Request for Proposals

For

Enterprise Resources Planning

(ERP)

For

Jordanian Hashemite Fund for Human Development

RFP released	**:**	**July 11th, 2023**
Deadline for Proposals	**:**	**July 30th, 2023 – 3:00 PM**
RFP #	**:**	**22/2023**

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http://www.johud.org.jo

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1. Introduction

1.1 Purpose of the RFP

JOHUD is selecting a solution/service provider for an Enterprise Resource Planning "ERP" system. The respondent must fully meet the requirements identified in this Request for Proposal (RFP) **Section 4**. Within the RFP you will find all the requirements necessary to submit an offer for JOHUD. Only Implementing Partners who meet the requirements are invited to respond to this RFP.

1.2 Organization Overview

The Jordanian Hashemite Fund for Human Development, established in 1977, JOHUD is a unique non-profit, non-governmental organization dedicated to promoting sustainable, rights-based development. Through its vision, JOHUD strives to be a local and national platform for sustainable, inclusive communities living with social justice and dignity. JOHUD has a network of 51 Community Development Centres and specialized facilities that extend throughout the country, impacting the lives of around 1 million Jordanians and other nationalities yearly. The management structure of JOHUD comprises a well-respected Board of Trustees, an Executive Director, and an equipped staff to run the organization, with a total of 370 employees.

1.3 What we need?

JOHUD is seeking to choose an implementing partner for the ERP product with the following key Criteria:

- **Implementing Partner for International ERP Solution** – JOHUD is seeking ERP implementing partners that can deliver comprehensive and widely-used International ERP solutions.

- **The respondent must have a golden partnership certificate or more.**
  The chosen respondent must possess a golden partnership certificate or a similar high-level accreditation from ERP Provider.

- **Implementing experience in similar projects for NGOs is a must**
  The respondent must have prior experience in successfully implementing ERP solutions specifically for non-governmental organizations (NGOs) or similar projects. This requirement ensures that the chosen ERP provider understands the requirements of NGOs and can effectively address them in the implementation process.

1.4 Project Objectives

The primary aim of implementing an ERP for JOHUD is to accomplish the following objectives:

- Improve Financial Management
- Enhance Projects and Program Management
- Optimize donor management
- Expand Organizational reach.

1.5 Project Scope

This project should be delivered to cover the following modules:

1- **Finance and Accounting Module**

- Financial Management
- Account Receivables
- Account Payables
- Fixed Assets

- Budgeting
- Financial Reporting
- Banking
- Business Partners (Customers" Donors", Suppliers)

2- **Warehouse Management Module**

- Inventory Control
- Warehouse Management

3- **Purchasing Module**

- Suppliers Management
- Purchase Management
- Contracts Management
- Invoice Management

4- **HR & Payroll**

- Employee Data Management
- Payroll
- Performance Management
- Training & Development

5- **Project Management Module**

- Project Planning & Budgeting
- Resource Management
- Time & Expense Tracking

6- **Business Intelligence**

- Built-in Reports
- Report Generator

7- **Donor Management System (Customer Relationship Management)**

- Customer/Donor Management
- Receivables Management

8- **Mobile Application**

1.6 System General Requirements

The ERP system needs to fulfill various requirements to meet the desired functionality.

- **Multi-entity support**: The system should be able to handle multiple entities or business units within the organization, allowing for centralized management and reporting.
- **Multi-workflow support**: The system should support different workflows, enabling efficient execution of various processes and procedures across different departments and functions.
- **Reporting and layout capabilities**: The system must have the ability to generate and print reports and layouts, providing valuable insights and visual representations of data.
- **Multilingual support**: The system should be capable of supporting different languages, including languages with complex character sets like Arabic, to accommodate diverse user requirements.
- **Access control per project**: The system should allow for granular control over access rights and permissions on a per-project basis, ensuring that users can only access relevant information based on their roles and responsibilities.
- **Project-location linkage**: Projects should be linked with their respective locations, facilitating efficient project management and resource allocation.
- **Permissions per entity**: The system should provide the flexibility to define permissions and access rights based on specific entities or business units within the organization.

- **Permissions per module**: The system should allow for the definition of permissions and access rights at the module level, ensuring that users can only access the functionalities relevant to their roles.

- **Permissions per user**: The system should support the assignment of permissions and access rights on an individual user basis, tailoring the system's functionalities to each user's requirements.

- **Permissions per role**: The system should enable the definition of permissions and access rights based on predefined user roles, simplifying user management and access control.

- **Historical transaction tracking**: The system should maintain a record of historical transactions, allowing for auditing, analysis, and reference purposes.

1.7 Confidentiality

All material and information submitted by JOHUD must be treated as confidential and not used for any other purpose than the response to this RFP. Information submitted by any respondent will be considered and treated as confidential by JOHUD and any respondent acting on behalf of JOHUD.

A Non-Disclosure Agreement (NDA) will be signed after awarding the contract.

2. Instructions for the Respondents

2.1 Context

- This Request for Proposals (RFP) is an invitation to submit a Proposal to the Procurement Department for JOHUD ERP System.

2.2 RFP timeline

Here is our timeline for this RFP:

RFP Distribution to Vendors	July 11th, 2023
Deadline for Questions and Answers (Q&A)	July 27th, 2023-3:00 PM
Deadline for Submitting Proposals	July 30, 2023 – 3:00 PM
Presentations by shortlisted Respondents	July 30th – August 3rd, 2023
Expected start date of Contract	August 2023

2.3 How to contact us

Contact the Procurement department via email at **Procurements@johud.org.jo**

2.4 Developing and submitting your Proposal Instructions

- This is a closed competitive tender process.
- Take time to read and understand the RFP.
- Take time to understand our Requirements. These are in section 4 of this document.

- Take time to understand how your Proposal will be evaluated. See section 4 of this document.
- If you have questions, ask our Point of Contact before the Deadline for Questions
- Complete and sign the declaration at the end of the Response Form.
- Check you have provided all the necessary information in the correct format and order.
- Submit your Proposal before the Deadline for Proposals.

2.5 Proposal Preparation & Submission

The respondent is required to present their Technical Proposal and Financial Proposal separately, ensuring that they are placed in separate envelopes or documents. This segregation is necessary to maintain confidentiality and ensure an impartial evaluation process.

