



YO' CARE SOUTH SUDAN

Plot No 206, Along Antipas Pharma-Upper Nile University Road, 3rd Class Residential Area
P. O. Box 433 Juba – South Sudan | info@yocare.org | +211 922 222 906

REQUEST FOR QUOTATIONS (RFQ) – NATIONAL BIDDING

Procurement Reference No.: **YOCASS/ERP/001/2026**

Date of Issue: **20 March 2026**

Deadline for Submission: **31 March 2025, 5:00 PM (CAT)**

Procurement Title: Installation and Configuration of Odoo ERP System.

PROJECT CODE: ***insert (when available)***

JUBA, SOUTH SUDAN



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1. INTRODUCTION:

Yo' Care South Sudan (YOCASS) invites qualified and reputable Accounting/ERP firms to submit quotations for the installation, configuration, and deployment of an Odoo Enterprise Resource Planning (ERP) system.

This initiative is intended to strengthen organizational efficiency by integrating key functions—including financial management, procurement, inventory, program planning and reporting, and human resources—into a unified system, in alignment with YOCASS's Financial and Administrative Procedural Manual (2022) and commitment to accountability and internal controls.

2. BACKGROUND:

Yo' Care is a national non-governmental organization committed to nurturing healthier societies through advancing health equity and strengthening community resilience across South Sudan. Established on 6 December 2009 in Khartoum, Sudan by health and development professionals, the organization was founded to address critical healthcare gaps arising from prolonged conflict. It is legally registered under the laws of the Republic of South Sudan (RRC Registration No: 3006).

YOCASS works to expand access to integrated primary healthcare, nutrition, and Water, Sanitation, and Hygiene (WASH) services, with a strong focus on vulnerable and underserved populations. Its approach combines clinical service delivery with community-based interventions, operational research, and strategic partnerships with government institutions, UN agencies, international NGOs, and local communities.

Since 2010, Yo' Care has grown into a trusted national actor operating across multiple states and counties in South Sudan. The organization implements a diverse portfolio of health, nutrition, WASH, and emergency response programs, supported by partners including USAID/PEFPAR, IntraHealth, Irish Aid, GOAL South Sudan, and NEAR (Network for Empowered Aid Response).

With a strong technical team and proven implementation capacity, YOCASS continues to contribute to strengthening health systems and improving health outcomes across South Sudan. For more information, please visit <https://www.yocare.org/>.



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3. OBJECTIVES

The objective of this procurement is to select a competent firm to provide, install, and configure an Odoo ERP system (Enterprise edition) tailored to Yo' Care's specific needs. The system must support, at a minimum, the following modules:

- CRM
- Financial accounting and reporting.
- Contracting, procurement and inventory management
- Fixed Assets Management
- Human Resources & Payroll management.
- Project planning, management, and reporting.

4. SCOPE OF WORK

The selected firm will be responsible for the following tasks:

- Conduct a detailed analysis of Yo' Care's current processes to finalize system requirements and configuration.
- Install the Odoo ERP system on Yo' Care's designated server (or provide a managed cloud solution) and set up the database.
- Configure all required modules (Accounting, Procurement, Inventory, HR, Fixed Assets, etc.) according to Yo' Care's chart of accounts, approval matrix, and workflow rules.
- Assist in migrating existing financial and inventory data from current systems (which is a mixed of QuickBooks Online and Excel) into the new ERP.
- Conduct system testing to ensure all modules function correctly and meet user requirements.
- Provide comprehensive training to Yo' Care staff (Finance, Admin, HR, Procurement, and Program staff) on how to use the new system effectively.
- Provide complete system documentation, including user manuals and technical specifications.



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- Offer a defined period of post-installation support up to 3 months to resolve any issues and provide ongoing assistance.



