



CEHURD
social justice in health

BIDDING DOCUMENT OF NON-CONSULTANCY SERVICES

► OPEN DOMESTIC BIDDING METHOD ◀

Subject of Procurement:	INSTALLATION, COMMISSIONING & TRAINING OF THE CENTER FOR HEALTH HUMAN RIGHTS AND DEVELOPMENT ENTERPRISE RESOURCE PLANNING SYSTEM
Procurement Reference Number:	CEHURD/NCONS/2026/00186
Date of Issue:	JUNE 29, 2026

JUNE 29, 2026

ABRIDGED BID NOTICE UNDER OPEN DOMESTIC BIDDING



1 Center for Health Human Rights and Development (CEHURD) invites sealed bids for:

SN	PROCUREMENT REF NO.	SUBJECT MATTER OF PROCUREMENT
1	CEHURD/NCONS/2026/00186	Installation, Commissioning & Training of the Center for Health Human Rights and Development Enterprise Resource Planning System

2 The Bidding documents shall be inspected and issued at Center for Health Human Rights and Development, Plot 4008, Justice Road Canaan Sites, Nakwero Gayaza Kalagi Road and on the entity's website.

3 The deadline for bid submission shall be at **11:00 AM EAT on July 21, 2026**.

4 The detailed notice is available on the entity's website at **www.cehurd.org**

BID NOTICE

29th June, 2026

INVITATION TO BID FOR INSTALLATION, COMMISSIONING & TRAINING OF THE CENTER FOR HEALTH HUMAN RIGHTS AND DEVELOPMENT ENTERPRISE RESOURCE PLANNING SYSTEM – REF NO: CEHURD/NCONS/2026/00186

1. Center for Health Human Rights and Development (CEHURD) has allocated funds for the Installation, Commissioning & Training of the Center for Health Human Rights and Development Enterprise Resource Planning.
2. CEHURD invites a sealed bid from for the provision of the above Services.
3. Bidding will be conducted in accordance with the Open Domestic bidding method contained in the CEHURD Procurement Manual.
4. Interested eligible bidders may obtain further information and inspect the bidding documents at the address given below at 8(a) from 08:30am - 05:00pm working days.
5. Bids must be delivered to the address below at **8(c)** at or before **July 21, 2026 at 11:00 AM EAT**. Late bids shall be rejected.
6. Bids will be opened in the presence of the bidders or their duly designated representatives who choose to attend at the address below at **8(d)** at **12:00 AM EAT**.
7. There will be an online pre-bid meeting on **July 03, 2026 at 11:00 AM EAT** for interested bidders. Bidders that intend to attend the pre-bid meeting shall confirm attendance by sending an email to **procurement@cehurd.org** before **July 02, 2026 at 12:00 PM** and a **meeting link** will be shared with them.
8. **Bidders should note the following:**

a) Documents may be inspected at: Center for Health Human Rights and Development
Plot 4008, Justice Road Canaan Sites, Nakwero Gayaza
Kalagi Road

b) Documents will be issued from: Center for Health Human Rights and Development
Plot 4008, Justice Road Canaan Sites, Nakwero Gayaza
Kalagi Road

c) Bids must be delivered to: Center for Health Human Rights and Development
Plot 4008, Justice Road Canaan Sites, Nakwero Gayaza
Kalagi Road

The planned procurement schedule for this procurement (subject to changes) is as follows:

ACTIVITY	DATE
a) Publish Bid Notice	June 29, 2026
b) Pre-Bid Meeting	July 03, 2026
c) Bid Closing Date	July 21, 2026 at 11:00 am
d) Bids opening date and time	July 21, 2026 at 12:00 Noon
e) Evaluation process	Within ten (10) working days from bid closing date
f) Communication of Best Evaluated Bidder	Within ten (10) working days from Procurement Committee award
g) Contract signature	After expiry of Notice of Best Evaluated Bidder

PART 1: BIDDING PROCEDURES

Procurement Reference Number: **CEHURD/NCONS/2026/00186**

Preparation of Bids: You are requested to prepare your bid by completing, signing and returning:

- 1. The bid submission sheet in this part.**
- 2. The list of supplies and price schedule in part 2.**
- 3. The specification and compliance sheet in part 2.**
- 4. The documents evidencing your eligibility, as listed below.**

You are advised to carefully read the complete this document before preparing your bid. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction.

Validity of Bids: *The bid must remain valid until and including October 27, 2026.*

Sealing and marking of Bids: Bids should be sealed in a single envelope, clearly marked with the Procurement Reference Number above, the Bidder's name and the name of the Procuring and Disposing Entity. Envelopes should be sealed in such a manner that opening and resealing cannot be achieved undetected.

