

Request for Proposal (RFP)

Name of Work: Retainer Consultancy Services for managing the ERP software roll-out and post roll-out management.

Issue Date: [27 April, 2025]

Closing Date for Submission: [04 May, 2025; 12:00 PM]

Reference Number: NGOF-403-25-2025

1. Introduction

NGO Forum for Public Health (hereinafter referred to as “NGO Forum”) is a leading national NGO dedicated to improving public health and ensuring access to water, sanitation, and hygiene (WASH) for communities across Bangladesh. To enhance operational efficiency, transparency, and cross-departmental integration, NGO Forum is in the process of implementing a comprehensive Enterprise Resource Planning (ERP) software system.

The ERP software will be procured and delivered by a third-party vendor, while NGO Forum will independently lead the roll-out process. In this context, NGO Forum is seeking proposals from qualified individual consultants to provide Ongoing Retainer Consultancy services. The selected consultant will lead, manage, and coordinate the entire ERP software roll-out, including planning, vendor management, deployment support, and a heavy focus on post-rollout performance management, optimization, and sustainability.

2. Objectives of the Consultancy


The objective of this consultancy is to provide strategic, technical, operational, and functional leadership in ensuring the successful implementation, stabilization, and institutionalization of the ERP system. The consultant will serve as the central coordinator across all stakeholder groups—NGO Forum internal teams, the ERP vendor, and external users—to align activities with organizational goals and compliance standards, with a sustained emphasis on post-deployment optimization.


3. Scope of Work

The consultant will be responsible for a comprehensive set of responsibilities, structured around three key phases: pre-rollout, rollout, and especially post-rollout, with a major focus on ensuring the ERP system continues to serve its purpose effectively beyond the initial implementation.

A. Project Leadership & Coordination

- Lead the overall ERP roll-out, including managing the vendor relationship.
- Develop and maintain the ERP implementation roadmap and schedule.
- Facilitate coordination among all departments, teams, and the vendor for smooth implementation.


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B. Business Process Mapping & Analysis

- Identify, document, and validate business processes across departments (e.g., Finance, HR, Procurement, Admin, Inventory).
- Propose optimizations and ensure processes are ready for digitization and automation.

C. Configuration Support & Policy Alignment

- Review proposed system configurations and suggest improvements.
- Ensure ERP customization aligns with NGO Forum's policies, donor compliance, and reporting frameworks.

D. Data Preparation, Migration & Validation

- Oversee accurate data gathering, cleaning, migration, and system testing.
- Coordinate validation processes and engage end-users to confirm integrity.

E. Training & Change Management

- Design and deliver user training sessions tailored to different departmental needs.
- Promote change acceptance through communication, engagement, and capacity-building efforts.

F. Post-Rollout Management and Continuous Improvement

The consultant will **play a leading role** in institutionalizing the ERP system, supporting end-users, ensuring long-term usability, performance, compliance, and value. This includes:

- **System Performance Monitoring & Optimization**
 - Continuously assess system speed, functionality, and integrity.
 - Identify and address inefficiencies or workflow issues impacting operations.
 - Collaborate with the vendor to fine-tune configurations or add enhancements.
- **Issue Resolution & Escalation**
 - Manage the ERP helpdesk or support structure.
 - Serve as the focal point for troubleshooting and resolving system issues across departments.
 - Track issue logs, categorize recurring problems, and ensure timely escalation to the vendor if needed.
- **User Support & Engagement**
 - Provide hands-on support to users through direct assistance, feedback loops, and drop-in clinics.
 - Guide teams in applying the ERP system to day-to-day functions and reporting.

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TOWARDS AN INCLUSIVE SOCIETY

- Encourage adoption through mentorship, refresher trainings, and knowledge-sharing forums.
- **System Audit and Compliance Integration**
 - Ensure the ERP system supports internal and external audit readiness.
 - Integrate audit trails, internal control checkpoints, and donor compliance modules within the system.
- **Data Accuracy & Reporting**
 - Monitor data inputs and outputs for consistency and accuracy.
 - Support real-time and scheduled report generation.
 - Customize dashboards or modules to improve managerial and donor reporting.
- **Upgrades, Maintenance & Feature Development**
 - Identify opportunities for system upgrades or new feature activation.
 - Liaise with the vendor to roll out new functionalities.
 - Test and validate new releases before full deployment.
- **Sustainability & Knowledge Transfer**
 - Develop user manuals, SOPs, and FAQs tailored to the NGO Forum environment.
 - Build internal capacity for ERP administration and troubleshooting.
 - Train focal staff to gradually take over long-term system management.
- **Strategic Feedback & Governance Support**
 - Provide strategic input on how the ERP system can better support programmatic and operational outcomes.
 - Contribute to policy revision or creation related to system use, data management, and digital transformation.

4. Expected Deliverables

- ERP implementation roadmap and progress updates
- Mapped and validated business processes with improvement plans
- Reviewed and recommended ERP configurations and customizations
- Verified data migration reports and validation results
- Training plans, materials, and records
- Change management strategy and stakeholder engagement report


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TOWARDS AN INCLUSIVE SOCIETY

- Go-live support documentation and feedback summary
- Monthly or quarterly post-rollout performance reports
- System improvement proposals, updated process documentation, and user support logs
- Sustainability and handover plan, including capacity-building records

5. Duration and Type of Engagement

- **Duration:** Ongoing and open-ended, starting from **May 2025**.
- **Type of Engagement:** Retainer Consultancy

6. Qualifications and Experience

The consultant must have:

- Qualifications in both Business Administration/Management and Computer Science/Information Technology.
- Demonstrated relevant experience in ERP project management, particularly in the development or NGO sector.
- Proven expertise at working in ERP (experience with platforms such as Microsoft Dynamics, SAP, Google, etc.)
- Strong understanding of Finance, Procurement, HR, Admin, and Reporting functions both in humanitarian and private sectors.
- Experience in managing vendor relationships and coordinating multi-stakeholder projects.
- Demonstrated ability to train and build capacity of end-users.
- Excellent analytical, documentation, and communication skills.

7. Proposal Submission Requirements

Interested consultants or firms should submit:

1. **Technical Proposal** (max 10 pages) including:
 - Understanding of the assignment
 - Approach and methodology
 - Work plan and deliverables
 - Profiles of key team members (if firm)

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2. **Financial Proposal** (retainer monthly rate or quarterly rate structure)
3. **CV(s)** of the Consultant(s)
4. **Evidence of Previous Experience** in similar assignments (references and sample reports)
5. **Legal Documents** (Trade License, TIN, VAT registration for firms)

8. Submission Instructions

The hard & soft copies of Technical & Financial Proposals will be accepted. The proposal to be submitted to the following address:

NGO Forum for Public Health, 4/6, Block-E, Lalmatia, Dhaka-1207 or e-mail to the following email address tender@ngof.org

Deadline for submission of Proposal: May 04, 2025 by 12:00 PM

NGO Forum for Public Health reserves the right to accept or reject any proposal without assigning reasons.


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