

TERMS OF REFERENCE FOR SOFTWARE ACQUISITION

1. Background

Caritas Africa, one of the seven regions of Caritas Internationalis, is a public canonical legal entity committed to serving the poor and promoting charity and social justice. It brings together 46 national Caritas member organizations across the African continent, including nearby island nations. The Regional Executive Secretariat of Caritas Africa (SERCAF) is responsible for coordinating and supporting these member organizations.

As part of its organizational development and financial resilience agenda—aligned with Strategic Orientation Two—Caritas Africa, with financial support from Catholic Relief Services (CRS), has initiated a major process to professionalize and strengthen its internal structure and operational capacity. This initiative aims to ensure the effective and efficient implementation of Caritas Africa's strategic priorities for the 2024–2027 period.

Caritas Africa's work is primarily focused on humanitarian response and development programming. It collaborates with various partners and adheres to established management standards and practices in line with the requirements of these partnerships.

To improve the effectiveness of its financial, accounting, and human resources management systems, Caritas Africa has included in its 2025 Annual Budgeted Work Plan a comprehensive update of its financial and HR systems. This includes acquiring more suitable software tailored to its operational and reporting needs.

Currently, TOMATE software solutions are considered well-suited for the needs of non-profit and development-oriented organizations. In this context, Caritas Africa is seeking to acquire the web-based versions of the following TOMATE software products:

- **TOM²PRO**
- **TOM²PAIE**
- **TOM²GRH**
- **TOM²ETATSFINANCIERS**

These Terms of Reference (ToR) define the requirements and conditions for the acquisition and implementation of the aforementioned software solutions.

2. Objectives

The **main objective** is to acquire a reliable solution capable of automatically and instantly generating accurate information for quality reporting.

Specifically, the objectives are to:

- Acquire a license for TOM²PRO (multi-project, single-site version);
- Acquire a license for TOM²PAIE (multi-project, single-site version);
- Acquire a license for TOM²GRH (multi-project, single-site version);



- Acquire a license for TOM²ETATSFINANCIERS (multi-project, single-site version);
- Configure Caritas Africa's financial statements (CARITAS models in accordance with SYCEBNL) and all necessary forms;
- Train users in data entry, configuration, and advanced use of the modules;
- Provide part-time user support for a period of 12 months.

3. Expected Results

The following results are expected:

- Licenses for TOM²PRO, TOM²PAIE, TOM²GRH, and TOM²ETATSFINANCIERS are acquired, installed, and configured;
- Caritas Africa's financial statements and required forms are fully configured in the system;
- Users are trained in advanced usage and fully master all modules;
- Technical support (on-site and remote) is provided over 12 months.

4. Scope of the Consultant's Work

Services will be delivered by TOMATE experts with proven mastery of the TOM²PRO, TOM²PAIE, TOM²GRH, and TOM²ETATSFINANCIERS modules applicable to development projects.

Modules include:

TOM²PRO – Financial Information Management

- Multi-currency functionalities;
- Dual labeling (parallel entry in two languages);
- Standard accounting codification (adaptable chart of accounts, third-party accounts linked to general accounts);
- Funding source codification (donors, financing, categories, subcategories);
- Supplier, provider, and beneficiary name entry options;
- Co-funding management with automatic allocation.

TOM²PAIE – Payroll Management & TOM²GRH – HR Management

- Specific and general configuration (sites, countries, currencies, languages, banks, split payments, payroll calculation bases, reporting templates, etc.);
- Configuration for different staff types (national, expatriate, volunteer, consultant, service provider, intern):

- Staff data: identification, social affiliation, salary file;
- tracking of advances: definitions, schedules, and regularization;
- Reports: journals, summaries, certificates, staff listings;
- HR events: performance reviews, sanctions, absences;
- Training records.
- staff attendance (employee check -in and check outs)
- Payroll processing:
 - Salary preparation, taxation and deductions (e.g., income tax, dependents, social security);
 - Payslips, payroll summaries, individual employee records;
 - Remuneration elements (fixed/variable allowances, per diem, 13th month, bonuses);
 - Analytical allocation by project, donor, budget line;
 - Payroll accounting entries and closing;
 - Dashboards for HR/Finance tracking;
 - User role management and access control;
 - Regular data backup;
 - Leave management (paid, sick, unpaid, rest & recuperation for expats);
 - Leave balance tracking;
 - HR documents (contracts, amendments, income and work certificates, final settlements).

TOM²ETATSFINANCIERS – Financial Statement Module

- Balance sheet, income statement, cash flow statement, and annexes.

4.1 Reporting

At the end of the mission, the consultant will submit a detailed report of the services performed.

4.2 Duration of the Mission

The mission duration (including installation, configuration, testing, and user training) will be to last 6 to 8 weeks on the consultant's availability and timeline.



4.3 Required Profile

Caritas Africa will entrust this work to a **technical expert from TOMATE** with solid expertise in the TOM²PRO, TOM²PAIE, TOM²GRH, and TOM²ETATSFINANCIERS modules as applied to development projects. Experience working with faith-based humanitarian organizations and knowledge of the structure and operation of the Catholic Church will be considered an asset.

5. Proposal Submission & Evaluation

Consultants must submit **technical and financial offers** in **two separate sealed envelopes**, both placed in a single A3 envelope marked:

“PROPOSAL FOR TOM²PRO, TOM²PAIE, TOM²GRH, TOM²ETATSFINANCIERS SOFTWARE / CARITAS AFRICA / 2025”

Evaluation Weighting:

- Technical Proposal: 75%
- Financial Proposal: 25%

Technical Evaluation Breakdown (100 points total):

- Administrative documents & company overview: 15 points
- Experience and detailed technical specifications: 55 points
- Delivery time: 10 points
- References & at least three proof of successful delivery of TOMATE solutions: 15 points
- After-sales service: 5 points

A **minimum technical score of 70 points** is required to proceed to the financial offer evaluation.

