# Terms of Reference (TOR) for

# Enterprise Resource Planning (ERP) and Mobile Application Development

Group Development Pakistan

# 1   Background of the Organization

Group Development Pakistan (GDP) is a Civil Society Organization registered under the Societies Registration Act, 1860, working on protecting and promoting child rights and strengthening child protection and justice with children across Pakistan. GDP believes in a democratic and humanistic society in which the most essential stakeholders-children- are acknowledged, respected, and protected from all forms of violence and discrimination. GDP follows a holistic, creative, participatory, eco-friendly, child-focused, and human rights-based approach.

# 2   Objective

The aim is to deploy an Enterprise Resource Planning (ERP) system that will assist in automating and digitalizing program, MEAL, administration, HR, complying with the requirements of the project targets. The ERP system must be scalable to allow additional modules and must interface with other information systems. This system will integrate the existing Integrated Performance Management Information System (IPMIS) which primarily entails project documentation and reporting. The system is expected to be more user friendly with accessibility through mobile applications via iOS and android.

The main objectives of hiring the consultant for this assignment are as follows:

- The ERP solution should manage major processes that include operations with Integrated Performance Management Information System (PMIS), Administration management, and Human Resource Management Information System (HRMIS) and Survey Management Information System. The current function of PMIS is annexed as **Annex I**
- Establish and maintain a robust Online Database Monitoring System that enables real-time data and statistics for a timely decision, policymaking, monitoring, and project implementation for the project related activities and service delivery.
- Strengthen the monitoring capacity of the organization based on different projects for proper decision-making support to top managers.
- Build a sound networking system, data collection mechanism, workflow system, monitoring, and reporting mechanism between Central GDP office and Provincial project Offices.

# 3   Scope of services

The consultant needs to conduct and carry out the following activities to achieve the objectives and produce the deliverables and outputs. In this context scope of services of this consulting service consists of (**but is not limited to**) the following:

- **The consultant must thoroughly understand** the organization processes its activities inside and outside, Procedures, Data collection formats/form, reporting process, different Norms of Regulation, etc. Based on the study, the consultant needs to develop and deliver an ERP

system that facilitates the online processing of data of projects, survey management, HRMIS, Administration, and procurement management.

- **The consultant should consult** with the concerned HR, Admin, Programme managers of GDP after signing the agreement. The consultant needs to have consultative meetings with the concerned team members of GDP for the schedule, planning, and other implementations.

- **Design and Development of Management Information System:** After determining the appropriate forms, formats, and information, the consultant needs to design and develop the GDPMIS for the required information to cater to survey management, administration, and reporting of the PPRG project-related activities and with ability to accommodate future projects. The GDP MIS should produce and maintain the volume, storage, and speed for instant online data entry, recording, retrieving, creating, and analyzing the data and its contents.

- **A web-based System**: The MIS developed by the consultants should run smoothly in all web browsers with equal performance. The system should accommodate all the web-based system features. The users should be able to enter the forms or formats developed for information capture from the concerned offices and institutions such as GDP office and the Provincial Project offices.

- **Survey Management System**: The consultant needs to determine the data contents, forms, formats, and other information systems after analyzing all the requirements of the project (PPRG) with the technical team and concerned provincial officers.

- **GDP HR and Admin-related Information**: The ERP should have modules/functionalities to track HR-related information like personal staff information, qualifications, training-related information, and more. A consultant should consult with the HR division to determine required information, input format, and reporting formats.

- **Access Control**: The ERP system should have different access control features per user level and user privileges or user roles. This access control feature should be dynamic so that the rights of a particular module may be assigned to any user apart from their level.

- **Audit Trail System**: The ERP system should have the facility of Audit Trail. The system should be able to examine the periodic information on a real-time basis. It should generate the report required by the authorities to test the accuracy of the data and the system should be able to produce reliable information. The audit trail system should be inbuilt in the system.

- **Data Storage and Back-up System**: The consultant should identify and recommend to GDP for proper data storage mechanism, including necessary hardware change required to support software services efficiently.

- **Disaster Recovery System (DRS):** The consultant should also suggest the DRS for database safety and possible loss from natural disasters. It needs to include the DRS plan, and the client needs to take a precautionary and correcting mechanism under disaster occurrence. It also should contain alternative solutions for DRS, if any.

- **Data Export System:** The database system should export the data to other application programs such as Excel, Word and PDF, or other helpful application programs for analysis and generation of the analytical report as and when required.

- **Data Analysis/Graph generation Program**: The database needs to be developed based on the financial and operational fields from the entered data necessary to carry out any analysis. The system should have the ability to generate tables and graphs and highlight key trends.
- **Support and Maintenance**: After successful implementation of ERP solution accepted by GDP, the system should be kept under warranty period for 3 months. On completion of the warranty period, the system will stay under maintenance period for 6 months. The consulting firm should carry out regular support, maintenance and regular updates. The support level depends upon the complexity of the task, which should determine the service should either be remote support, on-call support or stationed support (As per decided by GDP management).