Submission of Bids: Bids should be submitted to the address below, no later than the date and time of the deadline below. Late bids will be rejected.

Date of deadline:	July 21, 2026
Time of deadline:	11:00 pm
Address:	CEHURD Plot 4008, Justice Road Canaan Sites, Nakwero Gayaza Kalagi Road

Opening of Bids: Bids will be opened by CEHURD in the presence of bidders' representatives who choose to attend the opening on **July 21, 2026 at 12:00PM**.

Evaluation of Bids: The evaluation of Bids will use the Technical Compliance Selection methodology as detailed below:

- ⊕ **Preliminary examination to determine eligibility (as defined below) and administrative compliance to this Bid document on a pass/fail basis;**
- ⊕ **Detailed evaluation to determine commercial and technical responsiveness; Detailed evaluation will include demonstration of a prototype by all service providers who pass the preliminary examination.**
- ⊕ **Financial comparison to determine the evaluated price of bids and to determine the best evaluated bid.**

Bids failing any stage will be eliminated and not considered in subsequent stages.
Eligibility Criteria: You are required to meet the following criteria to be eligible to participate in this procurement:

- 1. Have the legal capacity to enter into a contract;**
- 2. Not be insolvent, in receivership, bankrupt or being wound up or subject to legal proceedings for any of these circumstances;**
- 3. Not have had your business activities suspended;**
- 4. Have fulfilled your obligations to pay taxes and social security contributions;**
- 5. Have the nationality of an eligible country, as defined in the special conditions of contract;**
- 6. Not to have a conflict of interest in relation to this procurement requirement; and**
- 7. Not to be subject to suspension by the public procurement and disposal of public assets authority (the authority).**

Documents Evidencing Eligibility: Bidders shall submit the following documents:

- a) A copy of the Bidder's Certificate of Incorporation/Proof of business registration**
- b) A copy of a valid Bidder's Trade License**
- c) Tax Clearance Certificate addressed to Center for Health Human Rights and Development issued in FY2025/2026.**
- d) Notarized or Registered Powers of Attorney in favor of the Signatory.**
- e) A copy of the bidder's current TIN Registration Certificate.**
- f) A copy of the Duly populated Bid Securing Declaration.**
- g) Signed commitment to adhere to the Code of Ethical Conduct for Bidders and Providers.**
- h) A copy of the Duly populated Beneficial Ownership Declaration Form.**
- i) At least three (03) recommendation letters and copies of signed contracts or purchase orders for similar supplies. Similarity shall consider the scope, nature & value.**
- j) Company Audited Books of Accounts for 2022, 2023 and 2024 in English.**
- k) A declaration in the Bid Submission Sheet of nationality of the Bidder.**
- l) Certificate of compliance from the personal data protection office**

Technical Criteria: The Specification and Compliance Sheet details the minimum specification of the supplies required. The supplies offered must meet this specification, but no credit will be given for exceeding the specification.

Currency: *Bids shall be priced in Uganda Shillings. The currency of evaluation will be Uganda Shillings.*

Best Evaluated Bid: The Best Evaluated Bid shall be the bid that is determined to offer the most advantageous combination of technical capability, quality, experience, delivery capacity, compliance with CEHURD's requirements, and price. The evaluation shall consider both technical and financial factors to determine the bidder that provides the best overall value for money and is most capable of successfully delivering the required services. CEHURD shall issue a Notice of Best Evaluated Bidder within 10 days after the decision of the Procurement committee to award a contract.

Formation of contract: Formation of a contract shall be by signing a contract between CEHURD and the Best evaluated bidder

Right to Reject: Center for Health Human Rights and Development reserve the right to accept or reject any quotation or to cancel the bidding process and reject all bids at any time prior to contract signing.

[This Bid Submission Sheet should be on the letterhead of the Bidder and should be signed by a person with the proper authority to sign documents that are binding on the Bidder]

BID SUBMISSION SHEET

Date: *[insert date (as day, month and year) of bid submission]*

Procurement Reference No: *[insert Procurement Reference number]*

To: *[insert complete name of CEHURD]*

We, the undersigned, declare that:

- a) We have examined and have no reservations to the Bidding Document, including Addenda No.: *[insert the number and issue date of each Addenda];*
- b) We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule specified in the Statement of Requirements the following Supplies and Related Services *[insert a brief description of the Supplies and Related Services. Amend wording and attach relevant details if an alternative delivery schedule is proposed];*
The total price of our Bid, excluding any discounts offered in item (d) below, is: *[insert the total bid price in words and figures, indicating the various amounts and the respective currencies];*
- d) The discounts offered and the methodologies for their application are:

Unconditional discounts. If our bid is accepted, the following discounts shall apply. *[Specify in detail each discount offered (eg amount/percentage) and the specific item of the Statement of Requirements to which it applies.]*
Methodology of application of the unconditional discounts. The discounts shall be applied using the following method: *[Specify precisely the method that shall be used to apply the discounts];*
Conditional discounts. If our bids for more than one lot are accepted, the following discounts shall apply. *[Specify precisely each discount offered (eg amount/percentage) and the conditions of the discount.]*
Methodology of application of the conditional discounts. The discounts shall be applied using the following method: *[Specify in detail the method that shall be used to apply the discounts];*
- e) Our bid shall be valid until the date specified in this bid document and it shall remain binding upon us and may be accepted at any time before that date;
- f) We, including any subcontractors or Providers for any part of the contract, have nationals from *the following eligible countries [insert the nationality of the Bidder, including that of all parties that comprise the Bidder, if the Bidder is a Joint Venture consortium or association, and the nationality of each subcontractor];*
- g) We undertake to abide by the Code of Ethical Conduct for Bidders and Providers during the procurement process and the execution of any resulting contract;

- h) We are not participating, as Bidders, in more than one bid in this bidding process, other than alternative bids in accordance with the Bidding Document;
- i) We do not have any conflict of interest and have not participated in the preparation of the original Statement of Requirements for the CEHURD ;
- j) We, our affiliates or subsidiaries, including any subcontractors or Providers for any part of the contract, have not been suspended by the Public Procurement and Disposal of Public Assets Authority in Uganda from participating in any procurement;
- k) The following commissions, gratuities, or fees have been paid or are to be paid with respect to the bidding process or execution of the Contract: *[insert complete name of each Recipient, their full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity. If none has been paid or is to be paid, indicate "none."]*

Name of Recipient	Address	Reason	Amount & Currency
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

- j) We understand that you are not bound to accept the lowest bid or any other bid that you may receive.

Signed: *[signature of person whose name and capacity are shown below]*

Name: *[insert complete name of person signing the bid]*

In the capacity of *[insert legal capacity of person signing the bid]*

Duly authorised to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

CODE OF ETHICAL CONDUCT FOR BIDDERS AND PROVIDERS

This Code of Ethical Conduct for Bidders and Providers (*the “Code”*) sets out the minimum standards expected from the bidders and providers participating in procurement and disposal processes at CEHURD. Failure to comply with the provisions of this Code may lead to suspension of the bidder or provider from being eligible for participating in any CEHURD procurement and disposal processes or contract award and may result in a contract being terminated.

1. **Compliance with Applicable Law**

Bidders and Providers must operate in full compliance with applicable laws, rules, and regulations.

2. **Corruption**

Bidders and Providers must adhere to the highest standards of moral and ethical conduct and not engage in any form of integrity violations, including, but not limited to, fraud, corruption, coercion, collusion, and obstructive practices.

3. **Standards**

Bidders and providers shall-

- i. Strive to provide works, services and supplies of high quality and accept full responsibility for all works, services or supplies provided;*
- ii. Comply with the professional standards of their industry or any professional body of which they are members.*

4.

Conflict of interest

Bidders and Providers shall not accept contracts which would constitute a conflict of interest with, any prior or current contract with CEHURD .

Bidders and Providers shall disclose to all concerned parties those conflicts of interest that cannot reasonably be avoided or escaped.

5. **Confidentiality and accuracy of information**

i. Information given by bidders and providers in the course of a procurement and disposal process or the performance of the contracts shall be true, fair and not designed to mislead.

ii. Providers shall respect the confidentiality of information received in the course of performance of a contract and shall not use such information for personal gain.

6. **Gifts and Hospitality**

Bidders and providers shall not offer gifts or extend hospitality directly or indirectly to staff of CEHURD that might be viewed by the public as having an influence on their decisions.

