Mekong River Commission
For Sustainable Development

TERMS OF REFERENCE

1. CONSULTANCY SUMMARY

Title:	IT Consultant to automate HR's workflows
Consultancy Type:	SSA
Division:	Administration Division
Duration:	February 2023 – August 2023
Duty Station:	Home based and MRC Secretariat in Vientiane, Lao PDR
Reporting to:	Administration Division Director
Expected Deliverables:	E-leave, E-recruitment, E-PAR, E-Form, Frequency asked questions

2. INTRODUCTION AND BACKGROUND

The Mekong River Commission (MRC) is currently undertaking a transition process that aims at meeting the 2010 Hua Hin commitment concerning the Commission's financial self-sustainability by 2030 and strengthening the MRC's effectiveness and efficiency in developing and managing the Lower Mekong Basin. This process intends to move the MRC towards a new operational structure with a greater focus on in-country activities.

The ongoing organisational transition of the MRC entails major transformations. The preparation and implementation for HR reforms led by the HR team of the Administration Division (AD) is being initiated with support from the Senior Management of the MRC Secretariat. The current MRC's Microsoft Dynamic NAV System has been in place and used for more than 3 years. This system is mainly used for the financial operation of the Secretariat, including the following modules: Finance, HR, Procurement module and fixed asset management.

The existing/current MRCS HR system was set up to support MRCS to manage payroll for its Fixed-term staff and for Consultants under Service Contract (SC) at National Mekong Committees (NMCs) using CADENA. At the moment, the new system using Microsoft Dynamic has being developed under the new Financial Management Information System (FMIS) where there will be a HR payroll module, to be in line and linked with financial system. However, this newly developed FMIS system will not support any online/automation functions such as recruitment, absences management, travel authorisation, performance review and assessment, forms and frequency asked questions (FAQ), etc. as expected.

We have recently overcome the Covid-19 pandemic with many impacts faced, experiences taken, and lessons learnt. We are required to adapt with the changes for better works, thus, the manual paperwork shall be reduced and digitalized with automation system and maximized online works.

3. OBJECTIVES OF THE CONSULTANCY

- Follow the digitalization trend in international entities, including corporates and organizations, in over the world.
- Adapt with the fluctuations in the new situations with technology application requirements.
- Apply the technology in reducing the administrative and manual workflow for better works, less bureaucratic administration and more productive and efficient deliverables.
- Shorten timeframe for each administrative procedure.
- Deliver robust applications to automate business processes.
- Strengthen and track the transparency and compliance in processing.
- Monitor, follow-up and process absence requests, memos, performance assessments, travel authorisations, recruitment with applicant's database, FAQ, etc. in an efficient, transparent and speedy manner.
- Protect ecological environment with paperless objective.

For the above objectives, MRC Secretariat is seeking for a talent(s) who was certified, competent, knowledgeable, and experiential with **Microsoft Power Platform, Power BI, Power apps, Power Automate, Power Virtual Agent and/or relevant technologies / applications / software** to actualize MRC Secretariat's objectives which are tentatively divided into two following phases:
(1) In 2022: Research, analyse, brainstorm and develop a user-friendly online application/linkage to maximize all functions of current and available Microsoft applications which are using by the MRC Secretariat towards the efficient automation of administrative and manual workflows in MRC Secretariat.
(2) In 2023: Develop a user-friendly software with full automated functions aiming to digitalization goals of administration-related manual workflow.

4. EXPECTED RESULTS

Administrative tasks related manual workflow are automated and digitalized, including but not limited to, the absences management, performance review and assessment, talents acquisition, travelling processing, online forms and templates, FAQ, etc. The suitable technology is applied and maximized in term of productiveness, timeframe, transparency and compliance.

It's encouraged and be preferable if the newly developed technology/application/software can be linked with and/or supported by all MRCS's current systems/software/applications for the purpose of MRCS's database utilization as its single source.

5. DELIVERABLES AND CONCRETE TIMELINES

Deliverables and Expected Quality (1st Phase, in 2022)	Number of Days	Deadline
Desk reviews: - Review the existing procedures / processes which are currently implementing in MRC Secretariat. - Research all realistic and feasible solutions for the digitalization and maximization of the MRC Secretariat's	3	15 Feb 2023

current software and applications, including but not limited to their available modules. - Gather and analyze all potential and suitable features.		
Design feasible and realistic online applications/linkages to maximize the set available modules/functions of Microsoft applications aiming the automation of administrative workflow: - Create applications/linkages prototype including wireframe, user cases, and other required functionalities. - Design data flows for E-leave, E-PAR, E-Requirement, E-form, etc. - Collaborate with HR and IT teams for the customized/ designed proposals. - Draft and submit Applications Requirement Document.	5	15 Mar 2023
Develop/actualize the designed online applications/linkages of the automation of administrative workflow: - Develop/link functionalities for the purpose of actualization the E-leave, E-PAR, E-Requirement, E-form based on the designed options. - Work with HR and IT teams for the data linkage/synchronization and available applications connection. - Review functionalities with the designed options, requirements and expectations.	10	15 Mar 2023
Test the online applications/linkages of the automation of administrative workflow and implement the User Acceptance Test (UAT): - Test the applications/linkages in ensuring the codes/functionalities are error/bugs-free - Create UAT plan and conduct UAT for MRC Secretariat users - Submit reports of the testing and implementation of the UAT.	2	15 Apr 2023
Develop User's manual and provide relevant trainings: - Develop User's manual: for general users and for Admin users. - Develop instructions guideline and FAQ of the online applications/linkages of the administrative workflow automation. - Conduct 2-day training to MRC staff. - Develop completion report.	5	30 Apr 2023
Propose and present the potential and feasible technologies solutions basing on the real situation of MRC Secretariat for the 2nd Phase (tentative in 2023) of automation software/application development in order to digitalize MRC Secretariat's administrative workflows at a higher level with its paperless and productiveness.	3	30 May 2023
Handover: - All relevant documentations (analysis, workplan, design, and all reports).	1	30 May 2023

