TERMS OF REFERENCE FOR AN ENTERPRISE RESOURCE PLANNING SYSTEM

TOR Reference: TOR/ ERP/ 12/ 2024
Posting Date: 17th December 2024
Deadline for Submission of Bids: 20th January 2025

1.0 Organizational Profile

TICAH is a feminist organization that works to promote health, equitable relationships, and community action. We believe that culture shapes health, that beauty is powerful, that expression is activism and that stories have something to teach.

Our work focuses on the follow critical areas:

Listening and Co-creation - We start by listening to communities' stories, cultures, challenges, opportunities, adaptations, and more. Through listening and discussion, we cocreate programs finding progressive ways to address Kenya's most pressing issues.

Safe Spaces and values clarification - We create safe spaces for people to openly share their views, values, challenges and experiences without judgment or repercussions. In these spaces, we also clarify values that we individually or collectively have about certain issues or ideas. By clarifying values, we establish areas where we connect and where we need to find mutual understanding.

Facilitation and Training of trainers - We are facilitators supporting communities to organize themselves, find local solutions to challenges, advocate for change and protect one another. We have developed several tools to support conversations and learning in workshops. We provide these materials to local trainers and facilitators to share within their communities after they are trained on how to use them.

Advocacy and Celebration - We raise our voices to advocate for better laws, policies and practices to protect rights, access to holistic health services, freedom of expression, indigenous culture, sexuality and reproductive health. We celebrate the beauty and diversity of ideas, ethnicities, religions, sexuality, music, art, genders, indigenous cultures, and traditions as expressions of a healthy society.

2.0 Objective of the Assignment

TICAH is pleased to share the Terms of Reference (TOR) for an Enterprise Resource Planning (ERP) system which will enable the automation and effective management of its business operations. The objective of this assignment is to streamline the internal processes with a view to automate manual processes and create controls to increase TICAH's operational efficiency. The key objectives of the assignment are:

a) To understand the current TICAH operations, processes and systems, and further specifically implement, and optimise the current features of the system.
b) Implement a web-based, cloud-based Enterprise Resource Planning (ERP) system to automate and integrate all TICAH's operations/processes included in the user requirements
c) Review of ALL the processes, workflows, and any other workflow which departments shall suggest during the implementation
d) Automate all approvals and workflows through the system.
e) Centralized implementation to enforce necessary controls and facilitate integrated end to end solution, accurate and timely reporting.
f) Dashboard capabilities to facilitate online status reporting and informed strategic management decisions.
g) Integrate with other existing systems e.g., bank, MPESA bulk, Office 365, Monitoring and evaluation system, email system and any other system that shall be found necessary for TICAH operations
h) Improve organizational productivity through the reduction of time spent on managing documents, among others.
i) Provide periodical and ad hoc reports.

3.0 Scope of Work

a) The vendor will review the user requirements listing prepared internally, ensure a clear understanding of expectations and develop a project proposal detailing implementation methodology, training plans, timelines, and milestones.
b) The vendor will be required to supply, develop, install, configure, test, train, hand- hold users, commission, maintain and support the ERP modules and apply adequate patches, upgrades, utilities, and tools to achieve full functionality as will be specified by the client.

c) Implement the Enterprise Resource Planning (ERP) system and ensure integration and automation to TICAH's existing operations and/or processes.
d) The vendor will support in migration of the data from the current system to the new system
e) Conduct analysis of the hosting infrastructure for the system and provide specifications to the TICAH on the appropriate cloud hosting requirements for the system.
f) Training of staff on the system; this shall entail imparting the skills required to enable users to be able to understand and have knowledge of the ERP system. Technical training that will involve the provision of complete training of trainers on administration of supplied ERP solution, system development and training on related software including databases.
g) Provide Post Implementation Support and Quality Management.
h) Provide the final source codes and document a user guide for ease of reference

4.0 Timeline

The expected timeline for the implementation and customization of the system is within a period of one year within which all modules will have expected to have undergone successful user testing, training and go-live.

