

## **Annex 1**

### **HRMS Software Requirements**

#### **1. Recruiting and Applicant Tracking**

Human resource management software shall completely streamline the hiring process for HR departments with automated HR system features.

HR System shall have an online job portal to post a job opening with ease, and even use the solution to craft a job description. As the applications start pouring in, the applicant tracking system can accept (and reject) candidates based on predetermined criteria.

- Job Posting - Uploaded Job Advertisement according to civil service standard and advertise and share on social media.
- Talent Pool Search – Ability to scan through the application received
- Background Screening
- Creation of Career Pages and Career Portal- Candidates can create their own profile by filling up the job application form which will eventually create a profile by uploading necessary documents for the vacant post and apply for a job through the web based portal.
- Career profile shall include the below details:

##### **Personal information**

Full Name

Title

Age (Auto calculation)

Date of birth

Gender

Nationality

National ID/Passport No (for foreign staff)

Contact No (Viber/WhatsApp)

Email ID

Upload ID/Passport copy (PDF format/JPEG)

Passport size photo

##### **Permanent Address**

Address

Atoll

Island

##### **Temporary address**

Address

Atoll

Island

##### **Education**

Primary Education

O level

A level

Diploma (Level 5)

Associate Degree (Level 6)

Degree (Level 7)

Postgraduate Diploma (Level 8)

Master (Level 9)

Upload documents (PDF format/JPEG)

**License and Registration (if required)**

Provisional/Temporary registration

Registration No

Registration issue date

Registration end date

License

License No

License issue date

License end date

Upload documents (PDF format/JPEG)

**Work Experience**

Previous employment details

Designation

Employment start date

Employment end date

Total no of years (Auto calculation)

**Current employment details**

Designation

Employment start date

Upload documents (PDF format/JPEG)

**Service bond**

Starting Date

End date

No of Days/Months/Years worked (Auto calculation)

No of Days/Months/Years remaining (Auto calculation)

**Police Report**

Issued date

End date (validity)

Upload documents (PDF format/JPEG)

**Employment details**

Permanent employment/contract employment/wage employment

Designation

Rank and classification

Name of the Organization

Department/Division/Section/Unit

Iulaan No

**Document check list (documents submitted for the post)**

NID/Passport copy

Educational certificates

Primary Education

O level

A level

Diploma (Level 5)

Associate Degree (Level 6)

Degree (Level 7)

Postgraduate Diploma (Level 8)

Master (Level 9)

Health professional registration copy

Health License copy  
 Work experience letter  
 Police report  
 IELTS  
 CV

For each Job posting this information can be updated by the candidates and apply through for any posting.

Declaration of the applicant

Question: Your mother, father, son, daughter, husband, sister or sister is working at MOH office?

- Yes
- No

{If the answer to this question is Yes, to explain the details below}.

The information I have provided in this portal / form is accurate. If the information in this form / portal and the documents submitted with the form are found to be inaccurate, the decision will also be cancelled upon cancellation of the form. And in connection with the case of providing false information Legal action will be forwarded to the relevant authorities.

- Related council registration forms and documents shall be visible to download from the portal.
- Interview Management and selections – software shall allow HR Staffs to communicate with the candidates through email to send and received necessary additional documents after interview process
  - Selected candidates shall get email notifications on interview timings and dates
  - Candidates shall get their interview results via email.
  - Candidates shall receive Offer letters, and other necessary documents
  - Candidates travel updates and notification

**2. Employee Onboarding and Administration**

- Automated Email Notifications – Ability to receive emails and task notifications
- Unlimited Number of User profiles and access
- Reporting and Auditing logs
- Payroll
- Attendance and leave management
- Digital Signatures
- Employee Transfers and requests – ability to accept transfer request and transfer employee's one place to another.
- Generating Offer Letter other documents
- Generating Contract agreements
- Work permit Process status
- Visa Application Status and expiry tracking
- Organizational Structure
- Vacant posts
- Ability to track Resignations and retirements
- Leave management and leave plans
- Employee Main registry - Ability to maintain records of all kinds of staffs, Example Permanent staff, temporary staff, project staffs and wage staffs, etc.

