Unit4 Proposal to Elizabeth Glaser Pediatric AIDS Foundation

Implementation of Enterprise Resource Planning (ERP) System

Responses Due by February 04, 2022, at 6:00 PM Eastern time

Submitted by:

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1 Cover Letter

February 4, 2022

Contracts Office
Elizabeth Glaser Pediatric AIDS Foundation
1140 Connecticut Avenue, N.W. (Suite 200)
Washington, DC 20036

To whom it may concern:

Please find enclosed Unit4's response to the Elizabeth Glaser Pediatric AIDS Foundation (EGPAF) Request for Proposals. Unit4 is honored for the opportunity to participate and be evaluated in the search for your next-generation Enterprise Resource Planning (ERP) solution. We respect the importance of your RFP needs and appreciate how critical these requirements are to your operations and your work in creating a world where no mother, child or family is devastated by HIV and AIDS.

At Unit4, we have a long history and strong presence in the non-profit sector, which I am confident will shine through in our response. We hope we are invited to demonstrate how the Unit4 ERP for Non-Profits solution, Unit4 ERPx, will assist EGPAF in realizing cost savings, making better decisions with less effort and further your global impact via increased reliability and accuracy and usefulness of organizational data.

We recognize your daily work and regard EGPAF as an exemplary non-profit organization in your industry. We realize that a new solution represents a significant investment and will affect your organization's future and the people you serve. Therefore, we emphasize that you have our undivided attention and full commitment.

We are highly motivated to embark on a journey with EGPAF and would be thrilled to welcome you into the Unit4 family.

If you have any questions or concerns, please do not hesitate to contact me at any time.

Sincerely,

Elizabeth Ferrara
Non-Profit Account Executive
Unit4 Business Software, Inc.

2 Executive Summary

Unit4 ERPx: ERP for Non-Profits

Based on our understanding of EGPAF's needs, our knowledge of your organization and the information provided in your RFP, Unit4 is pleased to respond by recommending the Unit4 ERP for Non-Profits solution, Unit4 ERPx.

Unit4 ERPx

The Unit4 ERPx solution is an agile, modern ERP designed for people-centric organizations living in change, built on an innovative Microsoft Azure cloud architecture. It has been designed from the ground up to help users easily adapt the system, in line with ongoing business or operational change. In the end, the solution offered should automate and streamline routine work, so EGPAF staff are freed up to work on mission-critical tasks and support the best outcomes for the individuals you serve.

Unit4 ERPx is a holistic ERP suite built on a best-in-class finance solution with core features ranging from Grant and Project Accounting, Budgeting, Forecasting, Procurement, Human Resource Management to Payroll. This single source of data combined with real-time and actionable reporting and analytical tools provide organizations with deep insight into their business and unequivocal transparency. The solution is purpose-built for non-profits and provides organizations with the specific processes and configurations essential to their business. It also provides customers with an integrated workflow engine and document archiving capability.

The modern non-profit faces considerable and ongoing change. There are shifting donor requirements, a growing emphasis on efficacy and reporting and compliance requirements that are constantly evolving. Founded upon the best practices of thousands of service-centric organizations, scalability and efficiency are at the core of Unit4 ERPx.

When trying to meet the needs of constituents, employees, strategy and regulators, you can only move as fast as your technology. With Unit4 ERPx that is not a problem, its configurable architecture means you can react swiftly. Low-code, no-code extensibility means you can quickly integrate (or develop) third-party functionality to keep pace with demanding organizational changes and the needs of your team and constituents.

The Adoption of Unit4 ERPx by EGPAF Will:

- **Reduce costs** – through better, faster decision making, the elimination of low-value manual tasks, higher staff retention levels and the ability to execute organizational initiatives swiftly and unhampered by the system.

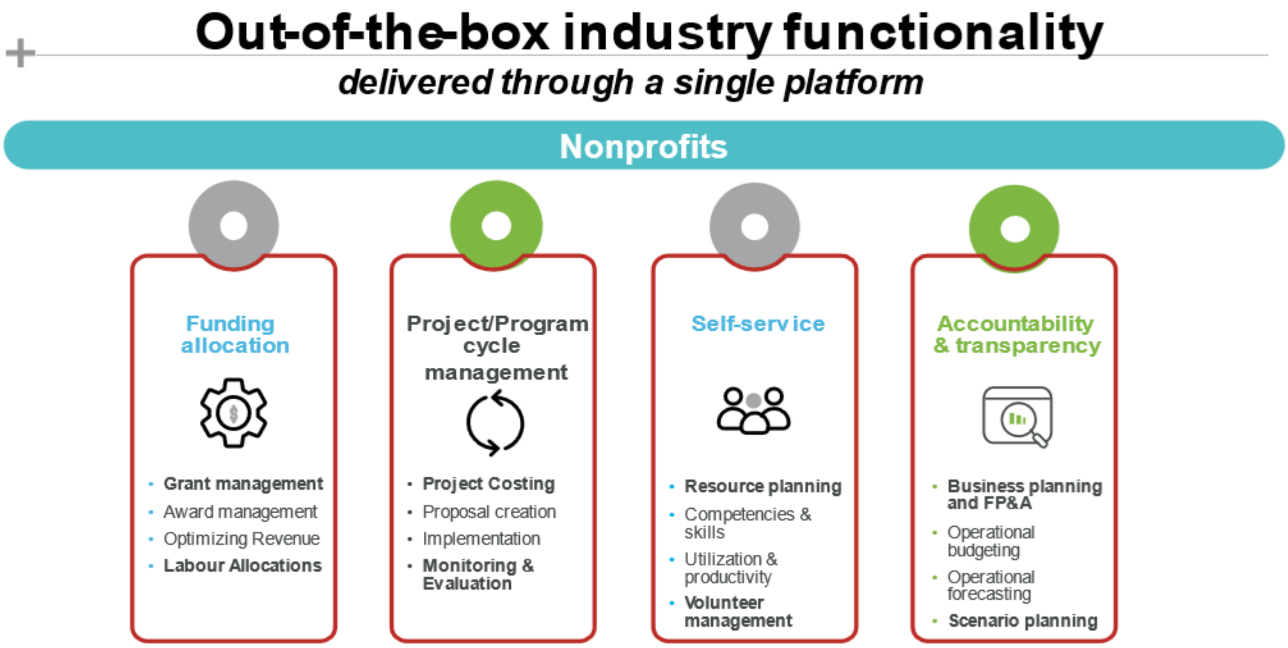
- **Improve organizational performance** – by freeing staff from time-consuming, repetitive and tedious manual tasks - allowing staff to focus on higher value-added activities, cost containment and better service.

