



**TENDER 8 /2023 TERMS OF  
REFERENCE**

**TENDER FOR PREFERRED SUPPLIER FOR THE  
IMPLEMENTATION OF  
MICROSOFT DYNAMICS 365  
ENTERPRISE RESOURCE PLANNING (ERP)  
SYSTEM**

CLOSING DATE AND TIME: Monday, 30/10/2023 5 pm

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## SECTION A COMPANY BACKGROUND

The Biosecurity Authority of Fiji (“**BAF**”) was established under the Biosecurity Act 2008. It is deemed a Commercial Statutory Authority as per the Public Enterprise Act 2019.

BAF’s mandated responsibilities as per the Biosecurity Act 2008 are:

1. to protect the Fiji Islands against the entry of regulated pests and diseases affecting animals, plants, human beings and the environment;
2. to carry out surveillance and monitoring of pests and diseases in the Fiji Islands and assess the status of regulated pests and diseases;
3. to prevent the establishment and spread of regulated pests and diseases and the release of organisms that might adversely affect animals, plants, human beings and the environment in the Fiji Islands;
4. to eradicate, contain or control the movement of regulated pests and diseases that are already present in the Fiji Islands;
5. to prevent the introduction and spread of regulated pests and diseases not already present in the Fiji Islands;
6. to facilitate the safe importation of animals and plants and their products, and related equipment and technology;
7. to facilitate the export of animals and plants and their products in accordance with the biosecurity requirements of the receiving countries;
8. to facilitate international cooperation to prevent the spread of pests and diseases affecting plants, animals, human beings and the environment.

The Biosecurity Act 2008 is the primary legislation that provides for the regulation and control of the movement of animal and plants into, out of and within Fiji and for the facilitation of Trade.

## SECTION B TENDER INVITATION AND SUBMISSION

1. The purpose of this document is:
  - To provide prospective Vendors with sufficient information to understand the business operations of BAF and to respond to the specific tender requirements;
  - To ensure that a consistent level of information is obtained from each prospective Vendor; and
  - To provide a structured framework for the subsequent evaluation of the proposed solutions.
2. This document is an official Request for Proposal ("RFP") for the goods or services as specified for BAF. Vendors are required to respond to this RFP demonstrating that their offers are a probable fit to BAF's overall requirements.
3. Submissions; clearly marked "Tender No: 8/2023 and Preferred Supplier for the implementation of ERP must be submitted into the Tender Box situated at BAF HQ Reception Entrance, addressed as follows:

The Chief Executive Officer  
Biosecurity Authority of Fiji  
Level 3, FNPF Building  
Ellery Street  
Suva

4. For those bidders applying outside of Suva, you may send your sealed envelopes via any Postal Agency to the address mentioned above. The Envelopes are to be clearly marked with the Tender Name and Number.
5. Bidders who will hand deliver their applications must complete the tender submission register at the reception where the tender box is located before depositing their proposals into the tender box.
6. Bidders are required to complete the tender submission register at the reception where the tender box is located before depositing their proposals into the tender box.
7. All proposal documents must be submitted before or on the closing date and time as indicated in the RFP document. Late, faxed, or e-mailed proposals will not be accepted. BAF reserves the right to change the closing date and any other dates that may appear in this RFP. Such changes will be communicated as soon as they are made.
8. If there are any problems with the delivery of the proposals, vendors should contact the Secretary to Tender Committee on the number 8919-734.

9. If the envelopes are not sealed and marked as required, BAF will assume no responsibility for the tender's misplacement or premature opening.

10. All enquiries relating to the RFT should be submitted in writing to the Secretary Tender Committee or emailed to [lvacereivalu@baf.com.fj](mailto:lvacereivalu@baf.com.fj) no later than 30/10/2023.

11. Summary of Submissions Deadlines

ITEM	DATE	TIME
Tender Closing and Opening	30/10/2023	5 pm

## SECTION C SCOPE/SPECIFICATIONS OF TENDER

The primary objective of this project is to support the delivery of much more streamlined and efficient business operations. BAF seeks a platform to cover its process scope in an effort to provide integrated process and information models and minimize the need for bespoke applications and components.

