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Terms of Reference (ToR)

I. General Information

Service Description	Procurement of ERP Software Programme (Accounting, Reporting and Human Resources, Programme, and its Support Services) for the VET4JOB-II programme in Türkiye
Country	Türkiye
Project	Vocational Education and Training Programme for Employment (VET4JOB-II)

II. Background and Context

About Expertise France

Expertise France is the French public agency for international cooperation, which implements projects aligned with Sustainable Development Goals (SDGs) and France's external action priorities. Expertise France's core mission is to support partner countries in enhancing the quality of their public policies to tackle complex environmental, social, economic, and security challenges. Key areas of Expertise France's focus include:

- Democratic, economic, and financial governance,
- Stability, international security, and peace,
- Sustainable development, climate, and agriculture, and
- Health and human development.

About the VET4JOB II Programme

The VET4JOB II programme, funded by the European Union Delegation to Türkiye over 57 months, aims to support skills development for refugees and host communities in Türkiye. The programme provides vocational and apprenticeship training to adults and adolescents in 14 target provinces (Adana, Ankara, Bursa, Gaziantep, Hatay, İstanbul, İzmir, Kahramanmaraş, Kayseri, Kocaeli, Konya, Mersin, Osmaniye, and Şanlıurfa) to improve employment prospects in line with labour market demands.

Scope of Activity

The VET4JOB II programme aims to purchase a comprehensive Enterprise Resource Planning (ERP) software tailored to its financial and human resources management needs. The selected ERP system must facilitate key operational functions, including accounting, bank transactions, financial reporting, human resources management, and shall be accompanied by technical support. It should allow multiple users to work simultaneously without performance issues, enabling seamless data entry and report generation. Furthermore, the system must be scalable to accommodate the programme's evolving requirements.

Objective

The primary objective of this procurement is to acquire services for the design, implementation, and ongoing maintenance of an ERP system that enhances the efficiency of the VET4JOB II programme. The system should streamline financial operations, optimize human resources management, and ensure smooth technical support, ultimately contributing to the programme's overall effectiveness.

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VET4JOB 2
Vocational Education and Training Programme for Employment

III. Description of Services

The ERP shall address the functionalities described below as minimum.

General Accounting: The functionalities, related to accounting shall allow financial transactions such as revenue and expenditure records, tangible and intangible fixed assets, entrusted assets. Debts and receivables of the project shall be systematically followed and reports and analysis shall be generated which would allow managers to make assessments on the current financial status and take future planning decisions, and provide relevant financial information to third parties or stakeholder institutions.

Banking: Functionalities needed are recording and tracking of all kinds of bank account transactions, such as; remittances, cash transactions, transfers, foreign currency buying/selling, arbitrage related expenses shall be included. It shall also allow to record payments for personnel salaries, compensations, reimbursements, etc.

Financial Reporting: In addition to the limited number of reports (trial balance, balance sheet, etc.) produced for General Accounting, tailor-made reports shall be produced to meet the reporting requirements of the project. A total of 4 tailor-made reports shall be requested during the implementation phase.

Human Resources: Functionalities needed for human resources are approval of personnel leave within the scope of the project, monitoring personal information and leave records regularly, and generating person-based reports on monthly working hours.

Number of Users: Accounting software shall be suitable to be used by more than one person at the same time. While data entry is made by one person, another person shall be able to generate reports or log into the programme to get information at the same time. For this reason, the number of concurrent users of the accounting software shall be at least 3 (three) and the number of concurrent users of the human resources software shall be at least 2 (two). The system shall include role-based access control to assign permissions based on user responsibilities and ensure data security.

Technical Support Service: Distant technical support service shall be provided whenever necessary for the effective and efficient use of the ERP software. The service shall cover assistance for daily use of the software provided either through online connection or on the phone when assistance is needed. A total of 48 (forty-eight) hours of technical support shall be provided during the implementation period of the contract. When a technical support service is required, the contractor shall respond within 4 hours.