7. Inducements

- i. Bidders and Providers shall not offer or give anything of value to influence the action of officials in the procurement process or in the contract execution.*
- ii. Bidders and Providers shall not ask an official to do anything which is inconsistent with the Code of Ethical Conduct in Business.*

8. Fraudulent Practices

Bidders and providers shall not -

- i. Collude with the other businesses and organizations with the intention of depriving CEHURD of the benefits of free and open competition;*
- ii. Enter into business arrangements that might prevent the effective conclusion of a procurement or disposal process in a fair manner;*
- iii. Engage in deceptive financial practices, such as bribery, double billing or other improper financial practices;*
- iv. Misrepresent or conceal facts in order to influence a procurement and disposal process or the execution of a contract to the detriment of CEHURD; or utter false documents;*
- v. Unlawfully obtain information relating to a procurement and disposal process in order to influence the process or execution of a contract to the detriment of CEHURD; and*
- vi. Withhold from giving information to CEHURD during contract execution to the detriment of CEHURD.*

9. Labor, Human Rights and Social Responsibility

● Labor

Bidders and Providers must not engage in forced or compulsory labor in all its forms. Bidders and Providers must not employ children below 18 years of age. Bidders and Providers must ensure the payment of wages in legal tender, at regular intervals directly to the employees concerned. Bidders and Providers should keep an appropriate record of such payments.

● Harassment

Bidders and Providers and their employees must not engage in any form of harassment, including sexual harassment, mental or physical coercion, or verbal abuse of staff of Procuring and Disposing Entities and contractors including employees.

Bidders and Providers should report allegations of harassment or sexual harassment by CEHURD staff to the Employer. The reporting can be anonymous. Bidders and Providers must not dissuade or penalize their employees from reporting harassment or sexual harassment allegations.

● Non-Discrimination

Bidders and Providers will not engage in unlawful discrimination based on race, color, age, gender, ethnicity or national origin, disability, pregnancy, religion, political affiliation, union membership, or marital status in hiring and employment practices such as wages, promotions, rewards, and access to training.

10. Health and Safety Conduct

Bidders and Providers will provide adequate occupational safety training for employees and will identify, assess and control potential exposure to safety hazards. Personal protective equipment and educational materials will be provided where hazards cannot be adequately controlled.

11. Environmental Policy

Environmental Conduct

In order to contribute to waste reduction and to increase the development and awareness of environmentally sound purchasing, wherever possible, Bidders and Providers will strive to use durable products, reusable products and products (including those used in provision of services) that contain the maximum level of post-consumer waste, post-industrial and/or recyclable content, without significantly affecting the intended use of the goods or services.

Pollution prevention and resource reduction

Bidders and Providers will utilize strategies to deliver the product or service that minimizes the emissions and discharges of pollutants and generation of waste. Bidders and Providers should strive to conserve [scarce] natural resources, including water, fossil fuels, minerals, and virgin forest products.

12. Sexual Harassment, Exploitation and Abuse

The Service provider shall strictly observe CEHURD’s Safeguarding Policy and practice to ensure the promotion and protection of people’s health, wellbeing and human rights to enable them live free from harm, exploitation and abuse. CEHURD’s policy on Safeguarding applies across all organizational activities and aims to protect children, young people and adults from the risk of harm in the execution of CEHURD’s work. CEHURD’s Whistle Blowing Policy, also available to the general public on www.cehurd.org makes it possible for those whose rights are violated to report for redress. The Service provider can also report any unethical behaviour, malpractice and misconduct of CEHURD staff and other stakeholder using anonymous@cehurd.org

I (name of the authorised signatory) agree to comply with the above code of ethical conduct of providers and bidders.

AUTHORISED SIGNATORY

NAME OF BIDDER/PROVIDER

TEMPLATE BENEFICIAL OWNERSHIP DECLARATION FORM

Template Beneficial Ownership Declaration Form

This Beneficial Ownership Declaration Form issued by CEHURD to collect beneficial ownership information. The template includes sections to be completed by the bidders.

Company Identification

Full legal name of the Bidder (Company or Joint Venture)	
Physical/ Contact Address	
Name(s) of Beneficial Owner(s) of the Company/Joint Venture Companies/ Consortiums etc.	Name(s):
	1.
	2.
	3.

Are any of the beneficial owners a Politically Exposed Person (PEP)? No Yes If Yes,
 Name.....
 Public office position and role.....Date when office
 was
 assumed:.....

Attestation
 I, undersigned, for and behalf of the Bidder confirm that all information provided in the above beneficial ownership declaration is accurate and reliable.

Name: Position: Signature:.....

Beneficial Ownership Definition

“Beneficial Owner” means “the natural person who ultimately owns or controls a legal person or arrangement or the natural person on whose behalf a transaction is conducted, and includes those natural persons who exercise ultimate effective control a legal person or arrangement directly or indirectly.”

