

**Terms of Reference (ToR)**  
**for**  
**Sourcing ERP & Payroll Software**  
**December 2024**

1. **Background.**

a. UCEP Bangladesh, a leading non-governmental organization, founded by a New Zealand philanthropist Mr. Lindsey Allan Cheyne in 1972. UCEP crafts its mission to create and provide opportunities of technical training and education to the “fallen behind” boys and girls.

b. With the motto “Help to learn, Skills to Earn”, UCEP Bangladesh provides SSC Voc (from grade-6 to 10) Education, Skills Training (Technical and Vocational Education and Training - TVET) and subsequent job placement supports to the trained youths. Currently, UCEP operates 36 schools (*SSC Voc Education*), 10 TVET Institutes (*provide skills training in more than 30 trades*), and 8 UCEP Institute of Science and Technologies (UISTs – *provide 4-year diploma in engineering in different disciplines*) around the country through its 8 Regional Offices. UCEP Head Office located in Dhaka performs all its functions through 8 Regional Offices. The annual direct reach of underprivileged adolescents and youths are approximately 35,000.

c. Currently, UCEP is using its own job portal for recruitment, ERP software employee database management, leave, performance appraisal etc.

2. **Objective of the Assignment.** The primary objective of upgrading the job portal, ERP and Payroll software is to automate and streamline HR processes such as recruitment, onboarding, payroll, Fund management of PF and GF, performance management, and employee data management. Additional objectives are:

- a. Improve Data Accuracy
- b. Enhance User Experience
- c. Ensure compliance
- d. Support Remote and Hybrid Workforces
- e. Integrate with Other Systems
- f. Cost Optimization
- g. Enhance reporting and analytics capabilities for better decision-making.
- h. Improve employee engagement through self-service portals and real-time access to HR information.

3. **Scope of work.** The vendor or implementation partner will supply and install ERP and Payroll software with following key modules:

a. **Core HR Management**

- (1) HR and Compliance
- (2) Onboarding & Off boarding
- (3) Time and Attendance
- (4) Leave and Holidays
- (5) Employee Data Management.
- (6) Payroll with PF & GF Management



- (7) Performance and Management system including KPI.
- (8) Taxation and Compliance

b. **Recruitment & Talent Acquisition**

- (1) Job Posting & Applicant Tracking
- (2) Error-free Resume Screening.
- (3) Candidate Invitation
- (4) Candidate Evaluation Process
- (5) Offer Management

c. **Performance Management:**

- (1) Goal / KPI Setting & Tracking: Features to set, align, and monitor individual or team goals.
- (2) Appraisal Systems: Tools for conducting periodic reviews and assessments.
- (3) Skill Development Plans: Modules for identifying skill gaps and recommending training.

d. **Payroll:**

- (1) Links payroll to employee records, ensuring accurate calculations based on job roles, salary structures, and benefits.
- (2) Updates payroll automatically when employee information changes (e.g., promotions, salary revisions).
- (3) Customizable salary structures with automatic inclusion of allowances, deductions, and bonuses.
- (4) Tracks employee benefits, such as health insurance, UCEP benevolent fund contributions, and perks, and integrates them into payroll.
- (5) Tracks deductions, such as Vehicle Support Cost, Meal Cost, etc.
- (6) Automates payroll based on attendance, overtime, leave, and holiday data from integrated time-tracking systems.
- (7) Adjust wages for absences or late entries as per UCEP policies.
- (8) Calculates and withholds the Tax from the Salary Income as according to regulatory standards.
- (9) Generates and submits statutory reports
- (10) Runs payroll cycles for different employee groups (e.g., core staff, project staff, part-time, and Short term Employees)
- (11) Allows employees to view and download their payslips, tax forms / Tax Calculations, and payroll-related documents
- (12) Declare Investment allowances and Advance Tax status.
- (13) Links leave approvals with payroll to adjust salaries for leaves without pay or calculate leave payouts.
- (14) Manages holiday pay, maternity/paternity, without-pay leave, and sick leave compensations.
- (15) Generate detailed payroll reports, including salary distribution, tax deductions, expense summaries and individual salary certificates of the employees.



