



## **STRATEGIES FOR NORTHERN DEVELOPMENT (SND) – KENYA**

### **TENDER DOCUMENT TO SOURCE FOR ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE FOR SND’S OFFICE, MOYALE, MARSABIT COUNTY.**

HARRY THUKU LANE, OFF MARSABIT GENERAL HOSPITAL ROAD,  
BEHIND CATHOLIC CHURCH-MARSABIT

OFF WILDLIFE ROAD, ADJACENT TO KENYA NATIONAL LIBRARY.

**Tel: [+254] 741845578**

**E-mail: [info@sndafrica.org](mailto:info@sndafrica.org)**

**Website: [www.sndafrica.org](http://www.sndafrica.org)**

**REF: [SND /30/2024/001](#)**



## **TENDER INVITATION**

### **RE: PROCUREMENT OF ERP SYSTEM**

The Strategies for Northern Development (SND), is a local non-governmental organization working with nomadic pastoralist communities in Northern Kenya and Southern Ethiopia. SND was registered in Kenya with the NGO Coordination Board as a fully-fledged NGO on 6th December 2007.

SND is driven by a vision to see a society where all pastoralist communities are resilient and live a dignified life and a mission to empower and transform pastoralist communities to be self-resilient in life. Key thematic areas of focus are;

- i. Peacebuilding and Governance
- ii. Food Security, Sustainable Livelihoods, and Resilience
- iii. Water, Sanitation, and Health
- iv. Child Protection and Education and,
- v. Humanitarian assistance.

As a non-governmental organization operating in Kenya, we are dedicated to addressing critical social and developmental challenges across various communities. With multiple projects and initiatives spanning different regions, effective resource management and operational coordination are paramount to maximizing our impact

The ERP system we seek to implement will integrate and automate various organisational processes, including finance, procurement, inventory management, supply chain, human resources, and reporting analytics. This comprehensive solution will enable us to enhance our operational efficiency and make informed decisions based on real-time insights.

We are seeking proposals from reputable ERP vendors with a proven track record of successful implementations in our industry or similar domains. Your solution should be scalable, flexible, and capable of adapting to our evolving business needs.

To participate in this exciting opportunity, please submit your proposal highlighting the following key aspects:

- Company profile and relevant experience
- Proposed ERP solution and its features
- Implementation methodology and project timeline
- Training and support services
- Pricing structure and cost breakdown
- Customer references

## ERP SYSTEM SPECIFICATIONS

1. Financial Management	1.1 General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, and Cash Management modules 1.2 Budgeting and Forecasting capabilities 1.3 Donor and Grant Management functionality 1.4 Project Costing and Billing
2. Human Resources and Payroll	2.1 Employee Information Management 2.2 Payroll Processing 2.3 Leave and Attendance Tracking 2.4 Performance Management 2.5 Recruitment and Onboarding 2.6 Timesheets
3. Supply Chain Management	3.1 Procurement and Vendor Management 3.2 Inventory Management 3.3 Logistics and Distribution
4. Reporting and Analytics	4.1 Customizable Reporting Tools 4.2 Dashboard and Data Visualization 4.3 Business Intelligence and Analytics
5. Security and Compliance	5.1 Role-based access control and user authentication 5.2 Audit trails and activity logging 5.3 Compliance with relevant data privacy and security regulations

## Technical Requirements

<p><b>1. System Architecture and Infrastructure</b></p>	<p>1.1 Description of the overall system architecture, including hardware and software requirements          1.2 Deployment options (on-premises, cloud-based, or hybrid)          1.3 Scalability and performance considerations</p>
<p><b>2. Implementation Methodology and Project Plan</b></p>	<p>2.1 Detailed implementation approach and project plan, including timelines and milestones          2.2 Data migration strategy and tools          2.3 Change management and user adoption strategies</p>
<p><b>3. Training and Support Services</b></p>	<p>3.1 Description of training programs and materials for end-users and administrators          3.2 Ongoing support services (e.g., helpdesk, maintenance, and upgrades)          3.3 Knowledge transfer and capacity-building plan</p>
<p><b>4. System Integration and Customization</b></p>	<p>4.1 Approach to integrating the ERP system with existing systems and third-party applications          4.2 Customization capabilities and potential customization requirements</p>
<p><b>5. Security and Compliance</b></p>	<p>5.1 Information security measures (e.g., data encryption, access controls, and backup strategies)          5.2 Compliance with relevant data privacy and security regulations</p>
<p><b>6. Pricing and Licensing Model</b></p>	<p>6.1 Detailed pricing structure, including implementation, licensing, and ongoing support costs for at least 15 users          6.2 Licensing model (perpetual, subscription, or hybrid)          6.3 Payment terms and conditions</p>



**Mandatory requirements** for vendor are as follows:

- 1) Company Profile, which should not exceed fifteen (15) pages, including organizational structure, printed brochures and product catalogues relevant to the goods/services being procured
- 2) Valid Manufacturer Authorization letters for the proposed solution (where applicable)
- 3) Members of the Governing Board and their Designations duly certified by the Corporate Secretary, or CR12
- 4) KRA pin and Tax Compliance Certificate (TCC)
- 5) Certificate of Registration/Incorporation of the business,
- 6) County Government permit (Business Permit)
- 7) Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 3 years, 2021, 2022 and 2023
- 8) Letters on satisfactory Performance from at least three (3) clients in terms of contract value during the last 5 years.
- 9) Availability of a dedicated project management team with relevant expertise in ERP implementation and change management.
- 10) Compliance with relevant industry standards and best practices (e.g., data security, accessibility, and usability).

