



**RFP No. ASLM/2/17/21**

**RFP for procurement of an ERP**

**Procurement of Enterprise Resource Planning Software for ASLM**

February 17, 2021

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## I. Background information

ASLM is looking for an ERP package that should be able to integrate different departments within the organization. The system that is being sought after should be able to integrate the following modules:

- Grants management
- Procurement
- Accounting
- Time and expense

## II. Project scope

This is a solicitation for the purchase, implementation, and maintenance of an ERP software system. As such, our objectives are as follows:

- Identify the software product that has the best “out of the box” fit to our defined requirements for a new business information system.
- Identify the organization which we feel will represent the best “partner” for our organization in implementing a new business information system.
- Utilize the core business processes inherent within the chosen software to provide the basis for changing our existing internal business processes.
- Purchase and implement new software, including re-engineering of the necessary business processes to be in line with the processes of the new system.

## III. Requirements list

The software should be able to have the following modules:

- Grants management
- Procurement
- Accounting
- Time and expense

## IV. RFP required response format

Your RFP response should be according to the format defined in the table below. Your response should include each section in the order presented, separated with tab dividers. Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude it from further consideration. Do not provide references to other sections, documents or websites for the information required; it should be specifically included in the RFP response.

<b>Section</b>	<b>Title</b>	<b>Contents</b>
<b>Section 1</b>	<b>Cover Page</b>	Provide a cover page with the title as presented on the RFP
<b>Section 2</b>	<b>Offerors Qualifications and Experience</b>	<p>Provide an overview of the qualifications and experience of your firm including the following:</p> <ul style="list-style-type: none"> <li>a. Provide an overview description of the Offeror's qualifications related to the requirements defined in this RFP.</li> <li>b. Provide the number of years the firm has provided the products and services outlined in the RFP.</li> <li>c. Provide the name of the Principal or Project Manager who will have direct and continued responsibility for the project. This person will be the contact on all matters dealing with the project and will handle the day-to-day activities through completion.</li> </ul>
<b>Section 3</b>	<b>Key System Requirements</b>	Provide the Key Functional and Technical Requirements that ASLM should purchase in order for the ERP to work on our platforms.

<b>Section</b>	<b>Title</b>	<b>Contents</b>
<b>Section 4</b>	<b>Pricing</b>	<p>Provide the pricing and document the total cost, pricing must be complete and list any available discounts. Pricing information supplied with the response must be valid for at least 90 days. All one-time and recurring costs must be fully provided.</p> <p>Estimates for implementation services should include, but not be limited to, the following:</p> <ul style="list-style-type: none"> <li>a. Implementation of the software</li> <li>b. System configuration</li> <li>c. Training</li> <li>d. Data conversion</li> <li>e. Interfaces or integration</li> <li>f. Travel</li> <li>g. Post Go-Live Support</li> </ul>
<b>Section 5</b>	<b>Implementation</b>	<p>An overview of Offeror's implementation methodology including, but not limited to, examples of or recommendations for the following:</p> <ul style="list-style-type: none"> <li>a. MS Project Plan: including phases, tasks and timeline.</li> <li>b. Implement using phases or all modules at one time.</li> <li>c. Offeror Resources: role, responsibilities, average estimated time per month.</li> <li>d. Data Conversion: tools, methodology, experience with conversions systems identified in this document.</li> <li>e. Environments available (production, test, training, etc.)</li> <li>f. Testing: configuration, technical, user acceptance, etc.</li> <li>g. Training: approach, resources available, documentation provided.</li> <li>h. Integration: approach, tools, experience.</li> <li>i. Post Go-Live Implementation Support.</li> </ul>
<b>Section 6</b>	<b>Support</b>	<p>Overview of the support services offered and recommended for the products proposed in this RFP, including:</p> <ul style="list-style-type: none"> <li>a. System Administration: performance monitoring, tuning, loading of patches and version releases.</li> <li>b. Disaster Planning and Recovery: for on-premises and/or hosted options proposed.</li> <li>c. User Groups and conferences, community forums, knowledge base, etc.</li> <li>d. End User Support: number of staff offering user support, hours of service, average and guaranteed response time, ticketing system used, escalation process, user forums, etc.</li> </ul>