BID-SECURING DECLARATION

Date: *[insert date (as day, month and year)]*

Subject of procurement and Reference No.: *[insert Procurement Reference Number of bidding process]*

To: *[insert complete name of CEHURD]*

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

2. I/We accept that we will automatically be suspended for three years by CEHURD from being eligible for bidding in any contract with it, if we are in breach of our obligation(s) under the bid conditions, because we:

(A) *have withdrawn our bid during the period of bid validity specified by us in the bid submission sheet or*

(B) *having been notified of the acceptance of our bid by CEHURD during the period of bid validity fail or refuse to sign the contract,*

(C) *i/we understand this bid securing declaration shall cease to be valid if i/we are not the successful bidder, upon the earlier of (i) the expiry of the notice of best evaluated bidder or upon the expiration of the validity of my/our bid on the [insert bid validity date],*

Signed: *[insert signature of person whose name and capacity are shown]* In the capacity of *[insert legal capacity of person signing the Bid Securing Declaration]*

Name: *[insert complete name of person signing the Bid Securing Declaration]*

Duly authorized to sign the bid securing declaration for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of, _____ *[insert date of signing]*

Corporate Seal *(where appropriate)*

PART 1: PART 2: STATEMENT OF REQUIREMENTS

1. BACKGROUND

The Center for Health, Human Rights and Development (CEHURD) is a mainstream legal and human rights indigenous Non-Governmental Organisation registered as a company limited by guarantee on 31/12/2009 under Registration number 11472. The organization is registered with the NGO board as Non-Governmental Organization under Registration Number 1713. CEHURD is located at Plot 4008, Justice Road, Canaan Sites, Nakwero, Gayaza-Kalagi Road. P.O. Box 122329 Kampala Uganda.

CEHURD was established to pioneer the justiciability of the right to health in Uganda and East Africa with regional and global contribution and impact. The organisation addresses social injustices, inequalities and health rights violations in health systems and other sectors which impact health outcomes for girls, women and other vulnerable communities. The organisation advances the health rights of vulnerable communities through tested approaches that include litigation, advocacy, research, empowerment and social movement building to realise equitable health and human rights for all. CEHURD's interventions are implemented at national, sub-national and community levels in Uganda and within East Africa. We seek to impact laws and policies; health practices and services and change of social norms and practices which impact negatively on the realization of health and human rights.

Among CEHURD's focus areas in its 10-year strategic plan (2025 – 2034) is digital transformation aimed at enhancing the operational and programmatic efficiency and effectiveness of the organization. It is for this reason that CEHURD wishes to transition from largely manual and single function digital systems like QuickBooks to Enterprise Resource Planning (ERP) system which is a multi-function system. CEHURD is convinced that this system will address its operational and programmatic challenges, particularly in managing work flows and processes across its key functional areas that include financial management, grant management, human resource management, procurement, Programme monitoring and evaluation, project management as well as monitoring, evaluation, research and learning, among others.

Based on the above background, CEHURD is seeking a competent firm/company to install the ERP system, build staff capacity for its implementation and support whole organization adaptation to system utilization.

2. Justification for the ERP System:

CEHURD currently relies on manual and semi-digital single function systems, mainly used for financial management, legal aid case management and programmatic performance management. Some of these are not optimally used. The ERP system is a multi-functional automated system which will enable CEHURD to fully transition its work to digital processes to improve efficiencies across directorates and departments. This system should serve as a comprehensive solution, providing a centralized platform across the following institutional functions

i) Field Operations and Workflow Coordination: With 70% of staff working in the field, the absence of an integrated online system results in delays in procurement processes, requisition approvals, payment processing and real time reporting largely due to reliance on manual and fragmented workflows. The ERP system will streamline these processes through automated online workflows, enabling real-time submission, review, and approval of requests and reports regardless of staff location. This will significantly reduce turnaround times, enhance operational efficiency, and ensure seamless coordination between field teams and support functions.

ii) Financial Management: Currently, all payment vouchers, journals, and supporting documents are stored manually, making timely retrieval a challenge, especially for audits and donor assessments. The ERP will provide an online, upgradeable storage system to securely store financial data and enable easy and timely retrieval.

iii) Human Resource Management and Administration: The current manual payroll processing exposes sensitive payroll information to unauthorized access. The ERP system will enable online payroll preparation, review, and approvals, enhance data security, and maintain confidentiality.

Other human resource and administrative functions are currently managed through multiple standalone tools and manual processes, resulting in duplication of effort, inconsistent staff records, and limited real-time visibility of workforce data. Key processes such as leave management, performance appraisals, contract tracking, and internal approvals are currently handled offline or through email, making it difficult to enforce standard timelines, track accountability, and generate prompt reports. This fragmentation also constrains strategic workforce planning and timely decision-making.

