

**REQUEST FOR PROPOSALS FOR THE DESIGNING,  
DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF THE  
ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM AT CoRSU**

**TENDER REFERENCE No.  
CoRSU/SRVCS/2020/002**

**REQUEST FOR PROPOSALS AND QUOTATIONS FOR DESIGNING,  
DEVELOPMENT, IMPLEMENTATION AND SUPPORT OF ENTERPRISE  
RESOURCE PLANNING SYSTEM (ERP) AT CoRSU**

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## **PART 1: GENERAL INFORMATION**

### **1.1 Introduction:**

Comprehensive Rehabilitation Services for People with Disability in Uganda, (CoRSU) is a private not-for-profit, non-governmental organization located at Plot 125, Kisubi, on Entebbe Road Highway.

CoRSU is a specialized rehabilitation hospital established in 2009 as a local NGO (S.5914/6411) with the main objective of providing high-quality Rehabilitation and Surgical services to people with disability in Uganda. Over a period of 10 years, CoRSU Hospital has changed the lives of over 32,000 children through subsidized surgical services and rehabilitated over 64,000 patients through a variety of services and disciplines:

- Orthopedic Surgery;
- Plastic Reconstructive Surgery;
- Medical Rehabilitation Services (Physiotherapy, Speech and Language Therapy, Occupational Therapy);
- Production of the prosthesis, orthosis and various assistive devices;
- Nutrition Rehabilitation;
- Social work and counselling services;
- Community-Based Inclusive Development (CBID) and outreaches;
- Vesico-Vaginal Fistula (VVF) clinic;
- Training, research and studies.

CoRSU Hospital provides high quality subsidized surgical procedures and rehabilitation services to children and youths with disability from vulnerable contexts in Uganda. Children have historically represented 70% to 80% of all the patients served at the hospital.

### **1.2 Scope of Application**

**1.2.1** CoRSU invites qualified and interested individuals, companies and associations to apply for a tender for the development, implementation and support of **Enterprise Resource Planning (ERP)**

**Comprehensive Rehabilitation Services for People with Disability in Uganda**

P.O. Box 46, Kisubi, Uganda. Telephone: Mobile: +256 (0) 794 900 111, [www.corsuhospital.org](http://www.corsuhospital.org)

system based on the current File Maker Database system. This process is expected to be handled for a period of 12 months effective on the contractual date

### **1.2.2 Through this Tender Document:**

(a) CoRSU means Comprehensive Rehabilitation Services for People with Disability in Uganda

(b) The "Applicant" means the bidder submitting an Application and

(c) "Application" means a bid

### **1.2.3 Corrupt Practices**

CoRSU's Procurement policy requires that procuring and disposing of entities as well as Applicants, Bidders and Consultants, to observe the highest standards of ethics during the procurement and the execution of contracts. Therefore, CoRSU requires all the above to adhere to the relevant codes of ethical conduct. Any party involved in any corrupt practices during this exercise will be disqualified.

## **PART 2: INSTRUCTIONS TO BIDDERS**

### **2.1 Introduction**

CoRSU will evaluate and select the best-evaluated bidder for the provision of for development, implementation and support of **Enterprise Resource Planning (ERP)** system based on the current File Maker Database system for a period of 12 months

### **2.2 Objectives**

The main objective of the tender is to obtain the most efficient and effective service provider/consultant for the design, development, implementation and support of the Enterprise Resource Planning system at CoRSU as follows;

- Development of an integrated Enterprise Resource Planning (ERP) solution for supporting CoRSU regular operations which includes the following integrated elements/modules:
  - Patient Management Information System (PMIS), integrated with File Maker database.
  - Financial Management Information System (FMIS),
  - Procurement Management Information System (PCMIS)

- Human Resource Management Information System (HRMIS).
- Establish and maintain a robust Real-time, Database Monitoring System (ORDBMS) that enables users to get real-time data and statistics available for effective management, timely decisions, activity implementation and reporting for CoRSU related activities and service delivery.
- The ERP solution should integrate all independent software modules that are supporting operations of CoRSU e.g. excel
- The ERP solution should facilitate the management of major business processes that include Budgeting, Donor Financing and Resource Management of CoRSU.
- The HR Information Management System should support operations on Human Resource Management (Personal Data, Leave Management, Payroll Management, and Performance Evaluation), Time and Attendance Management, Personal Development (e.g. Training, Performance).

