TERMS OF REFERENCE FOR SUPPLY, DELIVERY, INSTALLATION AND ROLL OUT OF ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

Entity/ Contractor: Regional Universities Forum for Capacity Building in Agriculture – RUFORUM

Deadline for applications: 25th March 2024, 3:00 PM (EAT)

Type of Contract: Short-Term Consultancy

Duration of Consultancy: 2-3 months

Expected Start Date: 8th April 2024

Procurement Reference Number: RUF/SRVS/2024/001

1.0 Introduction:

RUFORUM, a consortium of 170 universities in 40 countries across Africa, is inviting qualified suppliers to submit proposals for the implementation of a computerized financial and human resources management system, specifically **Enterprise resource planning** (ERP). The selected supplier should possess the expertise to seamlessly transfer critical financial data from the current system (Microsoft Navision Dynamics 2013) to the new ERP system.

2.0 Objectives

The overall system will be the organization's application that will encompass the below applications/modules:

1. **Financial management -** General ledger, budgeting, cash management, payables, receivables, fixed assets, periodic activities, payroll, travel manager, and reporting (Business Intelligence).
2. **Credit management;** directly relates to approving, monitoring and recovering payments.
3. **Procurement -** purchase requisitions, purchase requests for quotations, quotation analysis, order processing, purchase invoices, and asset dispatch/ delivery, asset management/ inventory.
4. **Human Resources Management -** User information, jobs/ employee management, recruitment, employee manager, leave management, performance evaluation and appraisal, training manager, and timesheets manager.
5. **Programs -** M&E, warehouse management, fuel management, fleet management, utility maintenance, etc.
6. **Travel management;** This enables one to request, plan, authorise, book trips, create travel expense reports, and transfer expense results to other business function areas
7. Other functionality to be merged with the above modules:
   i) Will enable staff to raise activity or travel imprest requisitions, purchases requisitions, leave application, surrender of advanced imprests, complete performance appraisals, view their monthly pay slips
   ii) Will enable supervisors/managers to approve travel/activity imprest requisitions, purchases requisitions, Local purchase orders and contracts, leave requests, and conduct performance appraisals.

The consultant will work very closely with the RUFORUM technical team to deliver these.

3.0 Scope of the Work

The selected supplier will customize **Enterprise resource planning** (ERP) to meet the requirements of RUFORUM**.** The scope of the customizations is outlined in **"RUFORUM Enterprise resource planning (ERP) Customization Requirements"**. The supplier is expected to bear in mind that the user's requirements may be redefined by the users in question during the user acceptance test of the system. At a minimum, the following key features are expected:

1. **Single Sign-In:** The system should provide a single sign in Intranet interface by which the user accesses all the underlying applications
2. **Dashboards:** The system should be able to generate dashboards to various users of the system. This should be formulated based on different information requirement for different users of the system.
3. **Secure Web Access:** The system should be securely accessible via internet on a web browser.
4. **Reports:** The system should be configured so that it is able to generate different reports to different system users as per their needs so as to support day to day management and running of the organization.
5. **Controls:** Controls should be in-built within the system where, marker-check is implemented and access to information on the system should also be restricted per the user access levels and rights.
6. **Single Database:** The system should run from a single central database that is secure based on current industry standards.
7. **User Access Levels/Roles/Rights:** The system should have a user administration center which manages user roles, users access levels and the right they have over the information on the system i.e. what they have access and what they do not have right to access.
8. **Multi-Currency:** The system should be able to work with different currencies used in Uganda, as well be able to generate reports in other donor reporting currencies which includes UGX, USD, EURO, GBP among others.
9. **Document Management:** The system should have an underlying document management system to allow users to upload crucial documents as attachments to various system entries. This helps in archiving crucial documents.
10. **Data Security:** The system should be well secured from unauthorized access and data in the system well secured.
11. **Email Notifications:** The system should be configurable to send out email alerts notifications.
12. **Audit Trail:** The system should have audit trail for all the events in the system.

