Request for Proposal (RFP-022-19)

Global Preferred Vendor for Accounting, Audit & Human Resources Services for Jhpiego

March 2022

Note: This document contains Jhpiego Business Confidential Information and shall not be distributed outside of your organization without the prior written consent of Jhpiego
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INTRODUCTION

Jhpiego intends to engage with an Accounting Firm (AF) to provide Accounting, Audit and Human Resources (HR) services for Jhpiego as an immediate need in South Sudan and potential future need for the countries listed in the attached excel spreadsheet (Answer Sheet) for the next three years (2022-2025).

The engagement will be dependent on the vendor’s ability to provide services that meet the requirements outlined in the Scope of Work to the greatest degree of quality and client experience in a timely, efficient and effective manner and the most competitive price. Although Jhpiego is entering into this RFP process with the intention of evaluating service providers and possibly purchasing services from a vendor/service provider, this document in no way commits Jhpiego to make any purchase, or make any other legal commitment to enter into a business relationship with any bidder/service provider. Jhpiego thanks you for your participation in this RFP process and looks forward to learning more about your organization.

JHPIEGO

Jhpiego (pronounced "ja-pie-go"), is an international non-profit health organization affiliated with the Johns Hopkins University.

For almost 50 years and in over 155 countries, Jhpiego has empowered front-line health workers by designing and implementing effective, low-cost, hands-on solutions to strengthen the delivery of health care services for women and their families. By putting evidence-based health innovations into everyday practice, Jhpiego works to break down barriers to high-quality health care for the world’s most vulnerable populations. Jhpiego’s focus is on training and support for health care providers-including doctors, nurses, midwives and health educators working in limited-resource settings throughout Africa, Asia, the Middle East, Latin America and the Caribbean.

Jhpiego’s program management strategy recognizes the technical complexity and geographical, cultural, socio-economic and political diversity among our programs. We develop global program initiatives and technical interventions that can be adapted for country-specific applications. In support of this field-driven philosophy, Jhpiego uses a decentralized organizational structure that consists of a global "delivery system" designed to implement the entire portfolio of Jhpiego awards with assistance from key technical, programmatic and administrative staff.

SCHEDULE

The following is the planned schedule for this RFP process. All dates are listed in the local time for Baltimore, MD, USA (EDT - UTC/GMT-5). We will update you if circumstances dictate a change to this schedule.
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Global Preferred Vendor for Finance, Audit & Human Resources Services

- Distribution of the RFP: **March 18, 2022 (10:00 AM ET)**
- Bidder Questions Due: **March 28, 2022 (5:00 PM ET)**
- Answers to Questions Published: **March 31, 2022 (5:00 PM ET)**
- Proposals Due: **April 17, 2022 (5:00 PM ET)**
- **Note:** Failure to comply with any of the above deadlines will be interpreted as your intention to not participate in this RFP

**CONTACT DETAILS**

Please direct all questions and RFP responses to the following primary contact:

**Nawid Atayee**  
Jhpiego.sourcing@jhpiego.org

**NOTE:** All formal responses and questions must be submitted **by email** to the contact listed above. Questions will not be answered over the phone.

**LOCATIONS**

Jhpiego’s headquarters is located at the below address, from where this effort will be managed:

1615 Thames Street  
Baltimore, MD 21231, USA

**SCOPE OF WORK**

Jhpiego is seeking to engage a vendor to provide Accounting, Audit and HR services for us on an ongoing basis in South Sudan. The vendor will be required to establish and maintain a segregated local bank account in the accounting firm’s name into which Jhpiego will deposit funds to cover local expenses -OR- be able to provide a complete and accurate desegregate Jhpiego’s expenditure and report on those expenses. Further, the vendor will provide strategic advice, counsel and interpretation of South Sudan regulations, law and requirements of NGOs registered in South Sudan and coordinate with Jhpiego South Sudan legal counsel as required. The scope of this engagement includes:

