ADVENTIST UNIVERSITY OF AFRICA

REQUEST FOR PROPOSALS FOR THE SUPPLY, DEPLOYMENT, COMMISSIONING AND SUPPORT OF AN ERP SYSTEM

MAY 2024

SECTION I - LETTER OF INVITATION

TO: *(Name and Address of Bidder)*

Date**: 21- MAY- 2024**

Dear Sir/Madam,

SUPPLY, DEPLOYMENT, COMMISSIONING AND SUPPORT OF AN ERP SYSTEM FOR THE ADVENTIST UNIVERSITY OF AFRICA (AUA)

The **Adventist University of Africa (AUA)** invites you to submit a proposal for supply, installation, commissioning and support of an ERP system.

The RFP includes the following:

Section I	Letter of Invitation
Section II	Information to Bidders
Section III	Technical Proposals – Standard Forms
Section IV	Terms of Reference

Proposals are to be submitted via e-mail to dvcf@aua.ac.ke with the subject line – **AUA ERP Proposal** NOT LATER than **June 14, 2024.** The Bidder shall submit two documents in PDF format: The Technical Proposal and the Financial Proposal and shall be addressed to:

The Deputy Vice Chancellor – Financial Administration (DVC-F)
Adventist University of Africa
Private Bag Mbagathi
00503 Nairobi
E-Mail: dvcf@aua.ac.ke

Or if the bidder chooses, submit printed copies, to the DVC-F office at the University Campus located at Advent Hill Campus, Ongata Rongai, to reach the above address not later than **14 June 14, 2024** at **11:00 AM.**

Yours sincerely,

Mr. Makhosiwonke Moyo
Adventist University of Africa

SECTION II – INFORMATION TO BIDDERS

2.1. PREAMBLE

The Adventist University of Africa (AUA) (https://www.aua.ac.ke/) is a premier Christian university promoted by the Seventh-day Adventist Church to offer quality, postgraduate education relevant to the growth and development of the Church and the economy in the African continent and worldwide.

In line with our mission to deliver outstanding postgraduate education, the University has embarked on a digital transformation agenda which among other initiatives involves the digitization and enhancement of our processes for efficient delivery of educational programs.

AUA therefore, seeks to engage and retain the services of a bidder to supply, install, commission and support an ERP System based on terms of reference stipulated in Section IV.

2.2. INTRODUCTION

2.2.1. AUA will select the bidder in accordance with the method of selection detailed under this section.

2.2.2. Bidders must be recognized ERP solution providers/partners with a wide experience in ERP development and roll out.

2.2.3. The bidders are invited to submit a Technical Proposal, as specified in Sections 3 and 4.4 of this document. The most responsive firm of the technical and financial proposal shall be invited to negotiate and enter into a contract.

2.2.4. The proposal will be the basis for Contract negotiations and ultimately for a signed Contract with the selected firm.

Please note that:

i.) The costs of preparing the RFP, Outline Design proposals and of negotiating the Contract, are not reimbursable and is a direct cost of the assignment as every bidder is expected to bear their own costs; and

ii.) AUA is not bound to accept any of the proposals submitted.

2.3. CLARIFICATION AND AMENDMENT OF RFP DOCUMENTS

2.3.1. The bidders may request a clarification of any of the RFP documents only up to seven [7] days before the proposal submission date. Any request for clarification must be sent in writing by electronic mail to AUA's address indicated in Section I of this document. AUA will respond by electronic mail to such requests and will send the response (including an explanation of the query but without identifying the source of inquiry) to all invited bidders who intend to submit proposals.

2.2.5. At any time before the submission of proposals, AUA may for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through a clarification. Clarifications shall be sent by mail to all invited bidders and will be binding on them. AUA may at its discretion extend the deadline for the submission of proposals.

2.4. PREPARATION OF FINANCIAL PROPOSAL

2.4.1. In preparing the financial proposal, bidders are expected to consider the requirements and conditions outlined in the RFP documents. The financial proposal should follow the Standard Forms.

2.4.2. The financial proposal should clearly identify as a separate amount, the local taxes, duties, fees, levies and other charges imposed under the law on the bidders and their personnel.

2.4.3. Bidders shall express the price of their services in Kenya Shillings.

2.4.4. The proposal must remain valid for 120 days after the submission date. During this period, the bidder is expected to keep available, at his own cost, the professional staff proposed for the assignment. AUA will make its best effort to complete negotiations within this period. If AUA wishes to extend the validity period of the proposals, the bidders shall agree to the extension.

2.5. PREPARATION OF TECHNICAL PROPOSAL

2.5.1. The bidder's proposal shall be written in English language.

2.5.2. In preparing the Technical Proposal, bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

2.5.3. While preparing the Technical Proposal, the bidders must give particular attention to the following:

i.) Full range of expertise as appropriate to the assignment.

ii.) Provide details of key professional staff who will be involved in the implementation of the ERP.

iii.) Alternative key professional staff shall be proposed for key positions and their CVs provided.

2.5.4. In preparing the technical proposals the bidder is expected to examine all terms and information included in the RFP. Failure to provide all requested information shall be at the bidder's own risk and may result in rejection of the bidder's proposal.

2.5.5. The Technical Proposal shall not include any financial information

2.5.6. The Technical Proposal shall include the following information using the attached Standard Forms;

i.) A brief profile of the firm which shall include an outline of recent experience on at least 3 assignments of a similar nature in last 5 years. For each assignment the outline should indicate among others, the profiles of the staff proposed, duration of the assignment, contract amount and firm's involvement.

ii.) Any comments or suggestions on the Terms of Reference (TOR)

iii.) A description of the methodology and work plan for performing the assignment.

iv.) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.

v.) Duly signed current Curriculum Vitae (CVs) by the key proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years worked for the firm/entity and degree of responsibility held in various assignments during the last ten (10) years.

vi.) A detailed description of the proposed methodology, staffing and monitoring of training.

2.6. SUBMISSION, RECEIPT, AND OPENING OF PROPOSALS

2.6.1. Proposals are to be submitted via e-mail to dvcf@aua.ac.ke with the subject line – AUA ERP Proposal NOT LATER than June 14, 2024. The Bidder shall submit two documents in PDF format: The Technical Proposal and the Financial Proposal and shall be addressed to:

The Deputy Vice Chancellor – Financial Administration (DVC-F)
Adventist University of Africa
Private Bag – Mbagathi

2.6.2. Or if the bidder chooses, submit printed copies, to the DVC-F office at the University Campus located at Advent Hill Campus, Ongata Rongai, to reach the above address not later than 14 June 2024 at 11:00 AM.

2.7. PROPOSAL EVALUATION GENERAL

2.7.1. Any effort by any firm to influence the outcome of proposal evaluation, proposal comparison or Contract award decisions shall result in the rejection of the bidder's proposal.
2.7.2. The evaluation shall comprise mandatory evaluation, technical proposal evaluation and Financial Evaluation

2.8. MANDATORY PRELIMINARY REQUIREMENTS

The bidder MUST submit certified documentary evidence to support the following:

No	Requirements	Bidder's Response with evidence reference
1	Valid Copy of Certificate of Incorporation	
2	Valid Copy of Certificate of Single Business permit	
3	Valid Copy of Certificate of PIN Certificate	
4	Valid Copy of VAT Certificate	
5	Valid Copy of Certificate of KRA Compliance Certificate	
6	Audited Accounts for the last three (3) financial years. Financial strength of the bidder: • Working capital for the last financial year should be positive • The annual turn-over shall be at-least three times the tender sum • Must be financially secure with liquidity ratio of not less than 1:1 • The bidder shall submit performance bond equivalent to 2% of the bid price on contract award. The performance bond shall be from a reputable bank	
7	Duly signed Declaration Form (See Section III)	

8	Duly signed Tender Submission Form	
9	Detailed Project Plan indicating tasks allocation to resources and time for the deployment of the solution	
10	Valid Authorization certificate from the product developer/solutions copyright holder.	
11	Evidence of a valid Professional Indemnity Cover for the bidder for an insured sum of the sum equivalent or more to the bid. A policy document shall be attached.	
12	Valid copy of certificates of registration from the office of the data protection commissioner as; • Data Processor • Data Controller	
	NB: • Failure to submit any item above or any deviation from conditions under this section shall lead to automatic disqualification. • AUA reserves the right to accept or reject any or all tenders, either in whole or in part.	

2.9. EVALUATION OF TECHNICAL PROPOSAL

AUA shall evaluate the proposals based on their responsiveness to the Terms of Reference, applying the evaluation criteria as follows:

2.9.1. Part 1: Conformity to Functional and Non-Functional requirements of the solution as provided in Section IV – TOR.

2.9.2. Part 2: In addition to meeting the specifications in section IV the following detailed aspects and competency of the firm will be evaluated as per the following criteria.

No.	Evaluation Attribute	Weighting Score	Score
1	Technical Specifications (Functional Proposal) The solution will be evaluated on meeting the detailed technical requirements as detailed in the Terms of Reference section in Table 2: ERP Requirements. Marking: FS=2, CR=1, TP=0.5 NS=0 (FS-fully Supported, CR- Customization Required, TP = Third Party Software required, NS =Not supported)	Full compliance = 40 marks. Consideration based on clarity	40
2	General Experience: The bidders should have been providing ERP and other IT related services and should furnish company profile indicating the number of years in operation in the industry, product range and specialization.	1 mark for each year of experience up to a maximum of 4 years	4

3	Specific Experience: Previous handling of 5 similar projects with similar scope and complexity in the last 7 years. At least three should have been in an institution of higher learning. Provide relevant Documentary proof. Copies of Purchase Order / Work Order along with completion certificates and recommendation letters. *AUA reserves the right to seek additional supporting documents for the above projects	1 Mark for each project up to a maximum of 5 (5 Marks) 3 marks each for projects in institutions of Higher Learning up to a maximum of 3 Projects	14
4	Qualification, Competence & Experience of the Key Staff for the assignment: At least 5 Technical staff with specific qualifications and experience in system development to develop and support the solution. Proof of adequate establishment including number and profiles of key personnel to undertake the assignment. (Attach signed CVs in the format provided in the Technical Proposal and the certificates). The personnel should have extensive theoretical and practical experience of ERP.	15	15
5	Methodology: Adequacy and clarity of project implementation plans (execution plan - 2, training plan -1, test plan -1, support plan - 1, migration plan – 1, system documentation - 1.). Bidder to provide concise timelines against each milestone and including training programme. The work plan should address all the items in the objectives and the expected deliverables. The Bidder must clearly demonstrate how each deliverable will be attained in line with the Terms of Reference (ToRs).	7	7
Bidders must attain the mark of 65 points out of 80 points to proceed to the next section of Financial Evaluation.			

2.10. FINANCIAL EVALUATION

2.10.1. Bidders whose technical proposals will have met technical evaluation criterion described in sections 2.8 and 2.9 above shall have their financial proposals evaluated.

2.10.2. Each responsive proposal will be awarded a Financial score X=20 points. Where X is the financial score attained by bidder as per criteria below:

Financial Stability:		Weighting Score	Score
1	Profitability Margin	20% - 5 Marks; 10-19 % - 4 marks;	5

		5- 9% - 2 marks; 1-4% - 1.0 mark	
2	Liquidity Ratio	2.1 – 5 Marks 1.1 – 4 Marks 0.5 – 1.0 – 3 marks Less than 0.5 – No Mark	5
Total cost of the solution		Itemized prices as per summary of costs form (Least offer/Bid offer) X 10	10
Total			20

2.11. COMBINED EVALUATION

Both the technical score and financial score shall be used to determine the final score. The technical score (TSc) shall be a total of 80 marks while the financial score (FSc) shall have a maximum score of 20 marks. The combined score (S) shall be (TSc + FSc) to determine the final score. The bidder with the highest combined score shall be deemed the winner.