BAF intends to achieve the maximum digitization of its processes, adopting process integration and automation features, digital signatures, and digitized audit trails.

While we are seeking a configuration-driven flexible model in line with Software-as-a-Service (SaaS) best practices, BAF aims to employ standard best practices by using as many delivered processes (e.g., those processes and transactions delivered as a standard part of the solution) as possible.

To enable the adoption of digitized process models, the platform is also expected to make available:

- Digital signature features (native or via plug-ins);
- Fully configurable, preferably graphically managed, workflow models and streamlined mechanisms for approvals (email, mobile, etc.);
- Plug-in integration with office productivity services such as Microsoft Office 365;
- Integration with partners (such as suppliers) via web portals and machine-to-machine integration functionality;
- User roles definition based on processes access privileges and limits of operations;
- Extensive usage of digital information representation and audit trails.

For finance, BAF currently uses Navision 2015 with the following modules:

- General Ledger
- Accounts Payable
- Accounts Receivables
- Bank Reconciliation
- Fixed Assets
- Budget
- Electronic Funds Transfer - EFT
- Online Invoicing System (Web-based system designed for online invoicing & receipting)

For human resources, BAF currently uses Pay Global and Employee Self-Service (ESS) software with the following modules:

- Human Resource
- Payroll

For operations, only the export process is automated where Generic ePhyto National System (GeNS) is used to facilitate export certificates.

And for the administration, all the processes are manual.

## SYSTEM REQUIREMENTS SPECIFICATIONS

### 1.1 Finance

#### 1.1.1 Chart of Accounts

- ❖ Should have components such as Accounts, Dimension and Structures
- ❖ Has main account categories can be used to better classify a general ledger account (for grouping or selection of ledger accounts for Cubes and Key Performance Indicators)
- ❖ Dashboard reporting for balances and net change for selected period.

#### 1.1.2 Financial Statements

- ❖ Ability to generate income statement, Balance sheet on required dates
- ❖ Reporting dashboards
- ❖ Ability to drill down into any specific report for more information
- ❖ Ability to toggle between different periods and accounts to make comparisons
- ❖ Ability to view the General Ledger Trial Balance in summary or details
- ❖ Statement of changes in equity

#### 1.1.3 Cash Flow & Other Corporate Reports

- ❖ Ability to generate Monthly /Yearly cash flow reports for all bank account
- ❖ Ability to generate monthly/ Yearly consolidated cash flow reports

#### 1.1.4 Budget

- ❖ Budgeting capability is required and system to have view of budgeting tool for retrieving previous data for efficient budgeting purposes.
- ❖ The budget system must allow for the inputting of budgets for 5 years or more years.
- ❖ System should have ability to generate reports and compare with actual expenses and revenue
- ❖ Comparative reports up to 5 Years with actuals expenses and revenue
- ❖ Each department should be able to submit budget for consolidation

#### 1.1.5 Bank Reconciliation

- ❖ Bank statements should be allowed to imported via CSV file to perform a reconciliation
- ❖ Side-by-side layout for reconciling transactions allows for easier matching

- ❖ Ability to generate reports for bank reconciliation
- ❖ High-volume transaction matching
- ❖ Tracking categories such as Station Code and users

#### 1.1.6 Expense Analysis

- ❖ Dashboard reporting
- ❖ Classification of expenses
- ❖ Graph reports for monthly or yearly expenses
- ❖ Actual vs budget
- ❖ Comparative reports i.e. year/ month wise

#### 1.1.7 Revenue Analysis

- ❖ Dashboard reporting
- ❖ Classification of expenses
- ❖ Graph reports for monthly or yearly revenue
- ❖ Actual vs budget
- ❖ Comparative reports i.e. year/ month wise
- ❖ Revenue generation reports by station & Section
- ❖ Salesman Reports

