TERMS OF REFERENCE
FOR THE
IMPLEMENTATION OF AN ENTERPRISE RESOURCE PLANNING SYSTEM
AT ARIPO

1. BACKGROUND

The African Regional Intellectual Property Organization (ARIPO) is an Intergovernmental Organization created in 1976 by the Lusaka Agreement concluded under the auspices of the United National Economic Commission for Africa (ECA) and the World Intellectual Property Organization (WIPO). Membership of the organization is open to all states members of the African Union (AU) or of the United Nations Economic Commission for Africa (UNECA). The present members of the Organization include Botswana, Cape Verde, The Kingdom of Eswatini, The Gambia, Ghana, Kenya, The Kingdom of Lesotho, Liberia, Malawi, Mauritius, Mozambique, Namibia, Rwanda, Sao Tome and Principe, Seychelles, Sierra Leone, Somalia, Sudan, Uganda, United Republic of Tanzania, Zambia and Zimbabwe. (Total: 22 States).

ARIPO seeks to implement an Enterprise Resource Planning system to assist in the management of the Financials, Human Capital, Procurement and other processes. The system should be highly scalable.

2. SCOPE AND FOCUS

Expected results
To have high quality management of the ARIPO Financials, Human Capital, Procurement and other processes using a user-friendly Enterprise Resource Planning system.

Objectives

The main objective of the assignment is to implement an Enterprise Resource Planning system that should be able to integrate the following and other functions:

Finance Module
a. Financial Management Systems
b. General Ledger
c. Accounts Receivables
d. Accounts Payables
e. Fixed Assets
f. Cash Management
g. Bank reconciliation
h. Audit trails
i. Ability to integrate with online banking applications and other systems
j. Ability to customize reports as needed by the organization

Procurement Module
a. Purchase order management
b. Supplier management
c. Stock management
d. Requisitioning
e. Audit trails

Human Resource and Payroll Module

a. Integrated HR and Payroll System
b. Ability for web support
c. Ability for configuration and customization
d. Ability to support workflows
e. Ability to support intelligent reporting
f. Ability for Self Service processing
g. Batch and online processing
h. Support for online pay slips
i. Performance management
j. Leave management
k. Travel management
l. Training management
m. Enterprise risk management
n. Audit trails

Reporting Module

a. Executive / Management dashboard
b. Business intelligence reports
c. Standard reports
d. Customized reports

Integration with Other Systems
a. The system should allow linking with other administration systems that are in use at the organization like the Intellectual Property (IP) administration system. This is a system used for IP administration from filing through to grant or registration of the IP right. The system also includes a full payment processing module for fees payable.

3. DELIVERABLES

The following are the major deliverables for the project:

a. Preparation of an inception report to ARIPO Secretariat not later than 30 days after the start of the project detailing a full implementation action plan.

b. Preparation of weekly status reports to ARIPO Secretariat from the date of submission of the Inception Report to the end of the project.

c. Installation and configuration of the system at ARIPO.

d. Migration of data from the existing systems into this new system.

e. Training sessions for users and administrators before final deployment and project sign off.

f. Report and recommendations on the security and maintenance plan going forward.

g. Support and maintenance of the system.

h. All technical and user documentation for the system.

4. TECHNICAL SPECIFICATIONS

The Bidder should specify the hardware and Operating System requirements for optimal performance of the ERP system. The system should be web-based and be able to run on a virtualized environment.

The system should have:
- a web-based reporting feature, to work across the modules
- a user-friendly dashboard
- seamless integration with smart devices for access anywhere
- a data import and export facility

The system should be modular, scalable and customizable to allow for the integration and/or development of functions other than those listed above.

5. QUALIFICATIONS AND EXPERIENCE

The tender is open to companies. Individual consultants shall not be eligible to bid. At the minimum, the company should be duly registered and have the following:

a. At least 5 years' experience in the implementation of ERP systems.

b. At least 5 years' experience in project management, training, and technology transfer aspects of system implementation.

6. SUBMISSION OF PROPOSALS

Interested companies which are eligible are invited to submit their proposals detailing capabilities, experience, and a list of completed and ongoing similar projects on or before Friday 25, November 2022 at 1600 hours. No late submissions will be accepted. Proposals clearly marked "ATIN:2022/08/IMPLEMENTATION-ERP-SYSTEM/09" should be addressed to:

The Director General

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