5.0 Desired Qualifications/ Selections Criteria

Professional Qualifications

1) The desired firm must have been in the industry for over 5 years with relevant technical expertise including in the implementation and customization of ERPs for nonprofit organizations in Kenya and regionally:

   Project Manager: The Project Manager MUST have at least a university degree preferably in Computer Science or Information Technology OR a Business-related Degree with a relevant IT certification with 10 years' experience in Project Management and Implementation or Process Consulting. Experience in implementing at least five (5) ERP Systems. Attach CV, professional and academic certificates.

   Financial Consultants
   Must possess a bachelor's degree in commerce, Business or related field. Be a Certified Professional Accountant (CPA-K). This consultant must demonstrate their understanding of the key functionalities of the financial module and must have worked for the organization for a period of not less than two years.

   Technical Consultant –BSc degree in computer science/IT or relevant field with relevant certifications including Certification in Database Management Systems (MSSQL). The consultant must have at least 3 years' experience in system

development/ or in the relevant field. Attach CV, professional and academic certificates. Technical consultants must demonstrate their understanding of the key functionalities required of the system and must have worked in the organization for more than two years.

2) The desired firm must demonstrate evidence of having successfully implemented a similar ERP for other organizations within the nonprofit sector and other similar organizations.

3) The desired firm must demonstrate thorough knowledge of the various key features and functionalities of the proposed modules and related portals

4) The desired firm must be able to demonstrate an excellent standing or partnership with Microsoft or similar operating system ie evidence of being a Gold or recommended support partner for the proposed system.

6.0 Application Process

Qualified firms should submit documents including:

- An expression of interest with an elaborate technical capability statement
- Dully filled and signed form of tender- All bidders should clearly state if the proposed feature is present in their system's customization, or any alternative to work around it. All rows should be responded to by the prospective bidder.
- Copy of certificate of registration/ incorporation
- Copy of tax compliance certificate
- Curriculum vitae providing full description of the lead technical consultants
- Provide relevant certifications and licences demonstrating partnerships
- A financial bid containing time and cost estimate for delivery of the above-described deliverables with details on licencing costs, implementation costs, training costs (one-off costs) and the annual maintenance costs.
- Contact information of at least three independent referees with in-depth and proven knowledge of the expert's/ consultant's expertise and relevant work experience (attach 2 reference letters from past assignments)

7.0 Submission of Bids

The deadline for submission of expressions of interest is 20th January 2025. Applications should be sent by email to procurement@ticahealth.org with a copy to accounts@ticahealth.org.

APPENDIX 1: Key Features and Modules Required

The document has been divided into the following sections:

1. Desired key features i.e. the basic expected functionalities

2. TICAH ERP proposed functionalities based on user requirement needs under the following modules.
   - Finance
   - Procurement
   - Stocks & Inventory Management
   - Human Resource Management
   - Payroll
   - Grants/ Project Management Module
   - Subgrants Module
   - Fundraising and Communications (Customer Relationship Module)
   - Risk Management

	Desired Key Features	Bidder's Comments
1.1	**Intuitive graphical interface for a short learning curve:** Interface should be simple to use	
1.2	**Employee and member Self Service:** The system should enable employees to access information and initiate requests	
1.3	**Efficient audit trail:** System should enable an audit trail that enables the administrator to view actions by different users	
1.4	**Ease of implementation**: System should be easy to implement and customize as well as ease in software maintenance and updates	
1.5	**Ease of implementation**: System should be easy to implement and customize as well as ease in software maintenance and updates	
1.6	**Customized Workflows and alert management**: The system should enable the inclusion of prebuilt suggested workflows with standardised task tracking or enable someone to build their own workflow	
1.7	**Defined & Custom roles**: System to be multi-user and enable customization enabling defined roles for different teams or individuals to ensure security, privacy of information and compliance for all team members. Enable guest users where necessary.	
1.8	**Business Intelligence and analytics**: Built-in analytics, self-service, Business Intelligence, reporting, and compliance tools that can deliver intelligent insight for any area of the business. A dashboard that is interactive, user friendly and customizable with real time updates.	
1.9	**Multi-currency:** System should enable multicurrency functionalities and enable real time exchange rate updates, automatically exchange foreign currency transactions into domestic currency	

