

# Responses to queries related to PEAS RFP No. PEAS-GL-2024/001

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This document includes PEAS' responses to questions submitted related to PEAS' [Request for Proposal](#) for "SMARTOPS: DEVELOPING AN ELECTRONIC SYSTEM THAT INTEGRATES HR, FINANCE AND PROCUREMENT OF PEAS OFFICE AND SCHOOL SYSTEMS" no. PEAS-GL-2024/001. This will be shared via email with all suppliers who have expressed an interest in the RFP, as well as being posted on PEAS' website.

#	Question Submitted	PEAS' Response
1	Could you please share with me the organisation contracting entity address? So we can connect you with the appropriate Account Manager to help with the tender process.	As we are looking for a global solution to be rolled out across our many country offices, we will likely contract this from our HQ office in the UK (PEAS, 7-14 Great Dover Street, London, SE1 4YR).
2	We have an option - half a million a year to implement, and then £90k a year. Would something like that work for PEAS?	That would not be within PEAS' available budget - we are a NGO focused on cost efficiency, so we will be looking for a more moderate system (but are unable to provide a specific budget ceiling at this stage).
3	Based from looking at PEAS' more recent accounts - it looks like PEAS is a large NGO who could afford an expensive system. Is that correct?	Looking at PEAS' income alone can be misleading - PEAS has a mixed range of income, such as school income and income to fund capital construction, therefore PEAS' operating income is much smaller. Therefore, PEAS will be looking for a moderate system which is affordable in the long-term.
4	Kindly expound on what entails a Fund movement analysis report?	A Funds Movement Analysis report is a report that summarises the net transfer between PEAS' different funds (e.g. restricted reserves, designated funds, restricted fund and fixed assets) between two time points.
5	Our approach to Implementation pricing is very unique. For a project of this scale, Implementation pricing is based on Technical Analysis done by our project managers. Once a technical analysis is done we will comfortably let you know the budget and time needed, until then	We understand that specific elements of the pricing may change, based on further discussions and negotiations. For the purpose of this proposal, we request that you provide an estimate or price range based on the information provided in the RFP - we can discuss the budget and refine this more in the future, if your proposal fulfils the technical assessment.

	we are not in a position to tell you the exact or approximate costs of the Implementation. With this in mind, How do you advise we approach the financial proposal section?	
6	Could you provide more details about the 'requests' in the context of User Licenses? Specifically, what types of actions are involved in 'submitting or processing requests'?	This refers to requests from teams to create new users for new staff, make any changes where required, reset passwords or multi-factor authentication credentials, or any other standard requests.
7	How many employees submit expenses annually, and how many expense reports are filed each year? How many users will be required to approve these expenses?	Currently only the Global team and in-country staff members who regularly travel submit expenses (approximately 20 employees) however once we have a more effective system in place, this may increase to all Country Office staff (more like 100 employees). Line managers are responsible for approving expenses for their staff members, so of the 100 employees, 70-80 will approve expenses. We do not have an estimated number of expense reports at this stage, as things are expected to change in the future.
8	Can you estimate the total number of fixed assets within your organisation?	Low thousands - mainly buildings, vehicles, computers/printers and furniture.
9	On average, how many invoices does your organisation process each year?	500-1,000 as a very rough estimate.
10	Who are your primary banking providers, and how many bank accounts does your organisation maintain?	Barclays in the UK, ABSA and Centenary bank in Uganda and ABSA in Zambia. We have not set-up a local bank account in Ghana yet.
11	What is the estimated number of transactions processed annually on your finance system(s)?	In the UK - approximately 2,600. In Uganda - approx. 12,300 for the Country Office, and the schools can range considerably depending on size - from 5,000 to 28,600 per school. In Zambia - approx. 1,800 for the Country Office, and the schools range from 500 to 1,000 transactions.
12	Is there a specific 'hard' deadline for the system's Go-Live? If so, could you specify the date?	We are currently hoping to get the system live by January 2025 (or, if we have a number of systems that integrate with one another, we would prioritise the finance system to go live for January 2025). However, we understand that this deadline is heavily dependent on the system that is selected and we are keen to ensure sufficient time for testing before roll-out - therefore there is flexibility in this date and we would look to discuss what is possible with the selected

		supplier. At this stage, we ask that you provide a realistic timescale based on your previous experience.
13	Why has Breathe HR not been rolled out in Uganda and Ghana?	Breathe HR was not rolled out in Uganda due to limitations in team capacity at the time, and then our plans to bring on a new system. Ghana is a new country of operation for PEAS and therefore we have only recently started hiring employees.
14	Is there an option to retain Breathe HR? If not, why?	Yes - this could be an option, if Breathe integrated effectively with the other systems we would be bringing on board, provided the required functionality and was priced in a cost effective manner.
15	Can you provide additional information regarding the Salesforce integration? What data needs to be transferred to the finance system?	<p>PEAS uses Salesforce for projecting our income and managing information related to our funders and grants, and we are happy to continue using this system for this purpose (we are not looking for the new SmartOps system to replace Salesforce).</p> <p>Currently, PEAS' Finance Manager exports data about all grants from Salesforce and manually cross-checks this against actual income received. Ideally, we would like to ensure the Finance system selected could connect with Salesforce to support this sharing of financial data.</p>
16	How many legal entities do you have?	4 legal entities - PEAS UK, PEAS Uganda, PEAS Zambia and PEAS Ghana.
17	Is each school set up as a separate legal entity?	No - each school has their own bank account, however they are not set-up as a separate legal entity.
18	If a fixed price for implementation is desired, will there be an opportunity for a scoping call to confirm pricing before the contract is signed?	We understand that specific elements of the pricing may change, based on further discussions and negotiations. For the purpose of this proposal, we request that you provide an estimate or price range based on the information provided in the RFP - we can discuss the budget and refine this more in the future, if your proposal fulfils the technical assessment.
19	Some of the countries in scope may be outside of localization scope – have you thought about this as a factor when costing the project?	We're a little unclear what this question refers to. It's essential the system works effectively for our colleagues across UK, Uganda, Zambia and Ghana. If there are likely to be any challenges within certain geographies, please do detail this and proposed workarounds and cost implications in the proposal.

20	Is the project being signed off in the UK?	Colleagues from across the UK, Uganda and Zambia offices will be involved in the review and selection of the system. As the UK is the HQ for PEAS, it is likely that PEAS' COO based in UK will sign the contract.
21	Requesting the following information: HQ: Locations: Industry: Size (number of employee): Needs:	HQ: Headquarter organisation in UK (London-based) Locations: Uganda, Zambia, Ghana, UK Industry: Non-profit, international development, education Size (number of employee): Total of 252 users – where 152 are school-based staff Needs: the requirements are defined in detail, in both the <a href="#">RFP</a> and the <a href="#">requirements Appendix</a> (see the 'A2. Functional Requirements' tab of the <a href="#">linked Excel</a> ).
22	Can we get an extension in the deadline?	As PEAS was delayed in sending out responding to these submitted questions, we will be delaying the proposal submission deadline to Wednesday 7th August 2024. Hopefully this additional time will support you in your submission.