2.5.1 Technical Proposal

<u>Technical Proposals shall be structured as follow:</u>

a) Cover Page

b) Respondent Profile: The profile shall include the following:

- Name and details of authorized contact person for bid communication.
- Full legal name of the firm and registration documents;
- Registered office address, telephone, fax, email, and website;

c) Executive Summary:

- Provide a clear and concise summary of the proposal, highlighting, among other features, the respondent's understanding of the project, the technical "solution" and approach proposed to responding to the services, the methodology for implementing their approach, and how these proposed arrangements contribute to achieving the project outcomes.

d) Table of Contents.

e) Project approach and methodology:

- The respondent must demonstrate a solid understanding of the Scope of Services requirements as detailed in the Scope of Work section of this RFP;
- The respondent must outline very clearly their approach to addressing the requirements of the Scope of Services. The focus must be on how they intend to achieve the outcomes of the project. The technical approach should be logical, solid, and both conceptually and operationally appropriate to the scope of the project;
- The respondent should describe how they intend to quality-assure the different inputs, outputs, and processes related to the project. They should also describe how they intend to develop comprehensive, cost-effective, results-oriented project management activities of the project to track the performance of the project and how they intend to develop the deliverables and outcomes.

f) Implementation Plan:

- The respondent should provide a detailed plan for the implementation of the project. The plan should detail the sequencing of the major activities, the time requirements, the dependencies, etc. The plan should also define the milestones that will mark the implementation plan. The service start date shall be used as the reference point.

  ** We Prefer Using a Gantt chart for the plan.

g) Team organization structure and resumes:

- The respondent should provide a team organization structure that will highlight the structure and roles of each team member throughout the various phases of the project in addition to their profiles, qualifications, and experiences.

h) Respondent Experience

- The respondent should provide a minimum of 3 successful implementation projects for NGOs.

Project Name	Client	Project Description	Respondent Services Provided	Client Contacts
project 1	*Shall include client name and country*	*Shall include project Description (highlighting the project its start and end date, the scope of work, and deliverables)*	*Shall include an accurate description of the services provided*	*Shall include: name, position, emails, and phone numbers*

i) Requirements Checklist Table

- Respondents must include in their proposal a checklist for the requirements mentioned in **<u>Section 4</u>**.
- Respondent shall use the "**Requirements Check List**" sheet provided for each module in the system and describe how it will be implemented in the system.

j) Out of the Box Reports

- Respondent should provide details in their proposal regarding the built-in reports per each module. While we have outlined the key reports that should be included in the system, we expect the respondents to present their own set of built-in reports.

k) Out-of-the-Box Functionalities

- Respondent should provide details for out-of-the-box functionalities provided in the solution. These are the pre-built features and capabilities that come with the system without requiring additional customization or development.

l) Appendices

- Respondent may include additional information to support their Technical Proposal.

2.5.2 Financial Proposal

<u>Financial Proposals shall be structured as follow:</u>

- Respondents shall use the Pricing Schedule provided below or something similar.
- The Pricing Schedule must show a breakdown of all costs, fees, expenses, and charges to avoid any hidden costs. It must also clearly state the total contract price exclusive of GST.
- Any recurring cost should be clearly defined and described.
- Respondents must show how they will manage risks and contingencies related to the delivery of the Requirements.

- Respondents must document all assumptions and dependencies that affect its pricing and/or the total cost to us.
- The respondent shall specifically and clearly mention the commercial terms and conditions including the payment terms.
- Respondents shall submit an electronic copy of their proposal by email in a PDF format with the Technical Proposal and Financial Proposal saved as separate files.
- Respondents may submit the financial proposal for the HR system proposal separated from the other ERP business models.
- Respondents may submit a joint proposal between the HR system implementer and ERP System Implementer.
- Respondents **shall refer to the below tables**, wherever applicable, to provide their commercial proposal covering our requirement:

Pricing Schedule

Table 1: Cloud License

Cloud ERP License	Quantity (annual)	Unit Rate (JOD) (Annual)	Total Price (JOD)
Total Cloud ERP Licenses Option Cost			

Table 2: Licenses Fees

Licenses Description/ Type	Brief description of the granted authority/access	Quantity (including the minimum users)	Rate (JOD) (Annual)	Total Price (JOD)
Total Licenses Cost				

Table 3: Implementation Services:

Stage	Brief Description	Total Duration	Total Price (JOD)
Total Implementation Stage Cost			

Table 4: After-Sale Services

Item	Description	Total Price (JOD)
Total After-Sale Services Cost		

2.5.3 System Users Per Module

Module	Number of Admin Users	Number of Team Member Users
Finance & Accounting	22	3
Warehouse	3	1
Procurement	2	1
Project Management / Donor Management	10	50
Monitoring & Evaluation	1	0
HR & Payroll	4	350-400 (HR Employee Self Services)
System Administrator	2	0
All Modules	0	45
Total	44	100

** * Please note that the number of user licenses is expected to increase up to 20 users.

2.6 Address for submitting your Proposal

First Submission Method: Electronically

Respondents can submit their proposals in separate PDF Documents (Technical Proposal, Financial Proposal) to the following email address: **procurements@johud.org.jo**

Second Proposal Submission Method: Hard copies

Respondents can submit their proposals in 2 separate envelopes (Technical Proposal, Financial Proposal) to the below address:

The Jordanian Hashemite Fund for Human Development (JOHUD)

Amman, Jordan

Al Hashmi Al Shamali, Abu Jassar Area

Street Name: Al Khamael Street

PO Box: 5118 Amman

Phone: + 962 6 505 2431

2.7 General Observations & Conditions

- Respondents should expect a request for a POC and demo using real data before the awarding and contracting.
- Respondents should expect a request to provide us with a sample contract before the awarding and contracting.
- The winning bidders will be obligated to provide an unconditional bank performance guarantee issued by a local bank or provide a certified check (manager's Check) with a value of 10% of the implantation amount made out to JOHUD. This guarantee will be returned upon completion.
- Respondents are required to commit to the submitted proposal for a minimum period of 90 days from the proposal submission date.
- Respondents should prepare their implementation plan considering that JOHUD will Go Live with the system on **January 1st,2024.**
- The awarded respondent will be responsible for obtaining necessary approvals from external parties for the successful implementation of the project.
- It is the respondent's responsibility to ensure that all the information necessary to permit the preparation of the response has been provided in sufficient detail and in sufficient time.
- No claims as to lack clarity of information concerning the services within the RFP documentation shall be accepted. It is the responsibility of the respondent to seek such clarity if it is required.
- Respondents must ensure that they are fully aware of all information required to provide a complete response with accurate costs. It is the responsibility of the respondent to ensure that the requirements comprised within the RFP are clearly understood prior to the submission of their

response.

