

TERMS OF REFERENCE FOR CUSTOMIZATION AND IMPLEMENTATION OF MICROSOFT DYNAMICS 365 BUSINESS CENTRAL

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.

Objective

AAH-I is implementing an ERP, Microsoft Dynamics Navision, for the management of various departmental processes and would like to engage a ERP Service Provider with technical knowledge of the Microsoft Dynamics 365 Business Central, as well as a good in-depth understanding of AAHI's processes with a great experience of project management to complete customization of the existing ERP system.

Scope of the Work

The Service Provider will work in coordination with AAHI ICT team to finalize the customizations of the Microsoft Dynamics Navision system to meet the requirements of AAH-I. The scope of the customizations is outlined in **"AAH-I Microsoft Dynamics 365 Customization Requirements"** document. This document is an integral part of this TOR. The Service Provider 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 Service Provider will test and help finalize what has not been done from the overall expected system features as below:

1.0 Deliverables

1. In coordination with ICT Officer and various AAHI departments (HR, Procurement, Logistics, Finance and M & E) ensure ERP System is fully customized based on provided Functional Requirements Scripts and any other document/information that users may provide during customization for the following modules:
 - i. **Finance Module**
 - ii. **Procurement Module**
 - iii. **Human Resource Module**

iv. Logistics Module

v. Programs

M & E Module

(more inputs required from the user for the information that will be required for customization)

2. **Single Sign-In:** The system should provide a single sign in Intranet interface by which the user accesses all the underlying applications
3. **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.
4. **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.
4. **Web Access:** The system should be accessible via internet on a web browser.
5. **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.
7. **Single Database:** The system should run from a single central database that is secure.
8. **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.
9. **Multi-Currency:** The system should be able to work with different currencies used in Kenya, Uganda, South Sudan, Sudan, Somalia, Zambia, Ethiopia, Djibouti as well be able to generate reports in other donor reporting currencies which includes USD, GBP among others.
10. **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.
11. **Data Security:** The system should be well secured from unauthorized access and data in the system well secured.
12. **Audit Trail:** The system should have audit trail for all the events in the system.
13. Prepare and share development documents: Manuals, codes, workflows and Database tables.

14. Share source codes after development/customization with AAHI ICT department and train them on how to make sense of them for technical support after the hand holding period.
15. Issue license under AAHI.
16. Ensure integration of Business Intelligence tools for reporting purposes, and any other tools and components such as CRM.
17. Come up with a plan on how to handle the training of the users across the organization and implement the same.
18. Assist in any other request that might come up during customization in liaison with the ICT department.

2.0 Outcomes

- 2.1 A complete and fully functional ERP system based on functional requirements and any other information document provided by the users.
- 2.2 Availability of User manual, Database ERD diagrams and technical manual
- 2.3 A sign-off between AAHI and the Developer after thorough testing of the system and acceptance
- 2.4 User License under AAHI.

3.0 Service Provider's profile requirements

1. Project management experience: Must be proven with referrals (attach at least 3 recommendation letters from past clients).
2. Past experience in provision of Microsoft dynamic system, customization and implementation across several countries. Attached at least 3 contracts from past clients (attach first page and the signature page of contracts).
3. Technical Qualifications: Experience in implementing Microsoft Dynamics system 365 business central across several countries, BSc/MSc Computer Science or related degree, and/or Microsoft Dynamics Certification (attach CVs of the technical teams)
4. Finance qualifications: COA, Reports – balance sheet, TB, TL, Standard reports: Statement of Financial position, Statement of comprehensive income, Cash flow statement, Change in Equity, Fixed assets movement schedule and a clear understanding of donor reports. Preferred requirement" CPA
5. Copy of Tax compliance certificate

5.0 Timelines

This assignment will take place within 3 months from the contract signing date unless changes are made that will appear in the contract.

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

6.0 Application procedure

The interested candidates are requested to submit:

- a) Administrative requirement:
 - i. Registration Certificate
 - ii. Tax compliance certificate
 - iii. Microsoft Dynamic Certification

- b) Technical proposal document which should contain the **requirements** indicated above as well as the following:
 - (i) Demonstrate clear understanding of the scope of work and how the consultant intends to meet the deliverables with timelines.
 - (ii) Demonstrate technical know-how on Microsoft dynamic implementation by sharing at least 3 copies of previous contracts that he/she implemented successfully as well as their recommendations.
 - (iii) Demonstrate technical capacity by sharing CVs of the technical expert to be involved in this consultancy.
 - (iv) Detailed work plan

- c) Financial proposal with detailed budget clearly broken down and should be in **US dollars. (USD)**.

The proposal should be submitted to:

procurementhq@actionafricahelp.org copy to procurement.southsudan@actionafricahelp.org) on or before 8th October, 2024 at 3:00pm EAT.

7.0 Evaluation and award of the consultancy

Eligible proposals will be evaluated based on full and open competition, in strict adherence to the scoring criteria detailed below:

Criteria	Score
Administrative requirement	10 points
Interpretation of scope of work	20 points
Suitability of the consultant profile requirements	25 points
Experience in Similar Assignments	25 points

Financial proposal	20 points
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AAHI Management reserves the right to accept or reject any proposal received without giving reasons and is not bound to accept the lowest or the highest bidder.

8.0 Payment schedule

The payment schedule is subject to negotiation with the consultant based on proposal submitted as well as AAH-I policy, and to be detailed in the contract to be signed with the Service Provider.

9.0 Special provisions

Changes in the scope of work shall require prior discussion and approval by AAH-I and shall be defined in writing.