- **Optimize business processes** – by ensuring all reports are available electronically to end-users (including full drill down to the source documents) along with real-time access to the Unit4 ERPx system (no batching required).

- **Improve information quality** – via prompt access to reliable, accurate and relevant information to all personnel and EGPAF stakeholders.

- **Reduce errors and inefficiencies** – by mediating manual data intervention, duplicate data entry and data manipulation.

- **Provide timely, accurate and reliable information** – Unit4 ERPx gives you one version of the truth, allowing for a 360-degree view of the entire business from both an operational and financial perspective. The system's powerful reporting capabilities allow you to email time sensitive information directly to users and provide dashboard reporting to management to support prompt and strategic decision making (single authoritative source of financial data).



Non-Profit Focus

To say non-profits like yours face unique challenges every day would be an understatement. Your organization delivers projects in the most unstable environments in the modern world to improve the lives of some of the worst-affected communities on the planet, all while capturing evidence of social impact and data according to strict regulations.

The standard Unit4 solution for non-profits, Unit4 ERPx, enables your organization to unify your front-office's operational excellence with financial excellence in your back-office. The Unit4 ERPx solution consists of a Grant Management and Social Impact Reporting solution, your "engine" for managing grants and projects. Completely integrated with the other capabilities, this "engine" will power all back-office functionality, including Financials, Procurement, Planning (budgeting and forecasting) and Human Resource Management, all supported by powerful workflows and reporting capabilities.

The Non-Profit Model Delivers:

- Specialist knowledge of the non-profit industry and technology – we understand your industry and have built tailored solutions to give you the functionality, agility and efficiency you need to combat the complexity of non-profit operating environments.
- Unit4 ERPx solution was built specifically for all your people – a flexible, scalable solution that understands and supports them to achieve the same goal, wherever they work – from desk to field site and everywhere in between.
- Enable detailed, cross-departmental reporting to highlight the impact made towards achieving your mission.
- Satisfy your funders' data requirements with real-time, accurate information.
- Improved data integration – benefit from the flexibility to integrate with multiple and changing technology stacks and best practice guidance to help you unify data and simplify donor reporting.
- Streamline administrative processes and automate workflow to help your people focus on higher-value tasks.
- Fast time to value – a faster and reduced-risk implementation process means benefits are realized quicker.
- Reduced total cost of ownership – a modern cloud platform saves IT support costs, is quick to implement and provides self-sustainable deployment.
- Our post-implementation agility will allow EGPAF to change and adapt the solution at minimal cost to new opportunities as well as funder, regulatory, legislative or management requirements without reimplementation.
- Future-proof your technology – Unit4 is committed to investing in our technologies and new capabilities to ensure that our service continues to meet the changing needs of the non-profit sector.

Integrated Solution Modules

Unit4 ERPx Financial Management:

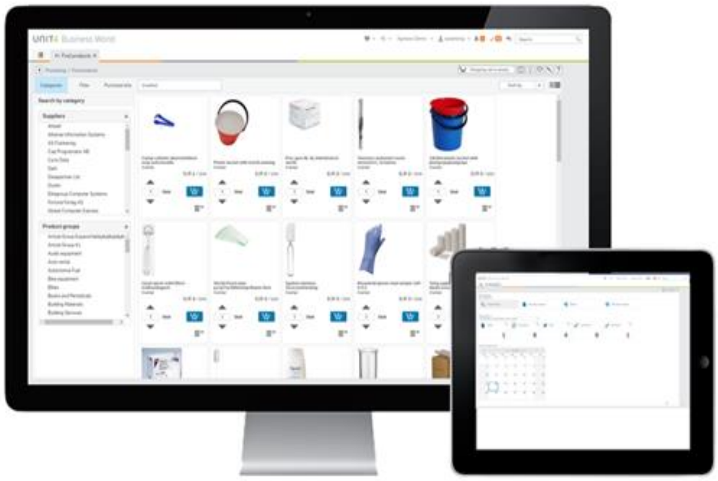
Equip your Office of the CFO with a top-tier core financial and accounting solution that offers rapid financial insights:

- General ledger, accounts payable, accounts receivable.
- Comprehensive asset accounting based on real-time data.
- Multi-company, multi-currency, and multi-lingual capabilities.
- Tools to meet statutory and management demands for information.

Unit4 ERPx Procurement:

Keep costs down and streamline procurement practices, without sacrificing control:

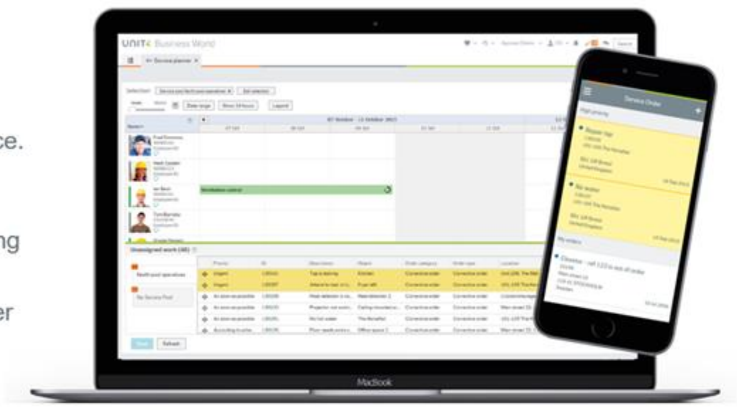
- Support, automate and standardize all stages of the indirect purchasing and procurement cycle – from requisitioning and supplier selection through to goods receipt, invoicing and paying vendors.
- Liberate time to focus on managing and negotiating stronger supplier relationships.
- Gain tools to scrutinizing analyze spending patterns and optimize purchase decisions.