- The requirements and specification detail within are not to be altered in any way by the respondent. JOHUD is under no obligation to accept alternative offers after the submission Closing Date.
- The respondent's response document must address all of the requirements for all services that will be provideduring the term of the contract.
- The respondent will accept full responsibility for actions arising from information misinterpreted or misunderstoodby the respondent or for any errors or omissions thus caused.
- The submitted offer will be disqualified if the respondent does not be aligned with all the information required in this RFP.
- The respondent is advised that nothing in this RFP or any other communication made between JOHUD and any other party, or any part thereof, shall be taken as constituting a contract, agreement, or representation between JOHUD and any other party (unless a formal award of the contract is made by JOHUD.
- JOHUD does not accept any responsibility for any pre-contract representations made by it or on its behalf, or for any estimates by the respondent of resources to be employed in meeting JOHUD's requirements or for any other assumption the respondent may be drawn or will draw from any pre-contract discussions.
- JOHUD accepts no liability to pay for any proposal or other preparatory work undertaken in connection with this RFP.
- All respondents are advised that JOHUD is not committed to any course of action as a result of issuing this RFP and/or receiving responses from

the respondents in respect of the RFP. In particular, it should be noted that JOHUD may reject any response, which does not conform to any instruction or specification in this RFP.

- It should also be noted that JOHUD will not accept responses after the closing date. JOHUD reserves the right to discuss or clarify the offer with the respondent at a later date. JOHUD also does not commit to accepting the lowest price of any response.
- The proposal submitted by the respondent shall include all costs involved in the provision of the service specified in this RFP and the respondent may add no other costs after the response has been submitted.
- JOHUD may cancel or amend the RFP at any time of the bidding process without prior notice and liability.
- JOHUD may contract one implementing partner or more who will work in close coordination and collaboration with the technical team members of JOHUD according to the assignment details listed in this document. The implementing partner will report to the project manager.
- If the respondents are a joint venture, then the partners need to be identified with the rationale behind the partnership. A corporate capability statement should also be provided for all partners. Partners in joint ventures should be aligned to meet JOHUD's requirements.
- All deliverables submitted by the respondent should be approved by the project manager, and the other concerned entities involved in this project including the donor.
- JOHUD is not bound to accept the lowest bid and will reserve the right to reject any bids without the obligation to give any explanation.
- JOHUD takes no responsibility for the costs of preparing any proposal and

will not reimburse any Respondent for the cost of preparing its bid whether winning or otherwise.

- The respondents shall not submit an alternative proposal. Alternative proposals will be returned unopened or unread. If the respondent submits more than one proposal and it is not obvious, on the sealed envelope(s), which is the alternative proposal, instead of returning the alternative proposal, the entire submission will be returned to the respondent and will be disqualified.
- The proposal shall be signed by the respondent or a person or persons duly authorized to bind the respondent to the contract. The latter authorization shall be indicated by duly-legalized power of attorney. All pages of the proposal shall be initialed by the person or persons signing the proposal.
- A business registration certificate should be provided with the proposal
- JOHUD reserves the right to enforce penalties on the winning respondent in case of any delay in delivery defined per the terms set in the sample Arabic contract. The value of such penalties will be determined in the Sample Arabic contract for each day of unjustifiable delay.
- Respondent wishing to withdraw its proposal shall notify the procurement department in writing prior to the deadline prescribed for proposal submission. A withdrawal notice may also send by fax, but it must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of proposals.
- Proposal withdrawal notices received after the proposal submission deadline will be ignored, and the submitted proposal will be deemed to be a validly submitted proposal.
- No proposal may be withdrawn in the interval between the proposal

submission deadline and the expiration of the proposal validity period. Withdrawal of a proposal during this interval may result in forfeiture of the respondent's proposal security.

- RFP advertisement fees will be charged to the winning bidder regardless of the number of times it is published.

3. Purpose and Scope

3.1 Purpose

The purpose of this section is to define the preliminary technical and functional requirements of the system and its components and provide some insights into the current situation of both the technical and functional capability and readiness of the organization.

The requirements cover the business processes, technical details, system specifications, and other specific functionality that define what a system is supposed to accomplish. The functional requirements should specify the particular results of a system and drive the application architecture of a system.

3.2 Scope of Work (Modules)

This section aims to set a primary basis of expectations and define the main requirements of the required ERP solution. The expected outputs are defined below and distributed among requirements, which the respondent should refer to while preparing the proposal.

4. Our Requirements

4.1 Finance & Accounting Module

ERP has to include all functions and reports required for the accounting and financial operations of the organization, including all tax-related reports, and to be able to document and print all financial and accounting-related transactions.

4.1.1 General Accounting

- **Chart of Accounts:** ERP has to enable multiple COA with an unlimited number of G/L account for each and process inter-organization transaction between different COA.

- **General Ledger Transactions:** ERP has to show the source of the transaction if it's a manual or automated entry from another module.

- **Journal Entry:** ERP must have the ability to manually create journal entries for accounts and business partners.
- **Journal Vouchers:** ERP must have the ability to check the journal voucher, and to be completed, and then recorded.
- **Recurring Posting:** ERP must have the ability to save recurring entries that recur monthly or weekly as templates.
- **Reverse Transactions:** ERP must have the ability to reverse manual journal entries.
- **Level of Authorities:** ERP has to have levels of authority for entering, auditing, and posting vouchers per user/role/page/account.
- **Multi-Currency Management:** ERP has to enable the user to define multiple currencies

- **Exchange Rate Differences:** ERP must have the ability to conduct all related bookkeeping in Foreign Currency (FC), and to express every FC transaction in Local Currency (LC) according to the FC exchange rate on the date of transaction.
- **Conversion Differences (Valuation):** ERP must have the ability to adjust between the account/business partner balance in the system currency and the balance in the local currency - The result of the valuation should be posted to the valuated account.
- **Foreign Currency Valuation**: ERP has to enable to record of foreign currencies valuation, the exchange rate profit or loss from the valuation should be posted to a separate expense or revenue account for exchange rate differences.
- **Financial Dimensions:** ERP has to enable the user to define multiple financial dimensions (Cost centers, projects, departments)
- **Accounting Periods:** ERP has to enable multiple accounting periods and maintain more than one open period at a time.
- **Closing Periods:** ERP has to enable automatic closing of the year, also to re-open previous periods, and make adjusting financial entries. ERP has to enable forwarding end balances to the next period beginning balance.
- **Import Journals from Excel File:** ERP supports the import of bulk journals from Excel files.
- **Reporting:** ERP has to include all reports about the analysis of the financial and accounting activities as below:
  - Trial Balance
  - Balance Sheet

