

Request for Proposal (RFP)

Title	ERP Consultant		
Open to	Individuals and firms	Location	Global
RFP Ref #	IRD-G/RFP/2406-02	Contact details (RFP-related queries)	procurement@ird.global
Issuance Date	June 28, 2024	Submission Deadline	July 26, 2024

1. INTRODUCTION

IRD Global (**IRD** or the **Company**) invites you (the **Consultant**) to submit a response (**Proposal**) to this Request for Proposal (**RFP**) for hiring the services of an ERP consultant (the **Project**) in accordance with this RFP and the documents attached to it (**RFP Document**).

Please read the information and instructions contained with the RFP Documents including annexes carefully because non-compliance with the instructions may result in disqualification of your proposal.

2. BACKGROUND OF IRD GLOBAL

IRD Global is a not-for-profit research and service delivery organization based in Singapore with country affiliates in Pakistan, Bangladesh, South Africa, Philippines, UAE, Indonesia, Zimbabwe, Nigeria and Vietnam – with a primary mission to enhance the current state of global health by maximizing the impact of health interventions in low-income communities.

The IRD team is committed to improving the lives of vulnerable communities by building a network that shares ideas and innovations to create global impact. We work with marginalized communities that cannot access care due to centralized models of health delivery. In leveraging process and technology innovations to address global health delivery gaps, IRD successfully develops and implements scalable, cost-effective and evidence based high-impact solutions.

IRD focuses on building partnerships with community stakeholders and developing capacity by hiring and training local workforce to implement programs in a sustainable manner. Working alongside communities to create contextualized solutions, we aim to achieve shared goals. We are committed to equity in all forms, especially gender equality. Our inclusive practices are evident in all tiers of the organization, from the field workforce to governance.

3. CONTEXT OF THE PROJECT

IRD is seeking an ERP consultant to provide essential guidance for selecting an ERP appropriate for its needs and advising on managing the procurement of the selected ERP and the **service provider** for its implementation.

Further details about the scope of the Project are set out in **Annex 1**.

4. RFP TIMETABLE

Date	Activity
June 28, 2024	IRD Global issues the RFP and disseminates it to potential consultants as per different mode of communication
July 12, 2024 (Midnight - GMT+8)	Submission of questions (if applicable), via email to procurement@ird.global with copy to: <ul style="list-style-type: none">Jahangir Rathore (jahangir.rathore@ird.global) Global Supply Chain & Operations Lead
July 19, 2024	All Q&A by all potential bidders will be consolidated and responded via email by IRD Procurement to ensure all bidders have the same information for the purpose of Proposal Submission.
July 26, 2024 (Midnight - GMT+8)	Proposal submission (closing time) via email, with the subject as the RFP reference # IRD-G/RFP/2406-02 .
w/c August 12, 2024	Shortlisted Consultant's presentations/meetings
w/c August 26, 2024	Award of contract
w/c September 2, 2024	Assignment to commence

5. INSTRUCTIONS FOR PARTICIPATING IN THE RFP

Proposal

To participate in this RFP, you are required to submit a **single** Proposal that fully complies with the instructions in this document and its Annexes.

The information and documents that you are required to submit and return in order to submit a compliant Proposal are:

- 1. Technical Proposal (01 – within the Proposal pack).** The technical proposal should describe in detail the methodology that the Consultant will adopt to deliver on the scope of work (**Annex 1**). The evaluation process is detailed in Section 6 of this document.
- 2. Commercial Proposal / Pricing Schedule (02 – within the Proposal pack).** All pricing instructions have been detailed within this document.

Responses must:

- be submitted in English.
- contain all the information required in this RFP.
- Include profile of the Consultant including client portfolio.
- include the **complete registered address** of the Consultant with the name, mailing

- address, and contact number.
- be submitted via email and all attachments must be marked as "RFP Reference # **IRD-G/RFP/2406-02**".
 - be addressed as follows:
 - IRD Global Procurement (procurement@ird.global)
 - please CC the below:
 - Jahangir Rathore (jahangir.rathore@ird.global)

Consultant Meeting

Shortlisted Consultants will be invited to a meeting to discuss their proposal. Meeting details and requirements will be forwarded to you or your nominated representative upon shortlisting.

The Consultant and any other key members of the Consultant's team who would be actively engaged in the execution of the work and delivery of the service should participate in the meeting.

The Consultant's meeting will form part of the overall evaluation process.

6. EVALUATION PROCESS

Proposals will be evaluated against the following non-exhaustive list of criteria:

a) Consultant Profile:

- Number of years in business;
- Size of business (number of employees) in case of firms or number of similar projects handled in case of an individual;
- Global, regional and country outreach
- Any unique, differentiating capabilities within the Service Provider.

b) Consultant Experience:

The Consultant's ability to show a proven track record of carrying out similar projects. Case studies and CVs will support this evaluation criteria along with references of clients where similar projects have been undertaken and relevant industry experience.

c) Methodology:

The proposed approach to the provision of the service, including views on how the Consultant would interact and work with the IRD team. Description of how the Consultant's technical qualifications and experience align with the objectives of the RFP.

d) Commercial Offer:

Detailed commercial offer, outlining the itemized costing in USD, and clearly showing the breakdown of the costs, will be required. In accordance with the RFP documents, the Consultant may include any additional investments, discounts and value add that will be applicable in this RFP.