#### 1.1.8 Fixed Assets / Inventories

- ❖ The system must ensure the asset procurement transactions are directly linked to asset register and contracts
- ❖ Provide complete and single view of information on asset status, history and location for audit trail purposes
- ❖ Transaction types must support full and partial disposals, transfers, enhancements, cost adjustments and revaluation
- ❖ Enable unlimited number of standard and user-defined depreciation methods for full statutory compliance
- ❖ Generation of depreciation report
- ❖ Capability to pull through the assets notes into financials statements
- ❖ Ability to generate reports for active list of Fixed Assets with location, project funding source, cost, Serial number, warranty period etc
- ❖ Automated alerts for key events such as warranty expiry or replacement date.
- ❖ Depreciation methods and rates to align with BAF policy and restriction for modification.
- ❖ System ability to generate barcode for tagging assets and verification through scanning.
- ❖ Disposal of assets
- ❖ Managing the lifecycle of assets and inventories.
- ❖ System able to create line items for inventory mapping with stock and expense journal code
- ❖ Inventory to have categories for mapping different set of inventory we have in stock such as stationery items, Lab consumables or cleaning items etc.
- ❖ Separation of inventory reports for BAF funding and Donor funded



- ❖ Ability to reports stock on hand with costing
- ❖ Transfer reports for different location around country
- ❖ Ability to post assets/inventory transfer from one location to another location
- ❖ Recording the acquisition of assets and inventories.
- ❖ Recording the elements of the assets and inventories including description, serial number, barcode, and location.
- ❖ Revaluation of assets

#### 1.1.9 Journal Entry Process

- ❖ The finance module should be able to process journals such as SCM, PCM, GJ Etc.
- ❖ System generated; manual and reversing journals
- ❖ Backdating capabilities for manual journals
- ❖ System restrictions for an independent preparer and reviewer/posting of the journals
- ❖ Importation of Excel entries to the propose system

#### 1.1.10 Accounts Payable/Receivable

- ❖ Creditors/debtors ageing analysis
- ❖ Creditors/debtors reconciliations
- ❖ Creditors/debtors ageing reports
- ❖ Monthly Payment summary
- ❖ Ability to create invoice or payment
- ❖ Ability to process payment or receive payment through different mode of payment.
- ❖ Process LPO, quantity matching, GRA and posting

#### 1.1.11 Tax Management

- ❖ Apply tax standard practice
- ❖ Tax notes on financial statements and tax reports
- ❖ Ability to generate reports for Vat Returns as per format required by FRCS

#### 1.1.12 Invoicing and Receipting

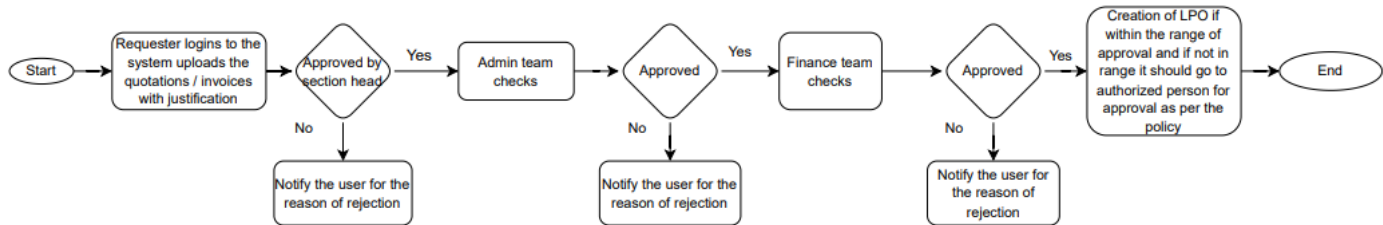
- ❖ Ability to generate invoice and receipts for customers mapping with correct resource code, station, project and section.
- ❖ Ability to generate invoices for vendors with correct GL, resource, project, department and section.
- ❖ Revenue and expenses codes are correctly mapped to the chart of account
- ❖ Ability to post journal and print cheques or other mode of payment

#### 1.1.13 Banking

- ❖ Daily banking reports from each station
- ❖ Collection reports analysis

## 1.2 Administration

1.2.1 All the procurement processes should be automated as per the below process map:



1.2.2 And for inventory module:

- ❖ Ability to provide timely and accurate recording of the stock levels for the continuity of supply.
- ❖ Ability to calculate stock item costs for inventory valuation, ensuring accurate cost allocation to sales and production work orders.
- ❖ Ability to provide the system to enable central purchasing and distribution.