2.0	**Options for deployment**: Web access with full functionality. System should operate in real time/online/batch or web deployable. Support for Mobile App and remote access	
2.1	**Integration with Email and global calendar integration as well as other systems**: The system should easily integrate with other software as well as communicate and share data with already existing systems, eg. Office 365, SharePoint, and other M&E systems in place.	
2.2	**Data migration**: System should have import and export operations which would enable streamlining of data from diverse resources including CSV files, databases, or third-party applications, as well as ability to export data into compatible formats for ease of accessibility including, excel files, CSV files, PDF formats.	
2.3	**Compatible Operating System:** System to operate on compatible operating systems and database platforms	
2.4	**Back up:** System to support offsite online backup of the entire system, through cloud or use of a third-party service	

Proposed Features

i. Financial Accounting Module

Business processes: Preparation of financial reports (donor and organization), budgeting for proposals, monitoring of exchange rates, payments processing, imprest management, bank reconciliations, general ledger postings, management of different donors.

No.	Expected Features	Bidder's Comments
A	**General Financial Accounting Features**	
	Integrated Financial Systems: General Ledger (GL) and other financial systems should be integrated. Graphics, Charts, Object linking, Internet, email, Workflow, Drill-down, End-user, Data import/export etc. functionalities should be within the package	
	Create customized reports (user defined). Users who perform this function will have to be trained on use of the tools	
	The system should provide the capability to identify source documents or module references which are associated with the journal entry (e.g., Invoice No., Payment Voucher No., etc.) for reporting purposes.	
	The system must be able to generate the following financial statements: Statement of comprehensive Income, Trial Balance, Statement of Financial Position, Cash Flow Statement, Budget versus Actuals, Changes in Equity, Taxes e.g VAT/W/Tax by user defined dates	

	One should also be able to generate the financial statements in a particular format/template for the purpose of meeting statutory requirements including explanation notes for any of the above.	
	Audit trail that tracks entries made into the system. The system should be able to produce audit trails to ensure data integrity.	
	Expenses should be reported in multicurrency throughout the trial balance so that balance sheet, income statement and other reports appear in multicurrency.	
	Foreign currency conversion rates should be able to link to external real time data sources	
	Electronic entry for typical entries such as Journal Entries.	
	Internal controls feature and segregation of functions: The system should allow for a 2nd level authorization of posted transaction to the ledger.	
	Aging receivables and payables & statements of accounts and payment vouchers are other accounting documents/processes that the system MUST automate and seamlessly handle.	
	The system should be able to convert approved purchase orders into purchase invoices awaiting posting by finance	
	Dashboard for finance & procurement to notify when fully approved enabling action, & status of requests made	
B.	**General Ledger/ Chart of Accounts**	
	Robust Chart of Accounts (Chart fields). The system should provide for an alpha-numeric, flexible account code structure that has multiple segments that can allow for tracking expense and revenues by funding sources, program codes, subaccount categories, expense locations and other user defined fields.	
	Standard accounting reports. The system will provide all standard accounting reports such as (statement of comprehensive income, statement of financial position, cash flow statements, and changes in equity	
	The system should facilitate the correction of mis postings, i.e. by the posting of a simple reversal transaction. And require a comment as to why the data is being reversed which can be approved.	
	The system should not allow posting in over expended budget lines	
	System should allow documents to automatically check budget and deduct accordingly and update the budget line	
	System should be able to provide an accurate accruals / commitment report	
C	**Accounts Payables**	
	Ability to raise, print and post payment vouchers	
	The system must have an inbuilt workflow for processing payment vouchers	
	Procurement/Purchasing (Vendor Management). The system should prompt for repeated purchase order (PO) numbers and not allow for duplicate PO numbers.	