Unit4 ERPx Asset Management:

Integrate and connect systems to get beyond the capabilities of isolated best-of-breed software:

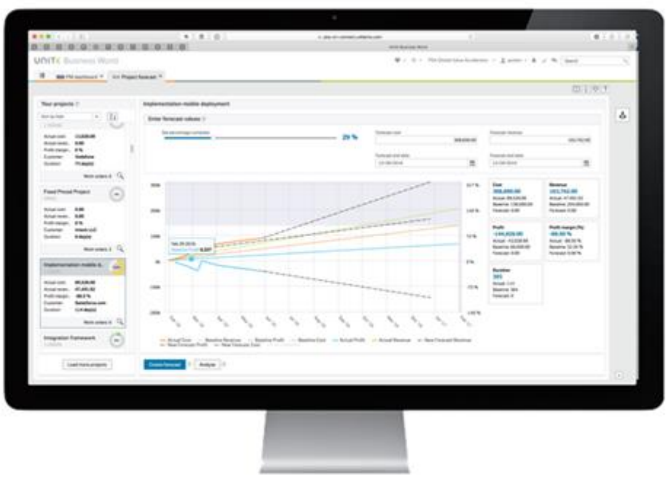
- Provide full support for the teams and activities involved in asset maintenance.
- Maintain control over inventory management, contract management, resource allocation, regulatory reporting and invoicing of billable time.
- Share the same consolidated customer information between managers, call center staff, and field workers, wherever they are.



Unit4 ERPx Planning, Budgeting & Forecasting:

Gain access to a "single version of the truth" to plan and make the best decisions for your organization:

- Comprehensive database-driven tools replace the use of multiple, disparate, unlinked spreadsheets.
- Enhance financial planning and budgeting, resource planning, project planning, and forecasting.
- Engage all participants in the planning and budgeting cycles of even the largest, most complex, fast-changing businesses.



Unit4 FP&A (Advanced Financial Planning and Analysis)

The powerful information model and reporting functionality of Unit4's ERPx is further enhanced by the complementary and integrated FP&A module, which adds advanced capabilities for managing budgeting/forecasting processes and provides advanced "what if" modelling, business intelligence and analysis tools.

In times of rapid transformation, organizations need to empower their people to be more productive. Unit4 FP&A is designed to provide you with key insights so you can make better, faster decisions. A global network of over 4,500 customers leverage Unit4's powerful FP&A solution with rich Business Intelligence and AI capabilities to optimize all of their financial and operational functions so that greater time can be dedicated to focusing on the drivers and trends behind the data rather than the process.

Unit4 FP&A offers support for budgeting, forecasting, dashboards, modeling and analysis, as well as project portfolio and planning, and is designed to make these processes even more efficient and as self-driving as possible, by leveraging the latest technologies around mobile, integration, predictive as well as artificial intelligence (AI). This reduces manual input and administration effort to a minimum, so EGPAF will then be able to focus on value-adding, decision support activities.

Collaborative Budgeting and Planning

Complex spreadsheets and email systems are no longer sufficient to support such critical business processes impacting your employees and constituents. This is what Unit4 FP&A was designed for - It provides you with collaborative technologies and advanced analytics to align strategy, business and budgets, in-order-to drive business efficiency. Unit4 FP&A will allow EGPAF to measure process performance, identify opportunities and mitigate risks. It extracts data from your existing financial and/or operational systems and turns it into usable insights, providing accurate forecasts, actionable performance reports, dashboards and analytic score cards.

Planning is clearly an essential part of business management in every organization. It is relevant for all parts of the organization and comprises many different issues. Working with one consistent platform, Unit4 FP&A business planning enables you to control all planning processes in a scalable and flexible way without losing time for non-value adding tasks. Full workflow controls provide approvals, auditability and the security that no budgets become live without the appropriate approvals.

Forecasting

In addition to the budgeting process, many organizations carry out three forecasting rounds; some even do so every month. Additionally, they also conduct medium-term planning and strategic planning using approaches such as rolling forecasts and frontloading. This leaves no time for non-productive tasks and non-standardized processes.

The goal here is for EGPAF to be able to flexibly adapt its planning process and provide consistency, efficiency and transparency.

Unit4 ERPx Key Solution Differentiators

Cost

The true cost of an ERP solution is not just the license and implementation cost, but the cost of maintaining and changing a system as the EGPAF's business requirements change. Unit4 ERPx is the leader in post-implementation agility, the ability to change the system after it's been implemented without the help of the software vendor. As EGPAF plans on keeping this new system for a long period of time, you must have the ability to adapt to changing business requirements. Unit4 ERPx is a true leader in this area.