### **2.3 Eligible Applicants**

Applicants and all parties constituting the applicant shall meet the following criteria to be eligible to participate in this bidding process:

- (a) The applicant has the legal capacity to enter into a contract;
- (b) The applicant is not;
  - (i) Insolvent;
  - (ii) In receivership;
  - (iii) Bankrupt; or
  - (iv) Being wound up
- (c) The applicant has legally fulfilled his or her obligations to pay taxes

## **2.4 Selection and Award criteria**

The best value for money which is a combination of price and quality is key. The following selection criteria among others will be applied to applications.

- i. Economic and financial capacity of the bidder
- ii. Professional capacity of the bidder including adequate staffing
- iii. Technical capacity of the bidder.

## **2.5 How to obtain the tender dossier documents**

The dossier is available at **CoRSU Administration Block Reception and CoRSU Website**. Tenders must be submitted with format and instructions must be strictly observed.

## **2.6 Clarification of Tender Documents**

A prospective applicant requiring any clarification of the Tender documents may contact CoRSU in writing at the address given below in Part 4 Section 4.1.3 at least three days before the deadline for submission of tenders. CoRSU will reply to all questions at least 2 days before the deadline of submission of tenders.

## **2.7 Amendment of Tender Document**

2.7.1 At any time prior to the deadline for submission of applications, CoRSU may amend the Tender Document by issuing addenda.

## **PART 3: PREPARATION OF APPLICATIONS**

### **3.1 Language of application**

The Application prepared by the applicant as well as all correspondence and documents relating to the application exchanged by the applicant and CoRSU shall be written in English and delivered to **CoRSU Administration Block Reception**.

### **3.2 Facility Inspection**

**The interested bidders are allowed to do site inspection of the available software, facilities and equipment from 2:00-4:00pm every day from Monday 13<sup>th</sup> to Tuesday 21<sup>st</sup> of January 2020.**

### **3.3 Documents establishing the applicant's eligibility and qualification**

The applicant shall provide as part of the application the documentary evidence of the applicants' legal status, financial, technical capability to provide the services if a contract is awarded. Failure to provide information regarding the applicant's qualifications shall result in disqualification.

## **PART 4: SUBMISSION OF APPLICATIONS**

### **4.1 Sealing and labelling of applications**

**4.1.1** The tender application documents shall be composed of one sealed envelope marked: "Application documents for the provision of \*\*\*\*\*". (The sealed envelope shall contain documents one (1) original (marked "original") and Two (2) photocopies (marked "photocopy").

**NB: The above applies application sent in hard copy.**

**4.1.2** The sealed envelopes should contain the full address of the applicant.

**4.1.3** The envelope shall be addressed and delivered to the address given below:

The Procurement Committee,

CoRSU Rehabilitation Hospital

Plot 125, Kisubi

P.O. Box 46,

KISUBI, UGANDA

**4.1.4 Applications in soft copies with all accompanying documents shall be sent to;****damalie.kitaka@corsuhospital.org****4.2 Deadline for Submission of Applications**

The hard copies in fully sealed envelopes should be delivered to the Reception Desk – Administration Block CoRSU Offices located at Plot 125, Kisubi, Entebbe Road, not later than 4:00 pm of 22<sup>nd</sup> January 2020.

Late submissions shall be automatically rejected and returned unopened to the Applicant.

The deadline applies to bids sent by email, courier as well as hand-delivered ones.

**PART 5: EVALUATION OF APPLICATIONS****5.1 Criteria for acceptance and evaluation**

5.1.1 CoRSU shall evaluate the applications on the basis of their responsiveness to:

- a) Legal Status
- b) Tax Registration and Compliance
- d) Financial Stability (Required to submit audited financial statements for the last 2 financial years).