	The system must embed a workflow for verifying and approving invoices received for payment. The approval levels will depend on the invoice value.	
	The system should be able to process payments in multiple currencies, capture the foreign exchange rate, and date.	
	The system must support payment of invoices in partiality or instalments. Where partial payments are being made, the cumulative payment should match the Purchase Order/ contract value.	
	The system should be able to close a purchase order upon payment of the full amount.	
	The system must have controls that prevent duplicate processing of payments or over-payment. It should prompt the user to detect the same invoice number from different suppliers, and allow it to be processed, but prevent processing of the same invoice number from the same supplier.	
	The system must be able to maintain a complete payment history and enable extraction for analysis	
	The system should automatically notify the payment recipient via email upon completion of the payment process	
	Vendor Management that allows for recording to multiple A/P accounts.	
	The system must be able to convert approved staff advance applications and invoices to payment vouchers	
	The system must be able to create and maintain supplier payment information (if not captured in the procurement when creating a supplier)	
	The system must be able to generate the following AP reports: Invoice Aging Report, Invoice due date forecast, Down payments/payment advances listing	
	The system should allow for invoices to be paid from multiple accounts payable accounts	
	Interfacing with other modules • The system must interface with the procurement module so as to be able to retrieve all other supplier master details relevant for the payment. • The system must interface with the HR module so as to be able to retrieve all other employee master details relevant for the payment.	
	The system should be able to provide an analysis of supplier invoices indicating the due dates based on the defined terms of payment.	
	The system should be able to convert approved purchase orders into purchase invoices awaiting posting by finance	
	The system should be able to record, identify and handle taxes as applicable to the invoices.	
D.	**Accounts Receivables**	

	The system must be able to automate the receipting process and generate payment receipts that can be printed.	
	The system must be able to update accounts receivables and cash/bank because of receipting	
	System should be able to convert approved staff advances into payment vouchers	
	The system should be able to handle the complete cycle of accounting for imprest and manages staff imprest accounts based on set policies and procedures.	
	The system should not allow a staff with unliquidated imprest to request another one.	
	The system must be able to capture and maintain a complete history of customer transactions and generation of customer statements that can be emailed.	
	The system should enable automation of review process for cash reporting or imprest, with the same posted upon approval.	
	The system should enable attachment of supporting documents for imprest reporting	
	The system must be able to produce aged receivables reports for various account categories.	
E.	**Petty Cash**	
	Automatic tracking of petty cash balance for purposes of replenishment.	
	Raise alerts and notifications for petty cash replenishment.	
	The system should enable posting of petty cash entries to the GL.	
	Reminders or notifications on overdue petty cash both to the applicant and the issuer	
	The system should be able to handle petty cash liquidation and manage the accountability of the petty cash account.	
F	**Bank Reconciliations**	
	Functionality for automatic reconciling of the cashbook and bank statements.	
	The application should allow the recording of bank entries in bank statements automatically or upload formats	
	The system should be able to manage funds transfer from one bank account to another and seamlessly interface with bank provided internet banking solutions.	
G	**Budgeting & Budget Controls**	
	The system must possess functionality that allows budget preparation at an organisational level prior to merging several programme or grant budgets into a singular organizational budget	

	The system should be able to trace payments to budget line items for cost management purposes	
	The system should be able to accommodate a budget calendar that may be different from a calendar year or financial calendar	
	Capability to copy an entire budget year on year. It should also support rolling over of budget amounts/lines year on year	
	Should provide functionality to view actual data against budgeted data	
	The system must be able to support reallocation of budgets between budget lines	
	The system should support Multiple years budgeting – prior years and at least 3 future years.	
	The system must be able to maintain budget version number and approval status where the annual budget has been updated through a supplementary budget	
H	**Financial Reports**	
	The system must be able to produce reports on committed budgets, actual expenditures and balances per budget line/ project	
	System should be able to maintain and track budgets and expenditure at organizational, programme and project level and be able to provide burn rates updates and alerts upon attainment of an alert threshold (e.g. 80% of the budget)	
	The system will provide capability for production of customizable management reports such as, monthly and quarterly management reports and accounts, debtors aging, creditors aging, fixed assets register, fixed assets movement report etc.	
	In addition, the system will provide tools for creation of ad hoc reports from the central reporting base	
	The system will provide the accounting reports in real time with clear mechanism to accommodate prior period adjustments.	
	The system will provide capability for generating exception reports based on defined criteria.	
	The system should be able to be customized to generated donor reports based on specific donor requirements and in multicurrency	
	System to restrict adjustment of financial reports at report level. Such adjustments must be made from account level through posting of adjusted entries.	
	The system will allow export of reports to other applications for further processing.	
I	**Fixed Assets Management**	
	The system should provide a comprehensive asset management throughout the life span of the asset from acquisition to disposal	
	The system should allow for definition of different asset classes in compliance with applicable accounting standards.	

