



UNIDOR - SOUTH SUDAN

P.O. BOX 283 Juba Hai Tonypiny Kololo

TEL: +211 917088006|+211 927394926

P.O Box 48719-00100 GPO NAIROBI

+254 722304348

Email: ed@unidorss.org

Request for Proposal (RFP): UNIDOR-RFP- Juba-12-June-2026

Provision of Enterprise Resource Planning (ERP), Email Domain Hosting, and Professional Website Hosting Services

Reference Number: UNIDOR-RFP-JBA-26-006

Date of Issue: June 6, 2026

Submission Deadline: June 30, 2026, 17:00 (South Sudan Local Time)

1. Organization Background / Introduction:

Universal Intervention and Development Organization (UNIDOR) is a South Sudanese national and faith-based organization founded in 2004 and is legally registered by the Relief and Rehabilitation Commission (RRC) with registration number 181. UNIDOR is a member of the South Sudan NGOs forum and an active member of various working clusters across the Country. UNIDOR operates in Unity State, Jonglei, Greater Pibor in South Sudan, with a program portfolio covering health, nutrition, FSL, WASH, Education, General protection, including GBV and Child Protection, Peace-Building, and Conflict Resolution. UNIDOR continues to provide lifesaving humanitarian assistance to the vulnerable people of South Sudan with the aim of rebuilding lives and restoring peace.

UNIDOR is gradually growing; there is a need to strengthen its internal system for efficient and transparent financial management, human resources, procurement and supply chain, and programmatic quality assurance and effective tracking measures.

UNIDOR is therefore seeking and invites qualified companies to submit an application for the design, customization, support, and installation of an Enterprise Resource Planning (ERP) system. This assignment focuses on engaging a professional IT firm to provide high-availability hosting services, enhanced cybersecurity, and dedicated technical support

2. Purpose:

- ❖ Strengthening - Enhance the financial internal controls of UNIDOR, covering HR, Finance, and Supply Chain.
- ❖ Improve operational efficiency and effectiveness across UNIDOR's different departments.
- ❖ Integrate the organization's functions into a comprehensive digital platform or workflow system.



- ❖ To facilitate smooth internal and external communication, UNIDOR needs a reliable, enterprise-level solution for its official email domain and website hosting.

3. Objective of the Assignment

The main goal is to partner with a qualified IT Service Provider to host, manage, and secure UNIDOR's official email domain (e.g., @unidor.org) and its institutional website.

- ❖ To digitalize HR functions such as payroll, recruitment, attendance, timesheet management, and staff records.
- ❖ To automate financial operations, encompassing budgeting, accounting, and reporting.
- ❖ To enhance procurement, logistics, and supply chain management within UNIDOR.
- ❖ To support meal programs and grant tracking in accordance with donor requirements.

Expected Results:

- ❖ Create a hosting setup that accommodates new users and rising web traffic as the organization expands.
- ❖ Guarantee 99.9% uptime for email, website, HR, Finance, and Supply Chain systems and use advanced cybersecurity measures like SSL, encryption, and anti-spam/malware filters.
- ❖ Implement a clear support framework for troubleshooting, mailbox management, and server upkeep.

3. Scope of Work and Key Deliverables

The selected service provider will be responsible for the following:

Item	Activities	Timeline
Needs Assessment	<ul style="list-style-type: none"> ❖ Perform a thorough evaluation of UNIDOR's existing systems and processes. ❖ Pinpoint deficiencies and establish requirements for the ERP system while proposing suitable solutions. ❖ Deliver an in-depth system design document along with user-friendly operational guidelines. 	TBD
System Design and Customization	<ul style="list-style-type: none"> ❖ Set up ERP modules on the necessary UNIDOR system. ❖ Tailor functionalities to meet donor compliance and reporting needs. Verify compatibility with current tools when relevant. 	Within 2 weeks after Contract Signing
Website & Email Domain Hosting & Management	<ul style="list-style-type: none"> ❖ Offering enterprise email hosting with support for IMAP/POP3 and access via Webmail. ❖ Transferring existing mailboxes from the current provider to the new server without any data loss. ❖ Implementing advanced spam filtering, virus protection, and establishing multi-factor authentication (MFA). ❖ Managing DNS records (MX, SPF, DKIM, DMARC) to ensure optimal email deliverability. 	Within 2 weeks after Contract Signing



	<ul style="list-style-type: none"> ❖ Providing a high-performance hosting environment tailored for WordPress/CMS. ❖ Installing SSL Certificates and conducting automated daily backups with a defined recovery protocol. ❖ Performing monthly performance monitoring and applying security patches to the server environment. ❖ Delivering a high-performance hosting environment designed specifically for WordPress/CMS. ❖ Setting up SSL Certificates and facilitating automated daily backups along with a clear recovery protocol. ❖ Conducting monthly monitoring of performance and security patching of the server environment. 	
Components:	<ul style="list-style-type: none"> ❖ Provide components of Finance and Accounting, general ledger, budgeting, bank reconciliation, and multi-currency support with donor-specific reporting. ❖ Human Resources management (staff database and contract, payroll management, and fleet attendance tracking). ❖ Procurement and logistics supplier database, procurement tracking, inventory, and assets management ❖ Program and Grant Management, Planning, Budgeting, and Activity Tracking ❖ Monitoring, Evaluation, Research, and Learning 	Within 2 weeks after Contract Signing
Maintenance and Technical Support	<ul style="list-style-type: none"> ❖ Develop a brief Administration Manual for UNIDOR IT focal points. ❖ Provide 24/7 technical support for critical outages and a ticket-based system for routine requests. 	

5. Service Period

The initial agreement will span twelve (12) months and will be subject to yearly renewal depending on performance.

6. Required Skills and Experience

- ❖ Institutional Experience: A minimum of five (5) years in delivering enterprise-level hosting services, particularly for NGOs or international organizations.
- ❖ Technical Proficiency: Extensive knowledge in Linux/Windows server management, DNS configuration, and cybersecurity.
- ❖ Client Track Record: Demonstrated capability in managing email migrations for entities with over 50 users.

7. Documents to be Included in the Proposal



A. Technical Proposal:

1. **Company Profile:** An overview of core skills and legal registration documents (Certificate of Incorporation, Tax Clearance).
2. **Technical Approach:** An outline of the proposed hosting setup (Server location, uptime commitments, security features).
3. **References:** Contact information for at least three (3) professional clients.

B. Financial Proposal:

1. **Itemized Costing:** Yearly hosting charges and any relevant taxes.
2. **Payment Terms:** Suggested billing schedule (e.g., annual or quarterly payments).
Microsoft.

7. Application Process

Proposals should be submitted electronically to: **Email:** [recruitment@unidorss.org UNIDOR Recruitment Email]

Subject Line: "UNIDOR-RFP-JBA-26-004: Email and Website Hosting Services"

Deadline: June 30, 2026, at 17:00 South Sudan Local Time.

