

TERMS OF REFERENCE (ToR) FOR THE PROCUREMENT AND DEPLOYMENT OF A VENDOR MANAGEMENT SYSTEM (VMS) AND E-PROCUREMENT PLATFORM

1. Introduction

Family Homes Funds Limited (FHFL) invites proposals from qualified vendors for the procurement, customization, deployment, and support of a Vendor Management System (VMS) integrated with an e-Procurement Platform. This initiative aims to streamline vendor lifecycle management and digitalize procurement operations, in line with FHFL's commitment to transparency, efficiency, and policy compliance.

2. Background

FHFL currently manages a growing base of vendors and procurement activities through largely manual and disjointed processes. These result in inefficiencies, poor documentation, limited visibility, and increased risk in procurement and vendor engagement.

To address these challenges and align with global best practices, FHFL seeks to implement a comprehensive digital solution that integrates vendor management with end-to-end procurement functionalities — from requisition to contract award.

3. Objectives of the Assignment

The objective of this assignment is to implement a centralized and automated platform that:

- Manages the entire vendor lifecycle (onboarding to performance review).
- Supports end-to-end electronic procurement processes (requisition to award).
- Enhances compliance with FHFL's Procurement Policy and regulatory standards.
- Provides real-time visibility into procurement and vendor performance metrics.
- Improves efficiency, accountability, and record keeping across the procurement function.

4. Scope of Work

The selected vendor will be responsible for delivering a fully integrated VMS and e-Procurement platform tailored to FHFL's operations.

4.1 Needs Assessment

- Engage stakeholders to assess current procurement and vendor management processes.
- Identify automation and system integration requirements.

4.2 System Design and Customization

- Propose a modular, user-friendly platform integrating both VMS and e-Procurement functionalities.
- Customize system workflows, fields, forms, reports, and dashboards to reflect FHFL's internal procedures.

4.3 Core Functionalities

Vendor Management System (VMS)

- Vendor registration and onboarding (including documentation and approvals)
- Centralized document repository
- Vendor segmentation and categorization
- Compliance tracking (e.g., tax clearance, BPP compliance, certifications)
- Performance management (KPIs, SLAs, scorecards)
- Blacklisting and renewal workflows

e-Procurement Platform

- Electronic requisitioning and approvals
- Request for Quotation (RFQ), Expression of Interest (EOI), and Request for Proposal (RFP) modules
- Bid evaluation and scoring
- Automated Purchase Order (PO) generation
- Contract management and milestone tracking
- Audit trails and activity logs

4.4 Integration and Interoperability

- Integration with FHFL's existing systems
- Role-based access control and user management
- Support for Single Sign-On (SSO), if applicable

4.5 Data Migration

- Migrate historical vendor and procurement data to the new system, if applicable.

4.6 Testing and Quality Assurance

- Conduct User Acceptance Testing (UAT) and system performance validation prior to go-live.

4.7 Training and Change Management

- Conduct training sessions for end users and selected departments.
- Provide user manuals, training guides, and ongoing support documentation.

4.8 Support and Maintenance

- Provide post-deployment support (minimum 3 months), including bug fixes, patches, and minor updates.

5. Deliverables

- Inception Report (including stakeholder needs and implementation roadmap)
- Fully deployed and operational VMS and e-Procurement platform
- Integrated reporting dashboards and analytics
- Migrated historical data and document repository, where applicable
- Training and user documentation
- Go-live report and post-implementation support plan

6. Vendor Eligibility and Requirements

Qualified vendors must meet the following criteria:

- Demonstrated experience deploying VMS and/or e-Procurement systems for public or private sector organizations.
- Ability to customize, deploy, and support the system locally.
- Evidence of data security and regulatory compliance (e.g., ISO 27001, GDPR).
- Financial and technical capacity to deliver the project within agreed timelines.

7. Proposal Submission Requirements

Interested vendors should submit the following:

- Company profile and relevant project experience
- Technical proposal outlining system features, architecture, and implementation approach
- Functional specifications (for both VMS and e-Procurement modules)
- Detailed project plan with timelines and milestones
- Financial proposal (itemized cost of licensing, customization, training, support, etc.)
- Team structure and key personnel resumes
- References from at least three relevant clients

8. Evaluation Criteria

Proposals will be evaluated based on:

- Relevance and quality of proposed solution
- Alignment with FHFL's requirements and workflows
- Technical capacity
- Cost-effectiveness and value for money
- Post-implementation support and training plan

9. Project Timeline

The anticipated timeline for the project is 6 – 8 weeks

10. Submission Instructions

Proposals must be submitted electronically in PDF format to:

- procurement@fhfl.com.ng
- uumar@fhfl.com.ng

Head, Procurement

Family Homes Funds Limited (FHFL)

3rd floor Sinoki House

Submission Deadline: Friday, 29th August 2025 by 3 pm.