Employee Profile information - Requirement for employment information module stated below**Staff Details**

Full Name

Title

Age (Auto calculation)

Date of birth

Gender

Nationality

National ID/Passport No (for foreign staff)

Contact No

**Emergency contact details**

Name

Relationship

contact no

Current address

Permanent Address

Address

Atoll

Island

Temporary address

Address

Atoll

Island

**Education**

Primary Education

O level

A level

Diploma (Level 5)

Associate Degree (Level 6)

Degree (Level 7)

Postgraduate Diploma (Level 8)

Master (Level 9)

License and Registration (if required)

Provisional/Temporary registration

Registration No, Registration issue date, Registration end date (Notification required)

License, License No, License issue date, License end date (Notification required)

**Service bond**

Starting Date

End date

No of Days/Months/Years worked (Auto calculation)

No of Days/Months/Years remaining (Auto calculation)

**Employment details**

Permanent employment/contract employment/wage employment

Designation

Rank

Classification

Name of the Organization

Department  
 Division/Section/Unit  
 Employment start date  
 Employment end date (for contract employment)  
 Job ID  
 Record card no  
**Visa information**  
 Insurance start date  
 Insurance expiry date (notification required)  
 Work permit start date  
 Work permit expiry date (notification required)  
 Visa duration  
 Visa expiry date (passport stamped date)  
 Work permit no.

- Generating Certificates such as Experience Certificates, leave approvals, bank letters, no objection letters, etc

### **3. Reporting and Dashboard**

Actionable forecasts and data allow HR leaders and admins to make well-informed decisions. The process becomes more efficient when all requisite data is available accurately in a centralized dashboard.

- Charts and Visualizations
- Custom Filters
- Custom Reports
- Dashboard Builder
- Pre-Built Dashboard
- Pre-Built Reports
- Report Export – MS Word, Excel and PDF
- Report Scheduling
- Automated Reminders

### **4. Training component into HR Software**

#### **Task:**

- Ability to track Staff Training evaluations
- Ability to track staffs who complete the trainings and return to works etc.
- Ability to track staffs on trainings in different modes
- To create a link (training data) specified by training section, within the HR System is to store Data's regarding
- Short term, long term training and workshop/seminar/conference, within the Health Sector.
- This link should include the following functions or links within the existing HR software.
- Changes to the data should only be allowed for authorized staffs.

#### **Following are the data to be viewed:**

- **Participants details:**
- Full Name
- Age (Date of birth)

- Gender
- Address (permanent / temporary)
- National ID no / Passport no.
- Organization (department / division / section / unit)
- Designation

**- Training Courses, Workshop and Seminars**

- Overseas Training (Short term / long term)
  - Local Training (Short term / long term)
  - In house Training
  - Workshop
  - Seminars
  - Conference
- (Records of all MOH staff (including dep/div and atolls) as well as officials from other agencies has to be viewed)

**- Level of training**

- Diploma
- Advance Diploma
- Degree
- Masters
- Certificate of participation
- Certificate (with levels)

**- Details of training**

- Name of training
- Duration
- Local or International
- Country
- Starting date
- Expected date of completion
- Departure date
- Arrival Date
- Date to report back
- Bond details (duration and place of service)

**- Funding**

- Government Funding
- Scholarships (fully OR partial funding)
- Loan scheme
- Funding from UN OR other international organization

**- Funding details**

- Course Fees / Tuition fee / Registration fee
- Stipend
- Book allowance
- Establishment allowance
- Ticket

- Food allowance (for local trainings)
  - Accommodation allowance (for local trainings)
  - Travel allowance (for local trainings)
  - Miscellaneous / Contingency allowance
- (Should be able to add more categories if needed)

**- Documents:**

Below mentioned documents should be able to attach and viewed in the system.

- Participants Curriculum Vitae
- Participants Certificates.
- Evaluation form
- Pay leave form
- Academic qualifications
- Offer letters
- Evaluation Reports of the training
- Semester results
- Agreements (scholarship; pay leave; pay back etc)
- Reports (workshop / seminar / conference)

**Important points:**

Required to get a notification (an alert / pop up message) on relevant due dates

For example:

- 15 days prior to course completion date
- 10 days after each semester
- 30 day prior to each payment due date
- Serving period and serving facilities/locations, post completion of training for service bond period
- Ability to generate reports as per request by HR
- Record of actions taken for staff who do not serve service bond (Communication with CSC, AG, between staff & HR, or HRMD docs for non-serving members or deferral of service period.