Bidder	Evaluated Bid Price	Technical Bid Score (TSc)	Financial Bid Score (FSc)	Combined Technical and Financial Scores S = (TSc + FSc)

2.12. POST QUALIFICATION

The three most responsive bidders will proceed to post qualification stage. The criteria for post qualification are as shown in the table below:

1	Site Visit/Demonstration	Weighting Score	Score
	Demonstration will include: – System Demonstration of the functionalities and features. Compliant bidders will be requested to make a presentation of their proposal for clarification and existence of selected features to be determined by AUA. – Site visit to the clients indicated in the reference.	Demonstration of selected features and functionality. Site Visit to the clients where the system has been successfully implemented based on the references provided.	
2	Due diligence		
	AUA, prior to the award of the tender, shall conduct due diligence to confirm and verify the qualifications of the bidder. At the due diligence stage, the Bidder shall be evaluated on a pass/fail and scoring basis to ascertain the information provided at the technical capacity stage. This will include site visits to locations where the solution has been previously deployed and operationalized. AUA will conduct due diligence on any of the references provided by the bidder in this tender document to confirm information provided. In addition, AUA may seek information about the bidder from any other source whether or not the individuals or organizations contacted have been referenced by the bidder.	Elimination - YES/NO Basis	

2.13. NEGOTIATIONS

2.13.1. The procuring entity shall appoint a team for the purpose of the negotiations.
2.13.2. Negotiations will be held at the same address as indicated in Section I of this document. The aim is to reach agreement on all points and sign a contract.
2.13.3. Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions made by the firm to improve the Terms of Reference. The agreed work plan and final Terms of Reference will then form part of the Contract. Special attention will be paid to getting the most the bidder can offer

within the available budget and to clearly defining the inputs required from AUA to ensure satisfactory implementation of the ERP.

2.13.4. Having selected the bidder based on, among other things, an evaluation of proposed key professional staff, AUA expects to negotiate contract based on the experts named in the proposal. Before contract negotiations, AUA will require assurances that the experts will be available.

2.13.5. The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations AUA and the selected bidder will initiate the agreed Contract. If negotiations fail, AUA will invite the bidder whose proposal received the second highest score to negotiate a contract.

2.14. EXECUTION OF CONTRACT

2.14.1. The Contract will be signed following successful negotiations.

2.14.2. The selected bidder is expected to commence the assignment on the date of signing the contract.

2.14.3. AUA may at any time terminate procurement proceedings before contract execution and shall not be liable to any person for the termination.

2.14.4. AUA shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within fourteen (14) days of receiving the request from any tenderer.

2.14.5. To qualify for contract signing, the selected firm shall have the following:

- i.) Necessary qualifications, capability and experience to supply, install, implement, commission and support an ERP system.
- ii.) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- iii.) Must be tax compliant.

2.15. CONFIDENTIALITY

2.15.1. Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consulting firm who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the Contract.

2.16. PERFORMANCE SECURITY

2.16.1. The successful bidder will be required to furnish the performance security in accordance with the Conditions of Contract, in a form acceptable to AUA.

2.16.2. Failure by the successful bidder to comply with the requirement of paragraph 2.15.1 or paragraph 2.16.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event AUA may make the award to the next lowest evaluated tender or call for new tenders

2.17. CORRUPT OR FRAUDULENT PRACTICES

2.17.1. AUA requires that the bidder observe the highest standards of ethics during the selection and award of the consultancy contract, and also during the performance of the assignment. The tenderers shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.17.2. AUA will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.17.3. Further a bidder that is found to have indulged in corrupt or fraudulent practices risks being debarred from participating future contracts for AUA.

2.18. RESTRICTION ON ENTERING INTO RELATED CONTRACTS

2.18.1. The firm selected to carry out the assignment shall not enter into any other contract for the procurement of consultancy services that follows from or is related to the original contract.

SECTION III: TECHNICAL PROPOSAL STANDARD FORMS

3.1 TECHNICAL PROPOSAL SUBMISSION FORM

[____________*Date*]

To: *[Name and address of Client)*

Ladies/Gentlemen:

We, the undersigned, offer to provide the ERP for ____ [*Title of consulting services*] in accordance with your

Request for Proposal dated__________ [*Date*] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, [and a Financial Proposal herein also attached].

We understand you are not bound to accept any Proposal that you receive.

We remain, yours sincerely,

[Authorized Signature]

[Name and Title of Signatory]

[Name of Firm]

[Address:]

3.2. FIRM'S REFERENCES

Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.

Assignment name:	Approx. value of the contract (in current KES):
Country: Location within country:	Duration of assignment (months):
Name of Client: Key Contact Person and Telephone No.:	Total No. of staff-months of the assignment:
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by associated Bidders:
Name of associated Bidders, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Firm's Name: ____

Name and title of signatory; ____________________________________

[Authorized Signature]: ______________________________________

[Date]: ____

3.3. COMMENTS AND SUGGESTIONS OF BIDDERS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT.

This may be submitted jointly by the Consortium as a single form on the Terms of Reference:

1.

2.

3.

4.

5.

On the data, services and facilities to be provided by the Client:

1.

2.

3.

4.

5.

3.4. DESCRIPTION OF THE METHODOLOGY AND PROJECT PLAN FOR PERFORMING THE ASSIGNMENT

3.5. TEAM COMPOSITION AND TASK ASSIGNMENTS

Technical/Managerial Staff

Name	Position	Task

Signature: ____________________

(Authorized representative)

Full Name: ____________________

Title: ____________________

3.6. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position:	
Name of Firm [Insert name of the firm proposing the staff]:	
Name of Staff [Insert full name]:	
Nationality:	
Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:	
Membership of Professional Associations:	
Other Training: [Indicate significant training since degrees under and where obtained]:	
Countries of Work Experience: [List countries where staff has worked in the last ten years]	
Languages: [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]	
Employment Record: [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]: From: [Year] _______ To [Year]: _________ Employer: ___________________________ Positions held: ________________________	

Certification:

I, the undersigned, certify that these data correctly describe me, my qualifications, and my experience.

[Signature of staff member] Date:

[Signature of authorized representative of the firm] Date:

Full name of staff member:

Full name of authorized representative:

(The Curriculum vitae must be up to date and signed by the professional and an authorized representative of the applicant.)

3.7. DECLARATION FORM

"This Company/firm is not insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing. The company or its directors have not been debarred from participating in public procurements or ineligible on account of corruption or fraudulent practices.

This Company/Firm has not been involved in any corrupt practices and is not the subject of investigation by **THE CLIENT**.

Finally, the company has the necessary qualifications, capability, experience, resources, and facilities to provide what is being procured."

Name: ....

Signature...Position...................

Date...

Stamp...

Yours sincerely,

____ [Authorized Signature]:

[Name and Title of Signatory]:

[Name of Firm]:

[Address]:

3.8. CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2(c) whichever applies to your type of business. You are advised that it is a serious offence to give false information on this Form

Part 1 – General:

Business Name: ....

Location of Business: --

Plot No: ....

Street/Road...

Postal Address..

Tel. No...................................... Email: ....

Mobile. Nos... Website: ....

Nature of Business..

Registration Certificate No:

Current Trade License No *(from Local Authority)* ....

Expiring Date...................... *[Attach Copy of Valid Trade License)*

V.A.T No:...

[Attach Copy of V.A.T Certificate]

Tax Compliance Certificate No: ....Expiring Date: ....

(Attach Copy of Valid Tax Compliance from K.R.A.)

Maximum value of business which you can handle at any one time: KES.................................

Name of your bankers..

Branch...

Part 2 (a) - Sole Proprietor

Your name in full: ....Age......................

Nationality..

Country of Origin.....................

*Citizenship details ....

Part 2 (b) – Partnership:

Give details of partners as follows:

	Name	Nationality	Citizenship Details	Shares (%)
1				
2				
3				
4				
5				
6				
7				

Part 2 (c) – Registered Company:

Private or public...
State the nominal and issued capital of the company-

Nominal KES. ....

Issued KES. ....

Give details of all directors as follows: -

	Name	Nationality	Citizenship Details	Shares (%)
1				
2				
3				
4				
5				
6				
7				

Date... Seal/Signature of Tenderer.................................

Note: * If Kenya Citizen, indicate under "Citizenship Details" whether by Birth, Naturalization or Registration

3.9. FINANCIAL PROPOSAL SUBMISSION FORM

Notes on preparation of Financial Proposal

- The Financial proposal prepared by the bidder should list the costs associated with the assignment. These costs normally cover remuneration for staff, subsistence, transportation, services and equipment, printing of documents, surveys, etc. as may be applicable. The costs should be broken down to be clearly understood by the procuring entity.
- The financial proposal shall be in Kenya Shillings and shall consider the tax liability and cost of insurances specified in the request for proposal.

The financial proposal should be prepared using the Standard forms provided below:

FINANCIAL PROPOSAL SUBMISSION FORM

[Date]

To: ______________________________

[Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide ERP for (*[Title of consulting services]* in accordance with your Request for Proposal dated (________________) *[Date]* and our Proposal. Our attached Financial Proposal is for the sum of (______________________________) *[Amount in words and figures] inclusive of taxes*

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal i.e.: ....

We understand you are not bound to accept any proposal you receive.

We remain,

Yours sincerely,

[Authorized Signature]: _________________________________

[Name and Title of Signatory]: _____________________________

[Name of Firm] ____

[Address] ____

3.10. SUMMARY OF COSTS

SN		ITEM (A)	PRICE (B)	VAT (C)	TOTAL (D) =(B) + (C)
1	Enterprise Resource Planning (ERP) System				
2	Database Software Licenses				
3	Professional Fees for Implementation Services				
4	Training Costs				
5	Annual Licenses renewal Cost (1st one year after Commissioning)				
6	Annual Maintenance (1st one year after Commissioning)				
7	Any related Hardware Cost				
8	Other Costs				
Total Price					

NB:

1. The Total price in above should equal the price stated in the Financial Proposal Submission Form.
2. Annual Recurrent Licensing cost and maintenance cost must be stated and clearly indicated.
3. Annual Licensing and Maintenance cost for the 1st one year after Commissioning will form part of total tender price.
4. Commissioning will be deemed complete when all systems and components of ERP are designed, installed, tested, operated, and maintained according to AUA's Functional and Non-Functional requirements outlined in this RFP. This will include handover of all software, documentations, manuals, licenses, customizations and add-ons relating to the supplied ERP system.

3.11. DETAILED BREAKDOWN OF PRICE PER ACTIVITY

NB: Bidders must provide a breakdown of the price for all components of their proposal, clearly showing all applicable costs applicable taxes.

SN (A)	ITEM (B)	Type Model and Version	Country of Origin	QTY (C)	UNIT PRICE (D)	SUB TOTAL (E) = (C) x(D)	VAT (F)	TOTAL (G) = (E) + (F)

3.12. LIST OF CURRENT REFERENCES OF ON-GOING RELATED ERP IMPLEMENTATIONS

PROJECT NAME/ DESCRIPTION	NAME AND ADDRESS OF CLIENT/PHONE	PROJECT LOCATION	PROJECT VALUE	LEVEL OF COMPLETION %	NAME OF PROFESSIONAL STAFF INVOLVED

Firm's name………………………………………………………………………………

Name and title of signatory…………………………………………………

Signature……………………………………………………………………………………

SECTION IV: TERMS OF REFERENCE

4.1. BACKGROUND INFORMATION

In line with the University's strategy for Digital Transformation, the Adventist University of Africa (AUA) is looking to have all its systems inter-connected through the implementation of an ERP system to digitalize a number of university processes. These include: The back-office functions (Finance, HR, Transport, Hostels); Registry activities (Admissions, Registration, Students' records, course planning and records, Graduation), Academic Activities (Course offerings, evaluation and grading), and Students' life.

The software features should include but is not limited to:

i.) All Financial process and forms
ii.) HR - staff information and leave management.
iii.) Online Admissions Management
iv.) Student Enrollment management - from capturing and managing enquiries to nurturing and converting them to enrolled students.
v.) Student Information Management - including attendance records.
vi.) Hostel Management
vii.) Cafeteria Management
viii.) Academics, Assessment, and examination management
ix.) Purchasing and stores management
x.) Library Management
xi.) Alumni Management
xii.) Committee Meetings Management
xiii.) Facilities Management

4.2. PROJECT OBJECTIVES

The objectives of the ERP Project include: -

i.) To digitize University's currently manual operations covering areas of finance/Accounting, HR Administration, Cafeteria Management, Procurement, Management of meetings, facilities.
ii.) Digitize of all the Registry department operations including the students onboarding processes, administration of academic activities and records, Examination scheduling and administration, and student's graduation and exit processes.
iii.) Integrate the ERP system with some of the existing university systems including the SunPlus System, Google Workspace, Library Management System, and Moodle.
iv.) Integrate the ERP System with the identified third parties service providers including the banks, Telcos (SMS, WhatsApp) and any relevant Church system (GCAS, Yearbook, etc.)
v.) Develop the required Management information, Business Analytics reports, and Business Intelligence templates.
vi.) Provide the necessary infrastructure required for setting up the aforementioned platform in terms of virtual servers, databases and security.