- (16) Provide analytic report) into payroll trends for strategic decision-making.
- (17) Ensures compliance with local labor laws, Income Tax Act and payroll standards.
- (18) Automates recurring payroll tasks, reducing manual errors.
- (19) Send notifications for payroll approvals, deadlines, and discrepancies.
- (20) Project and cost center-wise salary calculations and disbursements.
- (21) Link Project wise individual timesheet
- (22) Individual salary information.

e. **Fund Management of PF and GF**

- (1) Configure fund policies aligned with trust deed requirements
- (2) Define multi-level approval hierarchies to ensure compliance
- (3) Automatic contribution calculations, integrated with payroll
- (4) Apply for a Loan or Advance
- (5) Customize installment interest and terms.
- (6) Request for pause and resume loan
- (7) Track repayment history
- (8) Manage financial instruments, automate accruals and transactions, and generate fund financial statements.
- (9) Efficient and automated management of funds, including advances, profit distribution with waiver options, deregistration, settlements, and streamlined processing of allocations and accruals.

f. **Reporting & Insights**


- (1) Monthly and Yearly PF statements for comprehensive fund analysis
- (2) Individual PF schedules to monitor employee-specific fund contributions and withdrawals
- (3) Detailed reports on PF advances, settlements, and fund activities
- (4) View & download PF & GF statements for employees
- (5) Opt-in/Opt-out facility
- (6) Request loans against their PF balance
- (7) Manage PF loan requests for the team

g. **Loans & Advances**

- (1) Detailed loans & advances management features
- (2) Flexible installment, interests, and terms
- (3) Integrated with payroll
- (4) Comprehensive loan & advance reporting
- (5) Individual loan schedules for tracking



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4. **Deliverables.** The vendor will deliver the following:
- a. Comprehensive ERP software solution including Payroll Software tailored to the UCEP needs.
  - b. Implementation plan with a timeline.
  - c. Data migration strategy and execution.
  - d. User training materials and sessions.
  - e. Post-implementation support plan, including service-level agreements (SLAs).

5. **Responsibilities.**

a. **Vendor Responsibilities.**

- (1) Provide a scalable and user friendly ERP and payroll software solution as per our requirement.
- (2) Ensure timely delivery of all deliverables.
- (3) Offer technical support and address post-implementation issues.

b. **UCEP Responsibilities.**

- (1) Provide timely access to relevant personnel, documents, and existing systems for data migration and integration.
- (2) Offer clear communication and feedback during the implementation and trial phases.
- (3) Ensure availability of key stakeholders, including HR, Finance, and Compliance teams, for interim meetings, testing, and review sessions.
- (4) Facilitate necessary logistics and infrastructure, including hardware, server access, and IT support, required for software installation and deployment.
- (5) Share detailed financial and payroll data, including salary structures, taxation policies, provident fund, and gratuity fund details, to ensure accurate software configuration.
- (6) Provide comprehensive organizational compliance requirements to ensure adherence to applicable labor laws, Income Tax Act, and other regulatory obligations.

6. **Evaluation Criteria.** Vendors will be evaluated based on:

- a. Technical expertise and previous experience in HR and Payroll software implementation.
- b. Alignment of the proposed solution with organizational requirements
- c. Cost-effectiveness of the solution
- d. Feedback from references or past clients.

7. **Submission Requirements.** Interested vendors should submit:

- a. A technical proposal detailing the software features, implementation plan, and timeline.
- b. A financial proposal with itemized costs.



- c. Company profile and references from previous clients.
8. **Payment.** Payment will be made within 15 working days after successful installation of the ERP and Payroll software Solution and final acceptance from the user department. VAT & AIT will be deducted as per Govt. rules.
9. **Confidentiality.** The credential and data used in this assignment will be treated as exclusive property of UCEP Bangladesh and consequently confidential. So the credential and data and/or information cannot be disclosed to the third party during the preparation/ installation of the software even after the termination of the assignment/ToT/agreement.
10. **Intellectual property rights.** The documents and servers' data would be the intellectual property of UCEP Bangladesh and shall remain sole and exclusive property of UCEP Bangladesh
11. **Duration.** The development and installation of the complete system including trial run should be completed within 60 calendar days after signing of the contract. Interim meetings may be held between the Firm and the HR & Finance Department of UCEP Bangladesh.
12. **Contact information.**
- a. For bill submission and payment issues: Mr. Md. Bapparaz, Mobile: 01783733617.
- b. ERP software features related clarification: Md Nazmul Haque Molla (01912405206) & Md. Anisuzzaman (01684962154)
- c. ICT-related clarification: Mohammad Shohal Bhuiyan, Mobile: 01914217543.
13. **Rights of UCEP Bangladesh.** UCEP Bangladesh reserves the right to reject any proposal or cancel the proposed activity without showing reasons.



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