



Eastern Africa Farmers Federation

Expression of Interest

(by the consulting firm in response to the REOI issued
by the procuring entity)

For

Procurement for Technology Software - Accounting
ERP Software

Ref No: ***GASFP/2.3 /FM/22***

Issue Date: 23/12/21

PRELIMINARY TERMS OF REFERENCE

Consulting Services for *Procurement for Technology Software - Accounting ERP Software*

1. Client

The client for this assignment is *Eastern Africa Farmers Federation*.

2. Country background

The Eastern Africa Farmers' Federation (EAFF) is a regional farmers' organization whose membership consists of 24 national farmer federations, national co-operative organizations and national commodity associations in ten (10) countries in Eastern Africa - Burundi, Democratic Republic of Congo, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, South Sudan, Tanzania and Uganda.

3. Background of the assignment

The software company/firm is asked to provide a clear methodology and approach in carrying out this assignment. The software company/firm is also required to demonstrate knowledge and skills that indicate the software company/firm team will have the ability to implement this project successfully and in accordance with the stated scope of work, and timeline. Thus, services on the methodology include:

1. Information/system demand capturing
2. System installation
3. System integration
4. Reporting (user guide/reference)
5. System training and user introduction
6. Data quality assurance
7. Technical quality assurance

5. Overall objectives

The aim is to deploy an Enterprise Resource Planning (ERP) system that will assist in automating most of EAFF processes, comply with legislative and government policies and promote good governance. The ERP system must be scalable to allow additional modules, and must interface with other business information systems.

6. Objectives of the assignment

The ERP software should have the following modules;

Financial Management Module:

- Planning and budgeting General ledger
- Bank reconciliation Advanced allocations
- Cash management
- Fixed assets
- Budget Entry- Budget Adjustment with trail
- Grant or project accounting
- Independent platform for partner account management
- Fund Request by partner- Approval by Management
- Regulatory Compliance Support

Procurement Module:

- Purchasing: Acquisition of goods & services as well as Bid Management
- Contract Management
- Event Management
- Supplier Database Management
- Inventory Management
- Asset Management Reporting

Human Resource Management Module:

- Personnel management Benefits administration
- Leave management
- Payroll management
- Enterprise compensation management
- Organizational management
- Employee performance management
- Travel management (travel and advance request)
- Talent management
- Training management Reporting\ Project Management Contract Management Supplier/Partner database management Grant management and allocation Reporting Program Data Management Activity Approval

7. Scope of work

The firm will take the following broad approach in accomplishing the terms of reference (Tor) for which the following tasks and responsibilities will be performed:

- Conduct review in a highly consultative manner with EAFF, meet with the relevant staff of in order to map/document internal processes, and align them with the internal control model set and documented by the organization.
- Conduct analysis of the current processes which are performed through the current software solution.
- Propose several variant options that are aligned with the company requirements and advice on the effective solution to implement.
- Install and develop the selected modules – with Finance, Asset Management and Human Resources being the minimum required modules.
- Migrate data from our system, without disruption of the company’s operation. Perform offline and live testing of the solution with the relevant First Consult staff.
- Develop user guidelines on how to use the ERP, and the ERP technical support guideline; Provide a complete documentation of flowchart and process of the ERP platform.
- Provide training to all relevant EAFF staffs on the ERP for daily operations and system training to IT staff on supporting and administrating the ERP systems.
- Provide user guidance/support on issues faced using the solution.
- The platform and system must able to serve daily user access and operations from at least 3 users to the ERP system internally with authorized levels of access
- The employee portal platform must be logical and secure access to relevant self-services through a single online portal in accordance to user access level. It shall able to be accessed and viewable through web browsers and/or mobile devices i.e., mobile friendly and responsive
- The intuitive interface of the ERP system must allow users to easily adapt within a short period of time from the initial stage of the using the system and reduce the change management efforts

ERP Functionalities/ Features

- Must have User Rights Management and Access Control for the authorized staffs to administer and set the proper user roles/permissions to allow specific users to access specific ERP operations, data, request approval and user profiles;
- Must have an automated workflow for the business process lifecycle, allowing specified/respective users for review, editing, and approval of staff requests;

- Must able to track the process flow to respective users of their activities and their authorization including Access, Operations and Approval Logs to enable better control and monitoring of audit trail of activities performed in the system;

Below is a table with the specified modules and licence requirements;

No.	ITEM	Quantity
1	Microsoft Dynamics 365 Business Central Essential Licenses	3
2	Business Ready Enhancement Plan (BREP)	1
3	Financial Management Module	1
4	Basic Human Resource Management Module	1
5	Payroll Management Module	1
6	User Training	3

8. Capacity building and transfer of knowledge

The supplier and consultant should provide training and support to staff for a period of 1 year.

