

DRC

Terms of Reference (TOR)

for

Provision of Cloud Based Payroll Solution

1. Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 34 countries with 6,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

2. Purpose of the consultancy

The Danish Refugee Council in Sudan is seeking for a reputable company to supply, implement, commission and train users on a new cloud-based payroll solution. The rationale is to streamline processes, improved and more efficient services to employees, whilst reducing operational costs associated with payroll processing and ensuring payroll confidentiality and security.

3. Background

The DRC Sudan has a workforce of around 300 national staff. The successful bidder will implement a payroll solution that supports the function of HR and finance to input, process and generate payroll data with accuracy and compliant with DRC and Statutory regulations in Sudan.

The payroll process is a monthly process that involves processing of staff salaries and benefits, statutory deductions (Social Insurance, Tax, and Zakat etc.) and any miscellaneous deductions.

4. Objective of the consultancy

The purpose of this consultancy is to implement a payroll solution that provides the following benefits:

Payroll processors:

a. Input:

- Manage monthly salary and deduction changes with accuracy, where needed additions of any deduction or arrears with ease.
- Employee records and profiles: To include personnel numbers/personal bank account/statutory numbers.

- Employee Divisions: Based on locations, department and positions; separate databases for national and international staff.
 - Bulk input of employee data, overtime, bank information etc.
- b. Processing
- Automate payroll calculation, capturing all calculations performed outside the system (loans, pro ratio, miscellaneous deductions, final pay calculations ...) Monthly exchange rate to calculate statutory benefits in local currency.
 - Computation of taxes in accuracy, accommodate provisions for Income tax and the benefits provided such as provident funds, Individual insurance schemes, taxable pay.
- c. Post processing and reporting (Finance side)
- To generate payroll exception Report
 - To generate bank transfer letter with list of staff.
 - Payment file matching the bank's required format, no manual intervention.
- d. Generate payroll related reports such as Social Insurance Report as per location, Zakat report, and tax report.
- e. Remote access with ability to do payroll processing remotely from any location. Elimination of IT hardware required to implement the solution.
- f. Security features that allow only authorized personnel to access the system, that can provide audit trail.
- g. Maintain Data protections as per global data protections standards
- h. Prompt support to the government statutory changes

Other users:

- Capability to automatically generate staff pay slips for tax returns and allow staff to access the documents on a self-serve module. Desired to have this capability being mobile functional.

5. Scope of work and Methodology

The Consultant will be required to prepare a detailed methodology and work plan indicating how the objectives of the project will be achieved, and the support required from DRC.

Phase 1: Planning Phase:

- Selected vendors will hold at least 2 phase separate meetings with involved parties.
 - Discuss and agree on the user interface, modalities and objective of the proposed system/software.
 - To do a presentation of existing software's to the involved parties through a demo presentation.

Phase 2: Internal Consultations:

- In house meeting between the involved parties to decide which vendor should be contracted.

Phase 3: Supplier Demo

- Successful vendor will provide a demo version to the involved parties to test run the system/software and if there are suggest changes to be made to the system, such changes will be taken into consideration by the vendor.

Phase 4: Proposed system

- To do a presentation of new software's to the involved parties through a demo presentation.
- Discuss data requirement, migration, piloting and the changeover timeline.

Post Development Phase:

- Develop an implementation guide, user guide and project overall documentations.

- Provide a comprehensive training on how to manage and use the software portal to designated staff and others.
- Upon completion, provide full access to the software Portal, front-end, back-end, host account and integration programming code details.
- Provide ongoing user support and consultation throughout the duration that DRC uses the system.

6. Deliverables

The Consultant will submit the following deliverables as mentioned below:

- A fully developed and functional payroll automation system with all the features as mentioned in this TOR
- Full access details of system/software, backend, and hosting platform
- A comprehensive manual or a user guide.
- A comprehensive pre-launch training and ongoing support to the users.

7. Duration, timeline, and payment

The total expected duration to complete the assignment will be no more than **2 months**.

The consultant shall be prepared to complete the assignment no later than **31st January 2026**

8. Proposed Composition of Team

The Consultant needs to demonstrate that they have a competent and knowledgeable team with capacity to deliver on this project. The team should have worked on similar projects before, and should be present throughout the implementation of the project. The Consultant also needs to demonstrate that their team has capacity to provide ongoing user support with a reliable contact person. Should the project be scaled to other countries, they should have capacity to implement and support in multiple countries.

9. Eligibility, qualification, and experience required

Eligibility:

Professional software application firm with proven expertise and experience in providing excellent payroll solutions to international organizations or multinationals. The provider must be responsive and willing to work collaboratively and effectively with DRC Sudan Office towards delivering high quality system.

Experience

- Substantial experience in the delivery of cloud-based payroll solutions to International Organizations (preferably in Sudan). The proposed solution should be a native-cloud, subscription based, that will not require any investment in IT infrastructure (hardware and software) to implement. The vendor should provide an architecture of the solution.
- Ability to deliver the requested solution demonstrated by a detailed project implementation plan with clear milestones and deliverables at each milestone. The project plan should also

highlight the project team, their competence in relation to the project and the project escalation matrix.

- Demonstrable relevant payroll software applications set up in Sudan or globally.
- Provision of tax clearance certificate
- Proven integration of payroll software to other ERP systems (we may need in future)
- Willing to work with DRC Sudan office to ensure the final product is of extremely high quality.

Requirements:

- Reference contact details from INGOs/ UN Agencies/ Embassies in Sudan
- The Firm/s License and Registration Certificates
- Financial proposal (should include total cost for the assignment)

10. Technical supervision

The selected consultant will work under the supervision of:

- Ronald Gitari Kinyua, Regional IT Specialist
- Saddam Hossain, HR and Administration Manager
- Ahmed AlMahbashi, Finance Coordinator

11. Location and support

Danish Refugee Council, Country Office in Sudan, Port Sudan

12. Travel

The Consultant is expected to work in the specified location upon required. Transport to and from the DRC Country Office, Port Sudan, Sudan, will be catered by the Consultant.

13. Submission process

All bids should be sent to (insert email) by (insert due date).

14. Evaluation of bids

The selection of a suitable payroll and timesheet application be based on the following six (6) criteria:

- **Payroll Software (20%):** Payroll system solution with quality years of relevant experience in providing services to similar organizations.
- **Knowledgeability (20%):** Understand DRC Sudan Office key requirements and the payroll solution meet it.
- **Innovativeness (20%):** User friendly, fully automated solution that generates reports with compatible to other ERP system. (e.g. Microsoft Dynamics)
- **Responsiveness of Proposal (20%):** Quality of the proposal submitted in relation to the advert. This includes clarity, objectiveness, concision, timeline, budget, etc.
- **Total Cost (including labor) (20%):** Total costs required to successfully execute tasks including labor charges is within budget.