***For companies or firms that are registered or incorporated within the last one calendar year of the Date of the Tender Document, they should submit certified copies of bank statements covering a period of at least six months prior to the date of the tender document. The copies should be certified by the Bank issuing the statements. The certification should be original***

**5.1.2** Any application that fails to meet the requirements in 5.1.1 will be considered unsuitable and shall be rejected at this stage. CoRSU shall notify the firm(s) of the rejection of their application

**5.2 Clarification of Applications**

During the evaluation of the Applications, CoRSU may at its discretion, ask the applicant for clarification of its application. The request for clarification and the response shall be in writing and no change in the substance of the application shall be sought, offered or permitted.



### **5.3 Contract Management**

The service provider shall assign a contract manager who will oversee and be responsible for the performance of services provided. The contract manager will form a single point of contact between the service provider and CoRSU.

### **5.4 Confidentiality**

Information relating to the evaluation of applications, and recommendation for award of contract, shall not be disclosed to Applicants or any other persons not officially concerned with such process until the notification of award of contract is made.

## **PART 6: TENDER AWARD**

### **6.1 Notification to the best-evaluated bidder**

CoRSU will notify the successful applicants in writing that they have been selected to provide the specified services.

**6.2** Successful Applicants for this bid shall have a formal agreement signed with CoRSU.

## **PART 7: SCOPE OF THE SERVICES/ TERMS OF REFERENCE**

The selected company needs to conduct and carry out the following activities to achieve the objectives and produce the deliverables and outputs. In this context, scope of services consists (but not limited to) of the following:

**7.1.** Understand the objectives of CoRSU, its activities, Projects, Financing, Donors etc. define/determine the monitoring and progress performance activities as per the Institutional functions, Monitoring Indicators and Norms etc. The consultant/company needs to understand thoroughly the business process of CoRSU at operational level and its activities inside and outside, monitoring procedures, data collection formats/form, reporting process, different forms of regulation etc.

**7.2. Consultation with the concerned authorities of CoRSU:** The consultant should liaise with the concerned officials of CoRSU after signing the agreement. The consultant needs to have consultative

meetings with the technical team of CoRSU for the time schedule, planning and other implementation.

**7.3 CoRSU Input:** CoRSU will assign a team per module of the developing software project who will communicate with the Consultant for various inputs. Under the identification of the Consulting firm, CoRSU can (if required) allocate certain space and environment within a CoRSU premises for consulting personnel to carry out developing activities. In the development of the ERP, the consulting firm will get support from the concerned personnel on required input, clarity and expected result from a particular module and integration.

**7.4. Design and Development of Management Information System:** After determining the appropriate forms, formats and information the consultant needs to design and develop the (CoRSU ERP) for the required information to cater the needs for monitoring, administration and reporting of the CoRSU related activities. The CoRSU ERP system should be able to produce and maintain the volume, storage and speed for instant data entry, recording, retrieving, producing and analyzing the data and its contents. However, the system should have the following features and must satisfy the system requirements.

The CoRSU ERP system and its operations need to have the following features:

1. **A customized System (Non web-based system):** The ERP Solution developed by the consultants should run smoothly on the CoRSU network with equal performance. The system should accommodate all the hospital operational features. The users should be able to make an entry in the forms or formats developed for information capture from the concerned offices and departments ranging from Finance (Billing and Receipting), funds transfer, store, assets management, procurement, Human Resource function, rehabilitation functions, medical (clinic, theater and wards management).
2. **Data Forms, Formats and Related Information:** The consultant needs to determine the data contents, forms, formats and other information systems after analyzing all the requirements of

CoRSU ERP with the technical team as well as concerned officers. However, as a general guideline, the key areas shall contain the following:

- **Patient Information:** CoRSU clients include; Independent clients (i.e. walk-in or self-referred), clients referred by CoRSU's partners, Insurance patients and patients supported by other donors/sponsors. The ERP should keep track of all clients' related information and generate the required result if needed. The ERP should also track patient flow (i.e. movement from Reception, Billing, Lab, Pharmacy, Therapy, Ward, Theatre and Clinic information up to the discharge point). Proper mechanisms of data entry request and response should be managed well enough to run the system efficiently. Consultant shall consult with Medical and Rehabilitation departments of CoRSU for related upgrades.
- **Financial and Admin Information:** All financial and admin operations of CoRSU hospital should be monitored well such as hospital costs, the contribution from various partners, agencies, donors, community contributions. The system should generate all standard financial and audit reports and documents such as quotations, vouchers, balance sheet, reconciliation statements, trial balance, ledgers. It should be able to allow for customization other required financial reports proposed by CoRSU hospital during inception period. The system should also track all the office financial activities too, like travel cost, assets, budget, tax deduction, etc. The consultant should consult with the finance department of CoRSU for key financial systems to be incorporated.
- **CoRSU HR-related Information:** The ERP should have modules/functionalities to track Human Resource related information such as staff personal information (Biodata), payroll, qualifications, training; categorization of interns and volunteers shall be decided during the needs assessment exercise. Consultant shall consult with CoRSU HR department to determine the required HR management system/modules (HRMIS), input format as well as reporting formats.