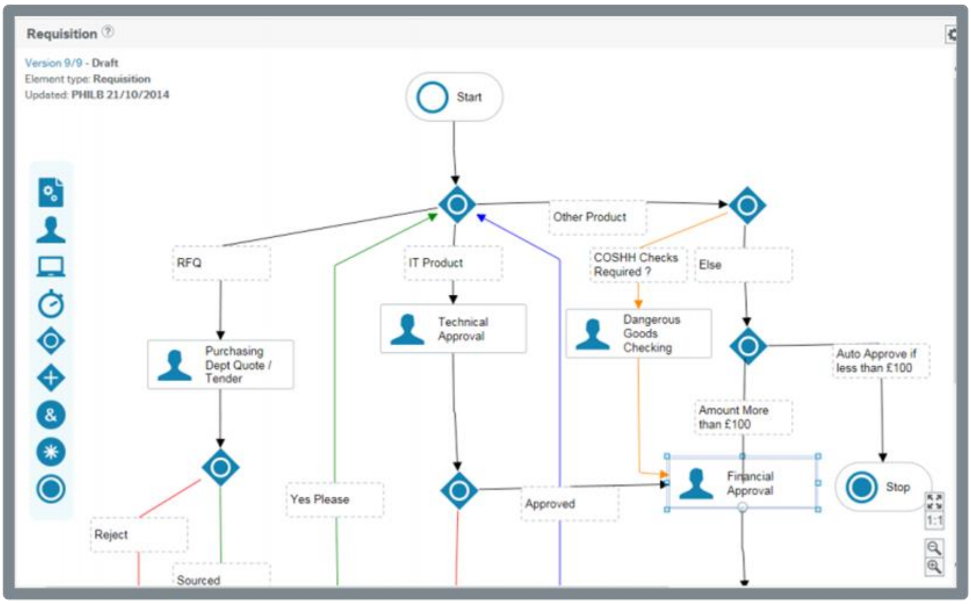
Implementation Methodology Reduces Total Cost of Change

The Unit4 Implementation Methodology (U4IM) is an effective approach to getting the maximum, long-term value from an ERP system. It offers all the robust structures of a traditional implementation approach, but its goals are expanded. U4IM offers an implementation strategy that satisfies customer requirements, on time and on budget, attains a go-live that is a 'non-event' and leaves each customer with the ability and knowledge to change its system in the future, without costly external consultants.

Most importantly, our implementation and knowledge transfer approach allows us to 'gracefully fade into the background' once implementation is complete, providing support wherever requested, but allowing EGPAF to grow, develop and change its system and be able to provide system support (without engaging a team of expensive consultants to re-configure their systems). U4IM makes customers self-sufficient. This significantly reduces costs over the lifetime of product ownership, especially in comparison with other systems.

Workflow Oriented

Unit4 ERPx was designed to be workflow oriented. Users do not have to have an innate understanding of Unit ERPx, only their business processes, which the software will walk them through. Beyond providing the power of robust query and decision support functionality, Unit4 ERPx works the way your organization works by guiding users through common business processes within the software. Our emphasis on workflow allows you to enforce organizational policy, reduce errors / omissions and better manage your organization. The result is increased productivity and reduced training.



Interoperability

Unit4 ERPx uses industry-standard interfaces that easily facilitate interoperability with third-party systems. Our solution has been integrated with literally hundreds of third-party and legacy systems such as Ceridian, ADP, Microsoft and Salesforce (among many others).

Personalization

Unit4 ERPx includes advanced tools to allow you to personalize our software solution. You can write formulas that perform easy, routine tasks within your organization's processes. You can even write larger pieces of code and direct our software to use the code when certain events take place. Unlike some ERP systems that confine the organization to working only within the system's defined parameters, Flexi-fields are user-defined fields, screen tabs and tables that capture critical business information unique to your organization. Flexi-fields contain the same rich functionality and system-wide integration as the standard data fields, such as:

- User-defined field validation, data type and field length
- Full access to all reporting and analytics capabilities
- Seamless integration with other applications
- Access to all of our Business Process Automation tools

Unit4 ERPx is designed so that any customizations needed are independent of the core software and future enhancements and upgrades can be implemented without having to rewrite the custom code.

Commitment to Professional Services

Unit4 will carry out the entire implementation of your new system. We understand it takes more than software to deliver a complete solution. Implementation services are a critical component of the overall solution for EGPAF, so we are pleased to include further information on the proven Unit4 Implementation Methodology (U4IM) in this proposal. We have a team of over 1,200 professionals and are fully capable of handling all your needs. We provide a quality assurance program to ensure your satisfaction. Should you select the Unit4 team as your chosen solution provider, to complete the implementation, configuration and integration, we are committed to working together to complete your goals in a timely fashion. Our team has many years of experience implementing solutions and will bring this combined expertise to EGPAF's implementation.

Our professional services team delivers

- Clear accountability – There can be no finger-pointing. Since Unit4 develops implements and supports its own software, we are fully responsible for delivering on our promise.
- The best understanding of our software – Unit4 hires and trains its own consultants, which means a consistently deep knowledge set and consulting expertise.
- A cohesive team approach and quick resolutions – Since the entire team (from project managers to consultants to R&D programming staff) all work for Unit4, customers benefit from a single, consistent, combined response to resolve all potential obstacles quickly and effectively.

3 Submission Requirements

3.1 Pricing Approach

How are one-time or annual fees determined?

Annual Fees are based on Full-Time Equivalent Employees (FTEs). Unit4 will scale the offering during the initial term to allow for a reduced SaaS fee during the build/implementation phase. After implementation, pricing would be structured to provide access to all 2,800 FTEs. We will provide an optional price if you need to purchase additional FTEs as you grow or expand. Please note a reduction in FTEs would not be available during the initial term.

The one-time professional services implementation is an estimated time and materials basis. The estimate is dependent upon the level of involvement from the customer. We encourage an active participation in the project as it has proven to be the best learning tool that enables you to take care of yourselves. In some cases, customer resources are limited as to what level of support they can commit to the project. The Unit4 team can be positioned to take on the additional duties while at the same time, ensuring the customer will be trained and ready to use and support the system once going live.

Can prices increase over time and if so, based on what?

The cost of the solution is based on the number of FTE individuals who are in scope. This is determined at the start of the contract and effective for the minimum term. Should the number of FTEs increase during the term of the contract, the agreement can be extended to accommodate this.

Beginning in year- two (2), SaaS pricing will have an annual increase of CPI +2% or 4%, whichever is higher.

Do you charge a fee while we are setting up, but not using, the ERP system?

Yes, SaaS fees will be billed during the build/implementation phase at a reduced rate. EGPAF will also be responsible for one-time T&M costs tied to implementing the system and training staff. These fees are based on an hourly rate and are invoiced monthly.

If you charge based on the number of users of the system, will you differentiate between core users of the system and other employees who will only submit or review timesheets?

