

**SPESIFIKASI TEKNIKAL BAGI PERISIAN SISTEM SUMBER MANUSIA
SME CORP MALAYSIA**

| Bil | Features Needs | Compliance | Catatan |
|-----|---|------------|---------|
| | | Yes/No | |
| 1. | <p>Management Human Capital – (400 staff-including state offices)</p> <p>Human Resource Information System</p> <ul style="list-style-type: none"> - Employee Profile - Discipline - Education - Medical history - Achievements - Benefit - Career progression - Employees Event - Skill & Competency - Training record - Working history <p>i. System shall be able to record a chronological history of employee's job history and career progression with details of any changes e.g. salary, redesignation within division, department division, line of reporting, etc.</p> <p>ii. System shall be able to prompt notification via email to notify HR on the staff nearing retirement age, Retirement limit should be configurable.</p> <p>iii. To provide the following key functionalities:</p> <ul style="list-style-type: none"> a) Employee self-service data entry with audit trail feature; b) Fields to include all basic personnel data, including, but not limited to the following: <ul style="list-style-type: none"> • Basic personnel data; • Beneficiaries and dependencies; • Classification of staff (permanent, contract, etc.) <p>iv. System shall be able to integrate the following fields for employee personal details (Integrated with SAGA payroll):</p> <ul style="list-style-type: none"> • Staff number • Salutation (Mr / Ms / Datuk, etc) | | |

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| | | Yes/No | |
| | <ul style="list-style-type: none"> • Staff alias/ former name (if any) • NRIC number (old and new, if applicable) • Passport and Visa number (if no NRIC number input) • Nationality (if no NRIC number input) • Correspondence address • Permanent address • Telephone/ mobile number • Email address (company / corporate email) • Race • Religion • Date of birth • Gender (cross-reference against salutation) • Marital status • State • Bank account number • Bank (drop down list) • Branch • Basic salary • EPF number • Tax file number • Socso number <p>v. System shall be able to capture emergency contact information:</p> <ul style="list-style-type: none"> • Next of kin (name) • Relationship • Contact number <p>vi. System shall maintain the following fields on the spouse and family details for permanent, contract and temporary staff. System is able to maintain multiple records for spouse (up to 4) and child information (not limited to 1 record)</p> <p>vii. System shall be able to maintain employee date specification as the following but not limited to:</p> <ul style="list-style-type: none"> • Date joined • Date confirmed • Date retired • Date of transfer to SME Corp <p>viii. System shall be able to attach scanned objects and multiple types of document to each</p> | | |

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| | <p>employee profile, including but not limited to the following:</p> <ul style="list-style-type: none"> • Employee's photograph • Insurance nomination form • Other images (e.g. qualification certificates, NRIC, passport, etc.) <p>ix. System shall be able to search for staff record based on unique fields or any combination of fields, for example:</p> <ul style="list-style-type: none"> • Staff ID • NRIC • Full name or part of employee name • Division / Department / Branch, etc • Job grade and Department • Position <p>x. System shall be able to track changes and provide audit trails for all changes of data.</p> <p>xi. System shall be able to do Data Modification Update</p> <p>xii. System shall be able to</p> <ul style="list-style-type: none"> • Display/print organizational chart • Export data into Microsoft Excel or other formats • Print the employee details in pdf or word format • Able to create report in Microsoft Excel, Word and PDF | | |
| 2. | <p>Training and Development</p> <p>i. Able to set a minimum training hours required by employees</p> <p>ii. Able to track available budget for training, budget spent, current remaining budget and total training hours by employees(by year).</p> <p>iii. System shall be able to filter and display training history of an individual staff including (but not limited):</p> <ul style="list-style-type: none"> • Date of training/ course • Venue of training/ course • Parties who conducted the training (internal and external) • Knowledge gain | | |

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| | <ul style="list-style-type: none"> • Training matrix (total training hours every month) • Costs of training • Service / training bonds • Evaluation by participant/ supervisor • Status <p>iv. System shall be able to provide report and export data into excel documents or other formats for user to edit the report</p> <p>v. To provide the following functionalities but not limited to the following:</p> <ul style="list-style-type: none"> • Supports online planning and scheduling for internal and external training sessions; • Calendar is available online for personnel to view; and • Staff is able to apply for training and request for approval. <p>vi. The system shall be able to allow Head of Division (HoD) online access to view the training records of his/her staff</p> <p>vii. System should be able to attach scan training certificate.</p> | | |
| 3. | <p>Leave Application and Management</p> <p>i. System shall be able to deduct available Annual Leave for Emergency Leave applied</p> <p>ii. System shall be able to allow users to define rules on leave entitlement based on:</p> <ul style="list-style-type: none"> • Employment type (Permanent, contract, temporary, etc) • Job grade • Years of service • Carry-forward leave • <i>Gantian Cuti Rehat</i> (GCR) <p>iii. To provide the following functionalities but not limited to the following:</p> <ul style="list-style-type: none"> • Classification of leave as the following, but not limited to Annual, Emergency, Sick, Unpaid etc. • Business rules shall be in place for these self-service application processes, but not limited to: <ul style="list-style-type: none"> - Applications less than 3 days | | |

