

ANNEX A: TECHNICAL SPECIFICATIONS

PROCUREMENT OF A SOLUTIONS PROVIDER FOR HUMAN RESOURCE INFORMATION SYSTEM (HRIS) OF THE TOURISM PROMOTIONS BOARD (TPB)

I. BACKGROUND AND RATIONALE

The Tourism Promotions Board (TPB) plays a pivotal role in fostering and promoting tourism activities and showcasing our region's diverse cultural and natural attractions. As an organization committed to excellence, TPB recognizes the importance of efficient and streamlined human resource management processes to achieve its mission and objectives.

Subsequently, TPB aims to procure a state-of-the-art Human Resource Management Information System (HRIS) to enhance our internal operations and optimize workforce management. This transformative initiative aims to modernize our HR processes and ensure accurate and efficient compliance with evolving industry standards.

The current manual HR processes at TPB have served us well. Still, the dynamic nature of the human resource sector and employment trends demands a more sophisticated and integrated approach to human resource management. The envisioned that HRIS would address existing challenges and empower TPB to adapt swiftly to changing workforce dynamics and regulatory requirements.

By implementing a robust HRIS, TPB aims to foster a positive work environment, enhance employee engagement, and ultimately contribute to the overall success of our mission to promote tourism and contribute to the economic growth of the Philippines.

As TPB adapts to current HR and employment trends, the need to optimize internal processes, particularly in human resource management, has become apparent. The current manual processes, though effective, can benefit from technological advancements.

Challenges related to data accuracy and integration across HR functions highlight the need for a modern Human Resource Management Information System (HRIS). The proposed HRIS aims to streamline various HR processes, from recruitment, training, compensation, and benefits to rewards and recognition, ensuring TPB's commitment to operational excellence.

The project will be implemented in two (2) phases for a smooth transition:

Phase 1: Planning and Initial Deployment

- Implement core modules: Personnel Information Management, Attendance Management, Payroll Management, and Personnel User Access.
- Additional features: Online Attendance, Security, User Account Management, System Administration, and Audit Trail.

Phase 2: Full Implementation and Optimization

- Expand functionalities: Recruitment, Learning and Development, Performance Management, Rewards and Recognition, and Compensation and Benefits systems.

II. OBJECTIVES

A. GENERAL OBJECTIVES

- a. Deliver an integrated, robust, and flexible information system tailored to TPB's strategic HR requirements in compliance with the Civil Service Commission (CSC) rules and regulations and Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).
- b. Execute integrated HR functions through optimal deployment of HRIS to facilitate effective outcomes and support management in HR decision-making.

B. SPECIFIC OBJECTIVES

- a. Update and integrate HR systems for flexibility during blended/alternative flexible work arrangements.
- b. Automate and integrate systems for accurate benefits administration, computation, and timely report generation.
- c. Minimize routine tasks through automation, transitioning HR roles from bureaucratic to strategic partners in people management and development.
- d. Empower employees with a self-service HR system, allowing them to manage personnel concerns and access online services.

III. SCOPE OF DELIVERABLES

For these particular requirements, the *components of Phase 1 will be addressed*:

Implementation

1. Project Initiation:

- a. Hold a project alignment meeting to establish project objectives, timelines, and communication protocols.
- b. Define roles and responsibilities for TPB personnel and the implementation team.

2. Needs Assessment:

- a. Conduct a comprehensive analysis of TPB's current HR processes to identify specific requirements for Phase 1.
- b. Engage with the Personnel and Human Resources Development Division (PHRDD) and Management Information System Division (MISD) to gather input on critical functionalities and customization needs relevant to Phase 1 modules.

3. Solution Design:

- a. Create a comprehensive solution design tailored explicitly to Phase 1, ensuring alignment with TPB's HRIS requirements.
- b. Present and validate the Phase 1 design with TPB personnel, incorporating feedback for refinement.

4. Phase 1 Modules:

- a. Implement core modules for Phase 1, including:
 - Personnel Information Management
 - Attendance Management
 - Payroll Management
 - Employee User Access
- b. Configure additional features such as:
 - Online Attendance
 - User Account Module
 - Security and Encryption
 - System Administration and Audit Trail

5. Training:

- a. User Training for all TPB personnel
- b. Provide training materials and resources for ongoing reference, emphasizing user access, data entry, and system administration.