Although Unit4 pricing is traditionally based on the full number of FTEs in scope and the allocation of a standard license per user, we can offer a hybrid approach that allows an organization to select named users via engines within the software. Unit4 will evaluate which option makes the most financial sense for EGPAF during the proposal phase.

Will you offer us discounted rate as a non-profit organization serving the public good?

Yes, Unit4 offers a discounted rate to all non-profit organizations.

3.2 Functionality of the System Without Customization

The extent to which your system will meet or exceed each of the functional requirements listed in Appendix 2.

As indicated under each item, the Unit4 ERPx solution can meet almost 100% of the requirements listed under Appendix 2 within core functionality.

Some of the items including leave accruals and integration with HCM may require short-term integration with current HCM tools, which may require specific configuration. This may be carried out through a combination of APIs and the Unit4 low-code, no-code Extension Kit. The sub-agreement/contract and procurement processes can all be handled through standard functionality within Unit4 ERPx. However, if EGPAF prefer to retain the current GPS solution, Unit4 ERPx tools are provided which can simplify integration with this solution subject to further investigation. Integration with a 3rd party e-signature solution such as DocuSign will be required. This can be integrated using the low-code, no-code Extension Kit.

Appendix 2: Desired Functionality

We anticipate that no single system will be able to meet or exceed all of the requirements listed below. However, to the extent that a specific system has more of the desired functionality than another system, it will be scored higher on the functionality criterion. The bullets below describe the desired functionality of the ERP system grouped into major categories: Accounting, Timekeeping, Financial Analysis & Reporting, Inventory/Asset Management, Sub-agreement Management, Procurement Management, and System-wide Requirements. If your ERP system has additional built-in capabilities above and beyond these categories, or the details listed below, please note them briefly in case we wish to ask for further information.

3.2.1 A. Accounting

- *System must be capable of supporting compliance with all of the following:*
  - *Generally Accepted Accounting Principles*

The Unit4 ERP solution fully complies with many statutory and local regulations and standards, including GAAP and IFRS. Our solution provides full transparency and accountability throughout, ensuring reporting and asset compliance and providing relevant dashboards to enhance decision making. All data resides within our single solution, assuring consistency across all reporting, with all data being validated on entry and being optionally routed through a workflow approval before posting. Our focus on automation of processes and automatic validation of data helps to ensure consistency of data. Income can be categorized into different groups, are flagged as being restricted or unrestricted and promises or pledges can be posted with both the date of the pledge and expected date of receipt.

Standard reports and transaction detail capabilities are provided as part of our Non-Profit Model and share the Common Data Model with other organizations to allow consistency of categorization and reporting.

  - *U.S. Government cost principles required by OMB's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (known as the "Uniform Guidance" found at 2 C.F.R. § 200) as well as the Federal Acquisition Regulation (FAR) and its cost accounting standards (48 C.F.R. § 9904) for the administration of U.S. Government contracts*

Many existing non-profit customers of Unit4 are funded by USAID and other government entities and they manage their projects, budgeting, time entry and cost allocations using the Unit4 ERPx solution. We would be happy to further explore any specific requirements or restrictions EGPAF and discuss how these standards and principles can be met through our standard solution.

- *Data entry task are efficiently accomplished by end users and are intuitive to them for the most part*

The goal of Unit4 ERPx is to minimize data entry for the users, through automation and through APIs, using integrated workflow capabilities for validation where appropriate. We realize that there are also manual entries in day-to-day business that cannot be posted using an automated process. The Unit4 ERPx solution will enable you to manage these manual entries through posting rules (called “account rules”) and transaction templates.

Account rules control which code elements can be or must be entered when posting transactions. They also control the extent to which the transaction posting detail is fixed and cannot be changed, where certain fields can be defaulted automatically based on the user and/or other fields entered and any interdependencies/controls between data values. The user will be prompted to enter the specific relevant information, with auto-completion where possible and mandatory fields clearly shown. Any errors are flagged immediately on entry.

Templates are available for repeating entries, to simplify the entry process and an automated import option is provided through our 2-way integration with Excel, with full validation and workflow capabilities.

- *Calculate multiple indirect pools (e.g., different clients/donors have different rules and/or we may shift to multiple indirect pools in the future)*

Multiple indirect costing pools can be defined, and different grants can be applied to each one. An automated process may be used to collect indirect costs and re-allocate across projects/grants as required.

- *One-time project set up that flows through to all applicable modules of the system, but also allows for flexibility (e.g., reaching a project’s end date might mean that some transactions can no longer occur, while other transactions can still occur)*

The Unit4 ERPx solution and Non-Profit Model includes an integrated Project Costing and Billing module, with integral support for award / grant management (i.e., funding) and project management (i.e., how the money is spent). Funding is ultimately linked to projects in the project management module. For example, one project could be funded by one or many awards / grants. Projects are built within the DNA of the solution and have not been added later as a "bolt on" to the core financials. The system manages the project set-up, project structures (WBS), budgeting, resource allocation, transaction postings (e.g., project spending via timesheets, travel and expenses, procurement, accounting, etc.), workflow-based approvals and project monitoring / reporting and the indirect cost allocations. Transaction entry is automatically controlled by the data range and status of the project record, with the option for specific types of transactions (e.g., timesheets) to be entered while others are blocked.

- *Work breakdown flexibility: provide for the identification of costs by contract line item and by units if required by the client’s contract to EGPAF*

The Unit4 ERPx solution includes a fully Integrated Project Costing and Billing (PCB) module with a multi-level work breakdown structure to allow coding by work order (sub-project) and activity (task). Different projects can be structured in different ways and may be grouped into main projects and an unlimited number of user-defined categories as required. Costs and units can be coded directly to any part of the WBS, and the activities may be defined either as the donor/contract items or may be coded to EGPAF's breakdown categories, which can be mapped automatically to the donor/contract requirements.

- *Online request & approval of cash advances by staff*

Unit4 ERPx includes a full Employee Expense Entry and Management solution, including the ability/requirement for approval to travel and the ability for the employee to request cash advances.

