

**TERMS OF REFERENCE FOR PURCHASE AND ROLL OUT OF MICROSOFT  
DYNAMICS 365 BUSINESS CENTRAL**

<b>Employer:</b>	Action Africa Help International
<b>Deadline for applications:</b>	24 <sup>th</sup> February 2021
<b>Type of Contract:</b>	Short Term consultancy
<b>Duration of Consultancy:</b>	4-6 months
<b>Expected Start Date:</b>	5 <sup>th</sup> March 2021

**1.0 Introduction**

Action Africa Help International (AAH-I) is an African-led, Africa focused international non-governmental organization that works with communities in Africa, particularly women, children and youth, to sustainably improve their quality of life.

AAH-I works as a facilitator with the most marginalized communities in Africa (Kenya, Somalia, South Sudan, Uganda, Zambia, Djibouti, and Ethiopia), supporting their self-reliance efforts so that they can empower themselves to become resilient and ensure that no one is left behind.

AAH-I is looking at implementing an Enterprise Resource Planning (ERP) system that will help with the management of various departmental information. The chosen system is MS Dynamics 365.

**2.0 Objectives**

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

- i. Financial management- General ledger, budgeting, cash management, payables, receivables, fixed assets, periodic activities, payroll, travel manager, and reporting (Business Intelligence).

- ii. Procurement- purchase requisitions, purchase request for quotations, quotation analysis, order processing, purchase invoices, and asset dispatch/ delivery, asset management/ inventory.
- iii. Human Resources Management- User information, jobs/ employee management, recruitment, employee manager, leave management, performance evaluation and appraisal, training manager, and timesheets manager.
- iv. Programs- M&E, warehouse management, fuel management, fleet management, utility maintenance, production management.

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 AAH-I technical team to deliver these.

### **3.0 Scope of the Work**

The contractor will customize Microsoft Dynamics 365 to meet the requirements of AAH-I. The scope of the customizations is outlined in “**AAH-I Microsoft Dynamics 365 Customization Requirements**”. This document is an integral part of this TOR. The contractor is expected to bear in mind that user’s requirements may be redefined by the users in question during the user acceptance test of the system. This should be effected if they do not fall out of the already accepted scope. The overall expected system features are:

- i. **Single Sign-In:** The system should provide a single sign in Intranet interface by which the user accesses all the underlying applications
- ii. **Workflow:** The system should have workflows for various business processes. These workflows should be formulated using the existing procedures and benchmarking on the recommended workflow standards.

- iii. **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.
- iv. **Web Access:** The system should be accessible via internet on a web browser.
- v. **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.
- vi. **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.
- vii. **Single Database:** The system should run from a single central database that is secure.
- viii. **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.
- ix. **Multi-Currency:** The system should be able to work with different currencies used in Kenya, Uganda, South Sudan, Somalia, Zambia, Tanzania, Rwanda, Burundi, Ethiopia, Djibouti as well be able to generate reports in other donor reporting currencies which includes USD, GBP among others.
- x. **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.
- xi. **Data Security:** The system should be well secured from unauthorized access and data in the system well secured.
- xii. **Email Notifications:** The system should be configurable to send out email alerts notifications.
- xiii. **Audit Trail:** The system should have audit trail for all the events in the system.

#### **4.0 Documentation**

Upon completion of the system, the full documentation of the system will be availed to AAH-I technical team during training and roll out. This includes:

- i. The code documentation

- ii. The user manual
- iii. The database ERD diagrams
- iv. The technical manual

## **5.0 Consultants qualifications and experience**

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

- i. A partner with Microsoft Corporation for the distribution of MS Dynamics
- ii. Proven previous works with a minimum of 4 other I/NGOs where the same system was configured and rolled out. A **DEMO in FINANCE module** will be needed.
- iii. Certificate of registration/ incorporation.
- iv. Copy of VAT/PIN certificate from KRA.
- v. Valid Tax compliance certificate must be the current one.
- vi. Should be a firm/individual consultant with office/operational establishments within Kenya. (attach current business permit)
- vii. Prove of financial capacity with 3 years audited financial reports- 2018, 2019 and 2020.
- viii. Some of the consultants in the group must have the following with a minimum of 5 years systems implementation experience:
  - MSc and/ BSc in IT related field,
  - MSc and/BSc in Business related field,
  - CPA(K), and Microsoft Dynamics Certification.

## **6.0 Timelines**

This assignment will take place in a maximum of 6 month from the contract signing date unless changes are made that will appear in 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 per module in (2.0 Objectives) above, licences, 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

- Preliminary evaluation
- Technical evaluation

- Financial evaluation

**Part 1: Preliminary evaluation.**

The following shall form the basis for preliminary evaluation.

Interested bidders MUST attach the following.

- Certificate of registration/ incorporation.
- Copy of VAT/PIN certificate from KRA.
- Valid Tax compliance certificate must be the current one.
- Should be a firm/individual consultant with office/operational establishments within Kenya. (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.

No.	Completeness and Responsiveness Criteria	Requirement
1.	Valid Certificate of registration/ incorporation.	Copy of Valid certificate
2.	VAT/PIN	Copy of VAT/PIN certificate from KRA.
3.	Valid Tax compliance certificate must be the current one.	Copy of valid tax compliance certificate
4.	Single Business Permit	Copy of current single business permit
5.	Prove of financial capacity with 3 years audited financial reports- 2018, 2019 and 2020.	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

	<b>Particular Requirements</b>	<b>Max Points</b>
1.	A partner with Microsoft Corporation for the distribution of MS Dynamics. Provide evidence. <b>20 points</b>	20 points
2.	Proven previous works with a minimum of 4 other I/NGOs where the same system was configured and rolled out. A DEMO in FINANCE module will be needed. <b>30 Points</b>	30 points
3.	At least one of the consultants in the group must have the following with a minimum of 5 year's systems implementation experience: <ul style="list-style-type: none"> <li>• MSc and/ BSc in IT related field . <b>10 points</b></li> <li>• MSc and/BSc in Business related field, <b>10 points</b></li> <li>• CPA(K), and Microsoft Dynamics Certification. <b>10 points prove</b></li> </ul>	30 points
4.	Adequacy of methodology in responding to the terms of reference <b>20 points</b>	20 points
	<b>Total</b>	<b>100 points</b>

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 How to apply**

Applications should be sent to [procurement@actionafricahelp.org](mailto:procurement@actionafricahelp.org) by 24<sup>th</sup> February 2020 with the assignment title in the subject line of the email or dropped at the tender box at;

Action Africa Help International  
Upper Hill Nairobi  
07<sup>th</sup> Floor, Nachu Plaza, Kiambere road.

**NB: Only shortlisted firms shall be contacted.**