Training Service: The training service is intended for the effective adaptation of EF's operations to the acquired software. It shall be completed within 1 (one) month following the purchase of the software. A total of 8 (eight) hours of on-site training shall be provided to a maximum of 5 representatives of Expertise France for this purpose.

General and Technical Conditions
A. General Conditions
1. The contractor shall submit necessary documents proving that it is the Authorised Reseller and Authorised Training Centre of the software to Expertise France.

2. The software and the accompanying database, if any, shall be fully licensed to Expertise France.

3. After the completion of the first year of the contract, license renewals will be made annually upon the request of Expertise France. License renewal processing will be maximum 3 times during the contract period. The Contractor shall inform Expertise France one month before the license expires.

4. The contractor shall deliver to Expertise France all technical documents, user manuals, license and warranty documents for installation and operation provided by the main manufacturer.

5. Training documents and user manuals provided by the company to Expertise France shall be in Turkish and English.

6. The software shall be suitable for the use of at least 3 (three) separate users for the accounting programme and at least 2 (two) separate users for the human resources module. The contractor shall provide a total of 8 (eight) hours of training to the users determined by Expertise France.

7. The contractor shall eliminate the software errors and provide updates free of charge during the implementation period of the contract.

8. The contractor shall complete the tailoring and testing of the software within a maximum of 3 months after contract signature.

B. Technical Conditions

1. Software must operate Cloud based.
2. Software shall include a secure and automated data backup system
3. In addition to the uniform chart of accounts, it should be possible to define customized chart of accounts in accordance with special budget codes for the project.
4. Legal books and reports shall be prepared by the software.
5. It shall be possible to generate reports between any given dates.
6. Reports shall be able to be produced in at least three currencies (TRY, USD, EUR).
7. The software shall support working on both accrual and cash basis.
8. The screen views, functions, function keys, menu structures of the proposed software shall be standard on all screens.
9. There shall be online help access on each screen.
10. The users shall be allowed to customize the rows and columns of tables on screen.
11. Users shall be able to attach files in Microsoft format within the records created on the software.
12. The software shall allow develop and extract reports within the application.
13. Multiple screens shall be opened at the same time. MDI (Multiple Document Interface) support shall be available.
14. Users shall be able to switch backward or forward between the screens anytime.
15. The software shall allow export in Excel and Word formats.
16. It should be possible to transfer information to Declaration Preparation Program (DDP-Beyanname Düzenleme Programı) and automatically prepare the legal tax and social security declarations
17. Cash flow tracking shall be possible under the banking functionalities. It shall allow import of bank statements and shall produce payment instruction files in the format given by the bank.
18. The software shall have a transaction-based authorization feature.
19. The software shall have audit trail / change tracking / history tracking functionality.

