and approach for the implementation of the HRIS.
4. Detailed work plan with timelines and milestones.
5. Project team members profiles and relevant experience.
6. Fees and licences required for the system.

8. Submission Instructions

This will include:

1. Quoting RFP#ZHI-SHARED-2024-04-030 – HRIS on the responses
2. The organization detailed profile.
3. A listing of organizations where similar service is being/has been offered.
4. CVs of key staff in the organization
5. CVs of key staff for this task

Proposals are due no later than on or before 15th April 2024 through e-mail to Procurement on procurement@zhi.org.zw

9. Evaluation and Selection

The selection of the service provider will be based on a combination of factors, including the proposal's quality, experience, data security, availability of client support services, staff qualifications, system functionality and financial considerations.

Criteria	Weight
1. Mandatory eligibility requirements <ul style="list-style-type: none"> - Company profile - Certificate of registration/incorporation - Valid Tax clearance certificate/VAT registration (for local suppliers) - Bank account details (Local Nostro Account) 	Pass/Fail
2. Technical proposal of not more than 5 pages, detailing the following: <ul style="list-style-type: none"> - Demonstrating clear understanding of the Terms of Reference - Technical capacity statement - ability to handle the assignment (skills, equipment etc.) - Clear description of the proposed methodology, and work plan. The work plan should be as practical as possible given the duration of the assignment. - Referrals from at least 5 reputable organizations. Experience with working with local Zimbabwean NGOs will be a distinct advantage 	60%
3. Financial proposal - cost-effectiveness of proposal, with following breakdown <ul style="list-style-type: none"> - Consultancy fees - Any other related costs e.g. travel costs. - Payment terms 	40%
Total	100%

7. Confidentiality:

The Service Provider will be required to sign a confidentiality agreement to ensure the protection of sensitive organizational information throughout the evaluation process.

8. Reporting and Communication:

The service provider will report directly to The Human Resources Director or his delegated appointee during the duration of the assignment. The service provider should also maintain regular communication with the project focal point to provide updates on the evaluation progress.

9. Budget:

The budget for the consultancy services, including the Service Provider's fees and any anticipated expenses, will be mutually agreed upon and outlined in the contract between the Service Provider and ZHI.

10. ZHI Terms and Conditions

- ZHI reserves the right to cancel the solicitation and not award.
- ZHI reserves the right to accept or reject any proposals received at any time, without thereby incurring any liability to the affected bidder(s) or any obligation to provide information on the grounds for the action.
- ZHI reserves the right to reject any or all proposals received and to terminate the evaluation process at any stage if deemed necessary.
- Incomplete proposal submissions that do not comply with all specifications will be rejected.
- ZHI may choose to award only part of the activities in the solicitation, or issue multiple awards based on the solicitation activities.
- ZHI reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.