- **Access Control:** The ERP system should have different access control features as per user levels and user privileges or user roles. This access control feature should be dynamic in nature so that the rights of a particular module may be assigned to any user apart from his/her level.
- **Parameterization:** The ERP software system should be dynamic to adapt the parameters as defined in related acts, rules, directives etc. This will facilitate any future updates in parameters like interest rates, partner types, numbers, training types, and holidays etc.
- **Audit Trail System:** The ERP system should facilitate an Audit Trail that is inbuilt in the system. The system should be able to examine the periodic information on a real-time basis. It should generate the queries in to trigger analysis of abnormal occurrences. The audit report required by the authorities to test the accuracy of the data and the system should be able to produce reliable information.
- **Maker and Checker System:** While making an entry or uploading the data, entry and feeding the forms or formats, the system should have the facility of maker and checker as a separate authority. The check and balance through the maker and checker system need to be an integral part of the software.
- **Security:** The ERP needs to be secured through layers of security and access control/restrictions. The software security system should enable the smooth operation of the system without hacking or other security lacking. The security, data verification and approval system shall be required as a must. The system should have an integrated security system with features that include the following:
  - ✓ *Coding level security*- security issue should be taken into account while coding.
  - ✓ *Access level security*: various session monitoring/tracking, password encryption, etc.
  - ✓ *Database level security*: access to the database and their roles, read/write permission, access to the database, session monitoring, etc.
  - ✓ *Network-level security*: access of system inside/outside CoRSU, IP and port filtering

- **Data Export System:** The database system should be able to export the data to other applications and programs such as MS Excel or other useful application programs such as Tally Database for analysis and
- **Data Analysis/Graph generation Program:** The database needs to be developed based on the financial and operational fields from the data entered that is necessary to carry-out any analysis. It should also be able to calculate and analyze the indicators from the data and indicator content, percentage and cut off values, average and able to generate various analysis charts/graphs wherever required.  
generation of analytical reports as and when required.
- **Data Migration and Transfer:** CoRSU currently uses a few independent software systems to support the operations of the company and Financial and Accounting System for keeping track of financial related data. The consultant should successfully design a system that is able to easily transfer data from the current system to the newly designed system using a proper migration plan. If the migration does not succeed, the Consultant should produce convincing evidence of data migration failure with a negligible percentage (not more than 0.005%) and submit a report to CoRSU.
- **Network Analysis and Network System Development:** The consultant/company should analyze available network technology in CoRSU and suggest with appropriate action to be taken in order to run the system well in the network (interoperability)
- **Support and Maintenance:** After successful implementation of ERP solution and Project Completion Report accepted by CoRSU, the system should be kept under a warranty period for twelve months. On completion of the warranty period, the system will stay under maintenance period for 24 months where regular support, maintenance and regular updates should be carried out by the consulting firm if required.

## **PART 8: METHODOLOGY**

The consultant shall follow one of the agile methodologies of software development. The rapid module development is expected to create iterations with the users and continuous feedback helps them delivery faster. The best part of this methodology is short time boxes, known as iterations, which is expected to last from one week to three months.

## **PART 9: TRAINING AND KNOWLEDGE TRANSFER**

The consultant shall prepare the technical, user and operational manual, training module, training materials and session plans for the successful design, development and operation of the system. The training should be conducted for CoRSU staff. The training shall be organized by CoRSU and facilitated by the consultant firm. User training and events shall be conducted under the discussion of CoRSU and consulting firm.