1.2.3 Implementation of **Barcode-based asset-tracking system** within the ERP. Tracking and managing inventory and assets is critical to operational excellence. A barcode system delivers a return on investment in every area where asset management matters, by improving:

- ❖ Efficiency
- ❖ Accuracy
- ❖ Visibility and Transparency

1.2.4 The system should be able to discover and monitor the following:

- ❖ Asset usage, locations, assigned users
- ❖ Rotational asset and check-in/check-out histories
- ❖ Unused equipment, tools, or ghost assets that waste resources
- ❖ Depreciation schedules
- ❖ Equipment and devices in need of replacement, upgrade, repair, etc.
- ❖ Insights into assets cost versus ROI

1.2.5 Implementation of a Contract Management System within the ERP where the administration team should be able to receive email alerts and also be able to view them in the system regarding:

- ❖ When the contract or agreements will be expiring
- ❖ Which contracts and agreements are still valid
- ❖ User should also be able to scan and upload the original contracts

## 1.3 Operations

### 1.3.1 Development of the following modules:

- ❖ Online permit application (*plants & animals*)
- ❖ Online manifest screening and clearance (*integration with ASYCUDA World so that BAF can create their own profile and do profiling*)
- ❖ Online vessel clearance
- ❖ Online assigning of officers for inspection and reporting
- ❖ Online Phytosanitary and Zoo sanitary certificate system.
- ❖ Online Exporter registration system

Below table explains the features that is required for the operation system:

General features – BAF Ecosystem				
ID Need	Need	Priorty	Business description of the current Solution	Business Description of the solution required.
N. G1	BAF Dashboard	High	No current IT solution available	<p><b>The BAF Dashboard should contain the following</b></p> <ul style="list-style-type: none"> <li>- A section of <b>Notifications</b>, informing the Trader on a specific instance of a business process i.e. Application registration (assignment of unique application reference number and date), Application accepted/rejected, Application Approved, Permit issued, etc. These notifications have no impact on the flow of the business process;</li> <li>- A section of <b>Tasks</b> for which the Trader must provide an answer (i.e. Provide additional information/supporting documents). The actions related to these tasks have to be fulfilled by the Trader, in order to continue the business process.</li> <li>- A section of <b>Applications in progress</b></li> <li>- A section of <b>Valid Permits and Certificates</b></li> <li>- A section of <b>Biosecurity Approved Premises</b></li> <li>- A section of <b>Inspections</b></li> <li>- A section of <b>Advance Cargo Information (Manifests and Waybills)</b></li> <li>- A section of <b>Customs declarations requiring BAF clearance/usingBAF permits/certificates</b></li> </ul> <p>In My Profile, the user should be able to configure the dashboard sections, notifications, and alerts View common Dashboard components (e.g. Tasks, Notifications)</p> <ul style="list-style-type: none"> <li>- <b>Show/hide</b> from the Dashboard, the <b>respective section/component</b> (Applications in progress, Valid Permits, and Certificates) that he is eligible to display</li> </ul> <p><b>Subscribe /unsubscribe</b> to a <b>notification</b> i.e. <b>enable/disable</b> the sending of e-mail alerts when a new notification or task is received</p>

