



FSD Ethiopia INTERNATIONAL BID Request for Proposal (RFQ) FOR ERP SYSTEM DESIGN AND DEPLOYMENT

1. Introduction

FSD Ethiopia is seeking a firm or individual consultant (“the Provider” or “Consultant”) to deliver innovative and results-oriented ERP system design and deployment services in support of FSD Ethiopia’s operations.

Background

2.1 About FSD Ethiopia

FSD Ethiopia is a development agency that supports the development of accessible, inclusive, and sustainable financial markets for economic growth. Established in May 2022 with funding from FCDO and Gates Foundation, FSD Ethiopia seeks to identify the underlying causes of financial system failures, facilitate market actors to address these constraints, and help build a functional and effective financial sector that generates economic gain for Ethiopians.

FSD Ethiopia’s mission is to identify the underlying causes of financial system failures, support market actors in addressing these constraints, and help build a functional and effective financial sector that delivers real value to individuals, businesses, and the broader economy.

FSD Ethiopia operates under three strategic pillars with a cross-cutting theme of Climate, and Gender and Women Empowerment that plays a central role across all pillars.

2. Objective

FSD Ethiopia seeks to implement an ERP system, Microsoft Dynamics Business Central for its organizational and operational processes. The service required includes the design, development and deployment of an Enterprise Resource Planning (ERP) system that will assist in automating most of FSD Ethiopia Organization’s processes, comply with government legislative and policies, and promote good governance. The ERP system must be scalable to allow additional modules, and must interface with other business information systems.

3. Scope of the Work

The Contractor will take the following broad approach at least, in accomplishing the terms of reference (TOR) for which the following tasks and responsibilities will be performed:

4.1 Requirements analysis

Conduct a review in a highly consultative manner with FSD Ethiopia, meet with the management and relevant staff of FSD Ethiopia in order to map/document internal processes, and align them with the internal control model set and documented by the organization.

Conduct analysis of the current processes in the company and draft a clear image of the existing system at the company. Propose all necessary requirements for the deployment of a fully functional ERP system that will automate FSD Ethiopia processes.

4.2 Solutions Design

- Propose several variant options that are aligned with the company requirements and advice on the effective solutions to implement.
- Since ERP system may require some best practices that may differ from the way practiced at this level, FSD Ethiopia expect any new suggestions to incorporate.

4.3 Development and Configuration

- Define any customizations or third-party solutions that are required for the company's particular business solutions, in addition to the core ERP system.

4.5 Deployment and implementation

- Implement the customized modules.
- Migrate (any available) data, and chart/implement ways to enter data.
- Perform offline and live testing of the solution with the relevant FSD staff.

4.6 Operations and staff training

- Refine and improve the system over time, if any new functionalities or adjustments are needed.
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- Develop user guidelines on how to use the ERP, and the ERP technical support Guideline.
- Provide a complete documentation of flowchart and process of the ERP platform.
- Provide training to all relevant FSD Ethiopia staffs on the ERP for daily operations and system training to IT staff on supporting and administrating the ERP systems.
- Provide user guidance/support on issues faced using the solution.
- The platform and system must be able to serve daily user access and operations from at least 15 users to the ERP system internally with authorized levels of access.
- The employee portal platform must be logical and secure, with access to relevant self-services through a single online portal in accordance to user access level. It shall be able

to be accessed and viewable through web browsers and/or mobile devices i.e. mobile friendly and responsive.

- The intuitive interface of the ERP system must allow users to easily adapt within a short period of time from the initial stage of using the system and reduce the change management efforts.

5 ERP Functionalities/ Features

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

6. Details on the ERP System

FSD Ethiopia is a non governmental International organization and the head office is in Kenya. FSD Ethiopia is working in the financial eco system, with three pillars and 4 cross cutting functional program supports divisions which include DI (M&E), Gender and others. The ERP system is expected to comprise number of modules designed in accordance with the newly designed & developed organizational structure. We expect the ERP system to have all the functions required for all organizational entities to work in tandem and efficiently. Some of the functions required are:

- Program Pillars (Project management) department
- Project Monitoring, Evaluation, Reporting and Learning Management
- Financial management and accounting
- Grant Management
- Procurement and Supply management
- Contract Administration
- Human resources management
- Performance Management
- Learning and Development Plan Management
- Fixed Assets management

- Warehouse and Inventory management
- Stock Management
- General Services
- Risk Management and Audit services
- ICT services

These functionalities are not exhaustive but indicative. Modules may require one or more of the required functionalities. The modules which give all required functionalities for all entities of the organization are to be designed and developed with close study of the organizational structure by the potential vendor.

In addition, professional service provision in the following areas are expected:

- Data conversion and migration
- Report development
- Implementation and training services
- Change management
- System documentation and testing
- Knowledge transfer
- Ongoing support and maintenance of the ERP solution

7. Expected Deliverables and Timeline:

The potential vendor shall deliver:

- A complete integrated ERP platform with all modules and their required functionalities.
- Both an ERP user guideline and technical support guideline.
- A complete set of required documentation including flowchart, and process of the system.
- A complete set of hardware and IT equipment required to install the system
- Necessary trainings to be provided to all relevant staff.
- Free support, maintenance, and licensing of ERP for a period of no less than 12 months from the date of hand-over to FSD Ethiopia office (inclusive of on-site debugging/correction, when necessary).