4.3. SCOPE OF WORK

The scope of work entails but not limited to: -

4.3.1. Supply, installation / implementation, customization, training, testing and commissioning of the Enterprise Resource Planning System (ERP) Software product, licenses and associated software solution components.

4.3.2. Supply, installation and commissioning of a licensed ERP database, Operating System and related software utilities and add-ons.

4.3.3. Hardware/Infrastructure Estimation, Sizing and Installation

4.3.4. Provide ERP Project implementation services below;

i.) **Requirement Gathering, Solution Design & Validation:** The bidder shall perform a current business study and prepare a Business Blueprint ("As-is", "To-be" and "Gaps") report with required process definition and flow diagrams, process enhancements , integration points and gap fitment analysis to map all business requirements of the university in the ERP solution as per the functional scope. This will include:

- Requirement Gathering, To-Be Processes, Solution Design
- Validation of Business requirements against the Solution footprint
- Fit Gap analysis
- Collaborate with AUA Team for developing solutions

ii.) Development

- Technical Development of identified gap components noted during the design phase.
- Application Configuration: Perform setups in test & production systems
- Seamless integration of any third party or legacy application (as required by AUA) with ERP modules and ERP add-on modules or applications suggested by bidder.

iii.) Data Migration:

- Plan and support data conversions into the ERP along with AUA team
- Leverage the Data conversion scripts and routines wherever available
- Own design changes, where required.
- Support quality control, performance reporting and signoffs of data conversions requirements for each project phase.

iv.) Testing:

- Preparation of Unit test scripts based on business requirements along with AUA team
- Unit Testing
- System Integration Testing
- Assisting in User acceptance testing

v.) Project Management

- Detailed Project Plan
- Adherence to established project methodologies, standards, tools, processes, policies, and procedures.
- Provide status reports and quality retrospectives.
- Facilitate the identification and mitigation of project risks and issues

vi.) Post Go-Live Support

- Providing post go live support for a period of 12 weeks after go-live.
- Resolving any issues that come up during the 12 weeks post go live.
- Additional Customization, add-ons setup and upgrade rollout.
- Supply of additional licenses for packaged solution modules.
- Warranty for the ERP System supplied.

vii.) Training–Train the Trainer

- Training the core users on ERP solution supplied
- Preparing training documentation

viii.) Documentation

- Create/Update relevant project related documents along with AUA team.
- Modify Configuration, Functional and Technical Design documents, test scripts, training documents etc. for customizations or features configured.
- System Documentation and User manual Documents in all stages of the project.

ix.) **Provision of ERP Security,** backup and replication server and setup for high availability. The bidder must indicate how the offsite backup will be achieved. The bidder should clearly propose a backup solution which can facilitate efficient data recovery.

4.4. FUNCTIONAL AND TECHNICAL REQUIREMENTS

#			
4.4.1.	GENERAL FEATURES	Response (FS, CR, TP, NS)	Comments
The system is customizable, efficient, user-friendly, and cost-effective ERP Software that should be able to address all the University needs. In particular, the system should meet the following general specifications: -			
1.	Web-enabled application hosted in the AUA network or cloud.		
2.	Secure web-based access with single sign-on options		
3.	Capability for continuous improvement and up-gradation while maintaining data integrity		
4.	High Configurability through web-interface and client interface		
5.	Workflow based process approval, document management and archival mechanism		
6.	Provide self-service portals for members, suppliers and employees. AUA has about 50 fulltime employees and over 2,000 students and alumni who form part of system users who will access the self-service portals via the various modules in the proposed ERP.		
7.	Comprehensive data and application multi-layered security features		
8.	Able to import and export data to/from other applications such as MS Word, MS Excel, Email, PDF etc.		
9.	Provision for multi-layered role-based access and approval rights		
10.	Provision of interactive validations of data entries		
11.	Provision for robust report writing tools for report generation as per requirements.		
12.	Business Intelligence and analytics for dashboard reporting.		
13.	Provide for secure backup facilities to enable complete file restore and recovery in case of a disaster. Clearly indicate whether data in transit is encrypted and the mechanisms used.		
4.4.2.	FUNCTIONAL REQUIREMENTS	Response (FS, CR, TP, NS)	Comments

The system should provide the needs of the university as per the User Requirements Documentation detailed in Section 4.6 of this document.			
Academic/Registrar Administration Module			
1.	The system meets the user and functions requirements for the academic/registrar administration module		
2.	The system meets the process requirements for the academic/registrar administration module		
3.	The system meets the functional features requirements for the academic/registrar administration module		
4.	The system is able to provide the required reports for the academic/registrar administration module		
Research module			
5.	The system meets the user and functions requirements for the research module		
6.	The system meets the process requirements for the academic/registrar administration module		
7.	The system meets the functional features requirements for the research module		
8.	The system is able to provide the required reports for the research module		
Quality Assurance (QA) module			
9.	The system meets the user and functions requirements for the QA module		
10.	The system meets the process requirements for the QA module		
11.	The system meets the functional features requirements for the QA module		
12.	The system is able to provide the required reports for the QA module		
Financial management modules			
13.	The system meets the user and functions requirements for the financial management module		
14.	The system meets the process requirements for the financial management module		
15.	The system meets the functional features requirements for the financial management module		
16.	The system is able to provide the required reports for the financial management module		
Procurement module			
17.	The system meets the user and functions requirements for the procurement module		
18.	The system meets the process requirements for the procurement module		
19.	The system meets the functional features requirements for the procurement module		
20.	The system is able to provide the required reports for the procurement module		
Inventory control and stores management module			

21.	The system meets the user and functions requirements for the inventory and stores management module		
22.	The system meets the process requirements for the inventory and stores management module		
23.	The system meets the functional features requirements for the inventory and stores management module		
24.	The system is able to provide the required reports for the inventory and stores management module		
Human resources and administration modules (HRA)			
25.	The system meets the user and functions requirements for the HRA module		
26.	The system meets the process requirements for the HRA module		
27.	The system meets the functional features requirements for the HRA module		
28.	The system is able to provide the required reports for the HRA module		
Marketing module			
29.	The system meets the user and functions requirements for the marketing module		
30.	The system meets the process requirements for the marketing module		
31.	The system meets the functional features requirements for the marketing module		
32.	The system is able to provide the required reports for the marketing module		
Other required modules			
33.	The system meets the requirements for all the other defined modules		

4.4.3.	NON-FUNCTIONAL REQUIREMENTS	Response (FS, CR, TP, NS)	Comments
System Administration: The system should meet the following System Administration specifications:			
1.	Provide system administration user interface that is intuitive and easy to use.		
2.	The solution should provide context-based help facilities and online help functions, at screen and field level that can be tailored to AUA's requirements.		
3.	Provide comprehensive online help facility to access system specific technical or functional areas		
4.	Bidder to provide system change management through testing environment and logging any changes to the system.		
5.	Provide tools to monitor the system via dashboards and alerts.		

System Security: The system should meet the following System Security specifications: -			
6.	Ability to administer the application level, the database level, or other level.		
7.	Security and Audit – allow security rules to be specified for access to individual.		
8.	Provide for positions as well as organizational hierarchy with multiple access responsibilities.		
9.	Complete audit log of all changes.		
10.	Audit trail for all historical changes to the data. Must include username & timestamp.		
11.	Ability to create group user accounts and assign authorizations.		
12.	Auto login Time out.		
13.	Multi-user password control and multi-level access rights control.		
14.	Performance Monitoring: ability to give alerts, notification and dashboard of system performance and availability		
15.	Provide a solution for Business continuity plan including backup and disaster recovery procedures.		
16.	Ability to export system and application logs to 3rd party applications using standard protocols		
17.	Support for secure protocols for system access and data transfer between the central and client applications		
18.	Support for secure transfer of data in transit for backup, restoration and replication purposes		
Operating Environment: The system should be able to operate in the environment specified below			
19.	System Platform – the system will be operated on a cloud based environment managed by AUA – but should be integrated with a local server for back-up purposes.		
20.	Web based & Menu driven navigation and update capabilities		
21.	Reports, Custom Reporting and ad-hoc queries.		
22.	Multi-user environment		
The ERP System Architecture: The system should meet the following System Architecture specifications: -			
23.	Latest version and release of proposed ERP system and database.		
24.	Support for a three-tier architecture – Client, Application/Web Server, Database Server with analytics.		
25.	Modular Architecture		
26.	Scalable – should allow phased implementation of applications.		

27.	Allow for export to / import from external data file format.		
28.	Data conversion, integration and migration with existing systems		
Licensing: The system should meet the following Licensing specifications: -			
29.	The bidder must describe the licensing mode of the ERP software and the associated custom solutions (if any). Sample license and maintenance agreements must be provided in this part of the Bidder's response for all components of the recommended solution. The bidder is required to give some notes on increasing the no. of licenses as and when needed.		
30.	Provide licensing for AUA users estimated at 60 employees and over 3000 students and alumni's who will access the relevant self-service portals via the various modules in the proposed ERP solution. The institution will require a total of 10 user licenses. Different staff shall have access to the different modules and functions as below: • Financial & Accounting Functions • Procuring & Inventory Management Functions • Human Capital Functions • Academic and Registrar Staff • Students/Alumni Web Portals		
Training, Knowledge transfer and support: The bidder should be able to provide the necessary training and support as specified below			
31.	Training: Bidder must provide End User Level, Super User/Administrator Level and Managerial overview level		
32.	Training Materials – Provided both in soft and hard copies.		
33.	Full documentation of the system in both electronic and hardcopies: Both Functional and technical manuals		
34.	Implementation and customization documentations.		
35.	Bidder must have a comprehensive support procedure.		
36.	The bidder must have qualified professional/systems engineers to offer functional and technical support.		
37.	Provide access to online support system.		

NB

Under the response column, bidder to indicate the following scoring criteria:

- FS - Fully Supported,

- CR - Customization Required,
- TP - Third Party Software required,
- NS - Not supported

4.5. PROJECT SCOPE

Some of the modules expected in the system are listed below. The detailed requirements are documented on the subsequent section on the System Requirements section.

i.) Academic and Registrar processes, including:

- Online Admissions Management
- Student Enrollment management - from capturing and managing enquiries to nurturing and converting them to enrolled students.
- Student Information Management - including attendance records.
- Academics, Assessment, and examination management

ii.) Research Management
iii.) Quality Assurance Processes
iv.) All Financial process and forms
v.) HR - staff information and leave management.
vi.) Hostel Management
vii.) Cafeteria Management
viii.) Purchasing and stores management
ix.) Library Management
x.) Alumni Management
xi.) Marketing Processes
xii.) IT Management Processes
xiii.) Committee Meetings Management
xiv.) Facilities Management

4.6. SYSTEM REQUIREMENTS

The following section details the system requirements module by module. The bidder is expected to refer to this section when responding to the bid as illustrated in section 4.4-Functional and technical Requirements and as directed in Section III of this document.

4.6.1. ACADEMIC/REGISTRAR ADMINISTRATION MODULE

4.6.1.1. Overview of Academic Module

Under Academic/Registrar administration the system should digitalize/automate the admissions, registration and student academic records management processes and functions.