	The system should have the capability to provide a unique identifier to each asset premised on the asset class and category. (Integration of Barcode readers linked to the system)	
	The system should be able to record the asset's cost information and track depreciation of the fixed asset	
	The system should be able to record the asset's physical information, e.g. model, serial number, specs, manufacturer and its custodian	
	The system should be able to provide a chain of custody for the asset throughout its life.	
	The system should be able to attach the contractual details of the asset, including lease, software agreements etc.	
	The system should be able to provide information at any time on where the asset is located physically and organizationally.	
	The system should be able to provide an exhaustive list of asset disposal options, including reuse and redeployment, resell, and recycle.	
	The system should be able to provide customized reports as defined by the users.	

ii. Procurement Management Module

Procurement requests are received from staff which facilitate the process of procurement. Vendor management, including management of prequalified vendor listing, communication to vendors, inquiring for availability of goods and services, preparation of bid analysis for quotes received from vendors, confirm quality of delivered goods and services, track and monitor invoices received and pending invoices.

No.	Expected Features	Bidder's Comments
A	**Purchase order/Requests/Quotations**	
1.	Raising of procurement requisitions (subject to approval by SPM, HOP, HOFO)	
2.	The system should ensure that goods and services are procured within the available budgets as per allocated budget lines	
3.	The system should ensure tracking of timelines to enable efficient lead time for procurement of requested goods and services	
4.	The system should also be able to create folders holding contracts, quotations etc which are respectively identifiable	
5.	The system should have a feedback mechanism so that requesters are in the know when requests are approved/declined.	
6.	Send out multiple requests for quotation (RFQ) to suppliers (both prequalified and not prequalified)	

7.	System to support in analysis and selection of the best vendor based on certain criteria	
8.	Create a repository (document management system) where approved Requisitions, RFQ, POs are saved for reference using unique Identifiers	
9.	The system should be capable of supporting procurement requisition by the users of different goods and services.	
10	The system should allow for the approval of procurement requisition as per defined mandates.	
B.	**Vendor Management**	
11	The system should be able maintain vendor contact information and to contact the vendor and send PO to respective email addresses	
12	Receive goods/services (and auto generate a GRN)	
13	Maintain a list of prequalified vendors and link the same with the RFQ system.	
14	The system should be able to allow definition of vendors as customers on the system capturing all statutory details pertaining to such vendors. Preferably, the customer information module should allow for classification of customers either as vendors or clients.	
C.	**Procurement Plan and Procedures**	
15.	The system should be able to link the procurement planning to budget against defined budget lines.	
16.	The system should be able to give reports on the rate of implementation of the procurement plan.	
17.	The system should have the capability to allow for definition of procurement not initially provided for in the procurement plan through a defined approval procedure.	
18.	The system should only allow procurement of items provided for in the procurement plan.	
19.	The procurement plan should be subjected to the normal approval phases as provided by the procurement guidelines	
20.	The system should allow for rescheduling of procurement in the plan with clear explanatory notes on the reasons for rescheduling.	
21.	The system should be able to provide for the different methods of procurement as determined by the procurement plan (request for quotation, request for proposal, direct procurement etc.)	

22.	The system should allow for the capturing of supplier quotes for the different procurement methods. The system should allow uploading and management of quotations, bids and tender documents and the tracking of the selection process. The system should have the capability to perform bid analysis and allow for evaluation of quotations from the suppliers.	
D.	**Suppliers' Portal**	
1.	Suppliers to register in the portal, and attach all supporting documents	
2.	Suppliers to bid for the specific tenders (which they've been pre-qualified)	
3.	Suppliers monitor the status of their bid (e.g. Processing, Disqualified, Awarded, Lose, etc.)	
4.	Winning supplier to download the LPO from the portal	
5.	Layering for the accessibility as per the prequalified areas, to regulate on the bidding	

iii. Stocks & Inventory Management Module

No.	Expected Features	Bidder's Comments
1.	The system should be able to generate automatic email alerts to the procurement officer on stock levels.	
2.	The system should be able to generate the procurement requisition when the reorder level is reached.	
3.	The system should be able to provide tracking mechanism for items held in the store and issued out to staff/ external parties	
4.	The system should support physical inventory counts and reconciliation of stores items.	
5.	The system should be able to provide inventory costs for items held in the stores.	
6.	The system should be able to automate all activities involved in receiving goods provided by the supplier, inspection and acceptance process to recording the goods receipt in the system.	