## **PART 10: QUALITY ASSURANCE**

Every user team should have a representative to help monitor ERP development using checklists. User representatives shall be fully engaged in this exercise for maximum results. At every stage of ERP development, a checklist shall be used to assess and evaluate if their needs were addressed. Every process shall be signed off at that level and proceed as agreed up to the end.

## **PART 11: OUTPUT/ DELIVERABLES**

After carrying out activities within predetermined the scope, the consultant should handover the following outputs and deliverables known as the CoRSU File maker ERP software:

- **Original ERP Software Design and System /Program** to run the ERP in CoRSU. Documents of the Software program in hard copies and that of the electronic version.
- **Documentation of Technical Design, Operational and Training Manual:** As mentioned in the scope of the activities the consultant should submit the **Technical Design of the Software System, Operational and Training Manual** in the documented form as well as the in Soft copy of electronic version.

- **System Requirement Specification (SRS):** A complete report of standard SRS including database architecture and ERP design.
- **The Source Code and right to use by client** exclusively.  
Conduction of **trainings** and **workshops, seminars** and **consultative meetings** and their reports.
- The reporting requirements as mentioned in the ToR.

SN	Deliverables	Date	Remarks
1	Inception Report		
2	System Requirement		
3	System Design Document		
5	Other deliverables		

- Additionally, please note that;
  1. A support contract shall be agreed and maintained even after the project hand over for business continuity purposes.
  2. The application shall be reviewed by a systems auditor and signed off obtained.
  3. The application developer shall clearly state/ highlight all known system errors (if any) and their workaround.
  4. The application developer shall clearly define all procedures i.e. back-up procedures and application reboot procedure.
  5. The application shall be installed on the latest OS & BD versions and an application system shall be put in place.

**PART 12: QUALIFICATION AND WORK EXPERIENCE****12.1 Qualification and experience of the firm:**

- i. Over 8 years of documented experience of system software design and web-based applications design, development and implementation of similar projects types for corporate business, investment companies, banks, government, NGOs, INGOs and similar others.
- ii. A similar ERP operational system implemented by the consultant hat CoRSU can benchmark to confirm their capability and value for money.
- iii. Must have an experience of at least X ERP/MIS/DSS projects development in last 5 years.
- iv. Other relevant documents like company registration, VAT registration, latest tax clearance, etc. are necessary as requirements by the procurement guidelines.

**PART 13: SCHEDULE OF TIMEFRAME**

The consulting firm should complete all the tasks, obligations, presentations and report within 6<sup>th</sup> months from the date of signing the Contract Agreement and implemented by the 12<sup>th</sup> month.

**PART 14: EVALUATION CRITERIA**

The applications will be evaluated in accordance with the CoRSU Procurement Policy. The preliminary evaluation will be based on a pass/fail basis in reference to the below requested/ required documentation.

The eligible bidders shall then be passed on to the next stage for technical and financial consideration. At this stage, bidders will be evaluated based on compliance with the terms of reference provided in the tender document

**NB: Bidders are advised to submit financial proposals domiciled in Uganda shillings. For bid prices expressed in various currencies other than Uganda Shillings, the prices shall be converted into a single currency that is the Uganda Shillings.**

**The source of exchange rate shall be: Bank of Uganda**

**The date for the exchange rate shall be: Closing date of bid submission.**

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The procuring entity reserves the right to waive minor deviations if they do not materially affect the capability of an applicant to perform the contract.

**REQUIRED DOCUMENTATION FOR CONSIDERATION UNDER THE ELIGIBILITY CRITERIA**

1.	A Copy of Certificate of Registration /Incorporation
2.	At least two (2) Letters of recommendation from organisations you have rendered similar services.
3.	At least two (2) copies of LPOs, Contracts and or proof of any past provision of similar services to other organisations.
4.	Valid Tax Compliance Certificate (shall be one issued by the relevant tax authorities and valid for at least up to the tender closing date)
5.	VAT Certificate
6.	TIN Certificate
7.	Evidence of physical address and premises or lease agreement/Title, Copies of Utility Bills i.e. Electricity, Water bills
8.	Audited Financial Statements. The audited financial statements for the last 2 financial years.
9.	Local Authority License/ Business Permit for 2019