**GENERAL TERMS AND CONDITIONS**

- 1) **Price:** The prices stated on the order shall be held firm for the period and / or quantity unless specifically stated otherwise
- 2) **Source of Instructions:** The Supplier shall not seek nor accept instructions from any source external to SND in relation to the performance of the contract.
- 3) **Assignment:** The Supplier shall not assign, transfer, sublet or subcontract the contract or any part thereof without the prior written consent of the Buyer.
- 4) **Corruption:** The Supplier shall not give, nor offer to give, anyone employed by the Buyer an inducement or gift that could be perceived by others to be a bribe. The Supplier agrees



that a breach of this provision may lead to an immediate end to business relationships and termination of existing contracts.

- 5) Confidentiality: All data, including but not limited to, maps, drawings, photographs, estimates, plans, reports and budgets that has been compiled by or received by the Supplier under the contract shall be the property of SND and shall be treated as confidential. All such data should be delivered to the authorized officials representing the Buyer upon request.
  - a. The Supplier may not communicate at any time to any other person, government or authority external to SND, any information that has been compiled through association with SND which has not been made public except with written authorization from the Buyer. These obligations do not lapse upon termination of the contract.
- 6) Use of Emblem or Name: Unless otherwise agreed in writing; the Supplier shall not advertise nor make public the fact that it is supplying goods or services to the Buyer, nor shall the Supplier in any way whatsoever use the name or emblem of SND in connection with its business or otherwise.
- 7) Observance of Law: The Supplier shall comply with all laws, ordinances, rules and regulations bearing upon the performance of its obligations under the terms of the contract.
- 8) Force Majeure: The meaning of the term can be taken to mean acts of God, war (declared or not), invasion, revolution, insurrection or acts similar in nature or force.
  - a. In the event of and as soon as possible after the occurrence of any cause deemed force majeure, the Supplier must inform the Buyer of the full particulars in writing. If the supplier is rendered unable either in part or in whole to perform its obligations then the Buyer shall take such action as it considers, in its sole discretion, to be appropriate or necessary in the circumstances.
  - b. if the Supplier is permanently rendered incapable in whole or part by reason of force majeure to complete its obligations and responsibilities under the contract then the Buyer will have the right to suspend or terminate the contract on the same terms and conditions laid out in section 9, Cancellation.
- 9) Cancellation: The Buyer reserves the right to cancel the contract should it suspend its activities or through changes to its mandate by virtue of the Executive Council of SND and/or lack of funding. In such a case the Supplier shall be reimbursed by SND for all reasonable costs incurred by the Supplier, including all materials satisfactory delivered and conforming to specification and terms of contract, prior to receipt of the termination notice.

- a. Should the supplier encounter solvency problems including, but not limited to, bankruptcy, liquidation, receivership and similar, the buyer reserves the right to terminate the contract immediately without prejudice to any other right or remedy it may have under the terms of these conditions.
- 10) **Warranty:** The Supplier shall provide the Buyer with all manufacturers' warranties. The supplier warrants that all goods supplied in relation to the contract meets specification, is defect free and is fit for the purpose of the intended use. If, during the warranty period, the goods are found to be defective or non- conforming to specification, the Supplier shall promptly rectify the defect. If the defect is permanent then at the choice of the Buyer the Supplier will either replace the item at their cost or reimburse the Buyer.
- 11) **Inspection and Test:** The Supplier must inspect the goods prior to dispatch to ensure conformance to specification and/or any other provisions of the contract. The Buyer reserves the right to inspect the goods for compliance with specifications and provisions of the contract. If, in the Buyers' opinion, the goods and/or services do not comply with the specification, the Buyer will inform the Supplier in writing. In such a case the Supplier shall take the necessary action to ensure compliance, liability for any additional cost incurred for rectifying compliance will rest with the Supplier.
- 12) **Changes:** The Buyer reserves the right to make reasonable changes at any time to the specification, drawings, plans, quantity, packing instructions, destination, or delivery instruction. If any such change affects the price of goods or performance of service the Supplier and Buyer may negotiate an equitable adjustment to the contract, provided that the Supplier claims for adjustments in writing to the Buyer within 30 days from being notified of any change.
- 13) **Export Licence:** If export licenses are required for the goods, the Supplier has the responsibility to obtain that license.
- 14) **Payment Terms:** Unless otherwise agreed, payment terms will be net 30 days from receipt of a correctly prepared invoice.

Completed tenders having **BOTH Financial and Technical Proposal** must be on or before **22<sup>nd</sup> March 2024** to official email: [procurement@sndafrica.org](mailto:procurement@sndafrica.org)