7.	The system should support the return of delivered goods to the supplier if they fail to meet the inspection criteria and specifications.	
8.	After the goods have been successfully accepted in the store, the inventory levels should be updated in the system.	
9.	Procured items coded as assets should automatically update in the fixed assets register.	

iv. Human Resource Module

No.	Expected Features	Bidder's Comments
1.	Automated leave processing and approval mechanism for leave including: • Annual leave • Sick leave • Maternity leave • Study leave • Paid leave • Unpaid leave • Off days • Other user defined leave Ability to send automated messages Ability to onboard commands and rules like timelines approvals etc	
2.	The system should be able to automate the process of onboarding new employees, including enabling the tracking of onboarding objectives, meetings, calendar invites, and relevant policy documents.	
3.	The system should be able to incorporate employee complaints management module prompting the department to action them	
4.	The system should be able to incorporate a whistleblower mechanism that can only be accessed by user authorized individuals	
5.	The system should incorporate a feedback mechanism that allows for relevant parties to air their views anonymously	
6.	Capability of capturing the following employee personal details etc. • Employee name • Employee position • Level • Grade • Department / section • Medical history	

	• Family details, spouse, next of kin, children etc. • Addresses, email, • Tel: • Job history • Statutory numbers • Curriculum vitae	
7.	The system should enable employee records to be maintained within a centralized database for ease of reference	
8.	The system should allow for easy access, organization, review and update of employee records.	
9.	The system must be able to maintain employee records as a permanent record.	
10.	The system should capture the following job management details • Job title • Salary • Grade • Reporting structure Job evaluation • Position history	
12.	The system should enable the sharing of notifications to all employees eg. Security notifications and alerts shared directly	
13.	The system should be capable of handling the Recruitment Process • Locating vacant posts • Skills qualification per post • Recruitment costs	
14.	The system should be able to handle promotions, demotions, terminations, resignations and dismissals	
15.	The system should enable the automation of a performance management framework that enables capturing and tracking of performance objectives for each employee which can be reviewed and evaluated by self, the line manager and any other responsible officer	
16.	The system should enable automated tracking and evaluation of Learning and Development goals for each employee	
17.	The system should be able to maintain a training calendar based on Training Needs Analysis, and able to maintain employee training records.	
18	The system should be able to track and trigger emails/SMS based on employee anniversary dates, professional license renewal, end of contract, end of probation period, etc.	

21.	The system should be able to manage and administer different types of employee benefits including staff loans, medical, insurance, pension and any other definable benefits.	
22.	The system should be able to provide standard and customizable reports on employee benefits.	
23.	The system should be able to maintain employee separation checklists/ handing over procedures	
24.	The system should be able to generate employee separation notifications based on predefined criteria.	
25.	The system should have the capability to manage employee status change information.	
26.	The system should allow exiting employees to complete an exit interview form and allow HR to forward to Management form.	
	Employee Portal	
27.	Ability for employee to share his personal details (KRA Pin, NSSF, SHIF, etc.), and request for any change s via the portal	
28.	Ability to raise Imprest, Purchase Requisitions, Funds Claim, Store Requisition, Transport Requisition,	
29.	Ability to apply for leave (Study leave, compassionate, study, etc.)	
30.	Ability to view monthly Payslips, and option of downloading it.	
31.	Ability to enable supervisors/managers approve requests and delegate authority where relevant	
32.	Staff upload field reports and supporting documentation, then approved by supervisor	
33.	Candidates to register in the portal, and fill the required bio data profile details	
34.	Candidates select the displayed vacancy and upload the required documents (e.g. scanned certificate, ID, etc.	