6. Testing:

- a. Conduct thorough testing of Phase 1 modules to ensure functionality, data accuracy, and user acceptance.
- b. Collaborate with TPB to address any identified issues and implement necessary adjustments.

7. Documentation:

- a. Create comprehensive documentation specifically for Phase 1, including but not limited to:
 - User manuals
 - Technology Stack
 - Customization guidelines.
 - Licenses Agreement
- b. Ensure documentation is easily accessible for TPB personnel.

8. Ongoing Support:

- a. Provide post-implementation support to address any issues or questions from TPB personnel.
- b. Provide a helpdesk or support system for timely resolution of issues and concerns.

9. Reporting and Analytics:

- a. Includes comprehensive and demographic reports.
- b. Train TPB personnel to generate and interpret reports.

10. Project Closure:

- a. Conduct a project closure meeting on:
 - achievements review

- troubleshooting outstanding issues
 - feedbacking mechanisms
- b. Submit all necessary documentation, credentials, and system access related to the system.
 - c. If any vulnerabilities are identified during the MISD validation, the bidder is required to remediate them.

IV. MINIMUM TECHNICAL REQUIREMENTS

1. During the project's implementation period and turnover, the Bidder must have managed cloud service/hosting in the Philippines, preferably privately managed cloud Services.
2. The privately managed service/cloud hosting must ensure the performance of the procured HRIS. Certification of Availability and Scalability of the Managed Cloud Services is required.
 - i. This certification will confirm that Bidder's server infrastructure has the capability and capacity to support the continued growth of the TPB database with no additional fees for TPB during the one-year HRIS engagement.
3. The managed service/cloud hosting platform must support overall or specified tenant metering; its certification must confirm this support.
4. The managed service/cloud hosting platform must include resource application submission and approval with a customizable workflow.
5. The managed service/cloud hosting platform must feature a monitoring dashboard that displays the current health status, statistics, and Alert Threshold settings.
6. The managed cloud service/hosting platform must support tenant-approved third-party auditing or on-site inspection. Additionally, it must support a cage and rack with access control and CCTV surveillance.
7. Bidder must submit a certification for privately managed cloud services issued by the Data Center provider.

V. MINIMUM FUNCTIONAL REQUIREMENTS

A. PERSONNEL INFORMATION MANAGEMENT SYSTEM (PIMS):

a. CS Form 212 (Personal Data Sheet) and Work Experience Sheet:

- Allow employees to fill out and submit CS Form 212 electronically.
- Capture all required information in alignment with the CS Form 212 format.

b. Database Entry and Administration of 201 Files:

- Maintain a centralized database for 201 files of personnel.
- Include a comprehensive database entry with fields such as personal details, employment history, and related information.
- Incorporate a feature to upload a picture of each employee.
- Allow employees to view their own 201 files, such as:
 - ❖ Appointment Paper
 - ❖ Certificate of Assumption to Duty
 - ❖ Oath of Office
 - ❖ Personal Data Sheet (PDS) and Work Experience Sheet
 - ❖ Contracts of Services (if applicable)
 - ❖ Clearance from Property and Money Accountabilities (for transferees)
 - ❖ Certificate of Leave Credits (if transferees)
 - ❖ Certificate of Eligibility
 - ❖ Diploma and Transcript of Records
 - ❖ Disciplinary Actions (if any)
 - ❖ Marriage Contract (if applicable)
 - ❖ Designations
 - ❖ Medical Certificate
 - ❖ NBI Clearance
 - ❖ Notice of Salary Adjustment (NOSA)
 - ❖ Notice of Step Increments (NOSI)
 - ❖ Position Description Form (PDF)

c. History of Employment:

- Track and display the history of an employee's employment within the organization.
- Include details such as positions held, departments, and dates of employment.

d. Update Personal Information and Produce Reliable Printouts:

- Allow employees to update their personal information as needed.
- Generate reliable printouts of prescribed Civil Service Commission (CSC) reports, including the following:
 - ❖ Service Record
 - ❖ Notice of Salary Adjustment
 - ❖ Notice of Step Increment
 - ❖ Loyalty Award Incentive
 - ❖ Certificate of Employment (COE)
 - ❖ Individual Performance Commitment and Review (IPCR)
 - ❖ Travel History

e. Document Upload Feature:

- Implement a document upload feature enabling the storage and attachment of pertinent employee documents.
- Ensure secure and organized document management.

f. Generate Comprehensive Personnel Reports:

1. Individual Report of:

- Service Record
- Notice of Salary Adjustment
- Notice of Step Increment
- Certificate of Employment
- Learning and Development Interventions

2. List of Sex-Disaggregated Data of Personnel on:

- Age and Birthday
- Contact Information
- Civil Status
- Age Bracket
- Government ID
- Length of Service
- Solo Parents
- Persons with Disability (PWD)
- Members of the Indigenous Group
- Previously Separated from Service
- Consanguinity
- With pending criminal/administrative case
- Educational Attainment
- Eligibilities

3. Monthly Report on:

- Accession and Separation
- Newly Hired and Promoted Personnel
- NOSA
- NOSI
- Resigned/Separated Personnel with corresponding claims/payables

B. ATTENDANCE MANAGEMENT SYSTEM (AMS):

a. Real-time Upload of Logs from Biometrics:

- Enable the real-time upload of attendance logs from biometric devices.
- Ensure seamless and immediate synchronization of attendance data.

b. Online Attendance for Flexible Work Arrangements (FWA)

- Implement an online attendance system to facilitate remote work scenarios.
- Allow employees to mark attendance during flexible work arrangements.

c. Attendance System Connected to Payroll System:

- Integrate the attendance system with the payroll system for accurate salary computation.
- Ensure consistency between attendance records and payroll processing.

d. Daily Time Record:

- Generate a Daily Time Record (DTR) for employees on a monthly and specified range period basis.
- Include details such as hours worked, leaves taken, and overtime.

e. Holiday, Office Suspension:

- Automatically account for holidays and office suspensions in the attendance system.
- Adjust attendance records accordingly based on the organization's policies.

f. Prevention of Unauthorized Overtime, Leave of Absence, and Shift Change:

- Implement controls to prevent unauthorized overtime, leave of absence, and unauthorized shift changes.
- Support flexible work schedules according to TPB policies.

g. Flexi-time and Other Work Schedule by the TPB:

- Accommodate flexi-time and other work schedules as defined by the TPB.
- Provide flexibility in attendance tracking based on organizational needs.

h. Leave Credit Balance:

- Display each employee's current leave credit balance.
- Update leave balances in real-time as leaves are taken or accrued.

i. Monetization of Leave Credits:

- Provide the option for employees to convert unused leave credits to their corresponding monetary value.
- Implement a secure and transparent process for monetization.

j. Charging Tardiness and Undertime on Vacation Leaves Credits:

- Automatically deduct tardiness and under-time from vacation leave credits.
- Ensure accurate leave credit calculations considering attendance discrepancies.

k. Monitoring of Filed Leaves:

- Support the implementation and tracking of all applicable leaves such as but not limited to:
 - ❖ Vacation Leave
 - ❖ Forced Leave
 - ❖ Sick Leave
 - ❖ Maternity Leave
 - ❖ Paternity Leave
 - ❖ Special Privilege Leave
 - ❖ Solo Parent Leave
 - ❖ Study Leave
 - ❖ 10-Day VAWC Leave
 - ❖ Rehabilitation Privilege

- ❖ Special Leave Benefits for Women
- ❖ Special Emergency (Calamity) Leave
- ❖ Adoption Leave
- ❖ Other forms of leave as may be applicable subject to existing CSC rules and regulations

l. Compensatory Overtime Credits (COC)/Compensatory Time Off (CTO):

- Track and manage compensatory overtime credits or compensatory time off.
- Ensure accurate recording and utilization of compensatory time.

m. Tardiness and Undertime:

- Record and calculate tardiness and under-time.
- Generate reports highlighting habitual tardiness and absenteeism.

n. Leave of Absence (LWOP):

- Record and manage leaves of absence without pay.
- Generate reports summarizing leave without payment.

o. Overtime:

- Record and calculate overtime hours worked.
- Ensure accurate compensation for overtime.

p. On Official Business (OB) or Travel Order (TO):

- Record and manage authorized attendance or participation in events, engagements, training, travels, etc.