Advance requests will be routed via automatic workflows for approval before being paid. Any cash advanced to the employee can automatically be applied to subsequent expense claims.

- *Easy access to report on "raw" (transaction-level) data at the project detailed level*

Based on their access rights and role(s) allocated, each user can view data in KPI/summary format in a role-specific dashboard with full drill down capabilities to the underlying data, including all coding elements and attached documents (e.g., scanned invoice attached from AP). Project managers and other users always have full access to the underlying transaction data (depending on access rights) and have ad-hoc reporting tools providing a point-and-click query and selection tool. All inquiries can be saved, shared, charted and added to dashboards if required. This allows you to access the right information quickly and easily. There is no longer a need to extract data to other tools, which saves time and improves accuracy and compliance. The aim of Unit4 ERPx is to provide a proactive experience for the end user, rather than requiring them to search for data in filing cabinets or run reports.

- *Ability to automatically allocate staff labor hours to projects as costs when payroll is completed*

Staff labor hours and automatically calculated costs can be assigned to projects either on an hourly rate basis through timesheet entry or through percentage allocation (e.g., for salaried staff). Associated recovery costs and fringe/G&A can be automatically calculated, posted and tracked.

- *Ability to automatically allocate pools of costs based on a variety of methodologies (ex. headcount, square footage, etc.)*

The Unit4 ERPx solution will enable you to automate your allocation process with flexible business rules and calculations that can easily be amended when business requirements change. Our solution provides rules-based internal recharging and apportionment functionality for the calculation of recharges and the routine re-allocation of central costs / overheads based on rules that you can define. The rules are flexible and will allow you to manage calculations based on fixed financial values, percentages or user-defined statistical values such as headcount, staff FTEs, floor space, etc. Your people can maintain the statistical / activity values and percentages by accounting period and can vary these over the course of the financial year.

The system will enable you to calculate and review allocations in "report only" mode for checking. You can easily amend the statistical values or percentage apportionments and the reports can be re-run until you're satisfied with the allocation values. When you're happy, the process is then run in "posting" mode to generate the relevant allocation journals.

- *Ability to code transactions or sub-transactions to one or more programmatic areas that our donor/client wants to track & report on separately*

The coding capability within the Unit4 ERPx solution allows you to meet the need of EGPAF's analysis requirements alongside those of your donors, without having to extract the information and re-code in spreadsheets. A donor budget line mapping against the chart of accounts, as well as an activity mapping, is available to allow you to report according to the grant requirements, but at the same time obtain all the benefits for internal accounting purposes.

- *Ability to handle task orders under indefinite quantity or similar contracts, such that each task order has its own budget and can be separately reported against*

Task orders may be identified either within a specific contract, or as their own contract (or a hybrid of both). In either case, task orders can be reported separately and used as selection criteria. Units and prices can be specified by date range to arrive at budgetary information and provide validation for transactions entered.

3.2.2 B. Timekeeping

- *Ability to track time by projects and sub-tasks (such as programmatic areas)*

Timesheets can be entered by employees, contractors and volunteers at a project/work order (i.e., sub-project) and task level, through a mobile app and through a web screen option. Programmatic areas are defined within the standard program/project structure, allowing for tracking and reporting on a logical framework incorporating outcomes and goals.

- *PTO and other leave balance accruals and tracking*

If EGPAF's current HCM tool does not hold and manage PTO and leave balance calculations, basic information can be imported into the Unit4 ERPx HCM tables using standard APIs. PTO and other leave can be entered onto timesheets with balances being available to view and accruals being calculated within the ERP tool itself. During Phase 2, if the Unit4 ERPx HCM is selected, this process will all be integrated within a single solution.

- *Flexibility in approval paths, such as routing to direct supervisors, project managers, and/or human resources staff based on local variations in different countries or business units*

The Unit4 ERPx solution has integrated workflow routines throughout that are flexible and configurable. The solution will provide your people with user-friendly functionality for configuring workflows.

We provide a set of industry-standard best practice workflows processes as part of our Non-Profit Model which can be tailored to meet your specific needs. These can be varied by transaction type and location or based on any part of the data being entered.

One of the most important aspects of the Unit4 ERPx solution is that it does not require technical IT support to configure and maintain workflows. This is because the workflow design tools are deployed using graphical “drag-and-drop” functionality with associated business rules, which display each workflow structure as a visual hierarchy. This means that workflows can be designed and maintained by your non-technical process owners. They can copy existing workflows and keep the different versions so there is no fear of making a mistake.

- *Integrated with our HRIS, including staff set up and termination, billing rates, etc.*

Staff records, rates and rules can be integrated with the Unit4 ERPx solution through a mesh of APIs and Extension Kit capabilities. Should the Unit4 ERPx HCM solution be selected during Phase 2, this will be provided through a seamless integrated single solution.

3.2.3 C. Financial Analysis & Reporting

- *System has capability to store multiple budgets (for the same project or department) with on-demand reporting against selected budget(s)*

Multiple budgets, revised budgets and forecasts ("versions") can be defined and held against any combination of data elements, including projects and departments, with full access to all versions through integral reporting tools. Online automated budget checking can be triggered to ensure expenditures remain within budget (by grant, department, project, account or any combination of these). Budgets/forecasts and encumbrances/commitments will be taken into account when determining the level of available funds.

- *Deliverables management that tracks donor/client’s reporting requirements*

Donor/client restrictions can be defined and held against specific grants and automatically applied when posting transactions against the grant. In addition, reporting requirements can be held against grants/donors and alerts and reminders automated to ensure timelines are met. Specific donor output formats are supported through integral reporting tools which include "mail-merge" type functionality to allow text to be included as well as outcome and financial information.

- *Ability to report level of effort expended (in hours/days/FTEs) and associated salary costs*

Level of effort reports are provided as standard including hours/days/FTEs and the associated rates/salary costs, including any uplifts and/or Fringe/G&A calculations and other indirect cost allocations.

