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TERMS OF REFERENCES (TORs)

Appointment of Consultant for the Assessment of Enterprise Resource Planning (ERP) System

Mode of assignment: Enterprise Resource Planning (ERP) system hardware & software health review

Duration of consultancy: 25 days (starting from the signing of contract)

Requested documents: Prospective individuals/ firms should provide a CV detailing their relevant skills and experience. The overall package must have following documents:

- Cover letter (Maximum 2 pages clearly demonstrating the suitability of applicant for stated assignment)
- Updated profile of the individual Consultant or a Firm supported with resume of Chief Consultant and maximum of other 3 key team members (Maximum 3 pages each)
- Narrative proposal including cost of assignment covering all expenses (Maximum 5 pages)
- One example of previous similar work. Enclose hard copy of final deliverable or submit soft copy on USB/ CD.

Instructions to be followed:

- All documents must be forwarded through postal service only. Please clearly write '**Proposal for ERP System Review**' on sealed envelope.
- Please fold details of cost of assignment in a separate envelop to send along with other documents.
- Please send your proposals to Director Monitoring Evaluation and Research (MER), RAHNUMA – Family Planning Association of Pakistan, 3 A Temple Road, Lahore, 54000.

Note: RAHNUMA – FPAP reserves the right of disqualifying proposals with pages more than above mentioned numbers and/or if any of the above instruction is not followed adequately. Proposals sent through an email will not be considered for shortlisting.

Shortlisted consultants may be required to undertake a telephone or Skype discussion during second week of Nov 2020.

Deadline for the submission of proposal: 16, Nov, 2020

Expected date of initiation of consultancy: 14, Dec, 2020

Payment Schedule: 30% on signing of agreement, 30% on draft submission and 40% on completion of assignment and submission of Final report with recommendations. Payment will be made through cross-cheque. Tax will be deducted as per laws of Government of Pakistan.

All payments shall be made to the Consultant through cross cheque in Pak Rupees after deduction of Withholding of Income Tax, i.e. 10% in case of Filer and 20% in case Non-Filer, and Withholding of Sales Tax i.e. 16% on services as per Law of Punjab Revenue Authority (PRA). These rates may change if there is any amendment in tax rates by PRA & Federal Board of Revenue (FBR).

Liaison Persons from RAHNUMA-FPAP: Ms. Asifa Khanum, Director Monitoring Evaluation and Research, Rahnuma FPAP, 3-A Temple Road, Lahore Phone: (042) 111 22 33 66, Ext. 323. Direct line: (042) 3636 1583. Email address: asifa@fpapak.org

Purpose of this assignment

In 2016 RAHNUMA – FPAP adopted the Enterprise Resource Planning (ERP) system of Microsoft Dynamics Great Plain (GP) to manage its operations such as Finance, Logistics and HR Payroll. R-FPAP needs a comprehensive third party assessment in respect of performance and reliability to improve the processes, data base integration, data base maintenance, data base tuning, server performance optimization and operational level functionality of the ERP system.

We're managing the ERP system on following infrastructure:

1. System Specs:
 - a. Intel(R) Xeon(R) CPU E5-2620 0 @ 2.00GHz
 - b. RAM 32 GB
2. Microsoft Windows 2012 R2
3. Microsoft SQL Server 2008 R2
4. Microsoft Dynamics GP 2013 R2
5. Microsoft Terminal Services for client access

We've implemented the following modules in the system:

1. Financials
2. Fixed Assets
3. Inventory Management
4. Receivables Management
5. Sales Order Processing
6. Payables Management
7. Purchase Order Processing
8. HR Payroll

R-FPAP has Head Office situated at 3-A Temple Road Lahore where the system infrastructure is installed with offsite backup system at 8 Temple Road Lahore. The server is remotely accessible by 5 Regional Offices situated in 4 provinces & 1 in ICT and 10 Program Management Office are situated over the Pakistan. We've 44 Dynamics GP user licenses out of which 26 are full user licenses and remaining 18 are limited/reporting users.

Roles and Responsibilities of Consultant

Following are presumed broader activities to be carried out by the Consultant:

Perform system hardware review

This activity shall comprise of following tasks,

1. Analyze computer hardware resource utilization during peak time and suggest hardware component improvements if required.
2. Analyze OS performance and suggest if upgrade is possible if required
3. Internet link's performance during peak hours and required improvements in bandwidth

ERP database performance review

This activity shall comprise of following tasks,

1. Database server tuning if required for best performance
 2. Monitor DB size growth patterns and gauge, it with existing hardware
 3. SQL server queries optimization for external reports
 4. Review Backup process and DR availability
- Perform detailed system processes review for all implemented modules of Dynamics GP

Financials

Fixed Asset Management

This activity will cover detailed analysis on system module implemented, system generated inquiries and reports. Application functionality for this module will also be included in the analysis.

Analytical Accounting

This activity will cover detailed analysis on system module implemented, system generated inquiries and reports. Application functionality for this module will also be included in the analysis.

Receivables

Sales Order Processing and Receivables Management

This activity will cover detailed analysis on system module implemented, system generated inquiries and reports. Application functionality for this module will also be included in the analysis.

Customer Management

This activity will cover detailed analysis on system module implemented, system generated inquiries and reports. Application functionality for this module will also be included in the analysis. In addition to above Location based customers are accessible to relevant locations only.

Payables

Purchase order processing and Payables management

This activity will cover detailed analysis on system module implemented, system generated inquiries and reports. Application functionality for this module will also be included in the analysis.

Vendor Management

This activity will cover detailed analysis on system module implemented, system generated inquiries and reports. Application functionality for this module will also be included in the analysis. In addition to above Location based vendors are accessible to relevant locations only.

Inventory Management

This activity will cover detailed analysis on system module implemented, system generated inquiries and reports. Application functionality for this module will also be included in the analysis.

Human Resource and Payroll

This activity will cover detailed analysis on system module implemented, system generated inquiries and reports. Application functionality for this module will also be included in the analysis.

Additional Responsibilities of Review Process

- The consultant will perform detailed analysis of system processes and their integrations.
- The consultant will perform detailed database analysis for performance optimization of ERP System
- The Consultant will perform Database review and database tuning for performance optimization.
- The consultant shall suggest changes required to enhance system performance
- Consultant will share all the findings of analysis with suitable measures to enhance and make system efficiency better.

Support extended by Rahnuma FPAP:

Following will be provided by Rahnuma FPAP:

- Rahnuma FPAPA will provide access to system and database for performing analysis, this access will be limited to in-house access for predefined time period.
- Consultant will be given all necessary rights to explore the system with limiting access to system default accounts (including sa)
- Basic Rahnuma FPAP operations will be shared with consultant
- Holding inception meeting with a consultant for the finalization of activity plan, timelines and other work modalities.
- Facilitating the consultant in identification of individuals/ organizations for meetings/ interviews. Rahnuma FPAP will be responsible to facilitate in meeting/ interviews including developing consent form to be signed by individuals to be included in the assessment.
- Providing feedback on draft version of documentation and will remain available for more reviews before finalization of documentation in order to ensure high quality content produced as per agreed terms and conditions.

Qualification and Experience of the consultant:

- Relevant experience in implementation and process analysis Microsoft based ERP systems.
- Master's degree in software/ business studies or equivalent in any other relevant subject.
- Microsoft certifications for deploying or analyzing ERP systems.
- Background and understanding of EPR and database integrations with ERP and system processes.

- Sound knowledge of ERP/ Database tuning and troubleshooting
- Must have excellent English writing and analytical skills.
- Commitment to produce quality deliverables within given timeframe.