## **5. Attendance, Payroll and Compensation**

### **Attendance**

- Supervisor should be able to take the attendance report (monthly and yearly) of all his/her supervisees.
- In taking breaks, after IN/OUT has been punched, deduction should be made from the salary as per the exceeded amount from 45 minutes.
- Staff should be notified individually within the system through an alert that shows on their dashboard about the absent days.
- The system should be in way that it can generate a list of all staffs that arrived late for any given duration.
- Those given the role of supervisor, must be able to view the information related to the attendance of all the staff under their supervision including staff's absent, daily attendance, late report and number of sick leaves left.
- reporting time for Civil staffs is 8:00, Political Appointees is 8:30 and for Duty staff, time is in duty roster, If anyone come late, than the fixed time it must be recorded as late.
- A reminder message should be sent via system once a week to the staffs that has an absent day in attendance.
- System must be able to generate attendance report for the duration required for the Performance Appraisal.
- System must be able to log staffs break/personal/Office related. (Able to generate separate log for each reason)
- Able to generate Staff registry
- Ability to create leave planes amendments
- Ability to create work handovers and updates before leaves and after returning.

### **Leave**

- Leave must be updated in the system according to the changes that come to civil service law. (15 Days medical certificate leave and 15 days' normal leave must be viewable separately.)
- Must be able to view all records of the different types of leaves that a civil servant is eligible for.
- Each staff should be able to view/ check the amount leave they have left.
- Once the request for leave has been applied, leave should be not approvable until the information of the handover staff has been entered to the system.
- Auto generates the calculation of no pay leave and joins date through the system.
- Before 15 days of leave cancellation, staff must be notified about possible leave cancellation as an alert that comes on their dashboard.
- All the political appointees leave chit must be generated according to the policy under which they are granted leave.
- After a staff has requested for a leave and there comes a situation where the staff wants to change the date of the leave, staff must be able to cancel the said leave request through the system.
- Family responsibility leave/sick leave of staffs that do duty to be counted through the system including the public holidays.

### **Records keeping**

- Able to generate staff registry according to civil service law.
- Information of those employees who leave the job should be viewable in staff registry.



- If a staff has left the job, once the leaving date has been entered to the system, work group should end automatically in the system.
- List of all newly hired, transferred, terminated staff should be generated in the system.
- Service duration of each staff and 55 and 65-year-old staff's list should be generated in the system
- Different lists related to staffs and posts should be generated separately within the system for the required date.
- (In excel sheet format)
- If a staff takes a no pay leave, the duration for which the staff worked should be viewable in the records system of the said staff.
- Staff's educational qualification, contact number and address should be editable to the staff in the system.

### **Payroll**

- According to the policy under which the salary is given to civil servants, salary sheet must be generated in the system
- Deductions made in the service allowance due to sick leave, absent days and late days must be generative in a separate report.
- When terminating, upon ending designation the allowances must end automatically in the system.
- To be able to close each business area separately as an individual office.
- Foreign staff's overtime must be calculated within the system
- Other allowances that foreign staffs are eligible for must be included in the system.
- When No-pay leave entered to the system salary deduction must be made within the system.
- Should be able to send risk allowance form to staffs within the system.
- Travel (Travel allowance) report of those staffs who travel between Male' and Hulhumale must be able to send via the supervisor

## **6. HR Foreign Recruitment Process and Additional Notes:**

### **Vacancy Identification**

- System should know the details of vacant posts
  - List of posts and current assignments already in system
  - List of this in Excel (this sheet to be updated)
- Vacancy alerts – 3 (+1) months notification in advance to from the health facility
  - If a Health Facility needs to renew the contract of an employee, this should be recorded into the system as a request.
- Performance appraisals to be uploaded to the portal from Hospitals, which is source document for termination/transfer decisions.
- System generates the list of vacancies and requirements and posts.

