

# Terms of Reference for the Development and Installation of SAP ERP

## 1.0 Background

WWF-Kenya is a conservation organisation locally registered under the Non-Governmental Organizations Co-ordination Act, 1990, and an affiliate of WWF-International.

WWF has operated in Kenya since 1962 with an initial focus on wildlife conservation. The focus has since expanded to encompass management of scarce water resources, conservation of disappearing forests, climate and energy work, management of marine resources and governance programmes, among others.

WWF-Kenya's conservation work is spread across two priority landscapes; the Africa Rifts Lake covering the Mau-Mara-Serengeti ecosystem as well as parts of Naivasha, and the Coastal Kenya in Lamu and Kwale Counties. The landscapes are coordinated from WWF-Kenya's National Office situated in Nairobi Westland along Mvuli Road.

WWF-Kenya is currently undergoing organisational change aimed at entrenching effectiveness and efficiency in order to deliver on its core conservation mandate. This change touches on a number of organisational processes, structure, policies as well as technology.

These terms of reference outline purpose, objectives and expectations for the development and implementation of SAP Enterprise Resource Planning (ERP) system towards automation of our organisation-wide operational processes.

All qualified developers of the SAP ERP system are invited to apply demonstrating their experience and examples of work done with similar organisations to WWF-Kenya.

## 2.0 Purpose

The purpose of this assignment is to develop and implemented the preferred Enterprise Resource Planning system for WWF-Kenya to effectively and efficiently support the delivery of our conservation mandate.

## 3.0 Objectives

The specific objectives of this assignment are to:

3.1 Conduct detailed and comprehensive organisation-wide IT systems' functional needs assessment and advice on suitable solutions;

3.2 Develop and implement, in a phased approach, the Enterprise Resource Planning and other supporting systems and functionalities based on the comprehensive needs assessment;

3.3 Support in the process of data capture from manual records as well as data migration from old to new systems; and

3.3 Offer necessary IT support during after systems deployment, till functional stability is attained.

## 4.0 Assignment

The following is an outline of the assignment for each of the objectives stated:

### **4.1 Conduct detailed and comprehensive organisation-wide IT systems' functional needs assessment and advice on suitable solutions;**

- Review the already developed organisation-wide to-be process maps;
- Conduct interviews with processes owners and end users on IT systems functionalities required;
- Document overall IT needs assessment and preferred solution as well as approach for development, deployment, timelines, and support
- Advice and recommend any other suitable and SAP approved add-on applications that would be useful for the specific needs such as project planning and budgeting, work plan implementation monitoring, among others

**4.2 Develop and implement, in a phased approach, the Enterprise Resource Planning and other supporting systems and functionalities based on the comprehensive needs assessment;**

- Develop the required systems' capabilities in a phased approach as per the approved project plan;
- Test, train, and deploy the new systems; and
- Monitor the systems' operational effectiveness and make any necessary adjustments.

**4.3 Support in the process of data capture from manual records as well as data migration from old to new systems;**

- Support our internal teams to effectively capture relevant data from manual records; and
- Support in the data migration processes from old systems to newly deployed systems.

**4.4 Offer necessary IT support during and after systems implantation, till functional stability is attained.**

- Support our internal IT team as well as key users to acquire knowledge and develop necessary skills to utilise the new systems.

**5.0 Inputs**

Some of the key inputs into this assignment include:

- WWF-Kenya Strategic Plan 2016 – 2020
- Completed Business Process Reengineering report and process manuals
- Access, in as far as this is possible to current systems

**6.0 Timeframe and expected outputs**

This assignment is to be carried out in three phases as follows:

Objective	Period	Expected outputs
<p><b>1. Conduct detailed and comprehensive organisation-wide IT systems' functional needs assessment and advice on suitable solutions;</b></p> <ul style="list-style-type: none"> <li>· Review the already developed organisation-wide to-be process maps;</li> <li>· Conduct interviews with processes owners and end users on IT systems functionalities required;</li> <li>· Document overall IT needs assessment and preferred solution as well as approach for development, deployment, timelines, and support</li> <li>· Advice and recommend any other suitable and SAP approved add-on applications that would be useful for the specific needs such as project planning and budgeting, work plan implementation monitoring, among others</li> </ul>	2 weeks	<ol style="list-style-type: none"> <li>1. Overall WWF-Kenya systems needs assessment report with recommended systems' solutions</li> <li>2. Systems development project plan and approach with clear timelines and costs.</li> </ol>
<p><b>2. Develop and implement, in a phased approach, the Enterprise Resource</b></p>	16 weeks	3. ERP system fully implemented

<p><b>Planning and other supporting systems and functionalities based on the comprehensive needs assessment;</b></p> <ul style="list-style-type: none"> <li>· Develop the required systems' capabilities in a phased approach as per the approved project plan;</li> <li>· Test, train, and deploy the new systems; and</li> <li>· Monitor the systems' operational effectiveness and make any necessary adjustments.</li> </ul>		<p>4. Other functional capabilities incorporated including:</p> <ol style="list-style-type: none"> <li>a. Customer Relations Management system (for fundraising and donor relations)</li> <li>b. Project management system linked to the ERP</li> <li>c. Knowledge Management System</li> <li>d. Business intelligence and analytics</li> <li>e. Self service capabilities on both web and mobile access platforms</li> </ol>
<p><b>3. Support in the process of data capture from manual records as well as data migration from old to new systems;</b></p> <ul style="list-style-type: none"> <li>· Support our internal teams to effectively capture relevant data from manual records; and</li> <li>· Support in the data migration processes from old systems to newly deployed systems.</li> </ul>	4 weeks	5. Over 80% of data and manual processes automated
<p><b>4. Offer necessary IT support during and after systems implantation, till functional stability is attained.</b></p> <ul style="list-style-type: none"> <li>· Support our internal IT team as well as key users to acquire knowledge and develop necessary skills to utilise the new systems.</li> </ul>	4 weeks	6. Internal teams' IT support capacity strengthened
TOTAL	26 weeks	Six outputs

Outputs must be approved before work commences to the subsequent stages.

## 7.0 Timelines

The assignment is expected to last no more than 30 weeks within which all the deliverables must be completed, validated, approved and accepted.

## 8.0 Consultant qualification

The suitable consultant must have the following minimum qualifications:

- Must be a legally registered firm with no less than three years in organisational IT systems implementation;
- Must demonstrate evidence of similar work done in large and complex organisations, preferably of international in nature;
- Team leader or key persons in the assignment must possess relevant experience and professional qualifications; and
- Should be familiar with not-for-profit organisational environment and dynamics, which will be an added advantage.

Interested consultants should submit their technical and financial proposal to;

Email: [kenya.procurement@wwfkenya.org](mailto:kenya.procurement@wwfkenya.org) by Friday 8<sup>th</sup> September 2017, 5pm.