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5. ITEMS AND SPECIFICATIONS:

S/No	Item Description	Specification / Type	Quality Standard	Deployment Model	Unit	Qty	Delivery Timeline	Delivery Location
5.1	Odoo ERP System (Enterprise Edition)	Odoo Enterprise (latest stable version)	Official Odoo Enterprise License	Odoo Online (Cloud) – Secure, hosted solution with automatic backups, 99.5% SLA uptime, and multi-location accessibility.	User License	5 Users (scalable)	Within 2 weeks from contract signing	Juba (Head Office)
5.2	User Training	Comprehensive role-based training for Finance, Admin, HR, Procurement, and Program staff	Hands-on Training with User Manuals	Service	Sessions	(min. 5 staff trained)	Within 4 weeks from contract signing.	Juba (Head Office)



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5.3	Post-Implementation Support	Minimum 3 months warranty period with ongoing maintenance package proposal	24-hour response time for critical issues	Service	3 Months	3 Months (warranty) + Ongoing	Commencing immediately after go-live	Juba (Head Office)
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6. DELIVERABLES

- Fully installed and operational Odoo ERP system
- Customized modules aligned to YOCASS operations
- User manuals and training materials
- Training completion report
- Post-implementation support plan



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7. QUALIFICATION REQUIREMENTS

Interested firms must meet the following criteria:

- Must be a legally registered accounting/ERP company/firm in South Sudan with a valid business license.
- Must have valid tax clearance certificate (within 3 months of this RQF)
- Must have proven experience in implementing Odoo ERP systems for at least 2 other organizations, preferably within the NGO or non-profit sector in South Sudan or the East Africa region.
- Must have a team of certified Odoo professionals with expertise in Accounting, HR, Procurement, and Inventory modules.
- Must be able to provide contact details of at least 2 previous clients for whom a similar system was implemented.

8. QUOTATION REQUIREMENTS

Yo' Care South Sudan invites all interested and duly registered businesses licensed to operate within the Republic of South Sudan to submit their Quotations per the categories listed in Section 5 above.

Interested firms must submit a quotation that includes the following:

1. Company Profile: Overview of the firm, legal registration documents, and list of relevant experience.
2. Proposed Solution: A detailed description of the proposed Odoo solution, including the version, modules to be implemented, and deployment method (on-premise or cloud).
3. Project Plan: A proposed timeline for the entire project, from initiation to go-live, including key milestones (needs assessment, installation, configuration, testing, training, go-live).
4. Training Plan: A detailed plan for staff training, including the number of sessions, topics covered, and target groups.
5. Support & Maintenance Plan: A description of the post-implementation support and any ongoing maintenance packages offered.



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6. Detailed Cost Breakdown: A comprehensive price quotation in United States Dollars (USD), clearly breaking down costs for:
 - Software Licensing (if any)
 - Installation & Configuration
 - Training
 - Post-Implementation Support
 - Any other associated costs.
 - Payment terms
7. References: Contact information (name, organization, phone, email) for at least two previous clients.

8. EVALUATION CRITERIA

Quotations will be evaluated based on the following criteria, in line with the principles of obtaining best value for money as per the manual:

- Technical Capability (40%): Experience, proposed solution, project plan, and training plan.
- Firm Experience & References (30%): Proven track record in similar implementations.
- Cost (30%): The total cost of the proposed solution and services.

9. SUBMISSION INSTRUCTIONS

- Deadline for Submission: All quotations must be submitted by 5:00 PM (Juba time) on March 31, 2026.
- Submission Method: Quotations must be submitted in a sealed envelope to the Yo' Care South Sudan office address below. Please clearly mark the envelope with "RFQ: Installation of Odoo ERP System - RFQ No. YOCASS/ERP/001/2026" and deposited in the tender box located at

Address:

Contract, Procurement, & Logistics Unit

Yo' Care South Sudan Juba Office

Plot No. 206, Munuki Block C,

Along Antipas Pharma – Upper Nile University Road,



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Near Mom Clinic/Pharmacy, 3rd Class Residential Area,
P.O. Box 433 Juba – South Sudan.

10. IMPORTANT NOTES

- This RFQ does not constitute a contract. Yo' Care reserves the right to accept or reject any quotation without providing a reason.
- Yo' Care is not bound to accept the lowest quotation.
- Any questions or requests for clarification regarding this RFQ must be submitted in writing to the Procurement Office at the email address listed above by **March 29, 2026**.
- Email submissions and late submissions will not be considered.
- Quotations must be valid for a minimum of 30 days from the closing date.
- Yo' Care South Sudan reserves the right to reject any or all bids without assigning any reason.

For any clarification, contact us via: info@yocare.org | Tel: +211926943000, +211912115922

We look forward to receiving your quotation.

Prepared by:
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