ANNEX 1: TERMS OF REFERENCE

1. Background:

IRD Global is a not-for-profit global health delivery and research organization based in Singapore with a total of nine affiliates. Four affiliates are currently actively implementing programs: Bangladesh, Pakistan, South Africa and the Philippines. IRD Global is governed by four Permanent Directors (PDs), whereas the affiliates are governed by local Boards in compliance with country-specific requirements.

IRD is committed to introducing an ERP system to strengthen management, monitoring, accountability, and transparency at Global and across Affiliates. The legacy software currently used across the network is not appropriate for the current and future needs of the organization given its limited capabilities and manual internal controls. This results in cost inefficiencies and has a significant impact on the productivity and accuracy of financial records. With organizational growth rapidly outpacing the current capacity of our management tools, we need to invest in a comprehensive ERP system. An integrated ERP will help us plan, budget, predict, and report on financial results with greater accuracy and efficiency. It will also help us track employee performance, identify staff training and development priorities, support recruitment, engage in better procurement planning, ensure timely generation and flow of data for decision-making, provide greater data integrity, and more effectively link project outcomes to financial outcomes.

2. Objectives:

The primary objectives of this ERP consulting engagement are to obtain expert consultation on the available ERP products, needs and goals assessment, tools for evaluation and selection, as well as risk assessment and solutions, pertaining to the selection, procurement, and implementation of the ERP system at IRD. Through comprehensive analysis, strategic guidance, and delivery of the key outputs by the consultant, we aim to ensure the successful selection and implementation of the ERP system, aligned with our business objectives and requirements.

3. Scope of Work:

The Consultant is expected to:

- Obtain an understanding of the current business processes, workflows, and system requirements at IRD.
- Engage with key stakeholders from various departments and levels within IRD to get input, identify challenges faced by the selected functions and identify broad ERP functional requirements that align with organizational goals.
- Share the latest market intelligence about the current ERP products, costing (licensing, implementation and maintenance costs), infrastructure requirements, mapping leading non-profits organizations to their use of ERP and potential service providers for implementation including success and failure factors and insights into industry-specific trends.
- Advise on key considerations and risk matrix for ERP & implementation service provider selection and roll out.
- To provide guidance on necessary preparatory work before ERP implementation.
- Propose and evaluate various procurement methodologies to acquire ERP systems and implementation service providers.
- Develop the technical requirements section of the request for proposals (RFP) document(s) to be issued by IRD for procurement of ERP and service provider, either separately or as one single transaction.

- Collaborate with all stakeholders to propose relevant technical terms and conditions to be included in IRD's standard terms and conditions for ERP and service provider RFP(s).
- Develop and propose a comprehensive scoring or evaluation matrix to impartially assess bidders based on predetermined criteria..

4. Deliverables:

The Consultant will be responsible for delivering the following key outputs:

- An initial evaluation report on the understanding of the Consultant on IRD's needs focusing on the current challenges and broad ERP functionality requirements. The report shall provide a clear understanding of IRD's objectives, challenges, and key requirements to inform subsequent stages of the project.
- A comprehensive report covering apart from other information deemed relevant:
 - o The latest market intelligence detailing current ERP products, required infrastructure (connectivity and hardware) and costing including success and failure factors and insights into industry-specific trends for non-profits.
 - o A thorough assessment of potential implementation service providers, evaluating their suitability for IRD's needs based on predetermined criteria, including analysis of their strengths, weaknesses, offerings, reputation, and customers' feedback.
 - o Considerations and risk assessment for IRD to consider (for example costing of licensing, infrastructure, implementation and maintenance, etc.).
 - o The Consultant's prioritized recommendations for the ERP product and implementation service provider. These recommendations shall be aligned with IRD's strategic objectives and requirements, supported by rationale and analysis.
- A detailed planning document outlining the ERP implementation process, timeline, resource requirements, dependencies, risks, preparation work, and milestones. This document shall serve as a roadmap for successful implementation, providing clear guidance and accountability for project activities.
- A procurement planning package covering:
 - o The procurement methodology for ERP and implementation service provider.
 - o Comprehensive technical requirements for inclusion in RFP for ERP procurement and implementation service provider selection.
 - o Technical terms and conditions for inclusion in the RFP for ERP and implementation service provider.
 - o Scoring and evaluation tool/matrix for selection of implementation service provider.
- Regular progress updates and reports as agreed upon.

The Consultant may propose suitable modifications to the deliverables if they deem it more appropriate to the achievement of the scope of the project objectives.

5. Duration:

The duration of the ERP consulting engagement is 6 months from the issuance of contract to the Consultant. The parties may agree in writing to extend the period based on need.

ANNEX 2: TERMS OF PARTICIPATION

1. Introduction

- a. These Terms of Participation should be read in conjunction with the RFP Documents.

