

Request for proposals

Introduction and background:

Akkarouna is procuring an office 365 and business solution consultant for its ICT project to be implemented in Akkarouna offices in the north. The consultant will be supporting Akkarouna in the procurement of the solution directly from Microsoft, while as gathering requirement from Akkarouna internal departments in order to implement and diffuse a fully integrated management system that meets Akkarouna needs and specifications. Specifications, timeline and guidelines listed below or attached.

Requirements and deliverables: Akkarouna NGO will be procuring

- Office 365 and business solution consultant delivering 90 full days of consultancy while as delivering the services below
- 45 Office 365 premium users in NGO pricing for 2 years
- Manageable and customizable hosting for 2 period with support

Timeline: All Activities and tasks are cross functional and have cross dependencies hence total proposed days for project to be provided by Contractor will be in total 90 days, starting 1 August 2018 ending by 10 December 2018.

Services to be provided by consultant:

Activity and tasks	Expected Output/Outcome
1. Support in procuring Office 365 solution for non-profit	- Office 365 solution online for Akkarouna use with all modules activated
2. Linking Akkarouna already purchased domain name to Office 365 solution	- Having direct access to office 365
3. Transitioning all email exchange boxes to Office 365	- All emails in the office 365 storage ecosystem
4. Site development to Accommodate all staff	- Deployed production instance of office 365
5. Building HR module in accordance with Akkarouna policies and procedures	- A leave management system to track leaves - An intuitive leave request form - An approval flow from employee to management to database - An employee records tracker - Master employee management database - An onboarding page for new staff members
6. Building Procurement module in accordance with Akkarouna policies and procedures	- A master procurement follow up record to track procurements online, status in compliance to policy - A procurement request and approval form and flow process - A database of suppliers
7. Building Assets management module in accordance with Akkarouna policies and procedures	- An online master Assets list maintained and tracked by procurement and upper management.
8. Initializing Teams groups within Office 365 in accordance to teams structure	- Having a collaboration space for teams to communicate
9. Activating and installing Skype for Business to all team members	- Having a fast communication tool within teams hands
10. Transitioning Akkarouna documents, templates and official papers to SharePoint space	- Having a unified space where all employees could access depending on their access level to unified documents, templates and official papers.
11. Building unified calendars per team as a scheduling tool	- Having team based calendar and a global calendar for each of scheduling and time management.

12. Activating and installing secure archiving module for email, documents and all Akkarouna archiving needs.	- An archive with all documents, emails and writing secured In 1 container accessible for only certain users and groups
13. Building a collaborative project level pages for project resources and documentation management	- A page per project for tracking high-level activities, document unification and resource allocation
14. Activate “projects” within 365 and kick start it’s use with uploading current project tasks for efficient task management system	- A ready to use task management system per project accessible for all employees
15. Building M&E module in accordance with Akkarouna policies and procedures	<ul style="list-style-type: none"> - Having a database of our beneficiaries in 1 place - M&E electronically tracked - M&E forms directly linked to database for centralization of information - Visualizations of all M&E metrics, KPIs in 1 dashboard - Reference page for all documents, forms and workflows to be applied for the use of M&E in any project
16. Building a public accessible page for beneficiaries to know how to benefit from our services and programs	- Having a publically accessible page with all the contents needed in order to regularly disseminate information to beneficiaries
17. Building an internal page for important information dissemination	- An internal page for internal announcements, alerts, achievements and formal communication accessible to all employees.
18. Build management and executive dashboard for having actionable information and indicators tracking.	- A page only accessible by managers and executives that provide all staff member metrics from projects, M&E, HR, communications, documents and procurement in one place in order to have actionable information and extended governance.
19. Building a training module in accordance with Akkarouna policies and procedures.	<ul style="list-style-type: none"> - A skills tracking database for employees development and identifications - Trainings and development tracking database for all staff members - Training documents and workflow/approval process implemented
20. Building a feedback mechanism that are applicable internally and externally	- Having a feedback forms and links for proper feedback collection and tracking, either within our organization and externally with our beneficiaries
21. Centralizing all documents upload and download in 1 place using One drive	- Installed software on all Akkarouna workstations for centralized document upload, download and versioning all on the cloud.
22. Usernames and password creations	- Created users in the office 365 space with implemented hierarchy and all bio information.
23. Access group creation for teams, volunteers, contractors and staff members	- Created access group levels for each employee and assigning them to it depending on their role within Akkarouna
24. Deploying a mobile ready version for all staff member	- A mobile friendly version of all forms, documents, mailing, communications, storage and task management using Microsoft free apps deployed on all staff members mobile devices
25. Produce training materials for each module and activity built to be unified in 1 document and diffused to all users.	- Building training materials and diffusing them in training sessions done to all Akkarouna staff member that will able each member to access the system and use it effectively.
26. Conduct trainings for all Akkarouna staff members depending on their user access and privilege.	- 3 groups are well trained on the use of office 365 customized solution (employees, managers and executive groups)
27. Final monitoring and quick fixes period for refined improvement and use of the office 365 solution.	- Having a fully functional online collaboration system for the customized use of Akkarouna programing, management and executives

In details: Contractor will procure a cloud based Office 365 solution with a non-profit package which includes a document management system, mailing and communication, workflow/processes, task management, calendaring and other added features, while procuring a consultant services that will building the modules and tailoring the solution on the platform in accordance to Akkarouna technical requirements. This solution will enable Akkarouna to:

- Enhance seamless communication within team members and organization branches
- Strengthen Akkarouna governance by acquiring actionable data
- Reduce the time to execute by having a centralized platform in which it can withhold all Akkarouna information and data
- Digitize the processes and workflows of HR, procurement, communications and Akkarouna programs

All expected activities, outcomes and deliverables are in accordance to Akkarouna technical ICT requirements document drafted in the original proposal, all in accordance to already established Baladi Cap policies and procedures.

Submission guideline: Consultant is required to provide detailed proposal that includes methodology, timeframe and pricing/per day to info@akkarouna.com

Pricing should be in LBP, also providing CV with relevant experiences and supporting documents if needed