TERMS OF REFERENCE

<table>
<thead>
<tr>
<th>Procurement Nbr:</th>
<th>UCLG ASPAC/024/VII/2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Procurement:</td>
<td>Procurement of Enterprise Resource Planning (ERP)</td>
</tr>
<tr>
<td>Division:</td>
<td>Bureau of Secretary General</td>
</tr>
<tr>
<td>Duty Station:</td>
<td>UCLG ASPAC Secretariat</td>
</tr>
<tr>
<td>Period:</td>
<td>Beginning of June 2021</td>
</tr>
<tr>
<td>Closed date:</td>
<td>31 August 2021</td>
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BACKGROUND

United Cities and Local Governments Asia Pacific (UCLG ASPAC) is the biggest regional section of the United Cities and Local Governments (UCLG) in which its Secretariat is based in Jakarta, Indonesia and hosted by the Provincial Government of Jakarta. UCLG is a worldwide association of local governments and the officially recognised voice of local governments by the United Nations. UCLG ASPAC has linkages to more than 7,000 local governments. It represents well over 3.76 billion people - more than half of the world population - and incorporates economically fast developing countries such as China, India, and Indonesia.

UCLG ASPAC is the key knowledge management hub on local government issues in the Asia-Pacific region. It promotes democratic local government, supports cooperation between cities, local governments and their associations, and facilitates programmes, network and partnerships to develop the capacity of local governments and the associations. Moreover, UCLG ASPAC represents local governments politically within the international community, and with the United Nations and its agencies. It also promotes inclusive societies which safeguard equality, social and economic justice, and sustainable community development. UCLG ASPAC is engaged in all relevant thematic fields for nurturing sustainable development comprising poverty alleviation, climate change, disaster resiliency, culture, strategic planning, decentralisation, local finance, gender equality, women leadership and empowerment as well as good governance.

UCLG ASPAC is aimed to deploy an Enterprise Resource Planning (ERP) System that will improve this current integrating system for the Finance and Administrative procedures to comply with the donor and internal policies and procedures.

OBJECTIVE:

- The ERP system must be scalable to allow additional modules and must interface with other business information system.
• The purpose of this procurement is to improve the degree of automation of financial and logistical processes that enable informed decision-making, increased operational capabilities, and cost savings.
• Conduct analysis of the current processes which are performed through the current software solution.
• Propose several variant options that are aligned with the company requirements and advice on the effective solution to implement.
• Install and develop the selected modules – with Finance, Accounting, Travel Management, Logistic Management, Asset Management and Human Resources Management being the minimum required modules.
• Migrate data from our system, without disruption of the secretariat’s operation.
• Perform offline and live testing of the solution.
• Develop user guidelines on how to use the ERP, and the ERP technical support guideline.
• Provide a complete documentation of flowchart and process of the ERP platform.
• Provide training to all relevant staffs on the ERP for daily operations and system training to IT staff on supporting and administrating the ERP systems.
• Provide user guidance/support on issues faced using the solution.
• The employee portal platform must be logical and secure access to relevant self-services through a single online portal in accordance to user access level. It shall able to be accessed and viewable through web browsers and/or mobile devices i.e. mobile friendly and responsive
• The intuitive interface of the ERP system must allow users to easily adapt within a short period of time from the initial stage of the using the system and reduce the change management efforts

ERP Functionalities/ Features

• Must have User Rights Management and Access Control for the authorized staffs to administer and set the proper user roles/permissions to allow specific users to access specific ERP operations, data, request approval and user profiles;
• Must have an automated workflow for the business process lifecycle, allowing specified/respective users for review, editing, and approval of staff requests;
• Must able to track the process flow to respective users of their activities and their authorization including Access, Operations and Approval Logs to enable better control and monitoring of audit trail of activities performed in the system;

DETAILS ON THE ERP SYSTEM
Financial Accounting Management
• Planning and budgeting
• General ledger
• Bank reconciliation
• Advanced allocations
• Cash management
• Fixed assets
• Budget Entry- Budget Adjustment with trail
• Grant or project accounting
• Independent platform for partner account management
• Fund Request by partner- Approval by Management
• Regulatory Compliance Support

Logistic Management
• Purchasing: Acquisition of goods & services as well as Bid Management
• Contract Management
• Event Management
• Supplier Database Management
• Inventory Management
• Asset Management

Reporting Human Resource Management
• Personnel management
• Benefits administration
• Leave management
• Payroll management
• Enterprise compensation management
• Organizational management
• Employee performance management

Travel management (travel and advance request)
• Talent management
• Training management
• Reporting

Project Management
• Contract management
• Supplier/Partner database management
• Grant management and allocation
• Reporting
• Program Data management
• Activity Approval

Professional services provision as follows:
• Data conversion and migration
• Report development
• Implementation and training services
• Change management.
• System documentation and testing
• Knowledge transfer
• Ongoing support and maintenance of the ERP solution

**Existing System of UCLG ASPAC:**

**Human Resources & Accounting System**
- Jojo Time/Attendance
- Jojo Payroll
- Jojo Recruitment
- Sage Accounting System
- Microsoft Excel

**Expected Deliverables and Timeline:**
The potential vendor shall deliver:
- A complete integrated ERP platform with the 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 trainings to be provided to all relevant First Consult staff.
- Free support, maintenance, and licensing of ERP for a period no less than 12 months from the date of hand-over to UCLG ASPAC (inclusive of on-site debugging/correction, when necessary).