13. Training for both system users and IT support team should be considered.

4.0 Documentation

Upon completion of the system, the full documentation of the system will be availed to RUFORUM technical team during training and rollout. This includes:

1. The code documentation and administrative rights where applicable

2. The user manual

3. The database and an Entity Relationship Diagram (ERD diagrams)

4. The technical manual

5.0 Consultants qualifications and experience

The service will be delivered by a consulting firm with at least the following:

1. A partner with Microsoft Corporation or equivalent for the distribution of ERP system
2. Proven previous related works with a minimum of 4 other organizations
3. Certificate of registration/ incorporation.
4. Copy of VAT/PIN certificate from Uganda Revenue Authority (URA).
5. Should be a firm/individual consultant with office/operational establishments within Uganda. (Attach current business permit)
6. Some of the consultants in the group must have the following with a minimum of 5 years of systems implementation experience:
    i) MSc and or BSc in IT related field,
    ii) MSc and or BSc in Business related field,

6.0 Timelines

This assignment will take place in a maximum of 2-3 month from the contract signing date unless changes are made that will provided in writing as addendum to the contract.

A Gantt chart must be included in the application, of which will be strictly followed when awarded.

7.0 Pricing

Any quotation sent will have to be broken down as much as possible indicating price, licenses, training, after-sale service support, and any other cost involved.

8.0 Evaluation Criteria

The evaluation committee appointed by the Client shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria as follows;

1. Preliminary evaluation
2. Technical evaluation
3. Financial evaluation

Part 1: Preliminary evaluation.

The following shall form the basis for preliminary evaluation, interested bidders MUST attach the following;

a) Certificate of Incorporation
b) Company Form 20; which states the Directors
c) Beneficial Owners form
d) Tax clearance Certificate from URA
e) Certificate of Clearance from NSSF
f) At least four recommendations from the client's portfolio that the bidder is currently servicing.
g) Should be a firm/individual consultant with office/operational establishments within Uganda. (attach current business permit)

The above requirements are mandatory and failure to comply with one or more requirements shall make the bid Non-Responsive and hence shall not be eligible for technical evaluation.

S/No	Completeness and Responsiveness Criteria	Requirement
1	Certificate of Incorporation	Certified Copy of Valid certificate
2	Company Form 20; which states the Directors	Certified Copy
3	Beneficial Owners form	Certified Copy
4	Tax clearance Certificate from URA	Copy of valid tax compliance certificate
5	Certificate of Clearance from NSSF	Copy of valid tax compliance certificate
6	At least four recommendations from the client's portfolio that the bidder is currently servicing.	Recommendation letter
7	Should be a firm/individual consultant with office/operational establishments within Uganda. (attach current business permit)	Signed and stamped

Part 2: Technical evaluation.

The evaluation committee appointed by the Client shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria as follows;

S/No	Particular Requirements	Max Points
1	A partner with Microsoft Corporation or equivalent for the distribution of ERP system	20
2	Proven previous related works with a minimum of 4 other organizations	30
3	Some of the consultants in the group must have the following with a minimum of 5 years of systems implementation experience: i) MSc and or BSc in IT related field, ii) MSc and or BSc in Business related field,	30
4	Adequacy of methodology in responding to the terms of reference	20
Total		**100**

Each responsive proposal will be given a technical score. A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score of 70%.

Part 3: Financial evaluation

Tenders that are determined to be substantially responsive to the requirements of the Tender Document shall be subjected to price comparison.

9.0 Submission Requirements:

Interested and qualified suppliers are requested to submit their proposals in two separate sealed envelopes, clearly marked as "Technical Proposal" and "Financial Proposal," to the RUFORUM Secretariat. **Only hardcopy submissions are expected. No email submissions will be considered.** The deadline for submission is **25th March 2024, 3:00 PM, (EAT)**.

Submission Address:

Submit the Technical and Financial Proposal in separate sealed envelopes to;

EXECUTIVE SECRETARY, RUFORUM Secretariat

Plot 151/155 Garden Hill Road, Makerere University Main Campus

Enquiries:

For inquiries, please contact the RUFORUM Secretariat at secretariat@ruforum.org . All inquiries must be submitted by 18th March 2024 at 2:30 pm EAT. RUFORUM has created a registration zoom link for the pre-bid meeting scheduled for 18th March 2024 at 2:30 pm EAT for any further clarifications. The registration link is; https://bit.ly/49FbReJ

Important Dates:

a. Release of Request for Proposals: 4th March 2024
b. Deadline for Inquiries: 18th March 2024
c. Proposal Submission Deadline: 25th March 2024, 3:00 PM
d. Evaluation Period: 26th to 1st April 2024
e. Contract Award: 5th April 2024

NB: Only shortlisted firms shall be contacted.

Thank you for your interest in working with RUFORUM. We look forward to receiving your comprehensive proposals.

Sincerely,

EXECUTIVE SECRETARY, RUFORUM Secretariat