- Cash Flow Report
- Statement of Account
- Aging Report
- Profit & Loss Report
- Operating Expenses Coverage from Projects
- Overhead Cost Coverage from Projects
- Budget Vs Actual Report

4.1.2 Account Payables/Receivables

- **Vendor /Customer Management:** ERP supports the creation and maintains vendor/customer master data including contact information, payment terms, bank information, and vendor status, tax ID.
- **Import List of Customers/vendors from Excel:** ERP has to enable the import of bulk customers/vendors lists from Excel.
- **Identify G/L Accounts for each vendor/customer:** The system should enable to link of customers/vendors with accounts in the G/L.
- **Define status for each supplier/customer:** ERP has to enable to have 2 types of statuses (Active/Inactive) and doesn't allow the user to choose from Inactive
- **Define Multiple payment terms:** ERP has to enable the definition of multiple types of payment terms and link with the vendor/customer.

- **Define Multiple Payments Types:** ERP has to enable the definition of multiple payment types (Cheque, bank transfer, cash, credit card) and to set a default value for each vendor/customer which can be edited later.

- **Setup payment terms by vendor/customer by cut-off date**: If all invoices processed during the month are due for payment on the 25th of next month, then the system should allow setting up the payment terms accordingly

- **Invoice Processing:** ERP has to enable to capture and processing of incoming vendor invoices, and outgoing customer bills ensuring proper coding to G/L accounts.
- **Payment Processing:** ERP has to enable to Prepare and process vendor payments, including checks, electronic funds transfers, and other payment methods. Support for payment approval workflows and payment scheduling may be necessary.
- ERP has to enable the user to view all due invoices for each vendor.
- **Invoice & Payment Apply:** ERP has to enable the user to link between multiple invoices with one payment.
- **Multiple Payments Workflow:** ERP has to enable to define approval workflow for payments.
- **Partial Payments:** ERP has to enable the partial Payments of Invoices
- Link Multiple Purchase Orders with a single invoice.
- **Bill Processing(المطالبة المالية) :** ERP has enabled to create and process bills to customers/donors and ensure proper coding to revenue account.
- **Receipts Processing:** ERP has to enable to prepare and process receipts vouchers to customers/donors

- **Bills & Receipts Apply:** ERP has to enable the user to link between Bills & Receipts.
- **Automatic Processing:** ERP has to automatically create bills/invoices and entries based on predefined parameters.
- **Procurement Module Integration:** ERP has to be integrated with the PO & Invoices, the user should view all related information when processing the payment.
- **Reporting:**
  - Aging Report
  - Vendor SOA
  - Overdue Invoices by Vendor
  - Outstanding Receivables by the customer
  - Payment against open receivables

4.1.3 Fixed Assets

- **Fixed Assets Management:** ERP must have the ability to provide financial control over the complete asset life cycle, from acquisition through depreciation, revaluation, and disposal.
- **Account determination:** ERP must have the ability to enable to determine the relevant general ledger accounts for a fixed asset automatically
- **Multiple Depreciation Types:** ERP must have the ability to define different depreciation calculation methods for fixed assets; Percentage Method, and Useful life method.

- **Depreciation Areas:** ERP must have the ability to show the value of fixed assets for a specific purpose.
- **Asset Groups:** ERP must have the ability to classify fixed assets according to our requirements and classifications.
- **Asset Transactions:** ERP must have the ability to carry out a series of transactions for fixed assets such as transfer, depreciation, and asset revaluation.
- **Link with G/L:** ERP has to Ability to post automated depreciation journal entries to General Ledger
- **Asset Depreciation Forecast Report:** ERP must have the ability to help you plan the value development of your fixed assets from both the management and accounting perspectives, ERP must have the ability to provide you with the depreciation forecast report to forecast and simulate an asset's future depreciation.
- **Asset History Sheet:** ERP must have the ability to show all the changes to the asset portfolio in a fiscal year or a specific period of a fiscal year.
- **Asset Status Report:** ERP must have the ability to view an asset's overall information including location, custodian, and ownership. Also, ERP has to provide easy access to an overview of all fixed assets.
- **ERP must have the ability to create reports for specific asset classes** and filter the assets by their statuses.
- **Asset Transaction Report:** ERP must have the ability to provide you with a list of all transactions relevant to an asset.
- **Importing Fixed Asset Data from Microsoft Excel:** ERP must have the ability to allow you to import the fixed asset master data from Microsoft Excel into ERP.

4.1.4 Banking

ERP must have the ability to perform all transactions that involve bank accounts, including the Manual and automatic creation of incoming and outgoing payments for various payment means, the manual and automatic performance of internal and external reconciliations, post-dated and cash deposits of checks and credit card vouchers, batch, and single check printing.

- **Incoming Payments**: ERP must have the ability to create a record each time we receive a bank transfer payment from donors.
- **Check Register:** ERP must have the ability to store information about all checks that have been received in the company, and to reflect the current status of every check received to find out at any time when the check was deposited and where, or whether, it was endorsed.
- **Credit Card Management:** ERP must have the ability to store information about all credit card vouchers that are recorded in the Payment Means window when an incoming payment document is created.
- **Deposit:** ERP must have the ability to deposit received checks, credit card vouchers, and cash.
- **Post-dated Check Deposit:** ERP must have the ability to transfer to the cash account checks that were deposited as post-dated.
- **Checks for Payment:** ERP must have the ability to print outgoing checks, and create checks for payment without having the proper journal entry created.
- **Cheque Printing:** ERP has to enable customize the cheque layout.
- **Voiding Checks for Payment:** ERP must have the ability to void a single check or several checks in succession.