- *Ability to generate graphs, user-defined dashboards, color-coded tables and/or other visualizations to enhance data analysis and provide insights*

The Unit4 Analysis facility is a highly visual, 'in-memory' analysis tool, which can be used against any Unit4 ERPx enquiry or report. It enables data to be quickly extracted and provides multi-dimensional pivot table and charting 'slice-and–dice' capabilities. It will allow users to analyze multiple data elements within the system and turn this into meaningful information.

The Analysis facility will allow users to filter and sub-filter data, allowing them to visualize information in multiple ways, enabling new insights into the data being queried. Data can be viewed in detail or summary and analyzed using multiple chart styles. The Analysis facility is especially useful where multiple strands of data need to be manipulated – e.g., to measure trends and when examining financial, procurement and project data.

- *Ability to generate alerts to specified users when one or more criteria are met or not met*

The Unit4 ERPx solution incorporates configurable workflow tasks for approval of information when a transaction is posted, or a record change occurs. This will result in a task appearing in the internal task list, plus the option of a text message/email notification. In addition, the Unit4 ERPx includes a configurable "Sense and Respond" tool called IntellAgent which allows you to create alerts (via internal notification, text message and/or email) based on user-defined criteria such as a donor report date approaching, an award expiration date coming up in 60 days, a project budget being within 10% of being spent, etc.

3.2.4 D. Inventory/Asset Management

- *Ability to track items ordered, received by EGPAF, and delivered to third parties (e.g., medical or program supplies ordered in large quantities and delivered to multiple non-EGPAF sites/organizations)*

The Unit4 ERPx Inventory module provides capabilities for tracking inventory levels, ordering inventory items (including perpetual inventory) and issuing items to projects and programs in multiple locations. For complex logistics and cold tracking, Unit4 ERPx can serve as an integrated solution, including HELM from Humanitarian Software.

- *Ability to track assets (such as computers, vehicles, etc.) above a certain dollar amount that EGPAF retains. The system should allow for an efficient periodic verification that we still have the asset (e.g., via a bar code scanner that would upload its data into the ERP)*

Unit4 ERPx's Fixed Assets is a specialized solution for handling all accounting related to fixed assets. The entire asset lifecycle can be handled including the deployment, maintenance and tracking of assets. 3rd party bar code scanning tools can be used to track location data which may be imported to Unit4 ERPx via API.

If required, not only assets above the dollar threshold but all types of assets can be tracked, whether they are depreciated or not, including software licenses, leases and attractive assets. Information regarding the assignment of assets to employees, warranty/maintenance information and inspection status can be held against each asset and used for reporting/inquiries and alerts/reminders. Asset information includes asset group (e.g. Buildings, Computers, Furniture and Fixtures, Vehicles etc.), multiple dates and values, multiple depreciation books and methods (including user-defined tables), ownership and funding information, parent-child structures as well as folders holding document attachments.

All financial postings generated within the Fixed Assets module, including depreciation, revaluations, movement between assets and groups, ownership changes and sales will automatically generate the appropriate GL postings to ensure consistency, to remove timing differences and the need for reconciliation.

- *Ability to connect items received with ordering data in EGPAF's Grants & Procurement System (GPS)*

Unit4 ERPx incorporates Grants and Procurement within its core functionality, which may be able to replace EGPAF's GPS solution. However, if this solution is to be kept, standard APIs and core import/export capabilities will allow orders to be imported into Unit4 ERPx, receipts to be recorded within the solution and relevant information exported as required.

3.2.5 E. Sub-Agreement Management

3.2.5.1 Sub-agreement Creation

- *Users will be able to enter sub-agreements with a variety of data fields that can be efficiently searched*

Sub-agreements can be defined within the standard Unit4 ERPx structure, including many standard fields plus an unlimited number of user-defined "Flexi" fields, all of which can be used for searching and reporting.

- *Users will select sub-recipient entity from a centrally managed list in the system. Limited users will have ability add/edit/remove sub-recipient organizational profiles maintained in system.*

Sub-recipients can be defined as a specific sub-set within the vendor groups within the Accounts Payable/Procurement modules. These records can be defined with role-based access to allow/prevent their selection and can be added/edited/removed according to user access rights.

- *User will enter funding ceiling, prime award, donor, period of performance, obligation amount, and sub-agreement type as well as have the ability to attach documents and email documents into the system. Documents to be tagged as internal-only (only to be viewed by EGPAF staff) and external (OK to share with sub-recipient). Certain data pertaining to donors and EGPAF's prime award should be pulled from a centrally stored place within the system. Limited users will have ability add/edit/remove donors and prime award data maintained in system.*

Sub-agreements may be defined with all listed fields plus any number of user-defined additional fields. Documents including emails can be attached to any master records and may be placed in access-controlled folders. Sub-agreement may be associated with awards/grants and donors and/or projects, the data from which will be immediately available from the source data. All records can be added/edited/removed (or status set to closed) based on user privilege and access rights.

- *Sub-agreement templates will be system generated based on user entered criteria including sub-agreement type selected, donor, country, and other data that will influence sub-agreement* *terms. The data that will populate the sub-agreement terms will be imported from existing Foundation templates.*

Sub-agreement templates can be created and maintained using standard reporting tools and may be categorized by donor, country etc. These templates can incorporate Word Mail-Merge functionality to populate data content automatically.

- *A unique sub-agreement number will be generated.*

The Unit4 ERPx solution provides standard capabilities throughout all modules to automatically generate master record numbers based on user-defined criteria and rules, including for sub-agreements. Any creations or changes to the sub-agreement record can be managed via the systems master file workflow process (optional) to facilitate review / approval. Changes that are underway (not yet approved) are flagged to indicate that the item is under workflow and shows the proposed new value. Changes don't take effect (and subsequently update the sub-agreement master file) until the workflow process has been completed.