2. Conduct

- a. The Consultant must abide by these Terms of Participation and any instructions given in the RFP Documents and agrees to ensure that any of its directors, office holders, staff, contractors, sub-contractors and advisers involved or connected with this RFP abide by the same.
- b. The Consultant must not directly or indirectly canvass any director, officer, employee, agent or adviser of the Company regarding this RFP or attempt to obtain any information from the same regarding this RFP (except where permitted by this RFP). Any attempt by the Consultant to do so may result in the Consultant's disqualification from this RFP process.

3. Collusive Behaviour

- a. A Consultant must not (and shall ensure that its directors, employees, sub-contractors and advisers do not):
 - i. Fix or adjust any element of the Proposal by agreement or arrangement with any other person, except where such prohibited acts are undertaken with persons who are participants in the Consultant's proposal;
 - ii. Communicate with any person other than the Company the value, price or rates set out in the Proposal, except where such communication is undertaken with persons who are participants in the Consultant's proposal; and
 - iii. Enter into any agreement or arrangement with any other person, so that person refrains from submitting a Proposal.
- b. Breach by a Consultant of paragraph 3(a) will give the Company the right to disqualify the Consultant from the RFP process.

4. Right to Cancel or Vary the Procurement

- a. The Company reserves the right:
 - i. To change the basis of its procedures for the RFP without notice at any time;
 - ii. To amend, clarify, add to or withdraw all or any part of the RFP Documents at any time;
 - iii. To vary any timetable or deadlines set out in the RFP Documents;
 - iv. Not to award a contract for some or all the Goods and/or Services for which Proposals are invited; and
 - v. To cancel all or part of the RFP process at any stage and at any time.

5. Status of the RFP Documents

- a. No information contained in the RFP Documents or in any communication made between the Company and the Consultant in connection with the RFP shall be relied upon as constituting a contract, agreement or representation that any contract shall be entered into in accordance with the Proposal or at all.
- b. The Company shall not be committed to any course of action as a result of:

- i. Issuing any RFP Documents;
 - ii. Communicating with Consultant or their representatives, agents or advisers in respect of this RFP.
- c. The RFP Documents and any attachments or references have been prepared in good faith but do not purport to be a comprehensive statement of all matters relevant to the procurement nor has it been independently verified. Neither the Company nor its advisers, directors, officers, employees or other staff or agents:
 - i. Accept any liability or responsibility for the adequacy, accuracy or completeness of the RFP Documents; or
 - ii. Make any representation or warranty, express or implied, with respect to the information the RFP Documents contain nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
- d. The Consultant shall form its own conclusions and make its own independent assessment of the requirements in this RFP and should seek its own financial and legal advice about the methods and resources needed to meet the Company's requirements.
- e. The Company does not accept responsibility for the Consultant's assessment of the requirements of this RFP.
- f. The Consultant is responsible at its own expense, for obtaining all information required to prepare its Proposal.

6. Costs

- a. The Company will not reimburse any costs incurred by a Consultant (including the costs or expenses of any sub-contractors or advisers) in connection with the preparation and/or submission of the Consultant's Proposal, including where:
 - i. The procurement is canceled, shortened, or delayed for any reason;
 - ii. All or any part of the RFP Documents is at any time amended, clarified, added to, or withdrawn for any reason;
 - iii. A contract for some or all of the goods and/or services for which Proposals are invited is not concluded; or
 - iv. The Consultant and/or its Proposal is disqualified from participation in the procurement for any reason.

7. Confidentiality

- a. Subject to the exceptions referred to in paragraph 7(b), the contents of the RFP Documents (together, the "**Information**") are being made available to the Consultant on the condition that the Consultant:
 - i. always treats the RFP Documents as confidential, unless it is already in the public domain;
 - ii. does not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;
 - iii. only uses the Information for the purposes of preparing a Response (or deciding whether to respond).

- b. A Consultant may disclose any of the Information to its employees, advisers or sub-contractors provided that:
 - i. this is done for the sole purpose of enabling the Consultant to submit a Response and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms imposed by these Terms of Participation; or
 - ii. it obtains the Company's prior written consent in relation to such disclosure; or
 - iii. the Consultant is legally required to make such a disclosure.
- c. The Company may freely disclose information submitted by Service Providers during the procurement to its officers, employees, group companies, agents or advisers but will otherwise, subject to paragraph 7(b)(iii), keep the information confidential.

8. IPRs

- a. All RFP Documents issued in connection with this procurement shall remain the property of the Company and shall be used by the Potential Consultant only for the purposes of this procurement.
- b. The Potential Consultant grants the Company an irrevocable, perpetual, non-exclusive licence to copy, amend and reproduce any intellectual property contained within the Proposal for the purposes of carrying out this procurement.

9. Law and Jurisdiction

- a. Any dispute (including non-contractual disputes or claims) relating to this procurement or the RFP Documents shall be governed and construed in accordance with the laws of Singapore.
- b. The courts of Singapore shall have the exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this procurement or the RFP Documents (including non- contractual disputes or claims).