

**Request for Proposal (RFP) Enterprise Resource  
Planning (ERP) Software & Implementation Services**

**WOMEN AGENCY FOR RESILIENCE AND  
TRANSFORMATION (WART)**



**I. Introduction**

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**A. Purpose**

The purpose of this Request for Proposal (RFP) is to solicit proposals from software Vendors, systems integrators, implementation partners and/or Value-Added Resellers (VARs) who can demonstrate that they possess the organizational, functional, and technical capabilities to provide an Enterprise Resource Planning (ERP) solution that meets WART's needs. The functionality/modules to be included are outlined in the Scope of Work section below. WART prefers to select and begin implementing an ERP solution in the second half of 2024.

**B. ABOUT Women Agency for Resilience and Transformation (WART)**

Women Agency for Resilience and Transformation (WART) is a women-led NNGO non-political, non-profit organization established in 2017 to serve the needs of vulnerable women and girls in South Sudan.

WART is dedicated to building women's resilience to shocks and stressors that impact livelihoods, nutrition, health, and development through empowering and building the capacity of women in South Sudan.

WART is fully registered with the Relief and Rehabilitation Commission (RRC) per the 2016 NGO Act of South Sudan.

WART implements humanitarian assistance projects in GBV, Health, Nutrition, Food security and livelihood, Education, and WASH in various parts of South Sudan.

**C. Objective**

WART is seeking an integrated **"off the shelf"** packaged solution that will meet its core requirements out of the box with minimal modifications. WART expects the Vendor to perform the related professional services (e.g., best practices guidance, training, project management, implementation, integration, and report development) in a timely and professional manner. Services should be provided by experienced ERP experts who have successfully implemented the proposed solution at comparable municipalities with similar requirements for the modules Described in the **Proposal Document**.

WART will consider proposals from single Vendors or from multiple Vendors working as a team, although we strongly prefer a single vendor for both software and implementation services. In the event multiple Vendors submit a proposal together, WART expects that there will be one prime contact that will be responsible for the whole project and for coordinating the work of the other Vendors.

The ideal Vendor(s) shall have experience in successfully implementing the proposed solutions at local government agencies of similar size to WART and/or in larger agencies. In many areas, WART has maintained processes for many years; the ideal vendor will work as a partner with WART to modernize and innovate processes to

*[Handwritten Signature]*

17/05/2024



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1. *Remove duplication of work,*
2. *Eliminate/reduce paper,*
3. *Automate as many functions as feasible,*
4. *Seamlessly integrate with software/resources that we intend to continue using, and*
5. *Patiently but relentlessly work (in partnership with key members of WART staff) with end users and process owners with the ultimate goal of creating streamlined processes and culture change.*

The successful Vendor shall be responsible for the final WART-approved design, installation, implementation, and commissioning of the ERP system, including the development of user acceptance testing, system integration, and connectivity to existing resources.

WART's Finance & Admin Manager will be the lead for WART for this project. He has over 10 years of experience including familiarity with various accounting and ERP systems used in mid-sized and large organizations

**D. RFP Document**

Request for Proposal Document can be obtained by sending an e-mail of INTENT to [Procurement.wart@gmail.com](mailto:Procurement.wart@gmail.com) cc [financemanager.wart@gmail.com](mailto:financemanager.wart@gmail.com)

**E. Questions.**

All questions regarding the proposal should be sent to

**Head of Operations,** via e-mail [finance.manager@wart-ssd.org](mailto:finance.manager@wart-ssd.org). cc [financemanager.wart@gmail.com](mailto:financemanager.wart@gmail.com)

**F. Project Schedule**

|  |                  |
|--|------------------|
| Issuance of RFP  | May 20, 2024     |
| Submit questions regarding the RFP                                   | May 24, 2024     |
| WART response to questions   | May 28, 2024     |
| Vendor proposals due   | May 31, 2024     |
| Vendor Short List identified   | June 11, 2024    |
| Vendor notification and delivery of Shortlist                        | June 14, 2024    |
| Vendor interviews and software demonstrations                        | June 18-21, 2024 |
| Due diligence phase – Finalist Vendors                               | June 25, 2024    |
| Contract negotiations, agreement, vendor approval, notice to proceed | June 28, 2024    |



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### G. Qualifications

All applicants for consideration must possess the following minimum qualifications.

1. Submission of a list of similar projects performed over the last five (5) years, including size of projects, time duration of projects, organization, and current contact information including name and phone number.
2. Strong background in ERP software systems, contracting, and implementation processes.
3. Sufficient levels of staff to complete the project within the schedule requirements.
4. Adequate levels of professional liability insurance for all disciplines sufficient to cover the services and resulting response provided.
5. Staff experience: Commit an individual project representative with at least five (5) years of experience with similar projects, comparable in size and complexity.
6. Applicant must identify any pending or past litigation.

### F. Period of Agreement

Any agreement awarded as a result of this RFP will be for up to 1 year, with project review and contract renewal required on an annual basis until the project is completed.