N. G2	Trader Dashboard	High	No current IT solution available	<p><b>The BAF Dashboard should contain the following (right side, seesnapshot):</b></p> <ul style="list-style-type: none"> <li>- A section of <b>Notifications</b>, informing the Trader on a specific instance of a business process i.e. Application registration (assignment of unique application reference number and date), Application accepted/rejected, Application Approved, Permit issued, etc. These notifications have no impact on the flow of the business process;</li> <li>- A section of <b>Tasks</b> for which the Trader must provide an answer (i.e. Provide additional information/supporting documents). The actions related to these tasks have to be fulfilled by the Trader, in order to continue the business process.</li> <li>- A section of <b>My Applications (in progress)</b></li> <li>- A section of <b>My Permits and Certificates (valid today)</b></li> <li>- A section of <b>My Biosecurity Approved Premises (Active)</b></li> <li>- A section of <b>My Accounts (Account balance and Payments history)</b></li> <li>- A section of <b>My Advance notifications (Cargo Information - Waybills)</b></li> <li>- A section of <b>My Customs declarations</b></li> </ul> <p>In My Profile, the user should be able to configure the dashboard sections, notifications, and alerts i.e.</p> <ul style="list-style-type: none"> <li>- View common Dashboard components (e.g. Tasks, Notifications)</li> <li>- <b>Show/hide</b> from the Dashboard, the <b>respective section/component</b> (Applications in progress, Valid Permits, and Certificates) that he is eligible to display</li> <li>- <b>Subscribe /unsubscribe</b> to a <b>notification</b> i.e. <b>enable/disable</b> the sending of e-mail alerts when a new notification or task is received</li> </ul>
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N. G3	My Tasks	High	No current IT solution available	<p>BAF officers</p> <p>Display assigned tasks. The tasks are highlighted with a specific color according to their emergency. Example: in case the task expires in:</p> <ul style="list-style-type: none"> <li>• Two days or less, the task is highlighted in red;</li> <li>• Two to five days, the task is highlighted in orange;</li> <li>• More than five days, the task is not highlighted.</li> </ul> <p>The system should provide the BAF system administrator with an interface to define the above emergency timelines (Red, Yellow)</p>
N. G4	Notifications performed actions	High	No current IT solution available	<p>BAF/Economic operators</p> <ul style="list-style-type: none"> <li>• Anytime an action is performed by a BAF officer/, a Notification on the performed action may be displayed to the user in order to inform him on the success/failure of the action and/or general information related to that action</li> </ul>
N. G5	Dashboard icons	Medium	No current IT solution available	<p>Dashboard icons</p> <p>An icon differentiates the items related to an Application from those related to an issued Permit/Certificate</p>
N. G6	User and role management	High	No current IT solution available	<p>Individual officers in BAF can take on different roles. It is possible that one officer takes on several roles.</p>

N. G7	Applicant, general functionalities	High	No current IT solution available	<ul style="list-style-type: none"> <li>• <b>Create new Applications by</b> <ul style="list-style-type: none"> <li>• Capturing application data, or</li> <li>• Using previous permits as templates;</li> </ul> </li> <li>• Save/Store the information and complete the application over a number of sessions. Update and validate Application data before submission;</li> <li>• Attach supporting documents (scanned documents)</li> <li>• <b>Submit Applications</b> to the competent BAF organizational unit</li> <li>• Automatic display of <b>export/import conditions &amp; restrictions</b> for <b>regulated products</b>,</li> <li>• <b>Prohibitions applied automatically</b> (stop application process);</li> <li>• Amend Application data or request Application withdrawal</li> <li>• <b>Receive Notifications</b> SMS/email (e.g., Application status, use of Permit, expiration of Permit, etc.)</li> <li>• View expected actions</li> <li>• <b>Interact with the competent Authorities</b> (e.g. provide additional information or supporting documents)</li> <li>• <b>Pay Permit issuance fees, inspections fees, and other charges</b> (e.g. using trader accounts)</li> </ul> <p>The trader dashboard should also provide Importers/Exporters</p>
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				<p>with the facility to:</p> <ul style="list-style-type: none"> <li>• Check <b>remaining quantity</b> on multiple-use permits,</li> <li>• Check the <b>balance of their prepayment account</b> and <b>history of payments</b></li> <li>• <b>Assign a representative</b> (agent) to create and submit Applications, pay permit and inspection fees, etc.</li> <li>• Upload <b>scanned documents separately from the Application</b> and cross-reference them in the Application</li> </ul>
				<ul style="list-style-type: none"> <li>• Subscribe/Unsubscribe to notifications (e.g. changes in importing requirements and conditions in relation with the commodities exported)</li> <li>• Track and trace the status of documents (e.g. Applications, Permits, Customs declarations)</li> <li>• Query Biosecurity Requirements databases, National or Importing (3rd) country requirements, to check the import requirements and conditions</li> </ul>
N. G8	Application creation - Tooltips	High	No current IT solution available	<p>The system should facilitate the use of tooltips:</p> <ul style="list-style-type: none"> <li>• Each data element of an application form is subject to be associated with a tooltip aiming at providing sufficient information to the user so that he can fill out the form properly.</li> <li>• The tooltip takes the form of a text displayed in a box below the element of interest. It can be opened and closed by clicking on the (i) icon next to the field. It can also be closed by clicking on the (X) icon at the box's top-right corner. The tooltip remains visible as long as the user does not close it.</li> </ul>
N. G9	Application fields - configuration of fields as Mandatory/Optional (Conditional)/Non-Editable	High	No current IT solution available	<p>The system should provide an interface for the configuration of Application data:</p> <ul style="list-style-type: none"> <li>• M (Mandatory): The field <b>MUST</b> be filled in to be able to submit the form;</li> <li>• O (Optional): The field does not have to be filled in to be able to submit the form. Note that in this case, a validation rule may indicate that the data is mandatory under a given condition;</li> <li>• NE (Non-Editable): The system prefills the field and cannot be edited by the end user (e.g., Applicant data prefilled from user property).</li> </ul>
N. G10	Application fields - Validations	High	No current IT solution available	<p>A specific error message should be in case of:</p> <ul style="list-style-type: none"> <li>• mandatory fields (marked with a red asterisk next to their label)</li> <li>• Erroneous data (indicating the fields having errors).</li> </ul>
N. G11	Applications - Attachments	High	No current IT solution available	<p>The application should allow the user to upload, remove and view attachments.</p>