1. **Management of Hiring and Payroll Services**

   The firm will manage the end-to-end payroll process for staff in South Sudan, ensure Jhpiego is compliant with local laws (including tax) and policies, facilitate resolution of payroll issues, and handle any audit needs, as required.
a. Hire full-time employees as a third party and as a short-term measure (including but not limited to issuing employee agreements, establishing and managing payroll and benefits)

b. Collect information on Jhpiego employees, consultants and locums (including employee agreements with monthly salary and benefit information) and enter information into a payroll database

c. Receive and process timesheets and disburse monthly salary payments of Jhpiego employees and consultants, upon approval from Jhpiego Program Technical Adviser

d. Furnish employees with a copy of their respective salary information each month and an end of year summary, showing monthly and cumulative annual salary, benefits and withholdings details as well as annual leave balances

e. Perform all payroll withholdings required by South Sudan Law including file and pay income taxes to South Sudan Authorities; and file and pay contributions/fees to the Ministry of Finance & Economic Planning –Directorate of Taxation.

f. Secure and pay relevant benefits services (e.g., medical reimbursements) in accordance with Jhpiego Human Resource policies for Jhpiego’s locally hired employees and consultants; upon approval from the Jhpiego Senior Program Officer/ program technical advisor (a copy of the employee manual will be provided to the selected firm)

g. Liaise with the medical insurance agency to setup new employees on the Jhpiego medical aid plan in accordance with the Jhpiego Human Resource policy.

2. Accounting, Payment, and Invoicing Services

a. Manage transactions via Intuit QuickBooks Online in accordance with applicable Jhpiego policies and manuals, and assign rights to necessary Jhpiego employees

b. Process electronic bank transfer payments on Jhpiego’s behalf for approximately 75 transactions per month (not including payroll transactions)

   i. Jhpiego will share fully approved invoices using a standard coversheet to provide the payee name, the payment amount and prior written approval for every transaction

   ii. Payments will be requested via email from staff and the accounting firm must be available to make payments at least three days per week
c. Issue payments directly to the approved payees/vendors and produce Proof of Payment documents to send back to Jhpiego staff

d. Prepare a monthly Receipt and Expenditure Report (Reconciliation) – invoices, checks written, replenishments outstanding, replenishment requested and bank statements

e. Keep all receipt and disbursement accounting documents by tracking all payments sent and transfers received

f. Prepare and record all entries affecting Jhpiego’s operations in South Sudan

3. Monthly Reporting Services

a. Each month a financial expense report must be prepared and sent to Jhpiego by the 10th of the following month, using the Financial Monthly Report (FMR) and include the following detail. The FMR will be provided to the selected firm to complete this task.

   i. Invoice Report

   ii. Transaction Detail Report inclusive of detailed monthly transactions

      1) Costs incurred for vendors’ services during the previous month

      2) Costs incurred for administrative support (actual usage for phone, fax, photocopies, mail, etc.).

      3) Monthly Fee

      4) Payroll expenses for the month

   iii. Payroll Report

   iv. Outstanding Advances Report

b. The selected accounting firm will take over responsibility for directing and supervising of:

   i. Cash Receipts

   ii. Cash Payments

   iii. Bank Deposits / Transfers

   iv. Receivables and Payables

   v. Accruals, Prepayments, and Other periodic adjustments

   vi. Relevant e-mail archives
The scope above must follow the following policies and procedures:

**Processing Payments**

To be determined

**Policy**

Jhpiego operates on a cash accounting basis. This means payments of any kind are to be recorded at the time of disbursement. AF will report to Jhpiego on direct payments or reconciled expenses that are supported by the required documentation. Advances should not be reported as an expense in the transaction detail report until it is fully reconciled. Accrual reports will be required on an ad hoc basis and as part of the financial monthly report (FMR).

**Procedure**

Payments to employees will be in the form of employee paychecks or Electronic payment options. Payments to vendors may be issued in the form of a check or a wire transfer.

