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TERMS OF REFERENCE (TOR) FOR THE PROCUREMENT AND IMPLEMENTATION OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM FOR HABITAT FOR HUMANITY MALAWI (HFHM)

1. BACKGROUND

Habitat for Humanity Malawi (HFHM) seeks to enhance organizational efficiency, data accuracy, and interdepartmental coordination through the implementation of a robust, integrated Enterprise Resource Planning (ERP) system. The ERP should support streamlined management across finance, human resources, procurement, inventory, program management, and reporting functions, and must align with HFHM's strategic objectives for improved data-driven decision-making and operational transparency. The selected ERP solution must be scalable, adaptable to growth, and capable of integration with HFHM's existing systems, including SUN accounting and banking platforms.

2. SCOPE AND OBJECTIVES

Overall Goal:

To procure and implement an ERP system that will optimize HFHM's resource management, automate key processes, and improve data accessibility across multiple departments.

Specific Objectives:

1. Finance Management:

- Facilitate online requisition and approval workflows, incorporating e-signature capabilities.
- Integrate seamlessly with HFHM's online banking for streamlined financial transactions.
- Enable multi-currency support, real-time budget tracking, general ledger management, accounts payable/receivable, fixed asset management, and automated bank reconciliation.
- Include audit trail functionality and compliance with statutory reporting requirements.

2. Procurement Management:

- Automate procurement workflows and allow online bid submissions.
- Support a robust supplier database, tender management, bid evaluation, and contract lifecycle management.
- Enable automated payment processing linked to contract milestones.

3. Inventory Management:

- Provide real-time inventory tracking with stock control, barcoding, and supply level alerts.
- Scalable functionality that accommodates future needs and demand.

4. **Human Resources and Payroll:**
 - Offer an integrated HR and payroll solution with web-based employee self-service.
 - Facilitate digital processing of leave, travel requests, performance evaluations, and generation of online pay slips.
 - Include modules for employee lifecycle management and onboarding.
5. **Reporting and Analytics:**
 - Executive dashboards and customizable reports to support high-level decision-making.
 - Standard and ad-hoc reporting capabilities for insights into operational and financial performance.
6. **System Integration and Compatibility:**
 - Ensure seamless data flow and compatibility with existing HFHM systems, including the SUN system and banking applications.
 - Provide data import/export functionalities for efficient data transfer and backup.

3. DELIVERABLES

The selected ERP provider will be expected to deliver the following:

- a. A comprehensive ERP system proposal tailored to HFHM's requirements.
- b. **Inception Report:** Delivered within 21 days, detailing project goals, implementation timeline, and resource requirements.
- c. **Weekly Status Updates:** Weekly progress reports submitted to HFHM's project lead.
- d. **System Installation and Configuration:** Complete system setup and configuration to meet HFHM's specifications.
- e. **Data Migration Plan:** Migration of relevant data from existing systems with accuracy validation.
- f. **User and Administrator Training:** Comprehensive training sessions for end-users and administrators, supported by training materials.
- g. **Security and Maintenance Report:** Recommendations on data security, system backup, and maintenance protocols.
- h. **Post-Implementation Support:** Provide ongoing technical support and maintenance.
- i. **Documentation:** Detailed technical and user manuals.

4. TECHNICAL REQUIREMENTS

The ERP system should meet the following technical specifications:

- **Web-Based Platform:** Accessible via web browsers with remote access capabilities.
- **Modular Design:** Allows for future module additions based on HFHM’s evolving needs.
- **Scalability:** Capable of handling an increasing volume of data and transactions as HFHM grows.
- **User-Friendly Interface:** Intuitive dashboards for user navigation and engagement.
- **Mobile Accessibility:** Compatibility with smartphones and tablets.
- **Data Import/Export Functionality:** Simple data transfer options for importing/exporting data in common formats.

5. QUALIFICATIONS AND EXPERIENCE OF SERVICE PROVIDERS

Service providers must demonstrate:

- Copy of Business Registration Certificate
- Tax Registration Certificate
- A minimum of five (5) years of experience in ERP implementations, preferably within the NGO or private sector.
- Proven expertise in project management, ERP customization, and user training.
- Evidence of strong client references and case studies from similar projects.

6. SUBMISSION OF PROPOSALS

Interested service providers should submit their proposals via the email address procurement@habitat.mw with subject line clearly indicated “**IMPLEMENTATION-ERP-SYSTEM**” by **10th December 2024**, addressing all sections outlined in this TOR. Proposals received after the deadline will not be considered.

Proposal Submission Email Address: procurement@habitat.mw