- **Payment Drafts:** ERP must have the ability to display and process drafts of incoming and outgoing payment documents.
- **Checks for Payment Drafts:** ERP must have the ability to process drafts created for checks for payment.
- **Check Register Report:** ERP must have the ability to give an overview of the checks for payment created in the system, list checks for payment, grouped by the originating accounts, and provide information such as whether a check was printed, its amount, the confirmation status, and more.
- **Payment Wizard:** ERP has to enable you to generate incoming and outgoing payments in batches as bank transfers, and checks according to the selected A/R and A/P open transactions and the selected payment methods.
- **Cash Flow Assignment:** ERP must have the ability to assign the active cash flow line items, and their corresponding amounts, to a cash-relevant transaction, enabling you to generate the Cash Flow report.
- **Bank Statement Processing:** ERP must have the ability to generate incoming and outgoing payments, perform internal, and external, reconciliation, and create transactions that have not yet been posted.
- **External Reconciliation:** ERP must have the ability to do a comparison of open transactions within the system with an external account statement.
- **Check Number Confirmation:** ERP must have the ability to verify that checks were printed correctly and that the numbers allocated to them matched those on the printed checks.
- **Banking Reports:** ERP must have the ability to analyze and generate overviews of:
    - Checks for payment issued to vendors and other entities
    - External reconciliations related to data

- Bank Transfer Report
- Credit Card Report

4.1.5 Budgeting

ERP must have the ability to develop a budget for expected revenues and expenses, and this would enable JOHUD to compare budgeted revenues and expenses with actual income and expenses. which helps pinpoint budget estimates more accurately

- **Budget:** ERP must have the ability to define budgets to relevant accounts, according to selected approval workflow.
- **Budget Distribution Methods:** ERP must have the ability to define multiple distribution methods budget(s).
- **Budget planning**: The system should allow users to create and manage budgets for different financial periods (e.g., quarterly or yearly budgets). Users should be able to define budgets based on different financial dimensions (cost centers, departments, or projects.)
- **Integration with financial data**: The system should be integrated with other financial modules in the ERP system, such as accounting and reporting modules. This will ensure that budget data is accurately reflected in financial reports and statements.
- **Budget tracking**: The system should provide real-time tracking of actual spending against the budget. Users should be able to easily view the status of each budget item and adjust as needed.
- **Automated alerts**: The system should be able to send automated alerts to users when budgets are close to being exceeded or have been exceeded.
- **Budget Transfers**: ERP has to enable to transfer of budgets between accounts with workflow approval.

- **What-if analysis**: The module should allow users to perform what-if scenarios to see how changes in spending or revenue will impact the overall budget. This will help users make informed decisions about budget adjustments.
- **Multi-currency support**: The module should support multiple currencies, allowing users to create and manage budgets in different currencies.
- **Collaborative budgeting**: The module should enable collaboration between different users or departments involved in the budgeting process. This will help ensure that budgets are created and managed efficiently and accurately.

4.1.6 Printing Layouts:

ERP has to enable the user to print signed documents with the following forms:

- Purchase Request
- Purchase Order
- Invoice
- Receipt
- Payment Voucher
- Payment Entry
- Journal Entry

4.2 Warehouse Management Module

ERP must have the ability to keep track of product inventory, quantity at each warehouse, movement history, and stocking status with inventory management from ERP. ERP has to be assured that warehouse management and financial accounting data are consistently synchronized. ERP must have the ability to value every goods movement and cost and price change automatically, thereby eliminating manual interaction and the associated errors and costs.

- **Item Master Data:** ERP must have the ability to manage data for all purchased items, donated items, and inventory of gifts in a centralized database.
- **Item Definition:** ERP must have the ability to define an unlimited number of items and link each item with multiple vendors, warehouses, locations, and projects.
- **Multiple Units of Measurement:** ERP must have the ability to support multiple unit types in sales, purchasing, and inventory documents. ERP has to let you monitor (In/Out) transactions in your inventory in different units while continuing to maintain an accurate count of units in stock.
- **Multiple Warehouses:** ERP must have the ability to manage multiple warehouses perform instant availability checks, and track item stock levels with real-time visibility of the inventory you have.
- **Managing Serial Numbers:** ERP must have the ability to manage and track items using their serial numbers.
- **Managing Batches & Expiry Dates:** ERP must have the ability to define item quantities for each batch, as well as additional properties, such as

expiration date, location in the warehouse, and so on, that are related to the batch.

- **Supplier Evaluation Management:** ERP must have the ability to evaluate suppliers by assessing and measuring the performance and capabilities of them.
- **Bar Codes Management:** ERP must have the ability to allow multiple bar codes for every single Unit of Measurement of an item and to be printed from the system
- **Serial/Batch Valuation Method**: ERP must have the ability to support the Serial/Batch Valuation Method.
- **Bin Location Management:** ERP must have the ability to manage bin locations for your warehouse, and enable the bin location function for individual warehouses. ERP has to enable you to view the information of stored items, restrict the storage of your bin locations, restrict the use of your bin locations, replenish the inventory in your bin locations if the inventory level falls below the minimum; manage bin location allocations on a maximum weight basis, or a maximum quantity basis.
- **Inventory Alert:** ERP has to notify users when the MOQ or Expiry Dates is approaching.
- **Alternative (substitute) items:** ERP must have the ability to build a hierarchy of alternative items by defining alternatives for the alternatives.
- **Defining Supplier/customer catalog numbers:** The ability of ERP to use customer and vendor catalog numbers in parallel to your item numbers.
- **Goods Receipt:** ERP must have the ability to let you increase the inventory level in a situation that is not the direct result of adding a purchasing or donation document.

- **Goods Issue:** ERP must have the ability to let you reduce the inventory level in a situation that is not the direct result of a sales document entry.
- **Inventory Transfer:** ERP must have the ability to transfer inventory from one warehouse to another
- **Inventory Counting (Cycle Counting):** ERP must have the ability to match the actual inventory to the quantities saved in the database, and enable you to adjust existing inventory records, detect unusual or unacceptable discrepancies, and improve inventory management. ERP must have the ability to do Cycle Count Recommendations.
- **Inventory Valuation/revaluation:** ERP has to support Moving Average, Standard, and FIFO valuation.
- **Inventory Reports:** ERP inventory reports have to enable us to display information about items and their inventories, as well as the valuation of the inventories.
    - Inventory Overview Report
    - Material Document List
    - Item Transaction Inquiry
    - Inventory Activity Report (Summary Balances)
    - Inventory Activity Report (Detailed Balances with Transactions)
    - Inventory Movement Report (Pending & Approved Transactions) with Cost
    - Slow Moving Inventory Report
    - Available Stock Report
    - Goods Issue Report
    - Goods Receipt Report
    - Landed Cost Report

4.3 Purchasing

ERP must have the ability to manage the entire purchasing process from purchase requests through processing PO and A/P invoices and to create various reports to analyze purchasing information.

