

Detailed Role Description

Bid Title	Supply Accounting Software for Emerge Livelihoods and its Subsidiaries (Quickbooks)
Reports to	Emerge Livelihoods Internal Procurement and Disposal Committee
Location	On Site-Mzuzu, Malawi
Procurement Reference Number	EMERGE/PR/03/2025

1.0 BACKGROUND

Emerge Livelihoods, formerly known as the Mzuzu Entrepreneur Hub (Mzuzu E-Hub), is a social enterprise fostering socio-economic growth for communities through transformative solutions that leverage technology, promote inclusivity and collaboration. The core business at Emerge Livelihoods is set within the broader vision to champion a thriving ecosystem that amplifies self-reliance of individuals and communities across Malawi and beyond contributing towards the Malawi 2063 agenda which aims at transforming Malawi into a wealthy and self-reliant industrialized 'upper-middle-income country' by the year 2063; and the United Nations (UN) Sustainable Development Goals seeking to end poverty and hunger, gender equality, environmental protection and natural resources conservation. We originally registered the business as Mzuzu E-Hub in 2017 and re-registered as Emerge Livelihoods in 2024 as a non-profit organization (Company Limited by Guarantee). Our inspiration emerged from the need to rise above the status quo, growing networks and collaborations designed to shift the power for local communities to benefit from a well enabled and supportive ecosystem. Emerge Livelihoods manages two subsidiaries under its portfolio including Emerge Fund and Emerge Ventures.

Given the rebranding and new layer of complexities added to our business, it is critical for us to review and revise our financing infrastructure. Historically, a couple of fulltime staff at Mzuzu E-Hub had been using QuickBooks Online Advanced since 2023. Our expectation is to maintain the convenience, security, and cost-effectiveness of such cloud-based accounting software, while making necessary adjustments that make sense to the next chapter of our business. Therefore, this procurement is to seek a supplier of accounting software who can understand Emerge Livelihoods' needs and help us achieve the goal in the scalable and sustainable manner.

2.0 KEY CHARACTERISTICS OF OUR ORGANIZATION TO HIGHLIGHT

Key characteristics of our organization to highlight:

- We have multiple Departments at Emerge Livelihoods, each led by Director.
- Outside of Emerge Livelihoods, we have two independent subsidiaries: Emerge Fund, a financial institute for startup investment, and Emerge Ventures, a for-profit enterprise delivering tangible services to consumers.
- Finance Department at Emerge Livelihoods governs all accounting tasks, including the subsidiaries. In a short term, the Department expects to have three (3) members: Finance Director, Accountant, and Officer. The number of members may increase in the future.
- There are differences in member's roles within the Finance Department, meaning there will be an internal reporting, requesting, and approval process among the users of accounting software.
- Members of the Finance Department may or may not be an expert of a certain accounting tool. That is, we expect a supplier to provide onboarding, training, and ongoing support.
- Procurement Officer and a representative from Technology Operations Team are expected to have access to the accounting software for seamless collaboration and ad-hoc technical assistance, making the expected total number of accounting software users five (5).
- Our ICT Department does not have any domain-specific expertise in accounting software. This implies we need ongoing support to address toolspecific issues.

We ask potential suppliers to understand the organizational complexity above and recommend the most suitable and cost-effective option

3.0 SCOPE OF WORK

The supplier shall Provide the following services:

- Migration support to import and restore our old financial records in QuickBooks Online Advanced into recommended accounting software managed by the supplier
- Full initial setup of recommended accounting software
- Full training package that enables Emerge Livelihoods users to start using the accounting software for work, to be conducted as soon as the initial setup is complete
- Active ongoing support for the first three (3) months, so we can contact anytime and receive timely assistance whenever we have a challenge due to the unfamiliarity of the software
- Ad-hoc support after the first three (3) months, in case we encounter any technical challenges we cannot resolve internally
- Cooperation to Emerge Livelihoods' internal review and external audit, when the work needs additional information or recommendation from our supplier
- Handover any of our data stored in the accounting software and relevant knowledge and documents, in the event of supplier contract termination

4.0 DELIVERABLES

The supplier shall deliver the following services in accounting software that satisfies the following:

1. Data is stored in the cloud environment and can be extracted and/or backed up whenever needed (either automatic or manual)
2. Accommodate five (5) users (i.e., 3 Finance Dept. + 2 out-of- Department collaborators)
3. Ability to create, read, update, and delete the key information listed above.
4. Search records in various dimensions by metadata and generate a financial report for a certain time range.

5.0 WHAT TO INCLUDE IN THE QUOTATION

- Confirmation that the potential supplier can accomplish the scope of work with the deliverables as listed above
- Itemized list of billing items to get access to recommended software and services for twelve (12) months – or a supplier’s recommended minimum duration, whichever longer
- For each billing item, add detailed explanation of what the amount is for (i.e., list of what’s included or not) and how the amount is calculated – with a reference rate when currency conversion is made
- Any other recommendation or justification notes; the more detailed and tailored to us

6.0 SUPPLIER'S QUALIFICATIONS

The supplier shall have:

- Proven experience in supplying and implementing QuickBooks or similar accounting software
- Ability to offer timely support and software training.
- Competitive pricing structure with a clear breakdown of costs

7.0 KEY INFORMATION TO BE STORED ACCOUNTING SOFTWARE

The list below shows the major information we expect to manage through accounting software;

- Projects and their relevant contact information
- Budgets
- Various metadata such as the name of project, owning department (or subsidiary), and assigned personnel
- Income and expenses, with images
- Invoices and receipts
- Currency (multiple, including USD and MWK) and tax information associated with records

8.0 CONFIDENTIALITY

- The supplier shall maintain confidentiality and not disclose any information related to the assignment without the prior written consent of the Emerge Livelihoods.

9.0 PAYMENT TERMS

- The supplier shall be paid in accordance with the payment schedule agreed upon in the contract.

10.0 TERMINATION

- Either party may terminate the contract with written notice to the other party.

11.0 DISPUTE RESOLUTION

- Any disputes arising from the contract shall be resolved through negotiation and mediation.

12.0 ACCEPTANCE

- Any disputes arising from the contract shall be resolved through negotiation and mediation.

13.0 SUBMISSION OF REQUEST FOR PROPOSALS

Technical and Financial Proposals in two separate documents should reach the under mentioned not later than **04 April 2025 at 16:30 pm**. Send your email through procurement@emergelivelihoods.org addressed to;

The Chairperson,
Emerge livelihoods Internal Procurement and Disposal Committee,
P. O. Box 20094
Mzuzu