The ERP system will provide a single, integrated platform for managing the employee lifecycle i.e. from recruitment to exit, whilst embedding structured workflows for approvals, performance management and leave processes. It will enable real-time tracking of staff contracts, automated leave and attendance management, and generation of up-to-HR analytics and reports. This will not only reduce administrative inefficiencies but also improve data integrity, strengthen oversight, and support more proactive and evidence-based human resource management and administrative processes.

iv) Sub-Granting Management: CEHURD is fast expanding its sub-granting portfolio with a growing number of applications and on-grantees. The ERP system is expected to support grant application, evaluation, contracting, disbursement, compliance and reporting processes. An ERP system will allow on-grantees to upload reports and transactions directly, streamlining communication and feedback, and maintaining an online database for all on-grantees.

v) Remote Work Capability: The COVID-19 pandemic demonstrated the need for efficient remote work capabilities. The ERP will provide a robust system to monitor staff's productivity remotely, ensuring operational continuity in any future emergencies.

vi) Automate procurement and Inventory management: CEHURD currently uses manual procurement and inventory management processes. The ERP will be

instrumental in maintaining a comprehensive database of suppliers, streamlined process of generating purchase requisitions and converting them into purchase orders, providing real-time visibility into inventory levels, generating purchase orders for stock replenishment based on predefined minimum and maximum inventory levels.

vii) Programme management: CEHURD is currently implementing its 10-year strategic plan (2025 – 2034) and wishes to undertake a rigorous process for tracking progress guided by a MEL framework that aligns with the plan. The ERP system is therefore expected to transform CEHURD’s MEL function from a manual/semi-automation to a fully digitalized system. This will involve seamless planning, performance reviews, execution and disaggregated reporting on activities and results. The ERP system will integrate MEL functions by enabling real-time data capture, centralized storage, and automated reporting to facilitate timely access to accurate data for decision-making and learning. It will also help improve overall project management processes.

3. Objectives of the ERP System

The overall objective of the ERP system is to enhance CEHURD’s operational and programmatic efficiency, transparency, and data management through the implementation of an integrated digital system. Specific objectives include:

- i) **Automate processes:** Transition CEHURD’s operational and programmatic functions from manual/semi-digital platforms to an integrated digital system, with a focus on key functions that include finance management, human resource management, Programme/project management, monitoring and evaluation and procurement.
- ii) **Enhance Data Security and Management:** Store documents securely online, ensuring easy retrieval and reducing the risk of unauthorized access and data loss.
- iii) **Improve workflows and efficiency:** Automate routine tasks to minimize process delays in the execution of CEHURD’s work.
- iv) **Strengthen institutional compliance:** Facilitate compliance with statutory and donor requirements as well as internal policies and procedures through the use of robust digital tools.
- v) **Enable efficient remote working:** Enable flexible and efficient remote work management to ensure continuity during field work and in times of unforeseen disruptions.

4. Call to develop and install an Enterprise Resource Planning (ERP) system

CEHURD invites bids from competent and experienced firms to support the installation, staff capacity building and adoption of an Enterprise Resource Planning (ERP) system aimed at enhancing operational and programmatic efficiency for improved outcomes and impact.

5. Purpose of the assignment

The purpose of this assignment is to engage a qualified service provider to design, configure, customize, and implement an integrated Enterprise Resource Planning (ERP) system that aligns with the organization's operational and programmatic needs. The system is intended to automate and streamline key business processes across departments, improve data accuracy and accessibility, enhance workflow efficiency, and support timely, evidence-based reporting, accountability and decision-making. The assignment also includes user training, system documentation, and post-implementation support to ensure effective adoption and sustainability of the ERP system.

6. Objectives of the assignment

The broad objectives of this assignment are:

- i) To design and implement a fully functional ERP system solution that integrates key organizational functions including finance, human resources, administration, procurement, programme/project management and MEL into a single platform with standardized and automated workflows.
- ii) To develop a user manual and use it to build staff capacity to effectively utilise and manage the ERP system.
- iii) To provide on-going technical support and mentorship for an agreed period, aimed at ensuring staff confidence in optimal use of the system and sustainability.
- iv) To support CEHURD with system maintenance over a specified period of time.