- **Purchase Requests:** ERP must have the ability to initiate a purchasing process by submitting their needs for certain goods or services, and then choosing the linked project, activity, and budget line.
- **Purchase Quotation:** ERP must have the ability to find the best offer for goods or services required.
- **Blanket Purchase Agreement**: ERP has to manage long-term Blanket Purchases Agreement with suppliers to fulfill multiple anticipated purchases over a period of time.
- **Contract Management:** ERP has to enable and support the process of creating, storing, tracking, and managing contracts.
- **Purchase Order:** ERP must have the ability to request items or services from a vendor at an agreed-upon price.
- **Purchase Request & Purchase Order Link:** ERP has to enable linking multiple POs with one PR.
- **Budget Hold:** ERP has to hold the amount entered in the Purchase Request once the purchase request is approved.
- **Multiple Purchase Request Workflows:** ERP has to enable to define multiple workflows based on the project amount.
- **Goods Receipt PO:** ERP must have the ability to receive the goods into the warehouse, update the quantities, and create an accounting journal entry when creating a goods receipt PO.

- **Goods Return:** ERP must have the ability to return delivered goods to vendors or reverse a purchasing transaction for an item completely or partially.
- **Purchase Orders Tracking:** ERP must have the ability to track Purchase Orders by status (Approved, Unapproved, Closed, Cancelled)
- **Multiple Way Matching**: ERP has to match the PO with the Invoice with the Goods Received Note.
- **Link with Project Procurement Plan**: ERP has to allow the purchasing officer to view and track projects procurement plans.
- **AP Down Payment Invoice:** ERP must have the ability to create AP Down Payment Invoice based on a purchase order or a goods receipt PO.
- **AP Invoice:** ERP must have the ability to create an A/P invoice from multiple purchase orders and goods receipts.
- **AP Credit Note:** ERP must have the ability to reverse the transaction either partially or completely by creating an A/P credit memo.
- **AP Reserve Invoice:** ERP must have the ability to reserve invoices that enable you to create relevant postings in the accounting system only and do not affect inventory and inventory values.
- **Landed Costs:** ERP must have the ability to allocate additional fees to the imported items and be reflected in the accounting system using the Landed Costs function in ERP.
- **Managing Document Drafts:** ERP must have the ability to save most documents as drafts.
- **Purchasing Report:** ERP must have the ability to analyze purchasing information for the success and efficiency of the business, and to provide

several different reports for the Purchasing module that assist in running the business:

- Purchase Requisitions Report
- Purchase Orders Report
- Invoice Aging Report
- Vendor Orders History

4.4 Project Management Module

ERP should have a project management module that provides a comprehensive solution for managing the organization's projects and support a complete project cycle management "PCM". The module helps to streamline project management processes, improve collaboration and communication, and provide real-time visibility into project performance.

4.4.1 Project Planning & Budgeting

- **Project Planning and Scheduling:** ERP has to enable the user to create projects and define the work plan, budget, and procurement plan for each project.

- **Task and project management**: ERP has to provide tools for creating, assigning, and tracking tasks and projects. This includes the ability to set deadlines, assign tasks to team members, and track progress.

- **Resource management**: ERP has to provide tools for managing project resources, including staff, and project resources. This includes the ability to schedule resources, allocate resources to tasks, and track resource utilization.

- **Time and expense tracking**: ERP must provide tools for tracking time and expenses associated with project tasks. This includes the ability to track billable and non-billable hours, track expenses, and generate invoices.

- **Budget Update Restriction:** ERP should not allow any update on the budget once posted and handle any update on the budget by reallocation.

- **Link between Activities and budget lines:** ERP has to enable the user to link each activity in the project with the budget line and budget holder and line item holder.

- **Reports:**
  - Projects Expenses
  - Budget vs Actual
  - Project Progress Report
  - Resource Utilization Report

4.4.2 Monitoring & Evaluation

ERP has to provide tools and functionalities to monitor and evaluate project performance.

- **Goal & Indicator Management:** The system should allow users to define project goals, objectives, and key performance indicators (KPIs) that will be used to measure progress and success
- **Performance Dashboards:** ERP has to provide a visual dashboard to display key project performance indicators in real-time. The dashboard should allow the M&E department to track progress against targets, identify areas of concern, and provide an overview of the project's overall performance
- **Risk & Issue Management:** ERP has to enable to identify, tracking, and manage project risks and issues. It should allow users to document risks and issues, assign responsibilities, set priorities, and track the status of mitigation or resolution actions.

- **Document and Knowledge Management**: The system should provide a centralized repository for storing project-related documents, reports, and other knowledge resources. It should support version control, document sharing, access permissions, and search capabilities to ensure easy retrieval of relevant information.

- **Integration with Project Management**: M& E module should be integrated with the project management module to ensure that project data, schedule, tasks, and resources are synchronized.

4.5 Business Intelligence

ERP must have the ability to deliver compelling reporting functionality and instant access to accurate, up-to-date information, enabling businesses to get the information necessary to drive intelligent decision-making.

- **Creating (Arabic/English) Reports:** ERP must have the ability to create reports in a variety of layouts with interactive drill-down functionality.
- **Customizing Reports and Layouts**: ERP must have the ability to Customize reports by adding any standard data field of the ERP application or a user-defined field.
- **Viewing reports:** ERP must have the ability to view and export reports to Adobe PDF, Microsoft Word, and Microsoft Excel.
- **Access Rights:** ERP must have the ability to Assign access rights at user and group levels for each report

4.6 Donor Management System - CRM

ERP must have the ability to track and manage the interactions with the donors and streamline and automate the process of donor management, communication, and reporting.

- **Donors/Customer Centralized Database:** ERP must provide a centralized database to store and manage donor/customer information.

- **Activity Management**: ERP has to enable tracking and manage communications with the donors. ERP has to enable to record and track all activities and communications with donors (Calls, Meetings, Emails)

- **Receivables Management:** ERP should facilitate the management of Donor donation invoices, payments, and collections.

- **Communication Management:** ERP has to facilitate communication with the donors including email integration (Microsoft Outlook), mass emails, tracking communication history, email scheduling & Automation.

- **Donation tracking and processing**: ERP should allow tracking of donations from various sources, including donor information, and donation amounts.

- **Multiple Donation Types**: ERP has to be able to define multiple types of donations such as (Recurring Donations)

- **Grant management**: ERP must provide features for managing grants, including tracking grant applications, managing grant requirements, and generating reports on grant activity.

- **Donor segmentation and targeting**: ERP should allow organizations to segment donors based on various criteria, such as giving history, engagement levels, and demographics.
- **Communication Personalization**: ERP has to provide features for targeting specific donor segments with personalized messaging and emails.
- **Communication and engagement**: ERP should provide features for communicating with donors and engaging them in fundraising campaigns and other activities.
- **Integration with other ERP Modules**: ERP should be integrated with the other modules in the ERP system, such as Project Management, accounting, and reporting modules.
- **Reports**:
    - Donors/Customers list
    - Donor Contribution Report
    - Donors Projects

4.7 HR & Payroll

ERP must have the ability to support all basic requirements for human resources. Also, Manage information regarding employee education, previous job records, results of professional reviews, and absences. And, analyze employee costs and salaries. Finally, create various reports and employee lists to run your business more efficiently.