N. G12	Data fields	High	No current IT solution available	<p>The following types of fields should be supported by the BAF system:</p> <ul style="list-style-type: none"> <li>• Text field</li> <li>• Date field</li> <li>• Select from the list</li> <li>• Boolean</li> <li>• Tristate</li> </ul> <p>BAF officer must provide the results of checks or inspections in a codified form by selecting by using a radio button (e.g. Condition met, value Yes/No or Yes/No/Postponed) or by selecting a value from a list (e.g. for Reasons of refusal, see associated code list).</p> <p><b>Boolean</b></p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>The radio buttons may be un-selected with an additional click on the currentlyselected item.</p> <p><b>Tristate</b></p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Postponed</p> <p>The radio buttons may be un-selected with an additional click on the currentlyselected item.</p>
N. G13	Search facility	High	No current IT solution available	<p>Facility to query information related to applications using a pre-defined set of criteria. All search criteria are optional.</p> <p>Facility to save search criteria and load the saved criteria.</p>
N. G14	Languages	High	No current IT solution available	The BAF system must be available in different languages

N. G15	Audit trail	High	No current IT solution available	An audit trail will be available, keeping a trace of who did what and when.
N. G16	All messages exchanged between BAF and FRCS are logged and traceable	High	No current IT solution available	Reports of stored logs from the BAF Ecosystem can be made available.
N. G17	All messages exchanged between NPPOs (BAF and foreign BAs) are logged and	High	No current IT solution available	Reports of stored logs from the BAF Ecosystem can be made available.

	<b>traceable</b>			
N. G18	<b>BAF Trader Information Portal</b>  Interactive country map with localisation of main points of interest	Medium	No current IT solution available	Localisation services on a country map <ul style="list-style-type: none"> <li>BAF HQ - role, type of services provided (e.g. issuance of Plant and Plant product Import Permits/Export Certificates, issuance of Animal and Animal products Import Permit/Export Certificates, registration of Exporters/Importers, registration of establishments, etc.), working hours, contact information, etc.</li> <li>BAF stations - role, type of services provided working hours, contact information, etc.</li> <li>Approved premises (may be restricted for registered/authorized users)</li> <li>Border Crossing Points authorised for clearance of plant/plant products and animal/animal products and FRCS working hours (customs clearance)</li> </ul>
N. G19	<b>BAF Trader Information Portal</b>  Document tracking and tracing	Medium	No current IT solution available	Enabling traders to access information about the status of their applications (request for Permit/Certificate, Exporter/Importer registration, establishment registration, etc.)
N. G20	<b>BAF Trader Information Portal</b>  Document verification	Medium	No current IT solution available	Enabling validation/verification of document authenticity (interested parties such as foreign NPPOs, Biosecurity, or Customs officials from other countries)
N. G21	<b>BAF Trader Information Portal Self-registration of users</b>	Medium	No current IT solution available	Self-registration of users (Individuals, Organisations, and Agents/Representatives), including application for digital certificate

**Note:** For further information please email [ksharma@baf.com.fj](mailto:ksharma@baf.com.fj) for a detailed feasibility report on the BAF system.