4.6.1.2. Academic/Registrar Users and Functions

The expected users include the Registrar, Assistant Registrar, the Admissions Officer, Lecturers, Program Coordinators (PCs) the Registry's Administrative Secretary, Faculty Heads of

Departments (HODs), Faculty Deans, Students, and Finance Officer. The system should enable the users to perform their various academic functions as described below:

#	User Profile	Code	Description	User Functions
1	Registrar			– Create and assign user roles to registry staff – View student records and system reports
2	Assistant Registrar			– Creation of users and assigning of roles and credentials, Roles include PC, HOD, Dean – Creation of student and generation of ID and credentials – Updating student details including degree information – Creation of cohorts and setting up sessions – Addition and updating of courses, schools, departments, programs, sites, religion, rooms, unions, sponsors, divisions, and sessions – Approval of submitted grades and opening for grading – Add courses and timetable to sessions – Register students – Approve student registrations – Update student grades – Generate various student reports and summaries as needed, template to be provided and define who can view the reports – Print transcripts and degrees
3	The Admissions Officer			– View and download applications forms

				– Update student application records – View and reset applicants' credentials – Track student applications – Send reminders to applicants on missing documentation or information – Admit students – Print admission letters – Update student details – Change student IDs – View student academic records – Set and change student admissions status – Track submission of missing documents after admission – Block student from registration as needed
6	Registry's administrative secretary			– View and print student records and academic reports
8	Dean	DEAN	Dean of a school	– Access lecturer functions – Approve grades for the school – View school student records (GPA slip and checklist)
7	Heads of Departments	• HOD	Head of Department within the schools (TS, SPS)	– Access lecturer functions – View department timetable – Approve grades for the department – View Department student records (GPA slip and checklist)
5	Program coordinator	PC		– Access lecturer functions – View program timetable

				– Approve grades for the program – View Program student records (GPA slip and checklist)
4	Faculty	FAC	A teaching Faculty	– View program details – Update lecturer details – View lecturer courses and timetable – Access class lists – Online grading – Approve student applications/requests – View and print past grade books – Reply to student requests
	Advisor	ADV	Research thesis/project advisor; primary, secondary, methodologist.	
	Research Coordinator	RC	Research Coordinator within a school	
	Secretary	SEC	Administrative Secretary at School level	
	External Examiner	EXE	External Examiner for thesis/dissertation defense	
	Editor	EDT	Editor of Student work, may be internal or external	
9	Students	STD	–	– View details of programs – Fill various applications forms (Change of Emphasis, change of program, leave of absence, DIS, graduation application and other forms) – Register online – Reset password and update details

				– Check financial statement – Send messages to various offices – Track events – View course check list – Apply for graduation – View and print provisional transcript – Verification of documents
10	Students Finance			– View registration and approve the same – View student information relevant to finance – Generation of invoices and sending to students before the next session •

4.6.1.3. Processes and Activities for Academic Module

In the performance of the academic functions above, the system follow/enable the following processes as briefly described:

a) Application and Admission Process

- Application for admission online (Sign up, credentials generation, entry of details, selection of program, uploading of documents)
- Online recommendations by referees
- Reminders for incomplete applications
- Application receipt acknowledgement
- Reminders for missing documents
- Regularizing of student admissions
- Online admission and generation of student IDs and credentials
- Processing and sending of admission letter and first fee invoice
- Sending of credentials and registration process guideline
- Follow up on submission of pending documents for those admitted on condition
- Review of CGPAs for those admitted on probation
- Statistical analysis of applications, admissions and registrations
- Report preparation on applications admissions and registration
- Preparation of documents and student list for submission to CUE equation
- Filling of printed student documents
- Retrieval of document from student files from time to time

b) Registration Processes

- Creation of cohorts and indication on status (Admitting or not)
- Creation of cohort sessions
- Adding of courses to sessions
- Opening or closing sessions
- Sending of registration information to students when sessions open
- Registration for an open session
- Selection of courses, from a cohort and also from other cohorts
- Adding or dropping courses
- Approval by finance and registry (automatic on financial approval)
- Generation and sending of registration slips to student emails cc to academic email
- Addition of approved names to instructor's class list
- Viewing of posted grades and downloading of GPA slips

c) Enrollment Process – To be defined by E-Learning Team

d) Research Supervision Process

The research supervision process is described as follows:

- Upon enrolment on the thesis/project/dissertation, the Program Coordinator (PC) works with the student or assign a faculty in the program to work with the student to develop a topic.
- The PC proposes an advisory team (primary, secondary, and methodologist where applicable) to the department board, that validates the team.
- The PC records on the platform the student research and assigns the advising team.
- The student and the primary advisor drive the development of proposal.
- The communications/interactions of Student and advisors are done through the platform.
- When the proposal is ready, it is approved by all members of the advising team, and the primary advisor submit it to the PC for approval.
- The PC approves the proposal and setup a panel for the proposal defense.
- The Administrative Secretary (AS) records the proposal defense.
- All the members of the advising team approve the corrections (if any).
- The student continues with the research with the support of the advising team.
- The student submits his/her final completed work to the advising team.
- The members of the advising team approve the work.
- The primary advisor submits the work to the PC for approval.
- The PC approves and assign an external examiner to review the work.
- The external examiner approves the work.
- The PC set up a panel for final defense.
- The AS records the final defense.

e) Course Evaluation Process

Each course scheduled for a given semester will be evaluated by the students according to the following process:

- Two days before the recorded deadline for course evaluation, students receive by mail the notification reminding them to evaluation the course.
- The student makes his/her evaluation by filling the form online.
- At the indicated date (after the course), the admin secretary performs the analytics, and generates and print the report for filling purposes.
- Where necessary (condition to specify), the dean discusses with the faculty on avenues of improvement.
- The PC, HoD, and Dean have reading access to the evaluation of the courses under their administration.
- The faculty has reading access to his/her evaluations.

f) Exam Moderation Process

The exam moderation process is outlined in the following steps:

- The faculty submits the exam subject and course outline.
- The PC assigns a moderator.
- The moderator moderates and fills the moderation form.
- The faculty make the necessary adjustments of the outline and/or exam subject.
- The faculty submits the corrected outline and/or exam.
- The faculty teaches the course.
- The faculty submits the grades and students' scripts.
- The moderator completes the moderation and submits his/her report.
- The admin secretary downloads and files the final report.

g) Thesis/Dissertation Defense Process

The thesis/dissertation defense process is as follows:

- The PC approves the student's work.
- The PC assign an external examiner to review the work.
- The external examiner submits his/her report.
- The PC setup the panel for the defense and schedule the defense.
- The AS records the defense.

h) Grading Processes

- Online grading from the lecturer's portal
- Lecturer enters course components
- Lecturer enter or uploads marks
- System computes grades
- Lecturer submits to Program Coordinator (PC) for approval
- PC approves and submits to the HOD
- HOD approves and submits to the dean
- Dean approves and submits to the registry
- Registry approves and posts for viewing by the students
- Students get notification of graded courses
- Printing of transcripts both partial and academic transcripts

i) Other Processes

- Course Scheduling Process
- Research Paper Reviewing Process
- Students Advising Process
- Cohort Management Process
- Student Graduation Process
- Student Request Management Process
- Lectures and Seminars Management Process

4.6.1.4. Functional Features/Requirements for Academic Module

In implementing the academic functions and processes described above, the system must ensure the following functional requirements:

j) Admissions Process

As per the admissions processes described in **section 1.3.1** above, the system should meet the following functional requirements:

REQ-Reg-1. The system must provide an intuitive and secure online application portal where prospective students can register, generate login credentials, enter personal and academic details, select their desired programs, and upload necessary documents.

REQ-Reg-2. Applicants should be able to provide referee details, and automatically send requests to referees with instructions on how to submit their reviews securely. This process should be tracked within the system, allowing for efficient follow-up and compilation of applicant evaluations.

REQ-Reg-3. The system should automatically detect incomplete applications and send timely reminders to applicants via email or SMS.

REQ-Reg-4. Upon submission of an application, the system must automatically generate and send an acknowledgment receipt to the applicant. This receipt should include a summary of the submitted information, a list of submitted documents, and the next steps in the admission process.

REQ-Reg-5. Similar to reminders for incomplete applications, the system should identify applications with missing documents and send targeted reminders to the applicants.

REQ-Reg-6. Once an application is approved, the system should facilitate the online admission process, automatically generating student IDs and login credentials. These details should be securely communicated to the admitted students, marking their transition from applicants to university students.

REQ-Reg-7. The system should automate the generation and sending of admission letters and fee invoices to newly admitted students. This process should be customizable to include specific details related to the student's program, tuition fees, and payment instructions.

REQ-Reg-8. Following admission, the system must provide new students with detailed information on how to complete their registration process, including how to access their new accounts, complete their profiles, and any other steps required to become fully registered students.

REQ-Reg-9. For students admitted conditionally based on the submission of pending documents, the system should have a mechanism for tracking these documents and sending follow-up reminders to students.

REQ-Reg-10. The system should offer functionality to review the CGPAs (Cumulative Grade Point Averages) of admitted students

REQ-Reg-11. Advanced reporting tools should be integrated to perform statistical analyses on application trends, admission rates, and registration details.

REQ-Reg-12. The system must be capable of generating comprehensive reports on applications, admissions, and registrations. These reports should be customizable to meet different administrative and academic needs.

REQ-Reg-13. The system should store the uploaded documents and allow for an easy access of the same.

REQ-Reg-14. The system should have a functionality to allow automatically block student whose transcripts have not been received after 6 months from the date of admissions and send related notifications

k) Registration Processes

As per the Registration processes described in **section 1.3.2** above, the system should meet the following functional requirements:

REQ-Reg-15. The system must enable administrators to create new cohorts, each identifiable by specific criteria such as year, program, or special group. For each cohort, it should be possible to indicate its current status, specifically if it is currently admitting new students or not.

REQ-Reg-16. Administrators should be able to create sessions for each cohort. These sessions represent specific academic periods (e.g., semesters or terms) during which courses are offered.

REQ-Reg-17. The system must provide the capability to add courses to specific cohort sessions. This includes assigning courses to the appropriate cohort and session, ensuring that students have access to the courses relevant to their academic progress.

REQ-Reg-18. Functionality should be included to open or close sessions for registration. Opening a session allows students to register for courses, while closing a session finalizes the registration process.

REQ-Reg-19. Students should be able to register for courses during an open session. The system must offer an intuitive interface for course selection and registration, ensuring students can easily fulfill their academic requirements.

REQ-Reg-20. The system should allow students to select courses not only from their own cohort but also from other cohorts, subject to academic requirements and approvals.

REQ-Reg-21. Students must have the option to add or drop courses within a specified period. The system should update student records accordingly and ensure that changes are reflected in real-time to prevent scheduling conflicts and maintain accurate academic records.

REQ-Reg-22. Course registrations should be subject to approval by finance and registry departments. The system should automate financial approval based on the student's financial standing, and registry approval should finalize the registration (automatic on financial approval).

REQ-Reg-23. Upon successful registration, the system should generate registration slips and send them to the student's email, with a copy to the assistant registrar (academics email).

REQ-Reg-24. The names of approved students should be automatically added to the instructor's class list for each course.

REQ-Reg-25. Students should be able to view their posted grades and download GPA slips directly from the system

REQ-Reg-26. The system should send registration information to students when sessions open

l) Moodle Enrollment

As per the Enrolment processes described in **section 1.3.3** above, the system should meet the following functional requirements:

REQ-Reg-27. The system should allow the students to self-enroll into open/available courses. The system should implement rules to ensure that students enroll only for the courses approved for them.

REQ-Reg-28. The enrolment should automatically interface with the Learning Management System (Moodle) to allow only one enrolment process and the information is then reflected in both Moodle and the system.

REQ-Reg-29. The system should enable configurable notification, alerting and reporting capabilities for various events like course schedule, assignment overdue alerts, etc.

m) Course Scheduling, Research Paper Reviewing, Students Advising and Student Request Management processes

As per the Course Scheduling, Research Paper Reviewing, Students Advising and Student Request Management processes described in **section 1.3** above, the system should meet the following functional requirements:

REQ-Reg-30. The system should provide a dash-board and/or reports showing faculty course workloads and non-instructional workloads such as research, service, etc.

REQ-Reg-31. The system should generate letters based on a configurable template to students on probation.

n) Lectures and Seminars Management

As per the Lectures and Seminars Management processes described in section 1.3 above, the system should meet the following functional requirements:

REQ-Reg-32. The system should provide a portal and function for peer evaluation of teaching and seminar management.

o) Grading Processes

As per the Grading processes described in **section 1.3** above, the system should meet the following functional requirements:

REQ-Reg-33. The system must provide a secure, user-friendly online portal where lecturers can manage grading for their courses. This portal should allow lecturers to access their course lists, enter grades, and manage course components such as assignments, exams, and participation.

