

The Justice Center to support marginalized groups in Iraq (JC)

TERMS OF REFERENCE

PR#: JC-DRC-B-24-004
Item Procurement: Analysis the management system and design ERP system
Department: HQ – Program
Duty Station: Tikrit - Iraq

Justice Center BACKGROUND

Justice Center is a local non-profit, non-governmental Iraqi organization, formed in 2013, it works to protect Human Rights to Iraqi IDPs, refugees, returnees, and host community, especially in legal proceedings. Our vision, we advocate for social justice, freedom of expression, and developing community to articulate individual opinions and assigns their duties ideas without fear of retaliation. Our mission, to work with marginalized and vulnerable groups to overcome fears and social exclusion and reposition them in society by empowering and developing their capacity to have access to their legal rights and all aspects of life.

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OBJECTIVE:

- The ERP system must be scalable to allow additional modules and must interface with other business information system.
- The purpose of this procurement is to improve the degree of automation of financial, Human resources, logistical, and award management processes that enable informed decision-making, increased operational capabilities, and cost savings.
- Adopt the system analysis of the current processes that are performed during the software development.
- Propose several variant options that are aligned with the company requirements and advice on the effective solution to implement.
- Install and develop the selected modules – with Finance Management, System Management, Logistic Management, Asset Management, Requests Management, award management, and Human Resources Management , legal managements being the minimum required modules.
- Migrate data from our system, without disrupting the JC's operation.
- Perform live testing of the solution.
- Provide training to all relevant staffs on the ERP for daily operations and system training to IT staff on supporting and administrating the ERP systems.
- The employee portal platform must be logical and secure access to relevant self-services through a single online portal in accordance with user access level. It shall be able to be accessed and viewable through web browsers and/or mobile devices i.e. mobile friendly and responsive
- The intuitive interface of the ERP system must allow users to easily adapt within a short period of time from the initial stage of the using the system and reduce the change management efforts
- The program language should be one or more of the following languages: MySQL, PHP, JavaScript, HTML, CSS, and jQuery.

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ERP Functionalities/ Features

- Must have User Rights Management and Access Control for the authorized staffs to administer and set the proper user roles/permissions to allow specific users to access specific ERP operations, data, request approval and user profiles.
- Must have an automated workflow for the business process lifecycle, allowing specified/respective users for review, editing, and approval of staff requests;
- Must able to track the process flow to respective users of their activities and their authorization including Access, Operations and Approval Logs to enable better control and monitoring of audit trail of activities performed in the system;

DETAILS ON THE ERP SYSTEM

1. Financial Accounting Management
 - Budget Entry- Budget Adjustment with trail
 - General ledger
 - Manage the financial related requests
 - Financial reporting
 - Bank reconciliation
 - Advanced allocations
 - Cash management
 - Grant or project accounting
 - Financial documents archiving
2. Logistic Management
 - Purchasing: Acquisition of goods & services as well as Bid Management
 - Manage the logistic and security related requesting
 - Contract Management
 - Supplier Database Management
 - Inventory Management
 - Asset Management and Fixed assets
 - Fleet management (as applicable)
 - Logistic documents archiving

The Justice Center to support marginalized groups in Iraq (JC)

3. Human Resource Management

- Timesheet and attendance management
- Payroll management
- Leave management
- Manage the human resources and administration related requests
- Manage the staff database
- Employee performance management
- Human resources and administration documents archiving

4. Legal Management

- Providing Legal Advice to Beneficiaries
- Representing Beneficiaries in Legal Matters
- Preparing Legal Documents
- Monitoring Case Progress
- Educating Beneficiaries on Their Rights
- Analyzing Legal Cases
- Providing Ongoing Legal Support

5. Requests

- Prepare a platform to enable all staff to submit their requests

6. Award Management

- Planning and budgeting
- Contract management
- Adding new projects
- Project coding
- Reporting
- Project document archiving
- Activities documents archiving

7. System Management

- Manage the current users
- Adding new users
- Manage and Privileges
- Change the system information

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Expected Deliverables and Timeline:

The potential vendor shall deliver:

- A complete integrated ERP platform with the all the modules and their required functionalities.
- Necessary trainings to be provided to all relevant First Consult staff.
- Free support, maintenance, and licensing of ERP for a period no less than 6 months from the date of hand-over to IT staff (inclusive of on-site debugging/correction, when necessary).

S.N	Deliverables	Duration
1.	Submit technical and financial proposal	21 th November 2024
2.	Presentation and demonstration of model to evaluation Committee	To be communicated
3.	Contract award	To be communicated
4.	Installation of ERP	To be communicated
5.	Training of users	To be communicated
6.	Data migration cleaning and reconciliation	To be communicated

These timelines are indicative, and the bidder should include the duration in months in their quotation.

Duration and Location:

This service is required for JC HQ. The service provider will install the ERP system and provide ongoing technical support and maintenance for a minimum of six months.

The Justice Center to support marginalized groups in Iraq (JC)

Eligible Applicants:

The applicant could be an individual, company, consultation bureau, or technical institute. Except for individuals, the applicants should be registered in Iraq with a valid registration certificate.

Evaluation:

JC will review the submitted proposals by the specific qualification, and experience requirements – as well as with the specific tasks stated above. The company should indicate their experience and previous engagements per the specific requirements. The bid will be evaluated on functionality and bidders require a minimum of 25 out of 100 points allocated for professional ability and 75 for the price.

Budget:

All total costs should be mentioned in the quotation form without details. the financial bid currency should be in IQD only.

Working Arrangements:

The software vendor shall work closely with JC team. JC focal persons for this assignment to whom the vendor will be reporting are the Executive Director

Acceptance of Proposal

All rights to accept or reject proposal without giving any reasons, shall be reserved by JC. If deemed necessary, the vendor shall be asked for modifications.

Responsibilities of JC

Remaining within the policies and practices, JC's primary responsibility will be to help the vendor to achieve the objectives of this ToR.

Responsibilities of the vendor

The Justice Center to support marginalized groups in Iraq (JC)

The vendor will be responsible for carrying out the tasks outlined in this ToR and ensure the delivery of outputs stated above within the agreed budget and timeline.

Copyright

The full copyright without limitation of the entire system and its components developed by the organization/ software company under this ToR will belong to JC

Termination of the Contract

JC may terminate the agreement, if the software company commits a breach in the performance or observance of any of its obligations under this ToR. The vendor shall be notified in written form within a week prior to the termination of the agreement.

Confidentiality

During the performance of the assignment or any time after the expiry or termination of the agreement, the vendor shall not disclose to any person or otherwise make use of any confidential information that the vendor has obtained or may obtain in the course of the JC. Except for purposes of this assignment, the information shall not be disclosed to the public nor used in whatever form without written permission of JC.

Documents to be Submitted by Software

The application shall contain following documents:

The Justice Center to support marginalized groups in Iraq (JC)

A. Technical and financial proposal

1. Technical Proposal: Attach the bidder profile with relevant experiences
2. Financial Proposal: only fill the total costs in the quotation form without details

B. Details of the vendor

1. A copy of bidder certificate of registration
2. A copy of latest Tax Clearance Certificate
3. VAT/ PAN registration
4. Any other relevant documents

How to Apply:

The TOR should reach the email address : logistic@justice-center-iraq.org below via courier/hand delivery or via e-mail by 21th November, 2024, 16:00 hrs. (Baghdad Time). With the subject "ERP (Enterprise Resource Planning) Development"