When issuing checks, the Accounting Firm will:

1. Review signed Voucher request for appropriate approvals and proper documentation Review that invoice/s concur with the amount on the signed voucher
2. Write out a check for payment and write the check number on the voucher
3. Request a signature from the receiver of the check, documenting receipt
4. Record the check and Voucher number in the checkbook
5. Enter expenses into the Detailed Transaction Report by General Ledger and Project

**Tax Withholding**

The AF will be required to withhold tax for the payments to vendors as provided in South Sudan Income Tax law. When tax withholding is required:

1. Calculate the withholding rate based on the type of transaction. The payment will equal the *total* invoice less the tax withholding
2. Prepare the check for the vendor
3. Record the payment. The tax withheld will be remitted as required by local law
Audit Services:

The Auditor will perform comprehensive and adequate audit procedures, as required by International Standards on Auditing (ISA), to enable it to express an opinion on the financial statements of the Jhpiego, Lesotho as to whether the statements fairly present the Auditee’s financial position and the results of its operations.

The audit procedures will be designed to provide reasonable assurance of detecting errors and irregularities that are material to the financial statements. To achieve this objective, the Auditor will examine the Auditee’s accounting records and other supporting documents, and develop an audit plan and procedures to be performed.

The audit procedures will also include any procedures and or assurances required under Lesotho NGO law in order to meet the annual reporting requirement of the Kingdom of Lesotho.

The suggested format for the audit opinion on the financial statements is in the Sample Audit Report Prepared under International Standards on Auditing (ISA). The following, which is drawn from paragraph 28 of ISA 700, is an illustration of the entire auditor’s report on an entity’s financial statements. The report illustrates the expression of an unqualified opinion.

EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Specification Requirements - Vendor must provide a proposal for Accounting, Audit and HR services per the requirements outlined in the Scope of Work (5%)

- Value for Money – Proposals should include detailed budgets on costs incurred to implement the SOW and requirements contained herein. Vendors should consider the most cost-effective approach that’s guarantee the highest standards of service, quality and compliance.(40%)

- Customer Experience – Vendor must provide a proposal including information on, and case studies for, recent and/or current customers. It is preferable that customer profiles are similar Jhpiego’s (international non-profit and non-governmental organization (NGO) with a presence and/or operation in developing countries).(15%)

- Prior Experience – Vendor must demonstrate their experience with South Sudan Law, including at least one client reference to verify.(20%)
- General questions (Vendor information in the Answer sheet) (5%)
- Reputation and market stand (15%)
During the evaluation process, Jhpiego reserves the rights to request additional information or clarifications from proposers and the right to reject any or all proposals. Proposals will be evaluated by a panel and the most qualified firm(s) based on the company reputation and market stand may be requested to make oral presentations. There is no expressed or implied obligation for Jhpiego to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. As a courtesy, we would appreciate a response even if you decline to submit a proposal.

References will be considered as an evaluation factor if you are selected as a finalist. Any references included must be willing to speak with Jhpiego personnel in South Sudan and/or the US.

**DIRECTIONS FOR RESPONSE**

Direct all responses to the primary contact (see “Contact Details” section) via e-mail by the time indicated (EST - UTC/GMT-5) on the day indicated in the schedule.

All responses to this RFP must include the components and follow the guidelines below. **Any proposal that does not follow these guidelines may be disqualified.**

Complete and submit the following component in your proposal:

**TECHNICAL PROPOSAL**

- **Overview of company** – Provide a general overview of your company, services offered and the market stand. Please include proof of registration in South Sudan or demonstrate fluency with the Laws of South Sudan if located outside South Sudan. *(no more than 1 page)*.

- **Overview of service delivery model** – Provide an overview of your service delivery model, including a proposed SOP for the services described in the Scope of Work. SOP and service delivery model should include a timeline and accompanying RACI-chart. *(no more than 2 pages)*

- **Customer case studies** – Please detail any similar engagements your company currently has or previously had (within the last 6 months), specifically with non-profit and/or non-governmental organizations. These case studies should highlight your firm’s capabilities and flexibility in completing the above Scope of Work requirements, specifically hiring staff, managing payroll, and general bookkeeping services. *(no more than 2 pages)*

- **Implementation plan** – Please outline your proposed plan for implementation (with timeline) for the initial start-up on the engagement with your firm. *(no more than 1 page)*
COST PROPOSAL

- Client Engagement and Staffing Plan – Jhpiego will review the proposed client engagement team members, including CVs, in accordance with the plan set forth in the technical proposal. Staffing should include, at least:
  - A partner level firm member responsible for engagement oversight, and
  - An individual of appropriate competency and seniority to oversee day to day interactions and service as a primary point of contact to Jhpiego Country Director, HR and Finance staff
  - Staffing plans clearly articulate how and where compliance and quality assurance will be addressed.
  - Any additional staffing, as necessary e.g. data clerks, tax advisors, etc.