### **On Vacancy**

- When there is a vacancy, HR Staff will create a JOB advertisement on portal (contracts & requirements already a standard by CSC)
- Prospective Employees submit application via the portal
- System should match with existing CVs in CV Bank (CV Bank -> all submitted/available CVs in the system)

*Note:* Data and Doc should be submitted to the system as required for immigration at this stage (like dpi/jpg etc.) and document size will be limited.

#### *CV Matching Checkpoints to be in settings*

- Document Matching
- Experience Start Date / End Date
- Semi-matching
  - System should display list, sortable by different checkpoints of matching candidates found in the system.
  - Candidates may be self-registered (on public portal) or previously fed candidates into the system by Authorized users.
  - Once matching candidates are found and shortlist is confirmed / verified by Authorized users, System will send a notification to the applicant of the selection. for documents as required by immigration (like dpi/jpg etc.) <---- this information will be already collected at initial stage.

#### **Shortlisting and Evaluation**

1. Selected Candidates (authorized staff chooses from filtered lists based on matches on checkpoints)
2. Schedule Interview (email)
3. After shortlisted candidates are evaluated, the evaluation sheets should be attached to the shortlisted candidates.
4. The highest marked candidate will be selected by authorized user.

#### *Hiring Process - Offer of Employment and Council Pre-registrations*

1. Selected candidate would already have a login for the portal, and all document exchanges should occur from within the system.
2. Send Council Approval forms (Medical Council or other as required)
3. Once forms are received, these would be submitted to the Council (online as applicable) and status records maintained in Recruitment System
4. If the Council approves, a pre-registration document/certificate is issued.
5. An "Offer of Employment" would then be sent to the applicant. (Offer of employment to be generated through the system)
6. The candidate should send scanned copy of signed Offer of Employment within 5-3 days

#### **Employment Approval Document**

1. Once signed Offer of Employment is received, submit an application for "Employment Approval" (EA) via the Expat system. The status of the EA request should be updated in the Recruitment System.
2. When EA is received with all necessary stamps, the document should be attached to the candidate on the Recruitment system.
3. Applicant to be sent EA copy & "Travel Guide" (a generic assistant document for travel and on arrival actions – This document to be update-able on the Recruitment System)
4. If employee wishes to bring any dependent with him/her information has to be shared through system and filled sponsorship deceleration form for the dependents. (form will be submitted through "Imuga portal" – Maldives immigration system)
  - Dependent sponsorship deceleration form status will be updated to the system and can be viewed by the applicant.

**Arrival**

- System will inform Required Arrival date by matching the date on which current post is expected to become vacant.
- When the candidate submits Travel documents into the system, and after being verified by authorized users, system would generate “OK to board” document, which is downloadable by the candidate.
- Upon arrival, the candidate might not inform on exactly the date of arrival. Authorized users will update the system with arrival date, as soon as the candidate informs arrival to Maldives/ also can be updated by the applicant through the portal.

**Council Registration**

- Submit for registration with the Related Council

Status of the above should be updated in the Recruitment System as it progresses. The above is a responsibility of the new recruits and should be informed to authorized staff of MoH who will update the system.

**Employment Contract**

- Conduct Medical Checkup
- Start date of Contract would be the date of submission of Council Registration/ conduct Medical Checkup
- Signed after Medical Checkup is completed with “OK”.

**CSC System Update**

- Once all of the above is completed, the CSC system is to be fed with all necessary information.
- The status of updating CSC system should be entered into Recruitment system.

**Visa Processing**

- Visa process starts with Employment Approval (EA) Document issued from within the Work Permit system.
- Prospective Employee’s passport data is already available from the recruitment personnel. These should have already been captured into the system from prior processes.
- EA is usually issued for two years
- EA to be scanned and recorded into the system with the following pieces of data
- Work Permit number
  - Issued date
  - Expiry date
- EA is then passed onto the prospective Employee
- At the issuance of the Employee Approval, an account for the employee should be created in the Recruitment Portal. They should then be able to see the system process that occurs within the system.
- Upon arrival of the employee Arrival information is sent by Recruitment personnel.

**Payment of Visa Fees**

- Visa Fee is to be paid within 15 days of arrival of the employee. Generally, a list is created for all Forthcoming Visa payments (which includes renewals of current employees)
- Work Visa Fee Payment Form is filled for visa payments. Payment is usually made for 12 months.