v. Payroll Module

No.	Expected Features	Bidder's Comments

1.	Integration HR Module (Employee details, and Time attendance) to Payroll, and any other third-party applications	
2.	Payroll Processing for Full time and short-term staff and consultants	
3.	Generate monthly payroll reports including variance report, muster roll, gross pay and deductions	
4.	Generate monthly report for statutory deductions in the reporting formats compatible with the various statutory bodies and ensure these reports continue to remain updated • SHIF Deduction • NSSF Deduction • SACCO Deduction • Gratuity Deduction • HELB Deduction • Total Salary per project, etc.	
5.	The system should not allow any changes to the pay slip after payroll has been closed for the payment period.	
6.	The system should have the capability of defining different payroll items as per policy i.e. definition of allowances and deductions.	
7.	The system should be able to compute monthly pay in accordance with the company policy and applicable laws.	
8.	The system should be able to compute the applicable taxes based on the prevailing guidelines.	
9.	The system should be able to manage other statutory deductions as defined from time to time.	
10.	The system should be able to maintain all statutory reports required by law e.g. P9 forms, SHIF, HELB, NSSF, PAYE and other statutory deductions returns.	
11.	The system should have the capability to allow for separation of duties in the payroll processing (separate the payroll processing and payment processes).	
12.	The system should have a workflow that allows the configuration of the payroll process as per the existing approval mechanism.	
13.	The system should have the capability to compute employee's time based on defined parameters.	

14.	The system should be able to manage fixed and variable salary components.	
15.	The system should have a mechanism to allow for comparison and validation of payroll information before posting.	
16.	The system should have provision for adjustment runs (trial runs) for payroll processing.	
17.	The system should have the capability for roll back of transactions processed in the payroll.	
18.	The system should allow for both physical and virtual printing of the pay slips.	
19.	The system should be capable of emailing pay slips to individual staff after completion of the payroll process as well as access the payslip via the web portal	

vi. Project Management Module (Grants Module)

No.	Requirement	Bidder's Comments
1.	The system should enable award set up with respective details: unique reference number, award title, project details, funding agency, award amount, start and end dates, and any specific terms and conditions	
2.	The system should track key contractual deadlines and milestones and share relevant notifications and reminders. This includes submission deadlines for reports, project milestones, and payment schedules.	
3.	The system should enable the creation of dimensions for programs. Within each program the system should enable the creation of Vision briefs, Activity reports, and analytical reports	
4.	System should allow for the development and or upload of annual workplan using organisational template, and automated tracking of the same	
5.	System should be able to generate dashboards on progress of planned activities, targets versus actual reach and financial status, which is reviewed and approved by the MELS teams	
6.	System should have an avenue to automatically set it to generate teams calendar reminders for meetings, recordings	
7.	System should be able to set reminders and relevant notifications for scheduled activities and meetings as per annual workplans	
8.	System should allow team to adjust activity plans when needed with relevant approvals	
9.	System should enable for the viewing of the workplan filtered at different levels, time period, projects, monthly or weekly	

10.	System should enable teams to prepare and share requests through the employer portal i.e. cash requests, vision briefs and procurement	
11.	The system should include functionality for tracking expenditures against budget lines, ensuring that spending is within the allocated budget.	
12.	System should allow for tracking and review of program requests based on customized workflows, and enable inclusion of comments for feedback to initiator	
13.	Reviewers have a customizable dashboard to see pending approval requests e.g. Dashboard for finance & procurement to notify when requests are fully approved enabling action	
14.	System should send notifications via SMS and/or email with regards to pending tasks, approval for program requests	
15.	System should be customizable to allow generation of activity reports in preferred formats. (user access restricted to authorized persons)	
16.	Seamless process for tracking activity reports shared and be able to flag those that are late	
17.	System should enable an automated review process for activity reports submitted online and enable a feedback mechanism	
18.	System should provide analytical reports to inform on the learning and findings of ongoing projects (based on activity reports)	
19.	The system should generate grant reports for multiple periods, including periods that do not cross the fiscal year. Reports should include financial summaries, expenditure details, and compliance metrics.	
20.	The system should provide burn rate reports for each project or programme, showing the rate at which funds are being spent over time.	
21.	The system should enable programme reporting and debrief sessions after programme activities. With the ability to share reminders on the same	
22.	The system should provide a centralized platform for storing documented materials and data protection, which can be easily retrieved i.e. Photos	
23.	System should be customized to have a comprehensive risk matrix based on proposed activity work plans	
24.	Comprehensive matrix must have an avenue for tracking and mitigation of risks affecting program activities	
25.	The system should enable different teams to have access to all the information and documents within the programs module ie. MELS team	
26.	The system should support the generation of invoices for grant related purposes	