<table>
<thead>
<tr>
<th>S.N</th>
<th>Deliverables</th>
<th>Duration</th>
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<tbody>
<tr>
<td>1</td>
<td>Submit technical and financial proposal</td>
<td>3rd June 2021</td>
</tr>
<tr>
<td>2</td>
<td>Presentation and demonstration of model to evaluation Committee</td>
<td>To be communicated</td>
</tr>
<tr>
<td>3</td>
<td>Contract award</td>
<td>To be communicated</td>
</tr>
<tr>
<td>4</td>
<td>Installation of ERP</td>
<td>To be communicated</td>
</tr>
<tr>
<td>5</td>
<td>Guideline/reference documents on the installed ERP</td>
<td>To be communicated</td>
</tr>
<tr>
<td>6</td>
<td>Training of users</td>
<td>To be communicated</td>
</tr>
<tr>
<td>7</td>
<td>Data migration cleaning and reconciliation</td>
<td>To be communicated</td>
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These timelines are indicative, and bidder should include a more detailed delivery timeline in their proposal.

**Duration and Location:**
This service is required for UCLG ASPAC. The service provider will install the ERP system and provide ongoing technical support and maintenance for minimum of one (1) year.
Evaluation:
UCLG ASPAC will review the submitted proposals in accordance with the specific qualification, and experience requirements – as well as with the specific tasks stated above. Company should clearly indicate their experience and previous engagements in line with the specific requirements. The bid will be evaluated on functionality and bidders require a minimum of 70 out of 100 points allocated for professional ability. Bidders will be evaluated in terms of the minimum requirements. Bidders who do not fulfill all the requirements, or do not submit the required documents will be disqualified.

Budget:
All costs should be stated in UCLG ASPAC Budget should be presented in a format where cost areas are clearly identified, including costs relating to:
1. Software installation (each module)
2. Training of users
3. 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 like comparison between all financial bids received. If the technical bid has different proposed methodologies or options for approaching the model, please be sure to include a separate budget for each of the proposed options.

General Qualifications of the Software Company
Software Company with ERP system implementation capability that has the following experience:

- 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 ERP planning process, and ERP implementation projects.
- Senior level experience in implementation of ERP systems.
- 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.

Methodology:
The software company is asked to provide a clear methodology and approach in carrying out this assignment. The software company is also required to demonstrate knowledge and skills that indicate the software company team will have the ability to implement this project successfully and in accordance with the stated scope of work, and timeline.
Thus, services on the methodology include:
1. Information/system demand capturing
2. System installation
3. System integration
4. Reporting (user guide/reference)
5. System training and user introduction
6. Data quality assurance
7. Technical quality assurance

Working Arrangements:
The software company shall work closely with UCLG ASPAC team. UCLG ASPAC focal persons for this assignment to whom the company will be reporting to are the Secretary General

Acceptance of Proposal
All rights to accept or reject proposal without giving any reasons, shall be reserved by UCLG ASPAC. If deemed necessary, the software company shall be asked for modifications.

Responsibilities of UCLG ASPAC
Remaining within the policies and practices, UCLG ASPAC’s primary responsibility will be to help the software company to achieve the objectives of this ToR.

Responsibilities of Software Company
The software company will be responsible for carrying out the tasks outlined in this ToR and ensure the delivery of outputs stated above within the agreed budget and timeline.

Copyright
The copyright of the entire system and its components developed by the organization/ software company under this ToR will belong to UCLG ASPAC

Termination of the Contract
UCLG ASPAC may terminate the agreement, if the software company commits a breach in the performance or observance of any of its obligations under this ToR. The software company shall be notified in written form within a week prior to the termination of the agreement.

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

Documents to be Submitted by Software Company
The application shall contain following documents:
A. Technical and financial proposal
   1. Technical Proposal: Concept of the ERP Development, Development methodology, work plan and a list of resources to be used.
   2. Financial Proposal: Detailed budget breakdown including taxes

B. Details of the Software Company
   1. Organisation profile with relevant experiences
   2. A copy of Company/Organization registration
   3. A copy of latest Tax Clearance Certificate
   4. VAT/ PAN registration
   5. Audit report
   6. Any other relevant documents

How to Apply:
The TOR should reach the email address: procurement@uclg-aspac.org, copy email: hradm@uclg-aspac.org, below via courier/hand delivery or via e-mail by 31st August, 2021, 17:00 hrs (Jakarta, Indonesia Time). With the subject “Call for Proposal - ERP (Enterprise Resource Planning) Development”