Reports Generated:

- Detailed Daily Time Record Report
- Employees Leave Card
- Monthly Attendance Summary Report
- Statement of Overtime
- Certificate of Compensatory Overtime Earned
- Leave Application (per leave type, employee, and all employees).
- Official Business and/or Travel Order
- Habitual Tardiness and Undertime Report
- Habitual Tardiness & Absenteeism Memorandum
- Certificate of Leave Credits
- Summary of Leave without Pay
- Monthly Summary Report on Tardiness, Undertime, and Absences

C. PAYROLL MANAGEMENT SYSTEM (PMS):

a. Processing of Regular Payroll, Special Payroll, and Other Payrolls:

- Facilitate the processing of regular, special, and other payroll categories.
- Ensure flexibility in accommodating various payroll scenarios.

- b. Payroll Process for Permanent and Job Orders:**
 - Implement a payroll process for both permanent and job order employees.
 - Customize payroll calculations based on employment type.

- c. Monetization of Leave Credits:**
 - Incorporate a feature that generates a templated form for monetizing leave credits.
 - Ensure compliance with the formula provided by the CSC.

- d. Automated Computation of Compensation:**
 - Automatically calculate various compensation components such as RATA, Longevity Pay/Step Increment, Loyalty Cash Award, Midyear/Year-End Bonus, Cash Gift, Productivity Bonus, etc.
 - Ensure accurate and consistent computation based on predefined formulas.

- e. Automated Computation of Statutory Deductions:**
 - Implement automatic computation of statutory deductions, including Life & Retirement Insurance, GSIS, Philhealth, Pag-IBIG, and withholding tax deductions.
 - Adhere to legal requirements and ensure accurate deduction calculations.

- f. Automatic Deductions of Loans and Other Deductions:**
 - Automatically deduct loan payments and other specified deductions from employee salaries.
 - Maintain accurate records of outstanding loans and deductions.

- g. Monthly and Annualized Tax Computation:**
 - Calculate monthly and annualized tax deductions for employees.
 - Comply with tax regulations and provide accurate tax computations.

- h. Daily and Monthly Rate for (Permanent and Contract of Service):**
 - Support the differentiation between daily and monthly rates for permanent and Contract of Service (COS) personnel.
 - Ensure accurate computation based on the specified rate structure.

- i. Monthly and Semi-Monthly Processing of Payroll:**
 - Facilitate both monthly and semi-monthly payroll processing.
 - Allow flexibility in payroll frequency based on organizational requirements.

- j. Provides Text File/Excel File for Bank Transfer:**
 - Generate text or Excel files suitable for bank transfer transactions.
 - Streamline the payroll disbursement process by providing the necessary files for electronic fund transfers.

- k. Generates Report:**
 - General Payroll
 - Payslip

- Special Payroll and Other Payroll Report
- RATA, Mid-Year, Year-End, and Cash Gift, Longevity, etc.
- Monthly Contribution Summary (HDMF, GSIS, Philhealth, Pag-IBIG, and Withholding Tax)
- Loan Report
- Bank Transmittal
- Terminal Leave Benefit (TLB) Computation
- Service Record

D. PERSONNEL USER ACCESS:

a. Personnel Dashboard:

- Provide personnel with a personalized dashboard for easy navigation and access to relevant information.
- Display essential information such as notifications, upcoming events, and quick links.

b. Individual Personal Data Sheet (PDS):

- Enable employees to view and update their individual Personal Data Sheet (PDS) through the user portal.
- Allow for seamless and secure editing of personal information.

c. Documentary Requirements and Attachments

- Implement a file attachment feature for employees to upload and store documents such as training certificates, eligibility documents, scanned copies of IDs, etc.
- Ensure a secure and organized document repository.

d. Daily Time Record (DTR):

- Provide employees with the ability to view their Daily Time Record (DTR) through the user portal.
- Display detailed information on hours worked, leaves taken, and attendance history.

e. Viewing of Leave Card:

- Enable employees to access and view their Leave Card through the user portal.
- Display comprehensive leave information, including balances and usage history.

f. Official Business and Travel Order:

- Implement an online filing system for official business and travel order requests.
- Streamline the process for requesting and approving official business and travel order requests.

g. Application for Leave:

- Enable employees to submit leave applications online.