4.7.1 Personnel

ERP must provide a centralized employee database with search and retrieval capabilities, and modify any information if needed.

- **Employee Profile:** ERP must have the ability to create a profile for each employee which contains all related information as below:
    - Personal Information
    - Education Information
    - Experience Information
    - Training & Certificates
    - Family & Dependent Information
    - Address Information
    - Employment Information
    - Asset Information
    - Employee Documents – per structure
    - Employee Letters
- **Employment Types:** ERP must have the ability to configure multiple types of employment:
    - Full-time

    - Part-time
    - Consultation
    - Volunteers
    - Hosted Entities
- **Multiple Levels & Grades:** ERP must have the ability to define different types of grades & Levels.
- Link with Project Finance to know about the projects name, Project End Date (Notification)
- **Multiple Locations & Departments:** ERP has to enable the definition of different locations (55).
- **Multiple Contract Types:** ERP has to enable the definition of multiple contracts types
- **Employment History Transactions:** ERP has to track the history of transactions (Hiring, transfer, promotion, re-hiring)
- **Penalty Management:** ERP must have the ability to add employee penalty transactions that will affect payroll negatively.

4.7.2 Recruitment

ERP has to provide HR with a tool to streamline and manage the hiring process in all locations.

- **Job Posting and Management:** ERP has to enable HR to create and publish job postings, and define job titles, descriptions, requirements, and qualifications.
- **Centralized database:** ERP has to Provide a centralized database to track and manage applicant information.

- **Resume Parsing:** ERP has to automatically extract information from resumes and populates candidate profiles, saving time and reducing manual data entry.
- **Applicants Tracking:** ERP has to enable HR to track and manage applicants during the recruitment process. This includes storing applicants' information, CVs, interview feedback, and evaluation scores.
- **Application Screening & Filtering:** ERP has to provide tools to screen and filter incoming applications based on specified criteria, such as qualifications, experience, skills, and keywords.
- **Applicants Portal:** ERP has to enable applicants to view available postings and apply for the job.
- **Interviews Scheduling:** ERP has to enable HR to schedule interviews with candidates, allowing them to set up interview slots, send invitations to candidates, and manage interview calendars. Integration with email and calendar systems is beneficial for automated notifications.
- **Assessment & Evaluation:** ERP has to support the assessment and evaluation of candidates through various methods, such as online tests, skills assessments, and interview evaluations. It should allow for standardized evaluation criteria and provide a centralized platform for capturing and analyzing assessment results.
- **Offer Management:** ERP has to enable HR to manage the entire offer process, including generating offer letters, negotiating terms, and tracking acceptance or rejection. It should also support generating reports and maintaining an audit trail of offer-related activities

4.7.3 Time Attendance

ERP must provide a centralized employee database with search and retrieval capabilities and modify any information if needed.

- **Multiple Leaves and Vacations Types:** ERP must have the ability to define Different types of leaves and vacations with their own entitlement and usage rules in a flexible way (Annual leave, Sick leave, Maternity leave, Pilgrimage leave, and others).
- **Leave Administration:** ERP must have the ability to add employee's leave transactions, all related information like employee leave balance, no. of paid days, unpaid days, weekends and holidays will be displayed.
- **Overtime Management:** ERP must have the ability to add employee overtime transactions, time-to-time or as no. of hours. ERP must have the ability to verify the overtime if it is a working day, weekend, or holiday and calculate overtime value based on a working day rate, weekend rate, or holiday rate respectively.
- **Multiple Types of Shifts and working hours:** ERP has to enable the definition of multiple types of working shifts.
- **Upload Transactions through Excel sheet:** ERP must have the ability to add a large number of timesheets, leave transactions, overtime transactions, or delay transactions in bulk.
- **Integration with Time Attendance Machines:** ERP has to enable to export of data from time attendance machines distributes over 55 locations.
- **Integration with Payroll module:** ERP has to enable the integration with the Payroll module, ensuring accurate and efficient payroll processing.

4.7.4 Employee Performance Management

ERP has to support HR in managing and evaluating the performance of the employees, it should provide a structured approach for setting goals and KPIs to conduct performance reviews.

- **Goal Setting:** ERP has to enable the managers and employees to define and set goals aligned with the organization's objectives at the beginning of the year.
- **Performance Evaluation:** ERP has to support employee evaluation for predefined goals and KPIs, the system should support multiple evaluation methods (Self-assessment, manager assessment, peer assessment, 360-degree feedback, Bell Curve).
- **Performance Reviews:** ERP has to facilitate scheduling, conducting, and documentation of performance appraisal.
- **Multiple Workflows and Forms:** ERP has to enable HR to create multiple workflows for the evaluation process and multiple appraisal forms.
- **Performance Analytics:** ERP has to offer reporting and analytics capabilities to track and analyze performance metrics. It should provide insights into individual and team performance, identify strengths and areas for improvement, and support data-driven decision-making.
- **Notifications & Reminders:** ERP has to send automated notifications and reminders to employees, managers, and stakeholders regarding upcoming performance-related activities, deadlines, and milestones.
- **Integration with Payroll and Personnel Modules:** ERP has to integrate with the payroll and personnel module to link performance outcomes with

rewards, bonuses, promotions, and other recognition programs. Also, ERP has to enable HR to view all penalties associated with each employee.

- **Multiple Evaluations per year:** ERP has to enable HR to process multiple evaluations in the year for the employees.
- **Define Actions after Evaluation:** ERP must enable the HR team to define appropriate actions following the completion of evaluations. These actions may include salary increases, promotions, or the implementation of improvement plans.

4.7.5 Payroll Management

ERP has to enable automatic payroll calculations based on predefined rules and employee data. This includes salary calculations, deductions, allowances, bonuses, overtime, and tax calculation. It saves time and reduces the chances of errors associated with manual

- **Salary & Payroll Calculation (Hourly and Monthly Basis):** ERP must have the ability to start the Salary Calculation process to calculate all employee's related dues per month.
- **Multiple Deductions Types:** ERP has to enable multiple types of deductions and link deduction types for each employee.
    - **Social Security Deductions:** ERP must have the ability to define social security rules and percentages of deductions from employees and the company.
    - **Health Insurance Deductions:** ERP must have the ability to define Health insurance rules and percentages of deductions from employees and companies.