vii. Subgrants Module

1.	The system should provide a user-friendly portal where potential subgrant recipients can submit their applications. This portal should include forms for entering required information and uploading supporting documents.	
2.	The system should allow administrators to create and publish calls for proposals. This includes defining the scope, eligibility criteria, submission deadlines, and any other relevant details.	
3.	The system should support the distribution of calls for proposals via email notifications and posting on the portal.	
4.	The system should facilitate an online review and selection process where evaluators can access applications, score them based on predefined criteria, and provide feedback.	
5.	The subgrants portal should enable subgrant recipients to track and share their submissions including sharing financial and technical reports through the portal alongside supporting documentation.	
6.	The system should enable creation of customized reporting templates to ensure consistency and completeness.	
7.	The system should track key contractual deadlines and milestones and share relevant notifications and reminders. This includes submission deadlines for reports, project milestones, and payment schedules.	
8.	The system should allow reviewers to provide feedback on submitted reports directly through the portal. This feedback should be tracked and accessible to both the submitter and the reviewer.	
9.	The system should maintain a centralized repository of all subgrant-related documents. This includes applications, contracts, reports, bank details, and other correspondence.	
10.	The system should track the status of each subgrant partner, including their compliance with reporting requirements, progress on project milestones, and any issues or concerns.	
11.	The system should incorporate a dashboard for administrators to quickly view the status of all subgrant partners.	
12.	System should manage the disbursement of funds to subgrant recipients. This includes tracking payment schedules, processing payments, and ensuring compliance with funding requirements.	

viii. Communications and Fundraising Module

No.	Requirement	Bidder's Comments
1.	The system should enable the set up a database for all donors, and enable categorization of such donors (including past, present and potential donors, private, individual, government, etc.) and relevant contact information and history of funds given to date	

2.	The system should enable the tracking of donor engagement activities including enabling the recording of meeting minutes, action plans and notifications for future meetings	
3.	The system should enable the tracking of donor proposals pipelines, being able to provide a detailed analysis of donor proposals submitted, rejected, approved, planned as well as status of ongoing proposals	
4.	The system should enable the tracking of working documents including proposals, and enable creation of workflows for drafting, review and approval processes for donor proposals	
5.	The system should enable tracking of final submitted proposal documents	
6.	The system should enable communication with donors and automated sharing of information, reports, newsletters, through registered email addresses.	
7.	The system should enable customization of information or other correspondence being circulated both internally and externally	
8.	The system should support in the tracking of engagement activities on social media platforms and enable generation of statistics	
9.	The system should enable the development and review of a social media calendar which can provide for notifications and reminders where relevant	
10.	The system should enable management of invitations for events, and enable personalized invites being shared with donors	
11.	The system should be able to host streamlined materials including standardized power point presentations, letterheads, etc., that can be accessible by users	
12.	The system should support the management and archiving of existing data including photos, presentations, publications and newsletters	

ix. Risk Management Module

No.	Requirement	Bidder's Comments
1.	The system should provide a centralized risk register where risks can be logged by departments, managers, and risk champions. This register should include fields for risk description, likelihood, impact, mitigation measures, and responsible person.	
2.	The system should enable tracking of key risks by analyzing data from the risk register. This includes monitoring risk levels, mitigation progress, and any changes in risk status.	
3.	The system should be able to raise audit queries and direct them to specific departments for corrective action.	

4.	The system should allow for the upload of audit issues into a corrective action plan. Each issue should be tracked with details such as the owner, due date, actions taken, and status of resolution.	

API for Bank Integrations

No.	Requirement	Bidder's Comments
1.	Interconnect the ERP with the organisation banks for both expenditure and income	

API for MPESA integration for both B2C and C2B

No.	Requirement	Bidder's Comments
1.	Interconnect the ERP with the organisation MPESA platform for Business to Customer, Business to Business, and Customer to Business	

Integration with Bulk SMS platform

No.	Requirement	Bidder's Comments
1.	Integrate the organisation bulk SMS platform to the ERP system. The ERP should trigger SMS when a certain condition is met.	