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| | <p>prior to day of leave is to be classified as Emergency</p> <ul style="list-style-type: none"> - Application half day leave, including whether leave was taken in the morning or the afternoon on the same day (able to configure) <p>iv. System shall be able to perform configuration on leave approval request structure. The following functionalities but not limited to the following:</p> <ul style="list-style-type: none"> • Most leaves shall have multilevel approval, by Superior/HoD • Multi-layer approvals shall be available for specific groups of employees • Unpaid leaves and replacement leaves are to be approved by CEO • Leave can be self-cancelled by personnel prior to approval • If leave has been approved, cancellation requests are to be raised to HR for further processing • Notification via email to be sent to personnel informing of the approval and cancellation request status, be it approved or requires correction • Notification via email to be sent to supervisor or Head of Division (HOD) informing of the support, approval and cancellation request status. • Able to create report in Microsoft Excel, Word and PDF and status tracking <p>v. System shall <u>disable</u> leave application upon full utilisation of user available leave and application that pending for approval</p> <p>vi. System shall be able to automatically compute the yearly entitlement of all staff based on entitlement rules setup for both earn basis and non-earn basis leave.</p> <p>vii. System shall be able to capture half day leave, including whether leave was taken in the morning or in the afternoon</p> <p>viii. Calender management according to State and Federal public holidays</p> | | |

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| 4. | <p>Attendance</p> <p>4.1 The following functionalities but not limited to the following:</p> <ul style="list-style-type: none"> i. Tracking of personnel's daily clock-in and clock-out details with integration to the existing door access system in HQ office only; ii. Real-time monitoring for staff movements <ul style="list-style-type: none"> • Leave • Self-entry by personnel iii. Alerts and to be automatically followed by the issuance of warning letter for instances where personnel is late for more than a predefined number of times. iv. System able to create report in Microsoft Excel, Word and PDF | | |
| | <p>4.2 The following configurable business rules shall be in place for the overall overtime processing, but not limited to:</p> <ul style="list-style-type: none"> • After office hours only (user-definable) • Different rates on public holiday <p>*Able to configure eligibility for overtime claim base on organisation set business rules and produce the reports.</p> | | |
| 5. | <p>Employee Self Service (ESS)</p> <ul style="list-style-type: none"> i. Employee profile (view and edit) <ul style="list-style-type: none"> • Contact information (ie: address, phone number,etc) • Family/Dependent information • Beneficiary information • Marital status • Education information • Emergency contact information ii. Leave Application <ul style="list-style-type: none"> • Apply, cancel and reschedule leave application • View leave record per month and year • Gantian Cuti Rehat (GCR) application • Staff movements (official/personal matters(timeoff)) iii. Training and Competency | | |

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| | | Yes/No | |
| | <ul style="list-style-type: none"> • Apply and view training record • Scan and attach training certificate <p>iv. Discipline</p> <ul style="list-style-type: none"> • Able to view disciplinary record <p>v. ESS to capture audit log for changes/ updates made by employees</p> <p>vi. ESS shall allow Superior/ Director to view item ii and iii, dan iv</p> <p>vii. To have dashboard for employee and task list for approval</p> <p>viii. The system must be a user friendly and compatible with any browser on desktop and mobile.</p> | | |
| 6. | <p>Customisation Works</p> <p>Customisation cost based on requirement specification for all the modules and will be borne by the vendor.</p> | | |
| 7. | <p>Integration Works</p> <p>Able to integrate with</p> <p>i) Payroll and Compensation - SAGA System</p> <ul style="list-style-type: none"> - One way Integration (to extract any new and updated payroll information form SAGA into HR System). - Scheduling integration -daily (customizable) <p>ii) Current door access system- XportelNet Client.</p> <ul style="list-style-type: none"> - One way integration (to extract attendance information form XportalNet Client into HR System) - Scheduling integration -daily (customizable) <p>Note: Any cost incurred for integration works will be borne by the vendor</p> | | |
| 8. | <p>Migration Works</p> <p>The vendor should be able to migrate data from current system (Lotus Notes platform) to new Human Resource Management System</p> | | |
| 9. | <p>Maintenance</p> <p>The vendor able to provide maintenance service within 1 to 3 working days</p> | | |

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| | <p>Provide support services for application within the warranty period of at least one (1) year from the issuance of the Final Acceptance Certificate.</p> <p>Provide at least one (1) year license period for related software and platform from the issuance of the Final Acceptance Certificate</p> | | |
| 10. | <p>Project Duration The vendor must complete the project within 24 weeks. Failure to complete the project within time frame will be imposed penalty</p> | | |
| 11. | <p>Training The vendor shall appoint suitably qualified personal who authorised by the principal to provide free of charge for on-site training at least 5 officers on system application.</p> | | |
| 12. | <p>Installation, Commissioning And Test-Run The vendor shall be responsible for the installation, commissioning and test-run of the application to the satisfaction of SME Corp. Malaysia before final acceptance. All costs on installation, commissioning and test run of the software shall be borne by the vendor.</p> | | |
| 13. | <p>The vendor shall handover the Source code related to the application to SME Corp. Malaysia</p> | | |
| 14. | <p>Documentation Provide complete set of documentation covering hard copy and soft copy, at a minimum, the User Manual, Training Manual, System Administration Manual, Functional Specification, data dictionary, database design and source code. These manuals must cover all work processes in the HR System application to ensure that the users have sufficient understanding and knowledge required to operate the system.</p> | | |
| 15. | <p>After Sales Service</p> <ul style="list-style-type: none"> • Capability on the maintenance of the application offered in terms of staff strength and expertise shall be provided by the vendor. • The vendor shall propose after sales service programme including the response for the | | |

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| | <p>expected time to repair (ETTR).</p> <ul style="list-style-type: none"> The vendor shall also propose and quote the maintenance contract. The vendor shall provide one year subscription for application system where the latest release of the application system shall be delivered from the day of subscription contract to the expiration of the contract. | | |
| 16. | <p>Proposed solution Preferable On-Site Solution/Model (Server provided by SMECORP)</p> | | |
| 17. | <p>Other cost</p> | | |

Recommended by:

Signature / Name

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