- Payment length depends on the following
- Expiry date of Passport
- Expiry date of EA

#### **Payment of Insurance**

- Fill Insurance Form for new employees.
  - Paid from the next working day (from the date of filling the form)
- Upon approval Allied Insurance Sends Policy Document. The following data should be captured into the system
  - Policy Number
  - Policy Start Date
  - Policy End Date
  - Issued Date
- Passport Details
  - One employee might have multiple passports
  - All details of all provided passports must be captured into the system
- Employee file from Recruitment Section would have these details
  - Passport data
  - Medical Checkup details

#### **Visa Stamping**

- When Work-permit system confirms Visa Approval, Visa Stamping process starts.
- The following needs to be submitted by the employee. Ideally employees would see this as an alert from their login to Recruitment Portal and they should submit these documents from the Recruitment Portal
  - Latest Passport details
- Visa Stamping requests are made to the Work Permit Portal. The status of this request needs to be entered and updated in the Recruitment Portal.
- Once Visa stamp is completed. The work permit cards would be collected from Immigration. This would be scanned and uploaded to the Recruitment portal for record keeping. Validity Period details should also be entered in the Recruitment System.
  - Start date
  - End date
- Visa is usually issued for a period of 2 years.
  - System needs to alert 90 days prior to visa expiry of any employee. The alert should ideally be an email / text to relevant staff of Visa section.

### **Employment Approval Extension**

- For visa issue / renewal the following SOFT COPY documents need to be requested from the employee
  - Contract with the local hospital
  - Medical Council Registration (or other related council depending on post)
  - Medical License (depending on post)
  - Medical Checkup Results (not older than 6 months)
  - Passport (all passports held by the employee including the last expired passport – should include biodata page and opposite page with additional information of passport holder)
- And HARD COPY of the following documents
  - Medical Checkup document (not older than 6 months)
  - Last Valid Passport (and previous passports used during the employment)
  - Photo of the employee (passport photo)

Once these documents are received, relevant staff would enter the request for extension into the Expat system. The status of the request needs to be updated in the Recruitment System.

### **VISA RENEWALS**

Same process as previously described for visa issue (same documents and submission process)

### **INSURANCE POLICY EXTENSION**

Same process as previously described for Insurance Policy subscription (same documents and submission process). Recruitment System records need to be updated with renewed dates for EA, Visa and Insurance.

### **Bank Letter**

For all new employees, a bank letter (letter to bank acknowledging the employment) to be issued via the portal to the employees. Different formats are to be issued for different banks and so, the employee should be able to select the bank from the portal for which the bank letter is being requested for.

### **Dependent Visa**

When an expat staff requests for Dependent Visa, the following documents need to be submitted

- Employee needs to fill employee related details of the respective physical form from the immigration, scan and send
- Authorization letter by the employee
- For the dependent
- Passport Copy (bio data page and information page)
- Copy of Ticket or Itinerary
- Letter of Guarantee
- Relationship authentication document (Embassy letter / Birth certificate / Marriage Certificate etc)

### **Auto Generated Documents from the System**

- Employment Letter
- Offer letter
- Employment Contract
- Experience Certificate (on resignation)

- Different parties will send requests for verification of this certificate. The system needs to keep track of which party has requested for verification and the date on which verification was completed.

### **Resignation**

Hospital will inform when an employee would be released/terminated. The date of resignation/release/termination should be captured into the Recruitment System.

When a resignation date is entered into the system, Visa section staff should receive an alert when the resignation date is close to process the following

- Cancellation of Employment Approval
- Cancellation of Visa

These requests will be made into the Work Permit / Expat portal and status needs to be updated in the Recruitment System

### **Employee related notes**

Recruitment system should allow dated notes to be saved along with each employee recorded in the system and should be displayed during viewing of any employee records.

### **Leaves**

- Triggered by letter from Hospitals (received via GEMS)
- The request should include:
  - Leave application form
  - Should indicate if a replacement is required or not

This request will be approved or rejected by this section

- Temporary Replacement Process includes recording the following information
  - Replace by staff
  - Replacement from hospital (Hospital from which the replacement is being sourced)