- Facilitate a paperless and efficient leave application process.

h. Leave Monetization:

- Implement an online process for employees to file leave monetization requests.
- Provide a transparent and user-friendly platform for leave monetization applications.

i. Compensatory Time Off (CTO):

- Allow employees to file Compensatory Time Off (CTO) requests online.
- Streamline the process for requesting and managing compensatory time.

j. Overtime (OT):

- Provide an online platform for employees to file overtime requests.
- Simplify the process of overtime request submission and approval.

k. Generates Report:

- Personal Data Sheet (PDS)
- Payslip
- Daily Time Record (DTR)
- Leave
- Compensatory Time Off
- Monetization
- Overtime
- Service Record

E. OTHER FEATURES:

a. Online Attendance:

Real-time Monitoring:

- Provide real-time monitoring of employee attendance.
- Alert supervisors of anomalies or attendance issues.

b. Security and Encryption:

Data Encryption:

- Implement encryption protocols (SSL/TLS) for secure data transmission.
- Ensure data-at-rest encryption to protect sensitive information.

Access Controls:

- Enforce role-based access controls to restrict system access based on user roles.
- Log and monitor user activities for security auditing.

c. User Account Module:

User Registration:

- Enable administrators to register and manage user accounts.
- Allow self-registration for employees with appropriate approvals.

Access Permissions:

- Define and manage user access permissions based on roles.
- Allow customization of access rights for specific modules.

d. System Administration:

Configuration Management:

- Provide an admin interface for system configuration and customization.
- Allow administrators to manage system settings, workflows, and notifications.

e. Audit Trail:

- Maintain an audit trail of system activities for accountability.
- Allow administrators to review and export audit logs.

F. PROVISION OF BIOMETRICS (Minimum requirement)

Screen: 5-inch, full view IPS LCD (optional touchscreen), Wall Mount

Resolution: 1280*800

Operation: Android 11, Quadcore 1.9GHz, RAM 2GB, ROM 32GB

Interface: Serial Com, RS485, RS232/RFID, Relay Out – NC, NO & COM

Camera: 2.0M RGB, 1.3M Infra Cam, Res RGB+IR, Wide Dynamic, Auto Wb/Wd

Face Recognition: Face Capacity 20k, Face Detection, , Stranger Detection, Recog
Distance 0.5m-4m

Fingerprint Sensor : 20k capacity, FAP10 Capacitive, FRR (.01%), FAR (.0001%), 508dpi,
ISO19794-2/-4, ANSI 378/381

Others: LED fill light, Support 20k card reader, LAN and Wireless, Log Capacity 2M,
Image capacity 10K

VI. TECHNICAL COMPLIANCE

- The Bidder shall submit brochures outlining the proposed solution's hardware and software components for inclusion in the bid submission. (Compliance)
- The Bidder shall provide proof of ownership that the proposed software must be registered in the Intellectual Property Office of the Philippines. This will be included in the submission of bids. Copyright must be presented. (Compliance)

- The Bidder shall present Proof of Concept (POC) of HRIS that complies with the CSC rules, regulations, policies, and reports. (Compliance)

The POC shall be presented during the opening, part of the bid docs' compliance with the Tech Specs.

VII. QUALIFICATIONS OF BIDDERS

- The Bidder must have implemented at least two (2) completed HRIS at any government with at least 500 employees for the past four (4) years and have a Satisfactory rating of project completion.
- The company must be registered in the Philippines and existing in the last four (4) years.

VIII. MINIMUM WORKFORCE QUALIFICATIONS AND REQUIREMENTS

Certain members of the Bidder's project team are required to report to the TPB during the project's implementation to ensure proper execution and to address end-user questions promptly.

The Bidder must provide a project team with expertise and knowledge of the Civil Service Commission's rules, regulations, and policies.

The project team must have at least three (3) years of experience designing, developing, implementing, and managing a Civil Service Commission-compliant Human Resource Information System. The project team must include at least the following roles: (Must submit updated Curriculum Vitae)

1. One (1) Project Manager
2. One (1) Business Analyst
3. Two (2) Software Developers
4. One (1) Quality Assurance Analyst
5. One (1) DevOps Engineer

IX. TIMELINES AND SCHEDULE OF DELIVERIES

The project contract shall commence upon receipt of the Notice to Proceed.