S.No	Deliverables	Duration
	Submit technical and financial proposal	1-2 weeks
	Presentation and demonstration of model to evaluation committee	1 - 2 weeks
	Contract award	2 weeks
	Assessment, Design & Installation of ERP	1-2 months
	Guideline/reference documents on the installed ERP	1-2 months
	Training of users	1-2 months
	Data migration, cleaning and reconciliation	1-2 months

These timelines are indicative and there are parallel activities that may shorten the total time frame for the project. Bidders should include a more detailed delivery timeline in their proposal.

8. Duration and Location:

This service is required for FSD Ethiopia Office, and the service provider will install the ERP system and provide ongoing technical support and maintenance for a minimum of one (1) year.

9. Evaluation:

FSD Ethiopia will review the submitted proposals in accordance with the specific qualifications and experience requirements - as well as with the specific tasks stated above.

Bidders should clearly indicate their experience and previous engagements in line with the specific requirements.

Bidders must be willing to provide demonstration of the proposed solution prior to awarding.

The bid will be evaluated on functionality and bidders require to have the necessary professional ability. Bidders will be evaluated in terms of the minimum requirements. Bidders who do not fulfill all the requirements, or do not submit the required documents will be disqualified.

10. Budget:

All costs should be explicitly stated in USD. Budget should be presented in a format where cost areas are clearly identified, including costs relating to:

- Requirement study
- Software installation (each module)

- Training of users
- Other related costs, including support and maintenance

Regardless of the cost estimation model vendors choose to use, each vendor is required to submit a clear budget as explicitly indicated above, in order to allow like comparison between all financial bids received.

If the technical bid has different proposed methodologies or options for approaching the model, please be sure to include a separate budget for each of the proposed options.

11. General Qualifications of the Software Company/Firm

- Software Company/Firm with ERP system implementation capability that has the following specialties:
- Legally registered organization with requisite professional experience of five (5) years minimum and knowledge of ERP installation systems.
- Prior experience should include a full range of activities from ERP planning process to ERP implementation projects.
- Enough level of experience in implementation of ERP systems.
- Proven experience in integration of ERP systems.
- Deploy qualified personnel in project management, system analysis, and ERP software installation.
- Must be able to provide demonstration of the solution pre-award as part of the mandatory technical evaluation

12. Methodology:

The software company/firm is asked to provide a clear methodology and approach in carrying out this assignment. The software company/firm is also required to demonstrate knowledge and skills that indicate the software company/firm team will have the ability to implement this project successfully and in accordance with the stated scope of work, and timeline.

Thus, services on the methodology include:

- Information/system demand capturing
- System installation
- System integration
- Reporting (user guide/reference)
- System training and user introduction
- Data quality assurance
- Technical quality assurance

- **Working Arrangements:**

The software company/firm shall work closely with FSD Ethiopia IT and FSD Ethiopia focal persons for this assignment to whom the company will be closely consulting to are:

Board of Directors, CEO and Pillar Directors, Pillar Heads, Managers of different functional units and departments of the organization, FSD Ethiopia IT staff.

13. Acceptance of Proposal

All rights to accept or reject proposal without giving any reasons, shall be reserved by FSD Ethiopia Office. If deemed necessary, the software company/firm shall be asked for modifications.

14. Responsibilities of FSD Ethiopia Office

Remaining within the policies and practices, FSD Ethiopia's primary responsibility will be to help the software company/firm to achieve the objectives of this TOR.

15. Responsibilities of Software Company/Firm

The software company/firm will be responsible for carrying out the tasks outlined in this TOR and ensure the delivery of outputs stated above within the agreed budget and timeline.

16. Copyright

The copyright of the entire system and its components developed by the organization/software company/firm under this TOR will belong to FSD Ethiopia Office.

The company/Firm will handover the source code to FSD Ethiopia at the end of project handover process.

17. Termination of the Contract

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

18. Confidentiality

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

19. Documents to be submitted by Software Company/Firm

Technical and Financial Proposals shall be submitted separately. The application shall contain following documents:

19.1 Technical Proposal

- Understanding of the project understanding
- Concept of the ERP Development
- Development methodology, work plan and a list of resources to be used,
- Firm profile & experience and proofs, Key staffs to be deployed for this assignment, etc.

19.2 Financial proposal

Detailed budget breakdown including taxes.

19.3 Details of the Software Company/Firm

- Organization profile with relevant experiences
- Signed CV of the Team leader and core team members
- A copy of Company/Organization registration
- A copy of latest Tax Clearance Certificate
- VAT registration
- Audit report
- Any other relevant documents

20. Deadline and Contact

All Proposals must be submitted electronically to bids@fsdethiopia.org by November 07, 2025, at 17:30 PM with the subject line: "Proposals - ERP System and Deployment."

Questions regarding the bid may be submitted in advance to the same email address by October 31, 2025, and will be responded to by November 03, 2025.