- All source codes (if any)		
Warranty: - 3 months support service after the handing over completion		31 Aug 2023
Total Number of Days/Hours	29	

6. REQUIRED TASKS AND RESPONSIBILITIES

- Review the existing procedures/processes within the organizational functions such as the absences management, performance review and assessment, talents acquisition, travelling processing, online forms and templates, FAQ, etc.
- Research all realistic and feasible solutions for the digitalization and maximization of the MRC Secretariat's current software and applications, including but not limited to their available modules.
- Gather and analyze all potential and suitable features.
- Create applications/linkages prototype including wireframe, user cases, and other required functionalities.
- Design data flows for E-leave, E-PAR, E-Requirement, E-form, etc.
- Collaborate with HR and IT teams for the customized/ designed proposals, for the data linkage/synchronization and applications connection.
- Design online applications/linkage for each function basing on the developed templates.
- Develop online workflow templates for each function.
- Architect, design, develop, and QA complex Power App workflows that string different business entities together.
- Draft and submit Applications Requirement Document. Submit reports of the testing and implementation of the UAT. Submit completion report.
- Develop/link functionalities for the purpose of actualization the E-leave, E-PAR, E-Requirement, E-form based on the designed options.
- Review functionalities with the designed options, requirements and expectations.
- Test the applications/linkages in ensuring the codes/functionalities are error/bugs-free.
- Create UAT plan and conduct UAT for MRC Secretariat users
- Develop User's manual (for general users and for Admin users). Develop instructions guideline and FAQ of the online applications/linkages of the administrative workflow automation.
- Conduct 2-day training to MRC staff.
- Propose and present the potential and feasible technologies solutions basing on the real situation of MRC Secretariat for the 2nd Phase (tentative in 2023) of automation software/application development in order to digitalize MRC Secretariat's administrative workflows at a higher level with its paperless and productiveness.
- Hand-over all relevant documentations (analysis, workplan, design, and all reports) and all source codes (if any).
- Warranty & re-fix bugs
- Assist with other needs that relate to Microsoft products.

7. PAYMENT MODALITY

Payment can be made based on the deliverables completed with satisfaction and approved by Administration Division Director.

- 1st payment of 20% upon completion of the acceptance of design online applications.
- 2nd payment of 45% upon completion and acceptance of development of online applications and test the applications and User Acceptance Test (UAT).
- 3rd payment of 25% upon completion of the User manual and training, 2nd phase solution and handover.
- Final payment of 10% will be paid based on the completion of warranty.

Note: Consultancy rate is defined by the MRCS consultancy rate policy and the level of consultancy. MRC is a tax-exempted agency for the work done for the MRC. Consultant, in case mission is required, will be covered with a return ticket to and from the assigned duty stations with a daily related subsistence allowance of 75% of the UN for the mission days.

8. INTELLECTUAL PROPERTY RIGHTS

Intellectual property rights - IPR: Information, data, database, knowledge resources in the forms of briefings, reports, proceedings, articles, essays, etc. issued by and for the MRCS will be the MRCS property.
Any utility, announcement and disclosure that are without MRCS highest levels of authority' permission is considered illegal and will be charged by relevant local and international legal procedures.

9. DECLARATION OF NON-FRAUDULENCE AND PROTECTION OF PERSONAL DATA

The Subscriber shall adhere to the MRC's relevant rules and regulations of the MRC on personal data protection, business exclusion, and fraud prevention and anti-corruption principles, and shall be under strict disciplinary measures should any violation occurs.

10. WORKING ARRANGEMENT

Communication Line: Chief HR Officer

11. QUALIFICATIONS AND REQUIREMENTS *(select or add as appropriate)*

Education Background:	- Bachelor's degree in Information Communication Technology (ICT), Software Engineering or equivalent. - Master's degree in ICT and/or Software Engineering is an advance
Years of Work Experience:	- At least 5 years of working experience with Microsoft Dynamic software/application. - At least 5 years of working experience in software designing and development. - Getting familiar with the software development of Human Resources Management System. - Have developed/deployed HR-related software for corporate business, investment companies, banks, government, local NGOs, iNGOs and/or similar organizations.

Other Required Skills and Knowledge:	- Logical thinking - Reporting - Inter-personal, communication and facilitation skills. - Human Resources knowledge
English proficiency requirement (speaking, writing):	- Good English communication skills both speaking and writing.
Other requirements:	- Compliance with all MRC's Rules and Regulation regarding to Consultancy Management and Contract Monitoring and Closure.

12. SIGNATURE BLOCK

MRCS:

Full Name: Watt Botkosal

Incumbent's Full Name: _____

Title: _____

Signature: _____

Incumbent's Signature: _____

Date: _____

Date: _____