20. The software shall treat Turkish/English/French characters like other alphabetic characters and process them with the same codes in all input/output hardware units.
21. The core data structure shall support the Turkish character set and be able to sort according to the Turkish alphabet.
22. For accounting, the software shall be able to automatically retrieve the monthly [Infor Euro Rates](#) and the daily exchange rates of the Central Bank of the Republic of Turkey and ensure that accounting records are kept in both foreign currency and TL.
23. For accounting, the software shall be able to automatically display the daily/monthly exchange rates of the Central Bank of the Republic of Türkiye and/or Infor Euro and ensure that accounting records can be displayed or reported both Euro and TL.
24. The software shall ensure real-time compliance with with applicable national legislation, tax regulations, and social security laws without the need for manual input. (Such as, changes in current gross and net minimum wage values, annually updated severance pay ceiling, changes in tax rates and etc.)
25. The proposed software shall allow increasing the number of users.
26. The software shall allow different functionalities to be added if needed.
27. The software shall have Turkish and English user interface.
28. The software shall have Role Based Access Control.
29. The user identity for data entry shall be traceable based on entries.
30. The software shall allow bookkeeping in separate units for more than one project/workplace.
31. The software shall allow sub-projects/units to be defined under a project.
32. Users shall be able to define account/accounting periods.
33. The software shall allow users to define cost centers independent of the chart of accounts and to make records based on cost centers in connection with the chart of accounts.
34. The software shall allow definition of special codes and filters for accounts.
35. The software shall allow the use of alphabetic, numeric, alpha-numeric characters in account and sub-account code definitions.
36. The software shall allow definition of units of measurement and data entry on this basis.
37. The software shall allow the generation of reports and financial statements in frequently used formats such as xls, docx, csv, pdf as minimum.
38. The software shall allow the generation of reports for periods longer than one, based on fiscal year.
39. The software shall produce journal, general ledger and subsidiary ledger reports and standard financial statements (balance sheet, income statement, cash flow statement, etc.) for any desired period.
40. All reports available in the software can be reconfigured by the user.
41. It shall be possible to produce trial balance for any period.
42. It shall be possible to define foreign language account names and report lines for the account names and report headings in the chart of accounts.
43. A breakdown of all transactions performed within the scope of the accounting software shall be available.
44. There shall be single, multiple or group listing and search options based on keys such as receipt number, account number, description, amount.
45. Even if it is closed, all data of the past dated / past periods shall be accessible and can be used in current reports.
46. Reports shall be generated for all accounts with and without balance.
47. All reports shall be stored as electronic files.
48. Reports shall be printed on A3 or A4 pages as preferred by the users.

49. Shall allow modification of printer settings.
50. There shall be shortcut keys for frequently used functions.
51. There shall be copy function for journal vouchers.
52. There shall be draft version, correction options and saved version for journal vouchers.
53. Receipt corrections shall be traceable.
54. There shall be distinctions for offset receipt, payment, collection receipt, opening receipt, closing receipt, exchange difference receipt.
55. There shall be debit and credit balancing option during receipt entry.
56. Calculators or formulas shall be able to be used during the process.
57. For Human Resources, it shall be possible to create personal files and person cards for each personnel.
58. Reporting of monthly work follow-up of the personnel shall be possible. A reporting template shall be created in the format of Expertise France.
59. Personnel shall be able to request leave through the system (alternatively phone application). Leave requests shall be approved by the authorised managers.

IV. Location and Duration

Service will be provided in Ankara, Türkiye. The duration of the contract is 42 months from its award date.

V. Estimated contract date

Estimated contract date is 23 April 2025.

VI. Application Process and Eligibility

Interested firms are invited to submit a proposal, including:

- A technical proposal detailing the methodology,
- Relevant past experience and references,
- CVs of key personnel.
- Firm's trade registration (or equivalent)
- ANNEX I – Financial Offer Form
- ANNEX V – Sworn Declaration (TR - ENG)

The financial offer must be submitted in EURO, exclusive of VAT, by completing the "ANNEX I – Financial Offer Form" provided by Expertise France. The financial offer shall include all expenses related to the services specified above.

Important Note: The bidding company must submit a comprehensive offer that covers all items. Partial or optional bids will result in the disqualification of the offer.

The costs related to preparing and submitting the proposal shall be borne by the bidding company. Such expenses will not be reimbursed by Expertise France.

Submission of Proposals
Proposals must be submitted by email to the address below no later than **07.05.2025 at 17:00**. Proposals submitted after the specified date and time will not be considered.

procurement-imep@expertisefrance.fr.

Administrative and Technical Questions

Companies are requested to submit any questions regarding the content or technical issues in writing via email to procurement-imep@expertisefrance.fr by **02.05.2025 at 17:00**. Questions and their answers will be shared via email.

Evaluation of Proposals

Evaluations will consider the company offering the technically and financially suitable services specified in the terms of reference within the required time and in compliance with the terms.

The technical offer has a weighting of 60% and the price offer has a weighting of 40% in the tender evaluation.

The technical evaluation will be conducted based on the below criteria, with the corresponding scoring percentages indicated.

