



REQUEST FOR QUOTATIONS

PROCUREMENT OF ENTERPRISE RESOURCE PLANNING SOLUTION (ERP) - PROCUREMENT NO. ZECHL/004/07/2024

The Zambia Electronic Clearing House Limited (ZECIHL), is a non profit making private limited company registered under the Companies Act No. 10 of 2017. It is a joint venture between the Bank of Zambia and the Commercial Banks. The ZECIHL began operations in 1999.

The ZECIHL provides interbank clearing and switching services to the banks and the non-bank financial institutions in Zambia. The products offered include ATM, POS, and E-Money transaction switching under the National Financial Switch (NFS) and Cheque Image Clearing (CIC) and Electronic Funds Transfer (EFT) under the Cheque Clearing System (CTS).

The ZECIHL has secured funds which it intends to apply towards the procurement of an Enterprise Resource Planning Software to enhance the operations of the Finance, Human Resource and Administration functions of the Company.

The Zambia Electronic Clearing House Limited (ZECIHL) is soliciting proposals from qualified firms to provide integrated Enterprise Resource Planning (ERP) solutions for the management of Finance and Accounting, Procurement workflow system and Human Resource and Payroll. The selected firm should have the necessary credentials as per Zambian Legal and regulatory requirements. The firm will be under contract with ZECIHL for software implementation and support services.

The ZECIHL now invites prospecting suppliers to respond to the request as tabulated below:

No.	Item Description		UoI	Qty
1.	Supply and installation of Integrated ERP Systems to cater for the following:		Each	1
	a.	General Ledger: <ul style="list-style-type: none">i. Provides all procedural functions of the accounting system in conformity with IFRS accounting standards.ii. Provides for the maintenance of multiple Profit and Cost centres.iii. Provides for comprehensive chart of accounts at multiple levels of structure.iv. Provides audit trail capabilities to capture journal entry history.v. Provides for multiple accounting periods e.g. monthly, quarterly and annual reporting.vi. Provides for project accounting such as the ability to roll-forward or close grant and project accounts, both revenues and expenditures.vii. Asset Management functionality with the ability for automatic journal processing.viii. Journal Processing control level functionality.ix. Ability to generate various financial reports: trial balance, cash flow; Income Statement, Balance sheet etc with comparative analysis feature.		
	b.	Budgeting <ul style="list-style-type: none">i. Accommodates the preparation of a line-item budget for all funds and integrates with the system's chart of accounts.ii. Supports multiple phases of budget development.iii. Provides for revised forecasts/budgets.		
	c.	Sourcing/Procurement <ul style="list-style-type: none">i. Ability to set workflow from requisition to ordering with approval levels for all purchases based on user role and department.ii. Embed controls within the process such as authorisation and budget limit.iii. Provides for vendor database and its active management.iv. Includes contract administration functions to track contract terms, end dates, and amounts.v. Ability to accommodate one-time vendors.		
	d.	Invoicing <ul style="list-style-type: none">i. Ability to invoice based on job or transaction volume.ii. Ability to produce/generate invoice with the necessary details.iii. Ability to email invoice to customers.		
	e.	Analytics and Business Intelligence <ul style="list-style-type: none">i. Ability to manipulate data and produce reports to suit a prescribed audience.ii. Ability to produce dashboard reports for stakeholder information and decision making.		
	f.	Employee/Human Resource/Payroll Management <ul style="list-style-type: none">i. Employee Biodata Managementii. Leave Days Management.iii. Recruitment Functionality.iv. Payroll Management.v. Performance Management System.		
	g.	Software and System Support and Services <ul style="list-style-type: none">i. Provide support services post system implementation		
	h.	Multiple users/licenses – up to 100 Employees		
2.	Incoterms:			
	a.	Quotation validity must be at least Thirty (30) working days.		
	b.	Payment will be COD/ to be agreed.		
	c.	Delivery must be within Thirty (30) calendar days; expedited delivery will be given preference. <i>(a detailed work plan must be submitted along with the quotation)</i>		
	d.	This invitation must be responded to within Fourteen (14) Calendar days.		

Minimum RFP Responsiveness Requirements

Any firm that does not provide all the requirements by the RFP deadline shall be deemed to be non-responsive. The ZECIHL reserves the right of determination as to whether a proposal is complete and may exclude a firm from further consideration.

A. Signed cover letter on official business letterhead to include the following:

- Name of company, address, name of contact person, and phone number.
- Description of the company, including its staff size, location of offices, and years in business.
- The signature of an official authorized to bind the proposer to all the RFP's provisions.

B. Submission of all required statutory certifications.

C. Detailed Cost Proposal to Include Pricing broken out by at least Year 1 and Year 2 for, at a minimum, the following areas:

- Training
- Data Conversion
- Installation and Hardware Specifications
- Licensing
- Maintenance and support

D. Implementation Plan to include:

- Recommendations for conversion of historical data.
- Staff training offered to prepare staff to maintain the system after it is placed into production.
- Ensure ongoing telephone support, including days/hours of operation, general response times, and critical issue response times.

E. Details of the firm's approach to training staff and ongoing support program.

F. Profile of Computing Environment

- What modules are fully integrated and what are proposed third-party applications?
- What security tools are included with the software?
- How are the following restrictions accomplished: application access, menu access, field access, and querying/reporting access?
- What is the upgrade frequency and how are they deployed?

G. Provide a list of at least three clients that may be contacted as references to include.

- At least one client of five years or more
- At least one client in the midst of or recently completed conversion.
- One other client

Quotations must be submitted to zechl_admin@zechl.co.zm and copied to mmabalc@zechl.co on **Friday 30th August 2024 at 16:30 hours (+10 minutes tolerance will be given due to possible network challenges).**

Once the quotations are evaluated, the most competitive firm will be informed accordingly and will be expected to follow through the details in the table above.

All matters relating to this procurement must be communicated through the address below:

The Secretary

Procurement Committee
Zambia Electronic Clearing House Limited
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