<b>Section</b>	<b>Title</b>	<b>Contents</b>
		<p>e. Software Upgrades: timing, support provided, documentation.</p> <p>f. Documentation: description and examples of user, administrator, and technical system reference documents and help materials, e.g. procedures, definitions, configuration, API's, etc.</p>
<b>Section 7</b>	<b>Information Technology</b>	<p>Provide the following information regarding the technology of the proposed solution:</p> <ul style="list-style-type: none"> <li>a. Hardware specifications for the proposed solution.</li> <li>b. Mobile hardware and operating system specifications.</li> <li>c. Support for Service-Oriented Architecture, Specific Web Services Standards supported (e.g. WSDL, REST, JSON), Server Virtualization, etc.</li> <li>d. Support for remote access technologies and encryption (VPN, synchronization, etc.).</li> <li>e. Development languages, structures or frameworks used e.g. .NET architecture, SQL, etc.</li> </ul>
<b>Section 8</b>	<b>Training - Post Go-Live</b>	Training resources provided for technical and user training post go-live; approach to delivery, training materials provided, available online tutorials, etc.
<b>Section 9</b>	<b>References</b>	Provide five references that are similar in size and project scope. Three references shall be current customers, and two references shall be past customers.
<b>Section 10</b>	<b>Contract Performance</b>	Indicate if Offeror has had a contract terminated for convenience, non- performance, or any other reason, or has entered into legal action with a customer in the past five years. Describe the situation.
<b>Section 11</b>	<b>RFP Exceptions</b>	Indicate exceptions to this RFP from any section. Identify a preferred workaround or alternative to each exception.
<b>Section 12</b>	<b>Offeror Contracts</b>	Provide contract templates including, but not limited to, Software License, 3 <sup>rd</sup> Party Agreements, Maintenance, Services, Service Level Agreements, Remote Access, etc.

## V. Contractual terms and conditions

- All documents and reports submitted by the firms shall be the property of ASLM.
- The firm shall not re-assign the work to any other firm/entity with ASLM knowledge.
- All costs related to assignments preparation and submission will be borne by the firm.

- The firm may be required to sign a confidentiality (Non-disclosure) agreement before the contract is awarded.
- ASLM reserves the right to (a) reject or accept any proposal from any party, (b) not respond to a request made by any party.
- The vendor will be responsible for all regulatory approvals in case of any legal implication arising out of the implementation of the solution;

## VI. Evaluation and award process

The successful offeror will be evaluated using the following criteria:

Item	Description	Weight
Software	Breadth of modules - offers all modules required	30%
	Depth of functionality - meets software requirements	
Technology	Adherence to IT Strategy – platforms, database, accessibility	20%
	Integration to other systems – experience and tools offered	
	Offeror adoption of technology at reasonable pace	
Offeror	Offeror viability, strength, vision, expertise, knowledge,	15%
	References provided of entities similar in size and complexity	
Implementation Services	Defined and proven implementation methodology	20
	Proposed project timeline	
	Organizational strength - staffing resources and qualifications	
	Experience with other government entities of similar size and complexity	
	References similar in size and complexity	
Total cost		15%
	Software license, subscription, etc.	
	Implementation services	
	Maintenance	

## VII. Contacts

Send your completed application by email to: [rfpsubmission@aslm.org](mailto:rfpsubmission@aslm.org), and copy [fbrown@aslm.org](mailto:fbrown@aslm.org)

By: **March 12, 2021 (4:00 pm East African Time).**

**VIII. Point of contact:**

Direct any written questions or request for information about this RFP to not later than 7 seven days after issuance of this RFP:

Fumbani B. Chiumia, Senior Finance Manager

Email: [fbrown@aslm.org](mailto:fbrown@aslm.org)

## IX. Appendix I

### **General conditions**

#### **WARRANTY**

- The supplier warrants that the items provided by the supplier will be free from defects.
- If not mentioned elsewhere in the PURCHASE ORDER or the SALES AGREEMENT, the warranty for any delivered items will not be less than one year from the date of accepting the delivered items.

#### **PAYMENT**

- The Purchase Order number must be quoted on all the documents and copy of the Purchase Order and Original Delivery Note should be attached with the invoice.
- The authority will make payment no later than 30 days from the date of receiving invoice.
- All original invoices must be submitted to the Manager of the Finance Department at ASLM.

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