7. Scope of Work and Responsibilities

- i) Provision and instalment of a customized integrated EPR system***
- ii) Development of a staff user manual for the system***
- iii) Training of staff on effective use of the ERP system***
- iv) On-going support and mentorship on system use and optimization for the project lead person at CEHURD and all staff***
- v) A summary report highlighting the assignment processes, key deliverables and recommendations for CEHURD.***

7.1 Expected deliverables from the Consultant firm:

i) Prepare and submit to CEHURD a technical and financial proposal for the assignment guided by objectives and scope of work in the TORs. This proposal will include:

- A detailed stepped process for the assignment
- A detailed work plan
- A budget break down
- Details of individuals who will undertake the assignment on behalf of the consultancy firm with their CVs enclosed.

ii) To make a presentation to CEHURD's senior management team on the conceptualisation of a customised integrated ERP system which is cognisant of the pre-existing systems and processes. This includes how data from existing systems such as QuickBooks will be imported to the ERP system.

- iii) To train staff on the optimal utilization of the ERP system including but not limited to postings, configuration, administration controls and system links*
- iv) To pilot the integrated system for one month before its actual rollover.*
- v) To prepare a status report on implementation process detailing all the progress made and corrective action taken.*
- vi) To provide a transitional framework for working e.g. hybrid / cloud server hosting to improve on data security and enable staff work both physically and remotely.*
- vii) To provide on-site system support and maintenance for an agreed period after final roll out*

7.2 Role of CEHURD

CEHURD shall:

- i) Provide a consultancy contract with detailed Terms of Reference (TORs)*
- ii) Provide all information required for system development*
- iii) Provide feedback during the development and utilization period*
- iv) Pay costs as per agreed terms of engagement.*
- v) Mobilise staff convenings as may be requested by the consultancy firm*

8. The consultant shall undertake to securely provide solutions to the following institutional processes and / or functions:

The assignment is expected to deliver a customised and fully integrated ERP system that supports end-to-end management of CEHURD's financial, operational, and programmatic processes, with the following key outputs:

- i) A fully configured budgeting and financial management module supporting budgeting, monitoring, variance analysis, commitment accounting, multi donor reporting, and consolidated financial statements in line with IPSAS and IPPF formats across projects, departments, and strategic objectives.*
- ii) An operational asset, inventory, and treasury management system covering fixed assets, stock, staff and grantee advances, prepayments, cash and bank transactions, including valuation, tracking, and reconciliation processes.*
- iii) A streamlined logistics and fleet management module enabling efficient tracking of fleet operations, mileage claims, and related administrative procedures.*
- iv) An end-to-end procurement and payments system featuring online requisitions, approval workflows, concept note management, LPO issuance, and controlled documentation and authorization processes.*
- v) An integrated receivables and payables system supporting subgrant management, revenue tracking, invoicing, ageing analysis, automated alerts, and audit-ready documentation.*
- vi) A structured financial reporting engine generating daily, periodic, and annual reports, with automated period closures and controlled access levels.*
- vii) A comprehensive human resource management system covering recruitment, payroll, leave, attendance (including clock-in/clock-out integration), performance management, training, succession planning, disciplinary processes, and exit management, with reporting by donor, project, and department.*

viii) A governance and volunteer management module capturing volunteer profiles, tracking contributions, tenure, committee participation, training, and engagement, with automated alerts and reporting tools.

ix) An integrated monitoring, evaluation, learning, and research module, enabling tracking of progress on CEHURD's strategic plan using the institutional MEL framework as well as progress on project implementation and compliance.

x) A case tracking system for legal aid services.

xi) A subgrantee management and performance tracking system with a centralized database, efficiency monitoring tools, and structured reporting on partner performance.

xii) Custom dashboards and reporting tools for real-time visibility of financial, operational, HR, MEL, and programmatic performance across donors, departments, and projects.

9. Timeframe

This assignment will require a maximum of 4 months.

10. Commissioning

The provider shall, in collaboration with CEHURD, test, verify, and demonstrate that the system has been properly installed, is functioning as intended, and meets CEHURD's operational requirements. The provider shall develop and implement a commissioning plan covering installation, testing, performance verification, staff training, and system handover. All commissioning activities shall be documented and submitted to CEHURD, including test results, training records, certifications, reports, and any other relevant documentation necessary to confirm that the system is fully operational and ready for use.

11. Training

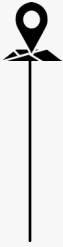
Training is an important requirement for the Enterprise Resource Planning (ERP) System. The provider shall develop and deliver a comprehensive training program for CEHURD staff to ensure effective use and management of the ERP system. The training plan shall be developed in collaboration with CEHURD and shall clearly outline the training objectives, content, schedule, trainers, participants, required training materials, and expected outcomes. The provider shall also provide user manuals and other relevant documentation to support staff in operating and maintaining the system after implementation.