## 1.4 Technical

- 1.4.1 Software should have the ability to be accessed via web browser throughout Fiji at all BAF stations.
- 1.4.2 Provide full details and requirements for implementation of Microsoft Dynamics in the cloud.
- 1.4.3 The system to be flexible to integrate with other software applications
- 1.4.4 Relevant data to be migrated from NAV2015 (current accounting system) to Microsoft Dynamics 365.
- 1.4.5 Should provide BAF with an estimated database growth size per month. Study the current database size in addition to the daily movement of data and information to come up with an estimated growth size.



- 1.4.6 Should provide BAF the bandwidth that will be required for running Microsoft Dynamics 365 at all stations and also the minimum bandwidth that is required for running the software smoothly.

## 1.5 Delivery

1.5.1 The bidder shall submit a detailed project implementation plan and management plan including:

- Scope of work
- Work breakdown schedule
- Communication plan
- Risk management strategy
- User acceptance testing
- Go live support
- Post-implementation support

## 1.6 Pricing

1.6.1 Estimates that include pricing for software, maintenance, and implementation services which include installation, configuration, training, annual software license fee, data conversion, and annual support.

1.6.2 All pricing is to be provided in VAT Exclusive Price (VEP).

## 1.7 Training

1.7.1 Train users and provide user manuals both operational and administrative. User operation manuals, custom designed to BAF financial workflow needs to be provided as part of the whole package.

## 1.8 Documentation

1.8.1 Methodology – *before*

1.8.2 Design document – *during*

1.8.3 Data migration and validation strategy – *before*

1.8.4 End user training manuals – *during*

1.8.5 Administrator training manuals – *during*

1.8.6 User acceptance report in consultation with key users – *after UAT*

1.8.7 Project status update – *monthly*

1.8.8 Project Documentation and completion report.

## 1.9 Warranties

1.9.1 All warranties must be clear, concise, and in writing. Warranties shall be specific as to what is and is not covered along with the exact term (in calendar days) of each covered item.

1.9.2 Warranties shall cover all individual modules, supplied or created interfaces, and any ancillary product that is purchased from the awarded vendor.

1.9.3 In addition, the awarded vendor will warrant and guarantee the seamless integration and interface of the module proposed herein.

1.9.4 Bidders must warrant to BAF that software specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation. Submission of a Proposal will represent your agreement to these conditions.

## SECTION D TENDER EVALUATION CRITERIA

The following documents are compulsory and not part of the scaling system. If a bidder has not provided the following documents, they will be unable to move to the next round:

- Valid Business Company Registration Certificate
- Tax Compliance Certificate
- FNPF Compliance Certificate

The following table highlights the evaluation criteria:

	DESCRIPTION	POINTS
1.	<b>Administration</b>	
	<ul style="list-style-type: none"> <li>○ Background (2 mark)</li> <li>○ Reference Letters (2 mark)</li> <li>○ Years of being in operation (2 mark)</li> <li>○ Number of successful projects (4 marks)</li> </ul>	10
2.	<b>Technical</b>	
	<ul style="list-style-type: none"> <li>○ Quality, clarity, and completeness of the proposal (5 marks)</li> <li>○ Adherence to requirements for TOR preparation (5 marks)</li> <li>○ Vendor viability and strength (5 marks)</li> <li>○ Ability to meet BAF's system requirements (5 marks)</li> <li>○ Software scalability, flexibility, and ease of use (5 marks)</li> <li>○ Compatibility for integration with other applications (5 marks)</li> <li>○ Vendor's experience on similar projects (5marks)</li> <li>○ Post-implementation (5 marks)</li> </ul>	40
3.	<b>Cost</b>	
	<ul style="list-style-type: none"> <li>○ VAT exclusive</li> <li>○ Price Validity</li> </ul>	