- Implementation Budget – All costs for set up, implementation and expenses, excluding recurring monthly fees, should be budgeted in detail. This will include any costs associated with adding or removing employees in all categories

- Monthly Fee Budget – All costs for delivering monthly services should be budgeted in detail, based on the Scope of Work set forth in this RFP. Identify the anticipated resources (titles) that will be assigned and associated information, additional monthly fees, and your total monthly proposed cost.

- Other Costs – Detail of all additional costs/fees (must be reflected in the Answer Sheet), by line item.

ANSWER SHEET (EXCEL FILE)

- General – First tab – Provide your company’s contact information for this RFP process and provide responses to the background and compliance questions.

- Pricing – Second tab – Detail labor rates by individual team member, using as many rows as are required. Then detail all other costs by line item. Team members, estimated hours, and other costs must be aligned with your Technical Proposal and Cost Proposal (each detailed above).

- References – Third tab – Please provide at least three client references that Jhpiego may contact, with all detail requested in the Answer Sheet. This MUST include at least one current
client that is able to speak with Jhpiego during the proposal stage and that you have provided services in accordance with South Sudan Law. It is preferred that these customers have similar profiles to Jhpiego’s (non-profit and/or non-governmental organization).

REFERENCES

- Please provide at least three client references that Jhpiego may contact. This MUST include at least one current client that is able to speak with Jhpiego during the proposal stage and that you have provided services in accordance with South Sudan Law. It is preferred that these customers have similar profiles to Jhpiego’s (non-profit and/or non-governmental organization).

If you have any questions related to completing the answer sheet, please email them to the primary contact for this RFP.

Direct all responses to the primary contact (see “Contact Details” section) via e-mail by the time indicated (EST - UTC/GMT-5) on the day indicated in the schedule.

Under no circumstance should any bidder attempt to circumvent this RFP process by contacting Jhpiego directly, submitting any proposals, offering discounts outside of the parameters of this process. Please submit all proposals and ask all questions according to the provided timelines and through the channels designated in this document and any other tender documents that may follow. Please direct all questions, information, or concerns to the designated primary contact only.

Questions to the designated primary contact are entirely welcome. However, any violation of these directions will be considered an attempt to gain an unfair advantage over the other competitors, and will result in disqualification of the violating bidder. Any disqualified bidders will be removed from the process and any further submissions by that bidder will not be accepted.

Jhpiego reserves the right to reject any and all proposals and bears no responsibility for any costs of preparing any proposal.

QUESTIONs FROM BIDDERS

In the interest of fairness and completeness of answers, all questions from all bidders will be aggregated, answered and sent to all bidders on the date and time indicated in the schedule. Please submit your questions to the primary contact identified above via email by the day they are due (see “Schedule” section). Jhpiego will not respond to questions over the phone because it becomes difficult to share those same answers with the other firms. Jhpiego will respond to all bidders simultaneously, including all bidders’ questions and their corresponding responses.
PROPOSAL VALIDITY

Vendor shall submit a proposal that is valid for 90 days after the proposal due date per the “Schedule” section above.

AWARD OF CONTRACT

The firm that, in the opinion of Jhpiego, has submitted the proposal providing the best value for Jhpiego based on the evaluation criteria may be awarded a Technical Service Contract (TSC) and a Purchase Order.

CONTRACT TERMS

Any resulting agreement will be conditional upon the vendor’s acceptance of the Johns Hopkins University Terms and Conditions (http://ssc.jhmi.edu/supplychain/terms-jhu.html) and must be approved by Jhpiego’s Executive Office. Jhpiego’s standard payment terms are Net 30. It is anticipated that any resulting contract will include fixed rates as proposed as part of this RFP and up to a duration of 3 years.