## II. Scope of Work

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WART is seeking an integrated solution that will meet its core requirements out of the box with minimal modifications that meet the items in the Objective section above, and addresses the Key Functional and Technical Requirements contained in this document.

The goal is to optimize system utilization for all users, improve response times, reduce errors, reduce manual efforts, improve analytical capabilities, and improve customer service.

WART intends to minimize its total cost of ownership without any degradation in performance and level of service and to implement a system that can remain on the upgrade path with minimal cost and business impact.

## III. Project Deliverables

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- A. Project documents necessary to support a project of this size – project plan, communications plan, executive status reports, etc.
- B. Requirements Analysis Report detailing the functional and data requirements, including business process workflow needed for the new ERP system.
- C. Completed RFP for new ERP software and implementation.
- D. Evaluation and recommendation of vendor proposals for the new ERP software and implantation.



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E. New ERP vendor contract negotiated with the best interests of the WART and all needs included.

F. Successful completion of the ERP replacement project scope of work.

**IV. Evaluation and Selection Criteria**

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The RFP coordinator and other staff will evaluate the submitted proposals. The initial Technical and Functional Evaluation will be based on written responses to this RFP.

It is important that the responses be clear, concise, and complete so that the evaluators can adequately understand all aspects of the proposal. WART is not interested in unnecessary sales verbiage or splashy graphics.

The evaluators will consider the following:

| <b>CRITERIA</b>  | <b>POINT VALUE</b>      |
|--|-------------------------|
| Completeness of the proposal   | Up to 25 Points         |
| How well the Vendor complied with the response requirements.   | Up to 25 Points         |
| The number and nature of exceptions (if any) the Vendor takes to the terms and conditions.   | Up to 25 Points         |
| The total cost of ownership  | Up to 25 Points         |
| How well does the Vendor's proposed solution meet the needs of WART as described in the Vendor's response to each requirement and form and the RFP Objectives and Scope of Work. | Up to 25 Points         |
| <b>TOTAL</b>   | <b>Up to 125 Points</b> |

**IV. Instructions to Applicants**

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**A. Proposal Submission**

- Response to this RFP MUST be submitted to **Finance & Admin**, via e-mail [finance.manager@wart-ssd.org](mailto:finance.manager@wart-ssd.org), cc [financemanager.wart@gmail.com](mailto:financemanager.wart@gmail.com)
- Submissions should be emailed as a PDF attachment [finance.manager@wart-ssd.org](mailto:finance.manager@wart-ssd.org), cc [financemanager.wart@gmail.com](mailto:financemanager.wart@gmail.com)
- Late submittals WILL NOT be accepted



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**B. Submission Format**

- a) Cover letter signed by an authorized person
- b) Executive summary
- c) Fully Filled Request for Proposal Document
- d) List of similar projects performed over the last five (5) years, including size of projects, Organization, current contact information of coordinating personnel including name, title, email, and phone number.
- e) Resume for key personnel who will be assigned on the Project
- f) Itemized cost estimate
- g) Non-collusion Certificate-Exhibit F
- h) Non-disclosure Agreement- Exhibit G
- i) IT Vendor Security Policy and Cloud Security Policy- Exhibit H
- j) Business licenses and permits

Note: Response to the first 3 bullets above (Cover Letter, Executive Summary and Project Scope Methodology and Timeline) must not exceed 10 pages in length.

**C. Submission Expenses**

Respondents shall be fully responsible for all costs incurred in the development and submission of this RFQ.

**D. Reservations**

WART reserves the right to do the following at any time and for its own convenience, at its sole discretion:

- To reject any and all proposals without indicating any reasons for such rejection,
- Terminate this RFP and issue a new Request for Proposals anytime thereafter, Extend any or all deadlines specified in the RFP, including deadlines for accepting proposals by issuing an Addendum at any time prior to the deadline for receipt of responses to the RFP,
- Procure any services specified in the RFP by other means,
- Disqualify any Respondent on the basis of any real or perceived conflict of interest or evidence of collusion that is disclosed by the proposal or other data available to the Organization. Such disqualification is at the sole discretion of the Organization,
- Reject the proposal of any Respondent that is in breach of or in default under any other agreement with the Organization,
- Reject any Respondent deemed by WART to be non-responsive, unreliable, unqualified or non-responsible.



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**E. Subcontractors**

Consultant shall not assign, subcontract, or delegate the performance of its services to any person, corporation, or entity without the prior written consent of WART. Provided that such consent is obtained, it is understood and agreed that any such persons, corporations, or entities hired by Consultant shall be deemed agents of Consultant and that Consultant shall be responsible for the methods, means, and materials used in connection with the performance of any such services, and for any breach of this Agreement or any delays or damages occasioned by such work.

**F. Addenda**

No one is authorized to amend any of these documents in any respect by an oral statement or to make any representation or interpretation in conflict with their provisions. Any changes to these documents will be issued in writing via Addenda to the email submission.

**G. Client References**

Respondents shall provide a minimum of three (3) references. Each reference must include the name of the agency, description of services that were provided, date of services, contract amount for projects similar to the services requested in this RFP, and the contact information of a representative from the agency with whom the Respondent worked during the project.