Financial Evaluation Formula:

The lowest priced offer scores full 25%. Others are scored proportionally:

Score = $(25 \times \text{lowest offer} / \text{offer being evaluated})$

The **final score** = technical score + financial score. The **highest scoring candidate** will be selected.

6. Submission & Opening of Bids

Tenders must be sent electronically only to the following 2 addresses:

E-mail: recrutement@caritasafrika and secap@caritas-africa.org.

Tenders are valid for 15 days from the date of publication. ***Any submission outside the stated channels will be automatically rejected.***



The deadline for submission is July 15, 2025 at 17:00 GMT. The opening of bids is scheduled for Thursday July 17, 2025 at 10:30 a.m. in the Caritas Africa office. Bidders wishing to participate in the bid opening may do so.

For any information regarding this offer, please contact the following number:

Secrétariat Exécutif Régional de Caritas Africa sis à 735, Boulevard des Armées, Lomé Tokoin



ANNEX MODELS

6.1 Letter of Submission (Annex A)

Date: _____

Tender Call No: _____

To: [Name and address of the Contracting Authority]

Dear Sir/Madam,

After reviewing the Request for Quotation Dossier, for which we hereby formally acknowledge receipt, we, the undersigned, offer to supply and deliver [description of each item and service] in accordance with the Public Tender Notice and for the amount of [total price per lot in figures and in words] or other amounts listed in the attached itemized price list, which forms part of this bid.

We commit, if our offer is accepted, to deliver the supplies in accordance with the provisions specified in the Quantity and Price Schedule.

We agree to be bound by the terms of this offer for a period of sixty (60) days from the deadline for submission of bids, as stated in the tender notice. This offer shall remain binding upon us and may be accepted at any time before the expiration of this period.

Done at _____ on the _____ day of _____ 20____.

[Signature]

Duly authorized to sign a bid on behalf of:

[Title]

6.2 Technical Specifications (Annex B)

(To be completed, dated, signed, and stamped by the bidder)

MINIMUM REQUIRED TECHNICAL CHARACTERISTICS	CHARACTERISTICS PROPOSED BY THE BIDDER
1 - TOM ² PRO	
2 - TOM ² PAIE	
3 - TOM ² GRH	
4 - TOM ² ETATSFINANCIERS	

6.3 Financial Proposal (Annex C)

(To be submitted on the bidder's official letterhead)

N°	Description	Quantity	Price per unit	MONTANT
1		01		
MONTANT HT				
TVA				
MONTANT TTC				

This financial proposal is hereby submitted for the total amount including VAT of: [amount in words]

Name:

Signature:

Note: STAMP REQUIRED



6.4 Unit Price Schedule (Annex D)

Nom du soumissionnaire : _____

DAO no. _____

N°	Description	Quantité	Prix unitaire HT en lettres (en F.CFA)	Prix unitaire HT en chiffres (en F.CFA)
1		01		

6.5 Quantity and Price Schedule (Annex E)

Bidder's Name: _____

(1) N°	(2) Description	(3) Pays d'origine	(4) Unité	(5) Quantité	(6) Prix unitaire HT en (F. CFA)	(7) Prix total HT (en F. CFA) (col 5 x 6)	Délai de livraison (exprimé en jour calendaire)
1			01				
	Montant Total Hors TVA						
	TVA						
	Montant total toutes taxes comprises						

This bid is hereby submitted for the total amount of:

- Total amount including taxes: (in words and figures)
- Total amount excluding taxes: (in words and figures)
- VAT amount: (in words and figures)

Date:

Bidder's Signature:

Bidder Information Form (Form F)

[To be filled out by the bidder according to the instructions in brackets. The format must not be altered.]

Date: [insert date (day, month, year) of bid submission]

Tender No.: [insert name of Tender Notice]

1. Bidder's Name: [insert legal name]
 - 2a. Country of legal registration: [insert name of country]
 - 2b. National Business Identification Number: [insert number]
2. Year of registration: [insert year]
3. Official address in country of registration: [insert legal address]
4. Authorized representative of the bidder:
 - Name: [insert name]
 - Address: [insert address]
 - Phone/Fax: [insert contact]
 - Email: [insert email]

Attach copies of the following original documents (tick applicable):

- ☐ Letter of submission on company letterhead, dated, signed, and stamped
- ☐ Valid Economic Operator card or equivalent
- ☐ Commercial and credit registry extract
- ☐ Bankruptcy certificate (not older than 3 months)
- ☐ Tax clearance (not older than 3 months)
- ☐ Social security clearance (not older than 6 months)
- ☐ Parafiscal regulatory tax certificate
- ☐ At least three (3) references and certificates of satisfactory completion for similar solutions
- ☐ Bidder Information Form
- ☐ Technical description of equipment
- ☐ Product brochures and colored datasheets
- ☐ Payment terms
- ☐ Warranty terms
- ☐ Delivery timeline
- ☐ After-sales service (SAV) description
- ☐ Financial proposal on company letterhead



- ☐ Properly completed and signed quantity and price schedule
- ☐ Properly completed itemized price list

6.6 Experience in Providing TOMATE Solutions (TOM²PRO, TOM²PAIE, TOM²GRH, TOM²ETATSFINANCIERS)

Bidder's Name: _____ Date: _____
Consortium Member (if applicable): _____ Tender No.: _____

Start (Month/Year) End (Month/Year) Project Identification Bidder's Role

Example Projects:

- Project Name:
Brief Description of Services Provided:
Contracting Authority:
Address:

(repeat for at least 3 projects)

Regional Coordinator of Caritas Africa

Mme DABIRE/ Lucy Esipila