## 4 Key Features of Modules

1. Human Resource Management
   a. Employee Profile
   b. Employee Personal files
   c. Attendance management
   d. Leaves management
   e. Contracts management
   f. Performance management
   g. Benefits Management
   h. Consultant Profile
   i. Consultant Personal files
   j. Consultant Payment Tracking
   k. Recruitment
   l. Training and Development
   m. Onboarding and Orientation
   n. Employee Birthday Calendar

2. Survey Management
   a. Tool Design
   b. Data Entry/import from mobile applications
   c. Database development
   d. Data Analysis – Tabular and graphical
   e. Export to Excel/word and PDF
   f. Flexible data analysis parameters

3. Administration management
   a. Requisition generation
   b. Field Travel requests (Local and outstation)
   c. Travel claims
   d. Assets management
   e. Purchase Requisitions
   f. Event management requests (Trainings, workshops, seminars, awareness sessions)

4. Upgradation of MIS
    a. Inclusion of activity budgets
    b. Burn out rate
    c. Events Calendar

## 4    Expected Deliverables

**The potential consultant shall deliver:**
- An SRS document detailing the system requirements
- List of modules and structure of each module.
- A complete integrated ERP platform with all the modules and their required functionalities.
- Both an ERP user guideline and technical support guideline.
- A complete set of required documentation, including flowchart and process of the system.
- Necessary training to be provided to all relevant GDP staff.
- Free support, maintenance, and licensing of ERP for a period no less than 6 months from the date of hand-over to GDP (inclusive of on-site debugging/correction, when necessary
- A complete ERP platform where GDP is not dependent on consultant after final delivery and correction.

## 5    Duration

The service provider will install the ERP system within four months from signing the contract and provide ongoing technical support and maintenance for a minimum of 6 months.

## 6    Evaluation

GDP management will review the submitted proposals. Firms should indicate their experience and previous engagements in line with the specific requirements. A demo session will be held with the shortlisted parties.

## 7    Financial Proposal

**The budget should be presented in a format where cost areas are identified, including costs relating to:**
- SRS document
- Software installation (each module)
- Training of Relevant staff

- Other related costs, including support and maintenance

Regardless of the cost estimation model vendors choose to use, each vendor is required to submit a clear budget, as explicitly indicated above, to allow the comparison between all financial bids received. If the technical proposal has different proposed methodologies or options for approaching the other models, please be sure to include a separate budget for each of the proposed alternatives.

# 8 General Qualifications of the Software Company/Firm

**Software Company/Firm with ERP system implementation capability that has the following experience:**

- A legally registered organization with requisite professional experience of three (3) years minimum and knowledge of ERP installation systems.
- Prior experience should include a full range of activities from the ERP planning process and ERP implementation projects with the development sector organizations only
- Proven experience in integration of ERP systems.
- Ability to work under pressure and meeting deadlines.
- Excellent communication and presentation skills as well as ability to work with teams.
- Qualified personnel in project management, system analysis, and ERP software installation.
- Demonstrated ability to deploy and manage staff and experts with relevant experience

# 9 Copyright

The copyright of the entire system and its components developed by the organization/ software company/firm under this ToR will belong to GDP.

# 10 Confidentiality

During the performance of the assignment or any time after expiry or termination of the agreement, the software company/firm shall not disclose to any person or otherwise make use of any confidential information which the software company/firm has obtained or may obtain in the course of the GDP. Except for purposes of this assignment, the information shall not be disclosed to the public nor used in whatever form without written permission of GDP.

# 11 Submission Details

**The application shall contain the following documents**:

- Technical Proposal: Concept of the ERP Development, Development methodology
- Step wise process work plan (starting from the integration of the Current IPMS) and a list of resources to be used
- Financial Proposal: Detailed budget breakdown including taxes
- Details of the Software Company/Firm

- o Organization profile with relevant experiences
- o Sample work screenshots
- o Signed CV of the Team leader and core team members
- o A copy of the Company/Organization registration
- o A copy of the latest Tax Clearance Certificate
- o Previous Client references (only development Sector)

The TOR should reach the address below via courier/hand delivery by August 23, 2021, 17:00 hrs. With the subject "Call for Proposal - ERP (Enterprise Resource Planning) & mobile application Development" and submit at: Operations Department. By submitting expression of Interest to the proposal the applicant agrees to follow GDP Code of Conduct, Gender Diversity, Child Protection and Safeguarding Policies.

**Address- Office No. 11-18, Lower Ground, Magnum Arcade, Northern Strip, FECHS, E-11/2, Islamabad.**
**Email- procurement@gdpakistan.org (for any Query related to ERP)**
**Website- https://gdpakistan.org/opportunity-type/procurement/**

**Annex I**
**Group Development Pakistan Current PIMS Function**

**System Administration**
- o Manage Users
- o User Groups & Roles
- o Organizations Registration
- o Edit Project
- o Location

**Project Planning**
- o Create New Project
- o Project Framework
- o Impact Indicators
- o Outcome Indicators
- o Output Indicators
- o Project Workplan
- o Departmental Workplan

**Project Management**
- o Team Workplan
- o Team Activity Reporting
- o Outcome Indicator Report
- o Output Indicator Report

**Reporting & Analysis**
- o SITREP
- o Log Frame Sheet
- o Data Report Generator
- o Progress against Activities

- o   Monthly Project Progress
- o   My Reports

**Training & Awareness**

- o   Training Sessions
- o   Awareness Sessions
- o   Sessions Data Reports

**HRC & Youth Task Force**

- o   Membership Form
- o   Membership Data Report

**Beneficiary Management**

- o   Add Beneficiary
- o   Beneficiary Analysis