12. Technical Support

The technical support services shall be provided within the scope of the system and services as well as any other related support from time to time. The technical support shall be full time delivered by onsite presence, phone, e-mail, live support software, live chat or website, or other tools where CEHURD can log an incident on a timely basis. This shall also include physical deployment at CEHURD premises as and when the need arises.

The provider should offer appropriate issues resolution/problem solving approaches and should ensure appointment and fast access to appropriate experts.

13. Delivery, Inspection and Acceptance



The delivery address for all supplies shall be Center for Health Human Rights and Development Plot 4008, Justice Road Canaan Sites, Nakwero Gayaza Kalagi Road The provider and the designated Center for Health Human Rights and Development contract management team will inspect all contract deliverables and issue reports subject to approval by Center for Health Human Rights and Development senior management team.

14. Profile Qualification and Experience of the Provider

The provider is expected to:

The provider shall be a legally registered firm with at least five (5) years of experience in the design, implementation, customization, and support of Enterprise Resource Planning (ERP) systems. The provider should demonstrate successful implementation of similar ERP solutions for Government, Non-Government Organizations, or private sector institutions of comparable size and complexity. The provider shall have qualified in-house technical personnel capable of system configuration, customization, integration, training, and post-implementation support. Where the provider is not the original software developer, evidence of authorization, partnership, or certification from the software owner shall be provided.

a) Have implemented at least three (03) similar contracts in ERP Implementation & Customization with Business Process Analysis & Optimization, System Integration, Training & Support and Data Migration & System Upgrades. Similarity shall consider similarity, scope and nature.

NOTE: This shall be evidenced by

- i) Detailed project references including client name, project scope, implementation timeline, and contact references.*
- ii) Testimonials or letters of completion/satisfaction.*

b) Provide 24/7 Technical Support services in line with Support Mechanisms, Service Level Agreements (SLA), Proactive Monitoring & Updates.

c) Certified and Experienced Technical Team with qualified, multidisciplinary technical team with skills and certifications.

d) Data Governance, Security, and Compliance with capabilities in data privacy, integrity, backup, and disaster recovery, aligned to domestic standards such as: ISO/IEC 27001: Information Security Management, GDPR/Uganda Data Protection and Privacy Act compliance, and Backup protocols and data centre resilience (if cloud-hosted).

e) Value Addition and Innovation Capacity; The provider will be evaluated on their ability to go beyond baseline requirements by providing:

- i) Innovative modules or automation features*
- ii) Real-time dashboards and decision support tools*
- iii) Predictive analytics or AI-driven enhancements*
- iv) Training content in local context.*

15. Timelines And Deliverables

The Project milestones and Timelines are summarized in the table below. C is the Contract Commencement.

SN	MILESTONE	TIMELINES
1.	Contract Commencement (Project Kickoff Meeting)	C
2.	Completion of Requirements Analysis and System Design (Inception report)	C + 15 Calendar Days.
3.	Detailed Design and Specification of the Enterprise Resource Planning System	C + 60 Calendar Days
4.	Completion of development, testing and deployment of the Core Functional Modules	C + 90 Calendar Days
5.	Completion of deployment and training on the ERP system	C + 105 Calendar Days
6.	Actualization, Go-Live and Commissioning	C + 120 Calendar Days
7.	Technical Support (Continuous)	Continuous support

16. Terms Of Payment

The payments will be implemented in agreed terms.

17. All-Inclusive Prices

All prices submitted in response to this tender must be comprehensive and inclusive of all associated costs, including travel, lodging, and accommodation. No additional expenses incurred during the execution of the contract will be reimbursed separately. Bidders are required to quote prices that reflect all applicable charges and must clearly state the total amount in their financial proposals and subsequent invoices.

18. Governing Laws and Jurisdiction

The legal requirements shall be governed by the laws of the Republic of Uganda.

19. Applicable Language

The Language of communication, instructions and all software shall be English. The provider shall ensure that all required information originally not availed in English is translated to English language.

20. Notices

The service provider shall treat all documentation, information and data provided by Center for Health Human Rights and Development in trust and confidence and agrees that it shall be used only for this procurement and shall not be used for any other purpose or disclosed to any third party.

Notice required shall be in writing and can either be hand delivered, sent by courier or electronic transmission to the address below:

The Executive Director
Center for Health Human Rights and Development
Plot 4008, Justice Road Canaan Sites, Nakwero Gayaza Kalagi Road
Tel: +256-200-956006
Email: support@cehurd.org Copy To **(cc):procurement@cehurd.org**

If hand delivered, the notice shall be deemed sufficiently served upon delivery and acknowledgement thereof given by the receiving party.