REQ-Reg-34. Lecturers should be able to define and enter various components of a course's assessment structure (e.g., assignments, midterms, finals, projects) within the portal. This includes setting the weight of each component in the final grade calculation.

REQ-Reg-35. The system must offer functionality for lecturers to enter or upload marks for each course component for all enrolled students. This should support bulk uploads from spreadsheets or similar formats to streamline the grading process.

REQ-Reg-36. Upon entry of all component marks, the system should automatically compute final grades for each student based on the predefined weights. This computation should adhere to the institution's grading scale, ensuring accuracy and consistency in grade calculation.

REQ-Reg-37. After computing grades, lecturers should submit them through the portal for approval, starting with the Program Coordinator (PC). The submission process should then follow a predefined workflow for further approvals by the Head of Department (HOD), Dean, and finally, the Registry.

REQ-Reg-38. The grading approval workflow should involve several hierarchical levels, starting from the PC to the HOD, then the Dean, and ending with the Registry. Each level must review and approve the submitted grades, with the system tracking the progress and notifying the next approver until final approval is achieved.

REQ-Reg-39. Once the Registry approves the grades, they should be officially posted for viewing by students. The system must ensure that grades are only visible to students after final approval, maintaining confidentiality and integrity in the grading process.

REQ-Reg-40. The system should enable the generation and printing of both partial and complete academic transcripts for students. This includes providing options for official transcripts.

REQ-Reg-41. Throughout the grading and transcript process, the system must ensure the security and privacy of student information and academic records. Access to grades and transcripts should be strictly controlled, with encryption and secure authentication mechanisms in place to protect sensitive data.

REQ-Reg-42. The system should maintain a detailed audit trail of all actions taken during the grading process, including marks entry, submissions, approvals, and modifications.

p) Lecturer, PC, HOD, Dean Processes

As per the Lecturer, PC, HOD and Dean functions described in **section 1.3** above, the system should meet the following functional requirements:

REQ-Reg-43. Lecturers should have the ability to view detailed information about the programs they are involved in, including program objectives, curriculum structure, and any relevant academic guidelines.

REQ-Reg-44. The system should allow lecturers to update their personal and professional details, ensuring that the information available to students and colleagues is accurate and current.

REQ-Reg-45. Lecturers need to access a comprehensive view of the courses they are teaching, including the timetable, to manage their schedules effectively.

REQ-Reg-46. The functionality to access and download class lists for the courses they teach is essential for lecturers to manage attendance, grading, and communication with students.

REQ-Reg-47. A secure portal for online grading where lecturers can enter grades, view submissions, and manage grade approvals as part of the academic workflow.

REQ-Reg-48. The system should be configurable to allow some/all lecturers to view and approve student applications for certain programs, specializations, or activities.

REQ-Reg-49. The system should enable access to historical grading information for lecturers to review past performance, prepare reports, and conduct academic assessments.

REQ-Reg-50. The systems should have a communication/interactive module to facilitate direct responses to student inquiries, requests for consultations, and other academic matters. The system should be configurable to give automatic responses to frequently asked questions.

REQ-Reg-51. The system should enable the Program Coordinators (PCs) detailed views of the program timetable, including all courses, classrooms, and lecturers, to manage scheduling and identify any potential conflicts.

REQ-Reg-52. The system must allow PCs to review and approve grades submitted by lecturers within their program, as part of the grade approval workflow.

REQ-Reg-53. The system should allow PCs Access to comprehensive student records within the program (through screens and reports) to monitor academic progress, identify at-risk students, and support academic advising.

REQ-Reg-54. The System should allow Heads of Departments (HODs) to view and manage the department-wide timetable, ensuring optimal allocation of resources and minimizing scheduling conflicts.

REQ-Reg-55. The system should enable HODs to approve grades at the department level, overseeing academic standards and compliance with grading policies.

REQ-Reg-56. Detailed access for HOD to student records (through screens and reports) within the department to support administrative decisions, academic planning, and student success initiatives.

REQ-Reg-57. The system should enable Deans to approve grades at the school level, ensuring academic integrity and adherence to institutional standards.

REQ-Reg-58. The system should enable Deans to access their departmental students' records to inform strategic decisions and policy development.

q) Student Functions

As per the students' activities/functions described in **section 1.2** above, the system should meet the following functional requirements:

REQ-Reg-59. The system must provide students with the ability to view comprehensive details of their enrolled programs, including course requirements, duration, academic guidelines, and outcomes.

REQ-Reg-60. Students should be able to fill out and submit various application forms online, including but not limited to, changes of emphasis or program, leave of absence requests, Directed Independent Study (DIS) applications, and graduation applications. The system should guide students through each step, ensuring all necessary information is provided before submission.

REQ-Reg-61. The platform must support a seamless online registration process for courses, including prerequisites checks, registration time windows, and immediate feedback on course availability. It should also allow students to adjust their course selections within a given period.

REQ-Reg-62. Students must have the capability to change their login credentials and update personal details, such as contact information and academic profiles, ensuring their records are current and secure.

REQ-Reg-63. The system should provide secure access to individual financial statements, enabling students to check their tuition fees, payments, scholarships, and any outstanding balances. This includes the functionality for real-time updates and notifications on financial status.

REQ-Reg-64. A communication feature should be integrated, enabling students to send messages directly to various administrative and academic offices (e.g., financial aid, registrar, academic advising) for inquiries, requests, or reporting issues.

REQ-Reg-65. The platform should offer an event tracking feature, where students can view and register for upcoming events, lectures, seminars, and other campus activities. This includes personal calendar integration for reminders and scheduling.

REQ-Reg-66. Students should be able to access a checklist of course requirements for their program, tracking completed courses and identifying what is needed to fulfill their degree requirements.

REQ-Reg-67. The system must facilitate the graduation application process, allowing students to apply for graduation, check eligibility, and track the status of their application. This includes notifications on required actions or missing requirements.

REQ-Reg-68. Students should have the ability to view and print their provisional transcripts online. The system must ensure that this information is secure, accurate, and reflects the student's academic history up to the most recent completed term.

REQ-Reg-69. The system should provide for an option for verification of academic credentials

r) Admin and Assistant Registrar Functions

As per the Admin and Assistant Registrar Functions described in **section 1.2** above, the system should meet the following functional requirements:

REQ-Reg-70. The system must support robust user authentication and authorization mechanisms to ensure secure access. Users, including deans, assistant registrars, lecturers, and students, should be able to log in with their credentials. The system should authorize users based on their roles, granting appropriate access levels to sensitive information and functionalities.

REQ-Reg-71. The system should offer comprehensive credential management features. It must enable administrators to view the credentials of lecturers and students and provide the capability to reset these credentials when necessary. This functionality is crucial for maintaining the security of the system and ensuring that users can regain access to their accounts in case of lost or forgotten credentials.

REQ-Reg-72. The system needs a dedicated module for managing student information. This includes the creation of student profiles, generation of unique student IDs and credentials, and updating student details such as contact information and degree programs. It should also support the registration and approval process for students, facilitating smooth administrative workflows and ensuring accurate record-keeping.

REQ-Reg-73. The system should allow for the addition, updating, and deletion of various academic entities such as courses, schools, departments, programs, and sessions. Additionally, it should support the creation of cohorts and the setup of academic sessions, enabling organized and efficient academic planning.

REQ-Reg-74. The system must include features for course management and timetable creation. Administrators should be able to add courses to sessions and create detailed timetables, ensuring that students and faculty have access to up-to-date scheduling information.

REQ-Reg-75. The system should streamline the enrollment process, allowing students to register for courses easily. Furthermore, it must support the grading workflow, enabling the approval of grades and the opening of grading periods. Faculty should be able to update student grades, ensuring that academic records are accurately maintained.

REQ-Reg-76. The system must allow for the creation of various reports, following specified templates, and include access control mechanisms to define who can view these reports.

REQ-Reg-77. The system should automate the generation of these documents, ensuring they are accurately produced according to the latest academic records.

s) Student/Registry Finance Functions

As per the Finance Functions described in **section 1.2** above, the system should meet the following functional requirements:

REQ-Reg-78. Approve registrations and view relevant student finance information.

REQ-Reg-79. Generate and send invoices to students.

4.6.1.5. Required Reports in the Academic Module

t) The system should be able to provide the following reports:

- List of applicants which can be analyzed based on configurable variables like country of origin, program, repeat applicants, age, gender, etc.
- List of students which can be analyzed based on configurable variables like year of application, program, cohort, active students, inactive students, etc.
- Students Grading list which can be analyzed based on course, per student, per lecturer, etc.
- Graduation list

4.6.2. RESEARCH MODULE

4.6.2.1. Overview of the Research Module

The Research Module should help manage the research process from end to end starting from a call for faculty publications, internal funding, request for ethics reviews, Pan-African journal publications, announcements abstracts, receipt, etc.

4.6.2.2. Research Module Users and Functions

The expected users include the Research Director, faculty members, and researchers (including AUA students and external members), the system should enable the users to perform their research functions as described below:

#	User Profile	Code	Description	User Functions
1	Research Director		Research Coordinator within a school	– Communicate/Announce research opportunities and share other valuable information • – Oversee multiple scholarly activities of faculty members • – Manage internal grant applications, funding sources, and budget allocations effectively • – Facilitate adherence to ethical standards in research activities.
2	Faculty		Full time Lecturers	– Submission of scholarly activities (e.g., published works, conference attendance, funded research, etc.) – Applications for academic conference attendance – Application for ethics review

3	Students			– Request for Ethics Review
4	External Researchers	•		– Request for Ethics Review

4.6.2.3. Processes and Activities for the Research Module

In the performance of the research functions above, the system should follow/enable the following processes as briefly described:

u) Scholarly Activities and Publications Process

- Faculty members and other university staff submit their publications whenever they publish throughout the year.
- Research Director verifies the uploaded publications to determine if they are peer-reviewed, co-authored, etc.
- The Research Director compiles and presents to the Research C'tee for recommendation to the UMB
- Approved publications and other scholarly activities are given financial incentives per policy.

v) Conference Management Process

- Faculty applies to attend academic conference indicating the total cost and evidence of acceptance letter for paper presentation
- Research Director compiles applications and presents to the Research C'tee for recommendation to the UMB
- Approved academic conference attendees are asked to fill travel authorization form in preparation for their travels

w) Research Ethics Management Process

- Ethics request service is available to all researchers (AUA university staff and students, external researchers.
- Applicants submit applications for ethics requests with corresponding attachments (e.g., research proposal, research instruments, consent forms, and proof of payments for external applicants.
- Research proposals are reviewed by the AUA Institutional Scientific and Ethics Review C'tee

- Ethics reviewers submit their reports for ethics clearance/rejection.
- The report is communicated to the researcher.

x) Grant Management Process

- Research Director Calls for applications for internal research funding
- Interested faculty members apply for the fund
- The Research Director compiles all applications for the Research C'tee for evaluation and award.
- Applicants receive communication regarding their application.
- Research Director signs a contract with the principal investigator(s) for the purposes
- of accountability and management of the funds following approval by the UMB
- Research Director monitors compliance with grant requirements.

y) Announcements

- Research Director disseminates research-related information such as Call for conference abstracts and papers, external funding opportunities, institutional research updates, trainings, and other information.

z) AUA Pan-African Journals

- Integrate the journal website with the ERP.

4.6.2.4. Functional Features for the Research Module

In implementing the Research functions and processes described above, the system must ensure the following functional requirements:

4.6.1. Research Supervision Process

REQ-Res-1. The system should provide portals and dashboards for the administration of the research process including planning, monitoring and tracking of research activities.

REQ-Res-2. The Research function should provide e-mail and/or SMS alerts to university staff on specific configurable events i.e., approaching deadlines, submitted proposals, call for papers, etc.