Item	Scope of Works	Timeline (Month 1-6)
1	Project Initiation	Month 1, Week 1-2

2	Needs Assessment	Month 1, Week 3-4
4	Solution Design	Month 2, Week 1-2
5	Implementation of Phase 1	Month 2-4
6	Training	Month 5, Week 1
7	Testing	Month 5, Week 1-2
8	Documentation	Month 5, Week 3
9	Ongoing Support	Month 3-6
10	Reporting and Analytics (Optional)	Month 5, Week 3
11	Project Acceptance	Month 5, Week 4
12	Support and Maintenance	Month 6 - 12

X. REMUNERATION AND TERMS OF PAYMENTS

The TPB shall make progressive or partial payments corresponding to the completion and acceptance of the respective services by the TPB. The payment schedule shall be as follows:

Deliverables	Percentage of Payment
Project Initiation Needs Assessment Solution Design	20% of contract amount
Implementation of Phase 1	30% of contract amount
Training Testing	20% of contract amount
Documentation Reporting and Analytics Final System Acceptance of the Project (Satisfactory Completion)	20% of contract amount
Ongoing Support Project Closure Turn-over (after 1 year of support warranty) / Retention	10% of contract amount

The supplier is encouraged to have a Landbank account. Payment shall be made through LBP bank deposit. If the supplier does not have a Landbank account, the supplier shall shoulder bank charges.

Send the bill of actual expenses to the **TOURISM PROMOTIONS BOARD** and address it to **COO MARIA MARGARITA MONTEMAYOR NOGRALES**.

ATTN: MR. EMMANUEL A. ZARATE, after completing services and submitting required supporting documents to facilitate payment.

XI. CONFIDENTIALITY, LIABILITY, AND NON-DISCLOSURE AGREEMENT

1. Data Confidentiality

Any information or document obtained from TPB, including but not limited to any obligations before the termination or expiration and provisions on confidentiality and proprietary rights, will remain in effect after the services rendered to TPB. Hence, the undertaking of the bidder not to disclose and to keep the information confidential shall exist even after the expiration or termination of his services to the TPB, nor can the bidder, at any time, disclose that the TPB engaged his services for its project.

2. Proprietary Rights

Records and other documents, reports, and relevant data the TPB compiled and prepared during the performance of the services shall be exclusively owned by TPB and shall not be used by the bidder for purposes unrelated to this agreement without the prior written approval of TPB.

3. Project Liability

The System Provider assumes liability for any damages to TPB property resulting from the fault or negligence of their personnel. In the event of such damages, the System Provider is obligated to repair them at their own expense and to the satisfaction of TPB. Failure by the System Provider to perform the necessary repairs may lead TPB to undertake the repairs and deduct the entire cost from any amount owed to the System Provider without prejudice to other legal remedies available to TPB.

4. Continuity of Services

- a. The System Provider shall refrain from taking any actions that may interrupt or interfere with existing services unless prior arrangements have been made and written approval is secured from TPB's authorized representative. Work should be organized to minimize shutdown time.

- b. During implementation, the System Provider agrees to adhere to the TPB's scheduled operational and security restrictions.
- c. If a system shutdown affects any production system of TPB, the System Provider shall provide a minimum of seven (7) days advance notice. Only TPB is authorized to shut down production systems.
- d. The System Provider shall give at least three (3) days advance notice of a system shutdown affecting TPB's non-production systems.
- e. In the event of accidental service interruptions, the System Provider shall promptly allocate appropriate labor, including overtime, materials, and equipment, for a maximum of one (1) day to ensure the swift restoration of interrupted services.
- f. The System Provider commits to offering warranty and maintenance support, encompassing updates and mandatory changes from other Government Agencies (GSIS, HDMF, Philhealth, CSC, DBM), and accommodating any changes in the requirements of reports for one (1) year.

XII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The ABC for this project is **THREE MILLION FIVE HUNDRED THOUSAND PESOS (Php 3,500,000.00)**, inclusive of all applicable taxes.