Terms of Reference (ToR) *for* Enterprise Resource Planning (ERP) Development

1. Background of the Organization

Good Neighbors International (GNI) is an international, non-profit humanitarian organization established in 1991 and working in 35 countries around the world. It is headquartered in South Korea. GNI has fundraising offices in the USA, Korea, and Japan, and an International Cooperation Office in Geneva. GNI currently implements 200 community development projects (CDPs), covering a variety of areas including rural development, income generation, health, water, sanitation and hygiene, child education, protection, disaster risk reduction as well as advocacy and network building.

Good Neighbors International (GNI) Nepal has been working in Nepal since 2002 with the objective of improving lives of the poor people especially children through education, child protection, and income generating activities, health, WASH, and disaster risk reduction. GNI Nepal has been operating its activities in 19 districts.

2. Objective

The aim is to deploy an Enterprise Resource Planning (ERP) system that will assist in automating most of GNI Nepal's 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.

3. Scope of the 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 GNI Nepal, meet with the relevant staff of GNI Nepal 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 GNI Nepal 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 350 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;

4. **Details on the ERP System:**

Financial Management

- 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

Supply Chain Management

- 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

- Personnel management
- Benefits administration
- Leave management
- Payroll management
- Enterprise compensation management
- Organizational management
- Employee performance management

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- 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

Professional services provision as follows:

- Data conversion and migration
- Report development
- Implementation and training services
- Change management
- System documentation and testing
- Knowledge transfer
- Ongoing support and maintenance of the ERP solution

5. **Existing System of GNI Nepal:**

HR

- Biometric Finger System
- HR Database- RealHRsoft
- Payroll- Nimble Infosys

Finance

- FAMAS
- QuickBooks

Asset

- Excel

Project Management

- Unlimited Technologies

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6. Expected Deliverables and Timeline:

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 GNI Nepal (inclusive of on-site debugging/correction, when necessary).

S.N	Deliverables	Duration
1.	Submit technical and financial proposal	3rd July 2020
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

These timelines are indicative, and bidder should include a more detailed delivery timeline in their proposal.

7. Duration and Location:

This service is required for GNI Nepal. The service provider will install the ERP system and provide ongoing technical support and maintenance for minimum of one (1) year.

8. Evaluation:

GNI Nepal will review the submitted proposals in accordance with the specific qualification, and experience requirements – as well as with the specific tasks stated

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above. Firms should clearly indicate their experience and previous engagements in line with the specific requirements.

The bid will be evaluated on functionality and bidders require a minimum of 70 out of 100 points allocated for professional ability. Bidders will be evaluated in terms of the minimum requirements. Bidders who do not fulfill all the requirements, or do not submit the required documents will be disqualified.

9. Budget:

All costs should be stated in ETB. Budget should be presented in a format where cost areas are clearly identified, including costs relating to:

1. Software installation (each module)
2. Training of users
3. Other related costs, including support and maintenance

Regardless of the cost estimation model vendors choose to use, each vendor is required to submit a clear budget as explicitly indicated above, in order to allow like comparison between all financial bids received.

If the technical bid has different proposed methodologies or options for approaching the model, please be sure to include a separate budget for each of the proposed options.

10. General Qualifications of the Software Company/Firm

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.

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- Qualified personnel in project management, system analysis, and ERP software installation.
- Demonstrated ability to deploy and manage staff and experts with relevant experience.

11. Methodology:

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

12. Working Arrangements:

The software company/firm shall work closely with GNI Nepal team. GNI Nepal focal persons for this assignment to whom the company will be reporting to are the Division Head- Admin, Division Head- Finance, Coordinator-MEAL, Officer, Sr. Officer- HR.

13. Acceptance of Proposal

All rights to accept or reject proposal without giving any reasons, shall be reserved by GNI Nepal. If deemed necessary, the software company/firm shall be asked for modifications.

14. Responsibilities of GNI Nepal

Remaining within the policies and practices, GNI Nepal's primary responsibility will be to help the software company/firm to achieve the objectives of this ToR.

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15. Responsibilities of Software Company/Firm

The software company/firm will be responsible for carrying out the tasks outlined in this ToR and ensure the delivery of outputs stated above within the agreed budget and timeline.

16. Copyright

The copyright of the entire system and its components developed by the organization/ software company/firm under this ToR will belong to GNI Nepal.

17. Termination of the Contract

GNI Nepal may terminate the agreement, if the software company/firm commits a breach in the performance or observance of any of its obligations under this ToR. The software company/firm shall be notified in written form within a week prior to the termination of the agreement.

18. Confidentiality

During the performance of the assignment or any time after expiry or termination of the agreement, the software company/firm shall not disclose to any person or otherwise make use of any confidential information which the software company/firm has obtained or may obtain in the course of the GNI Nepal. Except for purposes of this assignment, the information shall not be disclosed to the public nor used in whatever form without written permission of GNI Nepal.

19. Documents to be Submitted by Software Company/Firm

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

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3. A copy of Company/Organization registration

4. A copy of latest Tax Clearance Certificate

5. VAT/ PAN registration

6. Audit report

7. Any other relevant documents

The TOR should reach the address below via courier/hand delivery or via e-mail by **3rd July, 2020, 17:00** hrs (Nepali Time). With the subject "**Call for Proposal - ERP (Enterprise Resource Planning) Development**" and submit at: **eoi@gninepal.org**

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