4.6.2.5. Required Reports for the Research Module

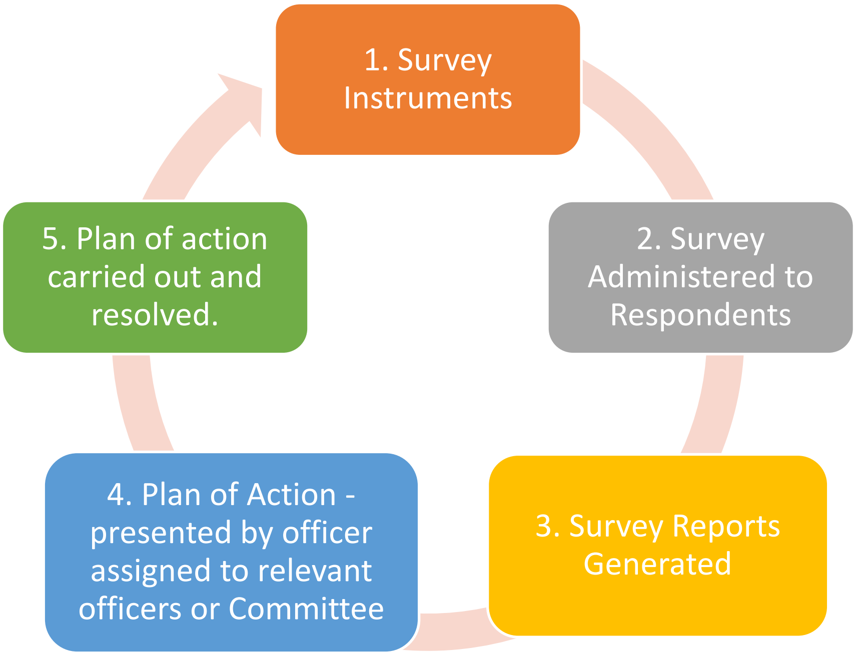
aa) The system should be able to provide the following reports:

- List of Research activities which can be filtered based on dates, status (ongoing, published, under-review, etc.)
- Scholarly activities and publication report every six months
- Academic conference attendance approval reports including the cost for each conference for each year.
- Generate quarterly reports of ethics reviews.
- Manage institutional ethics review board approvals
- Track research office timelines, budgets, and milestones in real time.
- Monitor expenditures and research budget to ensure transparency and accountability in financial management.

4.6.3. QUALITY ASSURANCE (QA) MODULE

4.6.3.1. Overview the QA Module

1. The QA module is expected to provide a platform and dashboards to help track the various feedback surveys and survey reports, (Course Evaluation Survey, Library Survey, Students' Satisfaction Survey, Staff Satisfaction Survey, and Graduate Exit Survey, Alumni survey, Employers survey); based on the feedback a summary of the plan of actions is presented by the relevant department to the officers or committee and resolved.



2. The dashboard will also track Self-Assessment Reports (, CUE Self-Assessment Reports, AAA Self-Assessment Reports and New Programme Self-Assessment Reports) regularly undertaken by the university.

3. This Module is also expected to provide a platform and dashboards to document the university work plans and help track the activities for each plan against the set targets.

4.6.3.2. Quality Assurance Users and Functions

The expected users include Data Administrator, Data officers, Data Approvers, and survey participants. The system should enable the users to perform their research functions as described below:

#	User Profile	Code	Description	User Functions
1	Data Administrator		Quality Assurance (QA) Officer	– Creates the data officers and other data users into the system – Create evaluation and survey templates into the system – Configures the various dashboards and report templates – Creates new reports, analytics and dashboards – Creates the departmental work plans into the system
2	Data Officer(s)		QA Officer Registrar Deans HR	– Creates new reports, analytics and dashboards – Reviews and accept into the system the raw data received from surveys and other sources in to the system. – Approves their departmental work plans
3	Data Approver(s)		Deans DVCA VC	– Reviews and accepts the templates created by the administrator – Reviews the various survey reports/ statistics/ analyses and approve for publication – Review the evaluation reports/analyses and approve for forwarding/publication – Review the Self-Assessment reports and approve for publication or forwarding to the responsible authorities. – Receive action plans based on survey reports, and completion reports of action plans.
4	Survey participants		– Students	– Submit data through survey portals

#	User Profile	Code	Description	User Functions
			– Faculty & Staff – Community (invited)	– Can download and view reports from surveys

4.6.3.3. Processes and Activities for QA Module

In the performance of the QA functions above, the system should follow/enable the following processes as briefly described:

bb) Design and Administration of Surveys

(Course Evaluation Survey, Library Survey, Students' Satisfaction Survey, Staff Satisfaction Survey, and Graduate Exit Survey, Alumni survey, Employers survey)

- The Data Administrator designs a survey questionnaire into the system
- The assigned Data Approver reviews and approves the use of the survey questionnaire.
- The Data Officer sends the questionnaire to the respondents (System should be integrated to e-mail or WhatsApp).
- The respondents fill in the questionnaire and submit.
- The system captures the responses and provides an analyzed report based on a pre-configured template.

cc) Design and Administration of Assessments

(Peer Evaluations, CUE Self-Assessments and AAA Self-Assessments)

- The Data Administrator designs the required assessments into the system
- The relevant Data Approver reviews and approves the use of assessment questionnaire
- The system automatically administers the assessments based on a configured event and/or prerequisite (e.g., upon course completion in Moodle, Defined timeline, End of quarter, Choosing of a peer evaluator, etc.)
- The respondents fill in the Assessment and submits
- The system captures the assessment data and provides and analysis based on a pre-configured template.
- The system generates an assessment report based on a pre-designed template.
- The produces a aggregated reports based on programs, courses etc. which are printable for discussion at relevant boards/committees

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NB.: Course Evaluation is done for every course offered. Peer Evaluation is done once a year for each faculty by a peer of their choice; Program Coordinators (PCs) will do the peer evaluation of adjunct lecturers. Dean's Evaluation is done by DVCA.

dd) Academic Programs Quality Administration

– For every course offered, the lecturer uploads the course outline into the Learning Management System (Moodle)
– The PC reviews and moderates/approves the course outline
– Upon course completion, the lecturer prepares an exam and uploads into the system
– The PC reviews and moderates/approves the exam
– The lecturer administers the exam (Either prints the moderated exam and administers manually, or the students take the exam online through the Learning Management System)
– The lecturer prepares and uploads the Exam rubric or marking guide
– The PC reviews and moderates/approves the exam rubric
– The lecturer uses the approved rubric to marks the exam, grades the students and upload the grades into the system
– The PC reviews and the School Board moderates and the Senate approves the course grades
– The moderated grades are published by Registrar into the students' portal and is available as record.

ee) Development and tracking of university work-plans

- The Data Administrator uploads/or keys in the approved work plan into the system
- The system prompts each HOD to update the status of each activity on the work-plan regularly as configured (i.e., Monthly, quarterly, etc.)
- The system generates monthly and quarterly reports and sends a link for download to the configured recipients.

4.6.3.4. Functional Features/Requirements for QA Module

In implementing the QA functions and processes described above, the system must ensure the following functional requirements:

a) Design and Administration of surveys and assessments

REQ-QA-1. The system should enable a functionality for the Data Administrators/officers to provide plans of action against each report and be able to track the planned activities.
REQ-QA-2. The system should provide the scheduling of the surveys and assessments and provide notifications and alerts when due. For example: Annual, quarterly and periodic Self-assessment reports for AAA and CUE.

REQ-QA-3. The system should enable the use and easy revision of assessment templates as per the requirements of CUE and AAA

REQ-QA-4. The system should auto generate the survey reports in proscribed template and e-mail to defined e-mail addresses.]

REQ-QA-5. The system should allow uploading of an action plan provided by the respective departments and allow for updating the status of the action plan to completion of action.

4.6.3.5. Required Reports for The QA Module

a) The system should be able to provide the following reports:

- Course Evaluation Reports which can be analyzed per course, program, lecturer
- Graduate Exit Survey Report
- Alumni Survey Report which can be analyzed per program, country, industry
- Employer Survey Report which can be analyzed per program, country, industry
- Student Satisfaction Survey which can be analyzed for every cohort.
- Student Feedback Reports on various university services i.e., Library, Cafeteria, Sports & Recreation, and Student Residences
- Staff Satisfaction survey Report which can be analyzed per department, issues/topics, etc.
- Provide completion reports of action plans

4.6.4. FINACIAL MANAGEMENT MODULES

4.6.4.1. Overview

The system should enable the automation of the Finance and Accounting functions and processes that includes financial budgeting management, the management of the General Ledger, Accounts Payable, Accounts receivable, Bank Reconciliation and the management of investments. The system should be tightly integrated with the existing SunPlus system to enable the parity of the ERP and the SunPlus databases at all times for effective management of financial information.

4.6.4.2. Finance Module Users and Functions

The system should enable the users to undertake Finance functions as described below:

#	User Profile	Code	Description	User Functions
1	Finance Director		DVC-F	– Has view rights on all financial activities – Approves Financial templates – Approves Payment requisitions
2	Chief Finance Officer		Chief Accountant	– Assigns roles to accountants – Approves Financial templates – Approves payment requisitions – Input financial data – Initiate payments process
3	Accountants		Accountants	– Input financial data – Initiates some financial transactions – Initiate payments process
4	Students Finance		Accountant in charge of Students	– Initiates some Financial transactions relating to students – Input financial data – Initiate payments process
5	Budget Holders (Heads of Departments)		Departmental Heads (Budget Holders)	– Approves requisitions
6	Departmental Staff (employees)	•	From each department	– Track their statements of accounts from their portals

				– Initiates purchase requisitions
7	Students	•		– Track their statements of accounts from their portals – Initiates payment for fees and services
8	Vendors	•		– Initiate payments online (by submitting the invoice)

4.6.4.3. Processes and Activities.

In the performance of the financial functions above, the system should follow/enable the following processes as briefly described:

ff) Financial Budgeting Process

- The system shall provide departmental heads with budget request forms/template to help gather budget information
- The system consolidates the departments submissions into a draft university budget proposal in form a report
- The report is reviewed by the relevant committees and finally approved by the university council
- Approved budget is uploaded into the system (And finally to the SunPlus System through DB-to-DB integration)
- Each departmental head/budget holder can view and track his/her budget
- Each expenditure is charged against a departmental budget line

NB. The ERP system will be used for gathering budget information and providing dashboard for tracking expenditure through an integration interface.

gg) General Ledger

- Close the year for GL at the end of period
- Copy ledger balances into budgets/plans.
- Create account allocations.
- Create and maintain budgets and plans.
- Create and post recurring journal entries.
- Create a user-defined journal.
- Create auto-reversing transactions.

hh) Student Finance

- Registry generates information on new students
- The system generates invoice for each student based on the wage factor, cohort information, type of student (church worker or non-Church worker), GPA, Required Boarding information (from the bookings made), Mode of classes and gender (Reference Students Financial information document)
- The invoice information is sent to the students via e-mail /or made accessible through their student portals
- The students make the necessary payments and attach the necessary proofs of payment
- The students finance views the fee statement reports and may make the necessary reconciliations
- The system generates the cohort/class list based on the fees payments policy (100% Accommodation and meals; and at least 50% for new students; All debt and at least 50% of current fee requirement for all old students)
- The students can view their statements of accounts and other information from their portals

ii) Hostel Booking Portal

- The university operates a number of hostels for students and also for hire. The hostels should be configurable into the system.
- A student logs into their portal and views all the available rooms and makes a booking
- The system generates a proforma invoice for the booking
- If the student is part of a cohort, then the hostel charges should be part of the fees payable available in their portal
- If not, then the student can pay against the proforma by use of Mpesa, paypal or bank or on an agreed upon credit account.

jj) Employee Accounts Receivables

- Employees applies for advances (Salary, travel, purchase, etc.)
- The advance payment is debited against their accounts
- The employee initiates payment either through cash, reports/receipts, or salary deduction requests
- The requests are approved through a workflow
- Once approved the employee account is credited and the relevant accounts debited

kk) Accounts Receivables (Other Church institutions – GC and Divisions)

- Other church institutions would normally owe the university through an expenditure made on their behalf. The expenditure would be either through a memo, or an agreement/understanding.
- The University consolidates all the expenditure for each institution and then reconciles against each other
- The University maintains and tracks each account and reconciles monthly.

ll) Auxiliary business activities receivables

The Accounts receivable process is mainly for the employees and students Finance process. Other Accounts receivables are for the university auxiliary business activities that include: Guest houses accommodation services and facility hire. For these auxiliary activities, the process is as follows:

- The prospective client makes a booking online for the facilities to be hired or rented
- The system generates a proforma invoice for the booked facilities
- The accountant/facilities hire officer confirms the booking in the system after a committee approval.
- The clients receive the confirmation and the system presents a portal for payment for facility.
- The facility is then reserved for the client once payment is made.

mm) Cafeteria Management

The university operates a cafeteria through a partnership agreement with a service provider. The agreement elements should be configurable into the system (i.e., 60% payable to the service provider; 40% income for the university)

- The cafeteria manager captures attendance records for each meal in the system and/or walk in payments.
- The system generates debit notes for each student or staff. The student/staff can view and track their cafeteria expenditure through their portals.
- The system generates a cafeteria statement of account on a regular basis as per a prescribed template (i.e., Total income categorized according to sources, amount due to service provider, etc.)
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nn) Students Scholarship Management

- The Students Accountant uploads the scholarship requirements template into the system, defines the application window (i.e., start-time and close-time)
- The students log in and applies for the scholarship and attaches all the necessary documents.
- The system summarizes the application information for all applicants into a report

- The report is reviewed by a committee and awards made
- The awarded scholarships are automatically updated into the students' finance
- The scholarship information is reflected in the student's statements of accounts viewable in his/her portal.

oo) Graduation

- Students logs into their portal and applies for graduation (NB. They should be able to apply only after meeting some specific academic requirements)
- The system generates all the requirements for graduation including charges and clearance sheet
- Each student is cleared in the system by the relevant departments (Academic, Registry, Library, Cafeteria, Bookstore, Gift shop, Gym, etc. and finally Finance
- Upon full clearance, the system generates a graduation list for the Senate's discussion,
- The approved List of graduands is updated in the system.

pp) Accounts Payable (Vendors)

- The system generates and sends purchase order to the supplier based on the configured supplier e-mail addresses
- The supplier delivers the goods which are inspected and received in the system
- The supplier submits the invoice online and/or manually
- The invoice is coded into the system and linked to the purchase order
- The invoice approved through work-flow defined in the system.
- The system generates a payment voucher
- All transactions recorded in the General Ledger

qq) Accounts Payable (Other Church institutions – GC and Divisions)

- The university keeps accounts for each institution and reconciles every month

rr) Accounts Payable (Employees and Students)

- The employees and students can view and track their statements of accounts from their portals
- If credits exist, they can initiate request for payment through their portal
- The request is approved through a work-flow.

ss) Bank Reconciliation

- The system makes comparisons against the transactions in the system
- The system generates an exception report
- The accountant uses the exception report to adjust the bank statements and the ledger

tt) Imprest Management Process

- The University maintains a petty cash limit which should be configurable in the system
- Employee requests for a petty cash through the portal and attaches any relevant documents
- The request is approved through a workflow
- Once approved, credit petty cash and debit the relevant accounts
- The employee submits a report online and attaches the necessary documents
- The report is approved through a workflow
- Once approved, credit the employee account and debit the relevant accounts.
- The Petty cash accountant can request for replenishment through a workflow
- Once approved, credit bank and debit petty cash

uu) Employee Loan Management Process

- The University provides employee loans up to a limit depending a number of factors. The limits per employee should be configurable in the system
- The employee applies for a loan through their portal
- The loan is approved through a workflow
- Once approved, credit bank, debit loan account
- The loan is administered as per the loan policy
- The employee should be able to track their deductions through the loan period through their portal.

vv) Investments - Fixed Deposit Management

- Set up different FD posting groups for different banks.
- Initiate withdrawal of matured or premature fixed deposits.
- Ensure financial treatment of Accrual Interest booking and Reversing Accrual Interest at time of Actual interest realization.
- Generate performance reports and forecasts and compare with the actuals

ww) Fixed Asset Management

- Asset purchase – the accountant captures the asset description and value into the asset register upon receipt of invoice/receipt/delivery note.
- Asset depreciation – A periodic decline in value as configured into the system

- Asset revaluation,
- Asset impairment and
- Asset disposal.
- Listing of all un-capitalized assets

xx) Physical Plant Asset Maintenance Process

- The university operates a maintenance department for a number of key assets including land, buildings, furniture and equipment.
- The system should provide a listing and dashboard for tracking all these maintenance assets
- The Maintenance officer schedules maintenance activities in the system
- The system provides alerts for maintenances due and prompts the officer to initiate.

4.6.4.4. Functional Requirements

In implementing the Finance Management functions and processes described above, the system must ensure the following functional requirements:

yy) Budgeting

REQ-FIN-1. The ERP Budget Module must integrate with the SunPlus system

REQ-FIN-2. The system should be able to alert the budget holders and relevant accountants on likely over-expenditures upon reaching some configurable threshold. E.g., 80% expenditure

REQ-FIN-3. The system should provide a dashboard for the budget holders to view their expenditure history and performance against budget limits

zz) Student Finance

REQ-FIN-4. The system should provide complete balance statement for each student

REQ-FIN-5. The payment should be integrated with MPESA, Bank and PayPal, and Credit Card (SWIFT)

REQ-FIN-6. The system should provide a portal from which the students can track the status of their scholarship application and processing

REQ-FIN-7. The system should provide ageing reports for all students and employees receivables

aaa) Fixed Assets

REQ-FIN-8. The system should generate as asset number with the creation of each asset in the register as per the university asset tagging policy.

REQ-FIN-9. The system should capture key asset information like Serial No. for specific types off assets e.g. computers/laptops, printers, etc.

4.6.4.5. Required Reports for The Finance Module

The system should be able to provide the following reports:

- Payment's list - detailing payments done i.e., those done in cash, cheques, denomination inter-organization, credit card, or bank transfer
- Payment ageing report
- Notes receivable report
- Departmental budgetary performance report
- Fixed deposits report

4.6.5. PROCUREMENT MODULE

4.6.5.1. Overview of the Procurement Module

This module should enable e-procurement of goods and services using electronic method in every stage to ensure efficiency and transparency. The system should facilitate electronic processes in e-tendering, e-submission, e-evaluation, e-Awarding, Order Status, e-invoicing, e-payment, and e-contract management.

4.6.5.2. Procurement Users and Functions

The system should enable the users to perform their procurement functions as described below:

#	User Profile	Code	Description	User Functions
1	Procurement Administration Executive		DVCF	– Has view rights on all procurement activities – Approves payments beyond a set limit.
2	Chief Accounting Officer		Chief Accountant	– Reviews and approves all procurement payment schedules
3	Accountants		Accountant	– Prepares the procurement payment schedules
4	Procurement officers		From each department	– Initiate procurement process in the system – Develops the e-tendering documentations (RFQ, RFP, etc.)
6	Suppliers		University's suppliers of services and goods providers	– Submit invoices and payment documentations – Track their payment approval status in the system

4.6.5.3. Processes and Activities.

In the performance of the Procurement functions above, the system should follow/enable the following processes as briefly described:

bbb) Procurement Planning and Budgeting

- Identifying user procurement needs
- Consolidation of departmental procurement plans to the consolidated Procurement Plan.
- Integrating approved Procurement Plan with approved budget.
- Procurement Plan implementation.
- Procurement Plan monitoring, evaluation and review.

ccc) Supplier Management

- Registration and management of suppliers
- User-defined supplier categories: Supplier categories are user definable
- Supplier unique identifiers (auto generated):
- Supplier pre-qualification.
- Supplier re-evaluation of mandatory requirements e.g. tax certificate, business license, practicing licenses
- Maintenance of supplier profile e.g. tender and quotes awarded.

ddd) Procurement Processing

- User purchase requisition.
- Purchase order processing linked to purchase requisitions.
- System generated purchase orders with unique order identification numbers.
- Tender price listing with preferred suppliers and last purchase price.
- Pending orders/dues in/purchase order not yet delivered listing.
- Order management including approvals, validity and cancellation.
- Complete order drill down.

eee) Contract Management

- Negotiation and Authorization management;
- Project planning (work plan);
- Contract execution;
- contract variation;
- Monitoring and evaluation;
- Payment of certificates; and
- Certificate of completion.

4.6.5.4. Functional Requirements

In implementing the Procurement functions and processes described above, the system must ensure the following functional requirements:

REQ-PRO-1. The system should allow Integrated planning and budgeting.
REQ-PRO-2. The system should allow the e- User purchase requisition. i.e. -tendering, e-submission
REQ-PRO-3. The system should allow all procurement processes to be done online (e-tendering, e-submission, e-evaluation, e-Awarding, Order Status, e-invoicing, e-payment, and e-contract management.)

4.6.5.5. Required Reports for the Procurement Module

The system should be able to provide the following reports:

- Procurement Plan reports (Measuring procurement plan performance versus actual performance; Variance analysis.)
- Suppliers register
- Lists of tenders/quotations awarded.
- Price list and price updates.
- Outstanding purchase orders.
- Purchase order partially supplied.
- Supplier performance and appraisal.
- Orders due for cancellation.
- Purchase orders details.
- Order payment status.
- Transaction history.
- Periodic reports on orders placed, cancelled and pending; daily, monthly, quarterly, half yearly and annually.
- Contract status.
- Contract variation details
- List of Completed contracts.
- Certificate of completion.

4.6.6. INVENTORY CONTROL AND STORES MANAGEMENT MODULE

4.6.6.1 Overview

This Module should allow the Stores to distribute and track stock levels of all items in the University. It should enable real-time data communication between stores and the user departments for store-level activities including item look-up, stock counts, and transfers.

4.6.6.2 Inventory and Stores Management Users and Functions

The system should enable the users to perform their store and inventory functions as described below:

#	User Profile	Code	Description	User Functions
1	Stores Administration Executive		DVCF	– Has view rights on all store activities
2	Stores Manager		Chief Accountant	– Reviews and approves all Stores Requisitions and Issues
3	Stores officer			– Receives and issues all stores requisitions to departmental stores
4	Departmental stores officers	•	From each department	– Makes the stores requisitions – Receive store items from the store – Issues store items from the stores
	Employees	•		– Requisitions and receives store items
6	Suppliers	•	University's suppliers of goods providers	– Deliver store items into the store.

4.6.6.3 Processes and Activities.

In the performance of the Inventory and stores management functions above, the system should follow/enable the following processes as briefly described:

a) Receiving of goods into the main store

- Departmental stores officers make requisition for store items from the main store
- Stores officer orders the stores items from vendors
- Stores officer issues the requested store items
  -

b) Stores requisitions

- Employees make requisition from the departmental stores
- The departmental store officer issues the requested item
- The departmental store office requisition item from the main store

c) Stores issuing

d) Stock taking and reconciliation

- Each store officer initiates a stock-taking process in the system
- The system prints out the inventory count-sheet report for stock-taking
- The store officers undertake the physical counts of the inventory in the store
- The physical and system figures are compared and reconciled.

4.6.6.4 Functional Requirements

In implementing the Inventory management and stores functions and processes described above, the system must ensure the following functional requirements:

REQ-STR-1. Classification of stores/categories;
REQ-STR-2. Storing and stocking condition;
REQ-STR-3. Stores life time/shelf life;
REQ-STR-4. Establishing stock levels for common user items;
REQ-STR-5. Receiving against LPOs with strict observance of LPO quantities;
REQ-STR-6. Register of inventory with unique identification on items;
REQ-STR-7. Stores Catalogue (Item master) management;
REQ-STR-8. Inspection and acceptance;
REQ-STR-9. Maximum stock level: The system should be able to define/give the maximum amount of stock the University would wish to hold. This could represent enough stock for a season, month or a week, or it might be as much as the store has space for, or it might depend on the order size needed to qualify for a quantity discount- known as the Economic Order Quantity (EOQ);

REQ-STR-10. Minimum stock level: The system should be able to define/give the minimum amount of product the University would want to hold in stock. Assuming the minimum stock level is more than zero, otherwise known as buffer stock;
REQ-STR-11. Re-order level: The system should allow a trigger point, so that when stocks fall to this level, the next order should be placed;
REQ-STR-12. The system should allow online authorization levels for the various functionalities within Stores & Inventory Division/ Department;
REQ-STR-13. Have full audit trail of all stock movements;
REQ-STR-14. Support different costing methods for inventory;
REQ-STR-15. Stock transaction retentions in accordance with the statutory provisions;
REQ-STR-16. Stock history file;
REQ-STR-17. issue of items against departmental budget allocation;
REQ-STR-18. Update stock by goods received notes and purchase invoices;
REQ-STR-19. Stock movement records showing fast- and slow-moving stocks;

4.6.6.5 Required Reports For The Inventory And Stores Management Module

The system should be able to provide the following reports:

- Inventory levels, re-order levels and re-order quantities.
- Shelf-life status.
- Dues in/out.
- Order status.
- Rejected orders goods retuned.
- Inspection and acceptance.
- Receiving Issue analysis.
- Store Item transaction history.
- Date of last issue.
- Inventory listings.
- Stock movement and Stock taking

4.6.7. HUMAN RESOURCES AND ADMINISTRATION MODULES

4.6.7.1 Overview

The system should enable the automation of the administration and HR functions that includes employee management, recruitment process, performance management, training, leave management, payroll processing, promotions and separations. The system should also be able to provide the required reports on leave, service records, employee data, job appraisals, recruitment and selection information.