Relevant Experience and References (30 points)
- The company must have at least 10 years of experience in software development, implementation, or ERP solutions. (10 pts)
- The supplier must provide at least 3 reference projects in the past 5 years, specifically in ERP implementation for international organizations, NGOs, or large-scale enterprises. (10 pts)
- Must have experience in developing ERP solutions tailored to accounting, finance, and HR. (10 pts)

Technical Expertise and Team Capacity (20 points)
- Must provide a list of key personnel assigned to the project, including:
    - Project Manager with at least 10 years of ERP implementation experience. (5 pts)
    - Technical Lead/Software Engineer with at least 5 years expertise in cloud-based ERP systems. (5 pts)
    - Financial or HR Systems Expert familiar with Turkish financial regulations and HR processes. (5 pts)
- The supplier must have a dedicated technical support team for troubleshooting and maintenance. (5 pts)

Compliance with International and Local Standards (10 points)
- The supplier must be an Authorized Reseller and Authorized Training Centre for the proposed software. (5 pts)
- The system must comply with Türkiye's financial and tax reporting regulations (e.g., UFRS, Turkish Accounting Standards). (5 pts)

Bids having obtained a technical score of less than 35/60 will be deemed to be inappropriate. Companies whose offers are not deemed favorable will be informed electronically.

VII. Contracting and payment terms

The parties agree and undertake that no changes will be made to unit prices during the term of this contract and any contract renewal period (if applicable). The bidder will submit its unit prices under

these terms and declare that the prices will remain valid for the specified period. No changes in unit prices will be made through any supplementary protocol or agreement between the parties.

Payment Procedures

- **Separate Invoice for Licensed Programme**: A separate invoice will be issued for the licensed programme after tailoring and testing done successfully.
- **License Renewal Payment**: After the completion of the first year of the contract, payments of the license renewals will be made annually upon the request of Expertise France. License renewal process will be maximum 3 times during the contract period.
- **Training Payment**: Payment for the training will be made based on the actual hours completed after the training is concluded
- **Monthly Technical Support Fee**: Technical support fee will be paid according to realized hours by monthly. Additional hours will be priced and charged according to the needs.

Expertise France will issue a contract in EURO. Payments may be made to the contractor against a fiscal invoice in EURO. All relevant intellectual property rights in the developed materials/products/documents and associated tools will, upon their development, vest in EF in Turkey.

Any extension of the services after this date will have to be agreed upon with an addendum to the original contract.

Payments will be made within 30 days following the submission of invoices to the EF Turkey Program Office after the acceptance of the services. All of the supporting documents (Goods Received Notes-GRN, Certificate of Performance-CoP, Timesheet/logbook) should be signed by both parties and attached to the invoice as an acceptance of the services. The contractor may invoice and receive payment only for the services provided.

The program is exempt from VAT. During the invoicing phase, VAT-exempt invoices will be requested by providing the VAT Exemption Certificate, which will be obtained from Expertise France upon approval.

VIII. Confidentiality

The entire evaluation procedure is confidential and subject to Expertise France's access-to-documents regulations.

Evaluation reports and written records are for official use only and may not be shared with bidders or any parties outside Expertise France.

IX. Ethical Rules

EF will provide contributions and approvals for the tasks performed under the contract.

Expertise France undertakes to submit its requests to the company within the most reasonable timeframe technically feasible, aligning with the service provider's work schedule and adhering to the joint work calendar.

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Expertise France reserves the right to be informed of subcontractors involved by the contracting company before the contract is signed and retains the right to accept or reject working with such subcontractors.

The contracted company undertakes to maintain regular communication with the expert appointed by EF during the delivery process, exchange information and ideas, inform the expert in a timely manner about the stage of progress, any delays that may affect the process, and the measures for addressing such delays.

All intellectual property rights related to materials, products, documents, and tools developed under this contract shall belong to Expertise France upon their creation.

We hereby commit to adhering to the provisions outlined in this Terms of Reference and to delivering the services mentioned above.	
Name of the Firm	
Name of the Authorized Person	
Title of the Authorized Person	
Signature	
Stamp	
Date	