9. Reports and schedule of deliverables

The potential vendor shall deliver:

- A complete integrated ERP platform with the all the modules and their required functionalities.
- Both an ERP user guideline and technical support guideline.
- A complete set of required documentation including flowchart, and process of the system.
- Necessary trainings to be provided to all relevant First Consult staff.
- Free support, maintenance, and licensing of ERP for a period no less than 12 months from the date of hand-over to EAFF (inclusive of on-site debugging/correction, when necessary).

No.	Deliverables	Duration`
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1	Submit technical and financial proposal	10 th January 2022
2	Presentation and demonstration of model to evaluation committee	To be communicated
3	Contract award	To be communicated
4	Installation of ERP	To be communicated
5	Guideline/reference documents on the installed ERP	To be communicated
6	Training of users	To be communicated
7	Data migration cleaning and reconciliation	To be communicated

10. Consultant's qualifications and experience

Software Company/Firm with ERP system implementation capability that has the following experience.

- Legally registered organization with requisite professional experience of three (3) years minimum and knowledge of ERP installation systems.
- Prior experience should include a full range of activities from ERP planning process, and ERP implementation projects.
- Senior (managerial) level experience in implementation of ERP systems. Proven experience in integration of ERP systems.
- Ability to work under pressure and meeting deadlines.
- Excellent communication, and presentation skills as well as ability to work with teams.
- Qualified personnel in project management, system analysis, and ERP software installation.
- Demonstrated ability to deploy and manage staff and experts with relevant experience.

11. Location and period of execution

The ERP software should be delivered to the following address: 205 David Osei Road, Westlands Nairobi, Kenya. Delivery should be made within 30 days starting from the date of signing the contract. Any additional hardware and software required during the implementation process will also be provided by the client. The supplier, at its own expense

and at its own risk, takes the whole responsibility associated with the delivery of the ERP software to the location of delivery. The Supplier is obliged to notify the Customer by phone, e-mail or other means of communication any delays that may be experienced.

12. Project coordination

The contact details of the EAFF project management team are presented in Table 1 below:

Table 1: EAFF project management team

Position	Required details	Response
EAFF Finance Manager	Name	Joyce Wanjiru
	E-mail address(es)	procurement46@eaffu.org
	Telephone contact(s)	+254204451691
EAFF Management Accountant	Name	Robert Langat
	E-mail address(es)	procurement46@eaffu.org
	Telephone contact(s)	+254204451691

13. Services and facilities to be provided by client

The Client will provide a server and computers where the ERP software will be installed. Staff members will be availed to support the consultant with access to the server and computers that will require the installation of the ERP software. The staff members will be available to work with the consultants throughout the implementation period. The client will also provide office space for the consultant and the team in charge of the implementation process.

14. Services and facilities to be provided by the consultant

The consultant will be required to provide a team to ensure proper implementation of the process. The consultant is also required to provide computers and tools required by the implementation team while carrying out the assignment. The application shall contain following documents:

A. Technical and financial proposal

1. Technical Proposal: Concept of the ERP Development, Development methodology, work plan and a list of resources to be used.
2. Financial Proposal: Detailed budget breakdown including taxes

B. Details of the Software Company/Firm

1. Organization profile with relevant experiences
2. Signed CV of the Team leader and core team members
3. A copy of Company/Organization registration
4. A copy of latest Tax Clearance Certificate
5. VAT/ PAN registration

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6. Audit report
 7. Any other relevant documents

ANNEX 2

Qualification and Evaluation Criteria

[Insert criteria related to required qualifications and experience of the firm, such as core business and years in business, relevant experience, technical and managerial capability of the firm. The qualifications and experience of key experts shall not be included in the shortlisting criteria as the shortlisted firms will be asked to submit a detailed technical and financial proposal which is then negotiated.]

[Sample below]

Item	Criteria	Points
For specific experience, evidence shall include successful experience in the execution of at least 2 projects of a similar nature and scope of works during the last 10 years .		
A.	General experience	30
i	Legally registered organization with requisite professional experience of three (3) years minimum and knowledge of ERP installation systems.	15
ii	Prior experience should include a full range of activities from ERP planning process, and ERP implementation projects.	15
B.	Specific experience	70
i	Experience in designing and implementing EPR systems for public or non-profit organizations in developing countries	40
ii	Experience Software Customization	15
iii	Experience in data migration and back-ups/data archiving and retrieval system	15
	Total Points	100
	Minimum points required to pass	70 points