4.6.7.2 HR and Administration Users and Functions

The system should enable the users to undertake the HR and Administration functions as described below:

#	User Profile	Code	Description	User Functions
1	HR Director		VC	– Has view rights on all HR activities
2	HR Officer		HR Officer	– Initiates HR activities Recruitment & Selection – Declaration of job vacancy or new job creation (action no.) – Job advertisement, shortlisting, interviews, selection and employment offer and acceptance. – Date of joining – Orientation Programme for new employees – – Update employee personal details, (15 items) – Date of Joining, job title, reporting to with Action No. – Job description – Creation and updating of service records – Uploads attested academic documents, ID, photo, CV – Creates HR records in the system performance management, training, and – Processing Separation: Transfers, Permanent Return, Retirement, Resignation, Dismissal, and Retrenchment.

#	User Profile	Code	Description	User Functions
				– Minutes and action number for all major HR related decisions.
3	Payroll Accountant & HR		Payroll Accountant & HR can update.	– Generates payroll data and uploads into the system. – Recording of Promotions in the payroll, changes in job title – Excess leave deduction
4	Heads of Departments		Supervisors	– Approves staff leaves
5	Staff (employees)		From each department	– Login and apply for leave, – Tracks the status of their leave applications through the system – Accesses their payroll through the system
	Performance Appraisal		Supervisors	– Generate Performance Appraisal – Conduct Performance Appraisal – Generate Performance Appraisal Report

4.6.7.3 Processes and Activities.

In the performance of the HR and Administration functions above, the system should follow/enable the following processes as briefly described:

a) Recruitment and Employee Management

- The HR officer posts vacancies with details such as job description, required qualification, responsibilities, etc.
- Candidates submits applications online and the system automatically extracts and organizes the information from the submitted resumes.
- The HR Officer extracts a long list and a proposed short list based on defined criteria.
- The long list and short-list is discussed and the final short-list is updated in the system
- The HR Officer schedules interviews with the short-listed candidates and the system sends out automatic interview notifications.
- The HR officer consolidates feedback from interviewers.

b) Performance Management

- The departmental heads update the system with KPIs (Key Performance Indicators) for each employee under their supervision
- The employees periodically update the system with their performance data as per the template provided.
- The supervisors (Heads of departments) evaluate the submitted data and approves or moderates.
- The employees confirm moderated performance
- The system generates performance reports i.e., Top performers, under-performers, etc.
- The system flags underperforming employees and automatically initiates a performance improvement plan process.
- The HR Director uses the generated reports to make awards and sanctions

c) Leave Management

- The HR Officer defines all types of leave into the system (Annual leave, Sabbatical, study Paid leave, study unpaid leave, etc.)
- Employees submit leave requests through the employee portal
- The employee supervisor reviews then approves or declines
- The system notifies the employee of leave approval/Non-approval
- The system automatically updates the balances after approval/denial

d) Separation

- The separation process is initiated either by the receipt of a resignation letter or by an action of a committee
- The HR officer initiates the separation process by also attaching the relevant documentation (Resignation letter, committee action, etc.)
- The separation event/request is approved/confirmed by an officer (DVC-A, DVA-F, VC)
- If approved, the system notifies all the Heads of departments and generates a clearance checklist for clearance by various departments
- Each Head of department logs into the system and clears the employee with comments.
- HR Provides the last clearance which should also include an exit survey
- The system then generates a clearance certificate with a clear documentation of all clearances and comments.

4.6.7.4Functional Requirements

In implementing the HR and Administration functions and processes described above, the system must ensure the following functional requirements:

fff) Recruitment and Employee Management Process

REQ-HRA-1. The system should allow the posting of vacancies with details such as job description, required qualifications, and responsibilities;
REQ-HRA-2. The system should allow candidates to submit applications online, The system should store all applicant data in a centralized repository for easy retrieval and analysis;
REQ-HRA-3. The system should use filters and keywords to screen and shortlist resumes;
REQ-HRA-4. The system should enable the scheduling and management of interview appointments;

ggg) Performance Management

REQ-HRA-5. The system should enable the setting up and alignment of individual goals with organizational objectives;
REQ-HRA-6. The system should automate the performance appraisal process, from setting goals to conducting reviews;
REQ-HRA-7. The system should integrate with training and learning modules to support employee development;
REQ-HRA-8. The system should visualize performance metrics for employees, teams, and the entire organization on the dashboard;
REQ-HRA-9. The system should implement employee recognition programs to acknowledge achievements;
REQ-HRA-10. The system should manage and track rewards, bonuses, or incentives tied to performance;
REQ-HRA-11. The system should flag underperforming employees and initiate performance improvement plans.

hhh) Leave Management

The system should

REQ-HRA-12. Enable employees to submit leave requests through a user-friendly self-service portal;
REQ-HRA-13. Support customization of leave types (sick leave, Annual leave, sabbatical, study paid leave, study unpaid leave);
REQ-HRA-14. Automate the leave request approval process;
REQ-HRA-15. Display up-to-date leave balances for each employee;
REQ-HRA-16. Automatically update balances after leave requests are approved or denied;
REQ-HRA-17. Automatically factor in public holidays when processing leaves requests;
REQ-HRA-18. Support hierarchical approval processes;
REQ-HRA-19. Notify employees of leave approval or rejection status;
REQ-HRA-20. Enable leave Carry-Over and Expiry;
REQ-HRA-21. Allow employees to submit and track leave requests using mobile devices; and
REQ-HRA-22. Enable managers with mobile access to approve leave

iii) Employee Self Service

The system should

REQ-HRA-23. Allow employees to update personal details like contact information, emergency contacts, and address; (update only when HR opens for updating, otherwise locked)
REQ-HRA-24. Enable employees to upload and manage their profile pictures;
REQ-HRA-25. Employees to submit leave requests, specifying type, duration, and reason;
REQ-HRA-26. Display real-time leave balances and accruals;
REQ-HRA-27. Allow employees to participate in institution -wide surveys;
REQ-HRA-28. Display the organizational structure and reporting lines; and
REQ-HRA-29. Implement secure authentication methods to protect employee data.
REQ-HRA-30. Employee profiles with details such as job title, department, and contact information;
REQ-HRA-31. A repository for sharing important documents, policies, and procedures;
REQ-HRA-32. Integration with survey tools for gathering employee feedback;

jjj) Promotions

The system should enable

REQ-HRA-33. Centralized employee profiles with detailed information;
REQ-HRA-34. Recording and tracking of all past promotions;

4.6.7.5 Required Reports for the HR and Administration Module

kkk) The system should be able to provide the following reports:

- Performance Appraisal Reports.
- Promotion History Report.
- Service Record for each employee
- Historical data on all past employee promotions.
- Employee Performance Rating Reports.
- Key Performance Indicators (KPI) Dashboard.
- Underperformance Identification report.
- Performance Improvement Plan (PIP) Reports.
- Leave Balances Report.
- Leave Schedules for sections and departments.
- Summary of leave usage based on different leave types.

4.6.8. MARKETING MODULE

4.6.8.1 Overview of the Marketing Module

The Marketing Module should support the generation and management of leads and also the management of the alumni affairs

4.6.8.2 Marketing Module Users and Functions

The expected users include the Marketing Director, Marketing officers, Faculty and Staff, Students, and Alumni. The system should enable the users to perform their research functions as described below:

#	User Profile	Code	Description	User Functions
1	Marketing Director		Co-ordinates Marketing Activities	– Manages marketing users – Create Marketing and Alumni activities – Approves Marketing Initiatives – Views leads Information dashboards
2	Marketing Officers		Assistant Marketing Director	– Initiates Marketing and alumni activities – Generates Marketing Reports – Designs Marketing dashboards and report templates.
3	Faculty and Staff users		Staff	– Views Marketing dashboards
3	Students			– Registers as alumni upon graduation
4	Alumni			– Registers as alumni – Views alumni plans

4.6.8.3 Processes and Activities for the Marketing Module

In the performance of the Marketing functions above, the system should follow/enable the following processes as briefly described:

lll) The lead management process

- Lead capture and identification.
- Lead tracking.
- Lead qualification.
- Lead nurturing.
- Lead distribution and sales conversion.
- Reporting.

mmm) Alumni network Management Process

- creating and maintaining a database of former employees, -
- Portal for alumni registration
- Linked to graduation process for harvesting alumni contacts as part of clearance
- Integration with social media for harvesting of Alumni contacts
- regularly communicating with them through various channels,
- providing opportunities for networking and professional development,
- And tracking the ROI of alumni engagement.

4.6.8.4 Functional Features for the Research Module

In implementing the Research functions and processes described above, the system must ensure the following functional requirements:

nnn) The lead management process

REQ-MAR-1. The system should integrate with various systems for the purpose of leads management. This includes the social media sites, Telephony Management, and E-Mail

REQ-MAR-2. The system should provide a dashboard on leads performance, potential leads, etc.

ooo) Alumni network Management Process

REQ-MAR-3. The system must provide a Portal for alumni registration

REQ-MAR-4. The Alumni module should link to the graduation process so that all graduating students must register as alumni as part of graduation clearance

4.6.8.5 Required Reports for the Research Module

ppp) The system should be able to provide the following reports:

- Leads per platform
- Leads conversion report
- Alumni lists per country, industry and year
- List off alumni activities

4.6.9. OTHER REQUIRED MODULLES

4.6.9.1 IT Processes and Administration

qqq) Students ID Printing and issuance

- The system should capture all the students' details during/before registration for the purposes of ID Printing; Enable Self printing of ID; ID should be validated online/SMS; System automatically generate ID. Nos. by use of Year, Program code.

rrr) System Users management (E-Mail, Moodle, Zoom, Online Accounts Statement – OAS system)

- E-Mail – Integrate with the Google Workspace and Moodle to automatically generate E-Mail and Moodle accounts for students and/or staff based a defined rule.
- Zoom – System should allow the tracking off allocated Access duration and automatically disable/or alert administrator when period elapses.

sss) System Administration:

- (on-Premise Infrastructure, Cloud infrastructure, Business systems, System security) – System should have inventory of all ICT assets including systems both on premise and on-cloud.

ttt) Telephony Administration (Configuring extensions)

- The system should capture (and allow self-update) employee profiles including telephone numbers, Ext. Numbers, designation, etc. which should be available as a viewable/downloadable report/screen

uuu) ICT Users Support (Helpdesk)

- Request for ICT Support and issues should be done and tracked through a portal
- Audiovisual Support (Inventory, booking) – Request/booking for audiovisual facilities and rooms should be done online

vvv) ICT Service Providers management (Service levels, payments)

- System listing of service providers' details, log and track all service providers' projects/activities.

www) User Data Security/backups

- Two factor authentication, audit trail of specific activities

xxx) Data Privacy

- Anonymization of static data

yyy) Projects Management

4.6.10. OTHER PROCESSES AND FUNCTIONS

4.1 Student affairs Management Module:

- Should provide a voting platform for student's elections
- Should provide a forum for students views and complaints handling

zzz)Library management module

- Should integrate with the KOHA system so as to enable ordering of Library materials

aaaa) Management of meetings

- Committee Meetings Management