- **Income Tax Deductions:** ERP must have the ability to define income tax rules that will be applied to employees every month, the income tax can have many layers as many as needed and it depends on employee income ranges.
- **Non-Recursive Deductions:** ERP must have the ability to define non-recurring deductions that are deducted from employees.
- **Loan Management and Auto Deduct:** ERP must have the ability to add employee loans that will be managed in payroll automatically, the loan can be one payment or can be scheduled as required.

- **Multiple Allowances Types:** ERP must have the ability to define multiple types of allowances and link allowances types with each employee.
  - **Flexible Recursive Allowances:** ERP must have the ability to define allowances and compensations that are given to employees every month.
  - **Non-Recursive Allowances:** ERP must have the ability to define non-recurring allowances that are given to employees.
  - **Bonus & Commissions:** ERP must have the ability to define bonuses & commissions that are given to employees.
- **Handle employee AR Invoices in Payroll:** ERP must have the ability to post AR invoices that are created in finance to payroll.
- **Life Insurance Management:** ERP should support the calculation of life insurance costs for employees.
- **Import from Excel sheet:** ERP must have the ability to add a large number of transactions, bonuses & commissions, and deductions.
- **Leave Days Encashment:** ERP must have the ability to encase employee leave days that will be added to the payroll.

- **Payroll GL Accounts Determination:** ERP must have the ability to determine GL accounts for basic salary, accrued salary, allowances and compensations, bonuses & commissions, overtime, leaves, deductions, social security, health insurance, saving fund…etc., these GL accounts will be affected by salary calculation process.
- **Generate Payroll Journal Entry Automatically:** ERP must have the ability to post payroll calculation to accounting as a journal voucher based on the payroll GL accounts defined.
- **Generate Employees Payments Automatically:** ERP must have the ability to prepare outgoing payments that contain employees' dues based on payroll calculation.
- **End-of-Service Calculation:** ERP must have the ability to calculate the payroll of end-of-service employees.
- **Employee Cost Centers & Distribution Rules:** ERP must have the ability to divide employee's payroll - which is part of employee cost - into cost centers defined in employee master data according to distribution rules defined in ERP.
- **Employee Financial Transactions:** ERP must have the ability to add financial transactions related to employees that affect their statements of accounts.
- **Employees' Salaries Costs:** ERP must have the ability to calculate the cost of each employee's salary in the organization.
- **Email Salary Slips to Employees:** ERP should have the ability to forward salary slips to employees via email, the salary slip will be received as PDF attachments.

4.7.6 *Employee Self Services Portal*

ERP has to provide the employees with a Web-based portal and mobile application to access and manage their personal information, submit any HR-related request and take needed actions.

Activities the employee can do in the ESS Portal: (Web Portal/Mobile Application)

- Submit Leave Requests
- Submit Vacation Requests
- Submit Overtime Request
- Request Official Documents
- Review Vacation/Leaves Balances.
- View Employee Profile
- View Salary Slip
- View Historical Transactions
- Managers Can view their employee's information.
- View Performance Evaluation Results
- Line Managers can Approve/Decline Requests
- Capture employees' clocking location using our Geolocation feature.

4.7.7 HR & Payroll Reports

ERP must have the ability to analyze human resources information for the success and efficiency of the business. ERP must have the ability to create various reports and employee lists to run the business more efficiently.

Human resource and payroll reports are:

- Employee Statement of Account
- Salary Calculation Report
- Salaries Coverage from Projects Vs Salaries Costs
- Bonus & Commissions Reports
- Vacations & Leaves Reports
- End of Service Report
- Income Tax Report
- Social Security
- Employees Loans
- Employees Deductions and Allowances Report
- Employees Attendance Report
- Overtime Report
- Penalties Report
- Employees' Salaries Costs by cost Center, department, and employment history.
- Employees' Health/Life Insurance
- Employees Information (Based on any selected criteria)

4.8 Mobile Application

- ERP Mobile App must have the ability to Get alerts on specific events
- ERP Mobile App must have the ability to view and complete approval requests
- ERP Mobile App must have the ability to Visualize real-time information about your business and share it by e-mail
- ERP Mobile App must have the ability to create any new request.
- ERP Mobile App must have the ability to view, add, edit, and close activities
- ERP Mobile App must have the ability to view Reports and dashboards
- Must support both iOS and Android

4.9 Security Requirements

ERP must be able to control access to the system data including Master or Reference Data and Transactional Data. This must include controlling the below:

- Support strong user authentication methods (multi-factor authentication).
- Role-based access control (RBAC) to define user privileges and restrict access based on job roles.
- Integration with existing identity management systems (Active Directory).
- Password policies (complexity, expiration, lockout) and secure storage of credentials.
- Audit logs for monitoring and reviewing user access and activities.
- Encryption of data in transit (TLS/SSL) and data at rest (database encryption).
- Secure data backup and recovery processes.

- Data retention and disposal policies to ensure proper handling of sensitive information.
- Real-time monitoring of system logs, network traffic, and user activities.
- Alerting mechanisms for detecting and responding to security incidents.
- Incident response plan and procedures to resolve security breaches.
- Forensic capabilities to investigate security incidents and maintain an evidence trail.
- Backup and replication of critical data and systems.
- Regular testing and validation of disaster recovery procedures.
- High availability and fault tolerance to minimize system downtime.
- Secure API's and web services for integration with other systems.
- Clear procedure for system updates.
- Regular release cycles with documented release notes.

5. Evaluation Approach

This section sets out the Evaluation Approach that will be used to assess Proposals.

All Proposals that meet the pre-conditions are evaluated using the evaluation model. Scores will assist in deciding the Successful Respondent(s), but ultimately the decision will be based on which Proposal(s) we consider will provide the best overall public value.

We will use the "two-envelope" system to conduct evaluations. Respondents must provide all financial information relating to price, expenses, and costs in a separate sealed envelope or soft copy file. The evaluation panel will score each Proposal according to the weighted criteria in Section 5.1 below, and then examine the financial information of each Proposal. Based on the score and the total costs for the whole-of-life Contract, the panel will decide which proposals will be shortlisted.

5.1 Evaluation criteria

We will evaluate Proposals according to the following criteria and weightings as below:

Criteria	Weight
Technical & Functional	50%
Respondent Experience & References	10%
Technical Support & Ongoing Maintenance Services (SLA)	15%
Price	25%
Total	**100%**