

Terms of Reference for Worker Support Digital System (WSDS) Implementation

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Project: Worker Support Digital System (WSDS) Implementation

Issued by: Fairtrade Network of Asia and Pacific Producers (Fairtrade NAPP)

1. Background and Context

Fairtrade NAPP is committed to promoting fair labour practices, worker rights, and operational transparency within producer organizations across the Asia-Pacific region. As part of this commitment, Fairtrade NAPP seeks support in implementing a comprehensive digital workforce management system that aligns with international labour standards and enhances worker welfare, transparency, and operational efficiency.

2. Project Objective

The objective of this project is to implement a Worker Support Digital System (WSDS) that establishes a centralized, integrated digital platform ensuring transparency, automation, compliance, workforce support, and operational efficiency across Fairtrade NAPP operations. The system will digitize and streamline key workforce management functions including organizational governance, payroll and compensation, time and attendance management, emergency response capability, digital record-keeping, and worker self-service access.

3. Scope of Work

The implementation of WSDS shall cover the following key functional areas:

3.1 Organizational Governance & Workforce Structure Digitization

- Digitization of organizational hierarchy including country, branch, department, cost center, grades, levels, and organogram
- Complete employee profile management and lifecycle tracking
- Manpower planning with budget validation and headcount tracking
- End-to-end recruitment workflow including candidate self-service portal and online testing system
- Training and development lifecycle management (pre-test, post-test, certification, evaluation)
- KPI-based performance appraisal and probation review systems
- Survey management with graphical reporting capabilities
- Incident logging, disciplinary tracking, and task management
- Helpdesk ticketing workflow and announcement systems
- Biometric-based access control logging

- Role-specific dashboards for HR and recruitment teams

3.2 Compensation, Payroll & Worker Financial Transparency

- Salary structure configuration and automated payroll processing
- Tax calculations and statutory compliance (Provident Fund, EOBI, gratuity, FBR formats)
- Loan and advance management with installment tracking and worker visibility
- Overtime setup, reconciliation, and payment processing
- Bonus, increment processing, leave encashment, and arrears management
- Expense claims processing with policy-based approval limits
- Travel request and approval workflow management
- End of service benefit calculations
- Canteen management with biometric token integration
- Biometric-enabled cash salary disbursement system
- Comprehensive payroll reports and comparative analysis dashboards

3.3 Time, Attendance & Workforce Presence Management

- Shift scheduling, roster mapping, and attendance tracking
- Biometric device integration for attendance capture
- Automated attendance flags (Late, Early, Half Day, Absent) with configurable rules
- Manual attendance workflow for exceptions
- Leave policy configuration (group-wise and employee-wise)
- Compensatory leave and leave encashment management
- Attendance trend analysis and reporting
- ESS biometric kiosk for worker self-check

3.4 Emergency & Safety Capability

- Real-time headcount visibility based on attendance data
- Assembly area attendance marking via mobile application
- Safe/Not Safe status marking during emergency situations
- Missing personnel identification reporting
- Emergency drill and actual incident reporting capabilities

3.5 Digital Records, Worker Self-Service & Communication Enablement

- Document management system with type configuration and expiry reminders
- Letter template management and automated printing
- Employee document upload and secure retrieval matrix
- Worker self-service portal (web and mobile) providing access to:
 - Attendance status and leave balance

- Digital pays slips and loan details
- Grievance and request submission
- Company announcements and messages
- Internal messaging module with read acknowledgment tracking
- Announcement management with popup notifications
- Role-based access control across all modules

4. Integration Requirements

The WSDS implementation must ensure seamless integration with the following systems and maintain compliance standards:

- Biometric attendance and access control devices
- Finance and ERP systems for accounting integration
- Banking interfaces for payroll disbursement
- Tax authority upload formats (FBR compliance)
- Access control and security systems

The architecture system shall incorporate:

- Role-based access control (RBAC) ensuring data security
- Complete audit trail for all transactions and changes
- Data privacy enforcement complying with applicable regulations
- Configurable workflows to adapt to organizational requirements
- Scalability to accommodate organizational growth

5. Expected Deliverables

Upon successful completion of the WSDS implementation, NAPP shall achieve the following outcomes:

1. Fully digitized workforce lifecycle management from recruitment to separation
2. Transparent payroll and financial tracking with statutory compliance
3. Real-time attendance monitoring and emergency headcount visibility
4. Structured recruitment process with headcount governance
5. Performance-driven appraisal system with measurable KPIs
6. Digitized document repository and compliance control
7. Mobile-enabled worker self-service platform enhancing transparency
8. Integrated management dashboards for strategic decision-making

6. Implementation Approach

The implementation shall follow a structured approach including:

- Requirement analysis and system configuration workshops

- Data migration from existing systems
- Module-wise deployment with user acceptance testing
- Training programs for administrators, HR staff, and end-users
- Pilot phase implementation before full rollout
- Post-implementation support and system optimization

7. Project Timeline

The implementation shall be completed within 3 months, with key milestones including:

- Project initiation and requirement analysis
- System configuration and customization
- Data migration and integration
- User acceptance testing
- Training and capacity building
- Pilot deployment
- Full system rollout
- Post-implementation review and optimization

8. Quality Assurance and Compliance

The WSDS implementation must adhere to:

- International labour standards and best practices
- Local labour laws and statutory compliance requirements
- Data protection and privacy regulations
- Fairtrade standards for worker welfare and transparency
- Industry best practices for HRMS implementation

9. Reporting and Monitoring

Regular progress reporting shall be provided including:

- Weekly status updates during implementation phase
- Monthly progress reports with milestone tracking
- Issue logs and risk management documentation
- User adoption and training completion metrics
- Post-implementation performance assessment

10. Budget and Resources

- Detailed project budget shall be prepared including software licensing, implementation services, training, and support costs
- Resource allocation plan identifying personnel requirements from all stakeholders
- Infrastructure and hardware requirements assessment.
- Ongoing maintenance and support cost projections

11. Submission Guidelines

- Please send an Expression of Interest (EOI) outlining your relevant experience, and a budget under 7000 euros.
- **Contact for Submission:** sarah.anum@fairtradenapp.org and it-support@fairtradenapp.org
- **Submission Deadline:** 05-05-2026