3.2.5.2 Approval Workflow

- *Dynamic approval workflows will be based on criteria such as location, prime award, value, and sub-agreement type (including amendment types) and can easily be changed throughout the year due to staff turnover or changes in business processes.*

Industry-standard non-profit workflow processes are provided with the Unit4 ERPx solution. All provided workflows are fully configurable based on your specific organization's processes.

Workflows are flexible with the ability to define aspects such as:

- What changes will activate a workflow process
- The path of review/approval based on the specific type of change
- Who is responsible for reviewing/approving the change
- How long the user has to review/approve a particular workflow step
- Whether reminders will be sent out if the user fails to meet the deadline
- Whether escalations occur if the user continues to fail to complete the approval in the allocated timeframe

- *Approvers will be able to view manually entered data, summary of loaded data, and generated templates.*

Different data sources can be identified to the approver based on the user-defined workflow process names. Selected templates (and generated documents if applicable) can be attached to the workflow task and will be accessible by the approver(s).

- *Approvers will be able to edit certain fields based on permissions.*

The individual workflow step's set-up rules can be configured to define whether the approver is allowed to change the data or whether they can only approve or reject. The rules can vary depending upon the specific task and the recipient of the task.

- *Upon final approval, an e-signature will be added to the sub-agreement by the Foundation’s signatory.*

Integration with e-signature software such as DocuSign can be provided through our low-code, no-code Extension Kit tool.

3.2.5.3 Sub-agreement Management

- *Status of the sub-agreement (e.g., in approval, pending, active, expired, closed out) will automatically be determined by the system based on status in approval workflow, document types uploaded, end date of the period of performance, or updated manually.*

Standard functionality provides the capability to track and hold the status of the sub-agreement at the header and at the line level. The automation of the change in status will require some configuration based on EGPAF's specific rules.

- *Users will have the ability to upload/email documents (including bulk upload) to the system and to filter documents by type. Document uploads will have the capacity to trigger additional system notifications and/or actions.*

Documents and email documents can be uploaded and attached to master records and to transactions throughout the Unit4 ERPx solution, either individually or in a bulk upload process. Documents can be placed into folders with access rights and workflows and/or alerts can be triggered for master records with attachments.

- *Users are able to submit requests for amendments to sub-agreements. This will trigger an approval workflow and new required documentation, including generation of an amendment (based on amendment templates).*

The standard sub-agreement master record can include a request form for amendment or may be amended directly by appropriately authorized users. In either case, an approval workflow can be triggered automatically, and new documentation generated through integral reporting tools.

- *Original sub-agreement and amendment key data (financial and dates) to be summarized and displayed clearly in the system.*

Original and amended information can be captured through user-defined fields and displayed in an easy-to-consume format. Audit trails are also automatically tracked and available for inquiry/reporting on demand.

- *Each sub-agreement will have a summary of previous sub-agreements for the sub-recipient when multiple sub-agreements are issued under the same prime award.*

As above, the original and amended information can be captured through user-defined fields and displayed in an easy-to-consume format. Audit trails are also automatically tracked and available for inquiry/reporting on demand.

- *Each sub-recipient will have an organizational profile which includes links to any sub-agreements issued to the sub-recipient and summary data of sub-agreements.*

Each sub-recipient can be defined as a vendor within a specified vendor group and will be tracked against any activity, including all current and historic sub-agreements.

3.2.5.4 Financial Management of Sub-agreements

- *Ability to track payments made by EGPAF against financial ceilings established for each sub-award*

Invoices and purchasing activities can be checked against sub-agreement details, including date range, items/services provided as well as statistical and financial ceilings. Controls and workflows can be put in place to prevent transactions being entered before they get to the point of payment.

- *Ability to recognize a sub-award ceiling as a financial commitment that will require EGPAF to make subsequent payments if the sub-recipient or sub-contractor performs and spends* *appropriately as intended in the sub-award*

A sub-award/sub-agreement ceiling can be tracked as a commitment automatically within the Unit4 ERPx solution and will be mapped against budgets appropriately. Tracking and reporting performance achievement may be matched with invoice submissions to ensure compliance before processing payments.

- *Funding ceilings and obligations will be updated based on amounts entered in sub-agreement creation or amendments (amounts will be "pending" until counter-signature from sub-recipient then change to "obligated" (based on document upload).*

Counter-signature from the sub-recipient may be defined as one of the final workflow steps within the creation/amendment process for the sub-agreement, the completion of which will make the sub-agreement "live", and the commitment created or amended accordingly.

- *Ability for sub-recipients or EGPAF staff (on behalf of the sub-recipient) to enter and sub-agreement expenses directly into the system or via an upload from a standard Excel template.*

Sub-agreement expenses can be entered manually directly into the system by any user with the appropriate authority. Standard upload ("post back") options are provided from Excel to allow postings to be imported directly into the Unit4 ERPx solution, including a workflow approval step if required.

3.2.5.5 Compliance Monitoring

- *System will allow for tracking of key sub-recipient compliance information to include sub-recipient risk levels, dates of compliances actions, who completed the compliance actions, key findings and recommendations, etc.*

Sub-recipient compliance information can be tracked within Accounts Payable on the vendor record. User-defined fields can be used to track information at the level of detail required, including everything listed here, all of which can be used as selection criteria and can be included in reports and inquiries. The Unit4 ERPx low-code, no-code Extension Kit could be used to automate a check against a Terrorist Watchlist or like control for the status of a sub-recipient.

- *System will capture key compliance data from Excel reports (including pre-award assessments and compliance visits) that are uploaded into the system and allow for data aggregation and reporting on this compliance data.*

Compliance data referred to above can be imported directly from Excel reports into user-defined fields and financial transactions, all of which can be incorporated into reports and inquiries.

3.2.5.6 Sub-recipient Access (optional)

- *Sub-recipient will have limited access to the system and receive approved documents (including sub-agreement with e-signature).*

Sub-recipients could be set up as users of the Unit4 ERPx solution but with very limited role and access. We do not provide a full Vendor Portal capability, although this can be provided by a 3rd party, if required. Workflow tasks (including document approval) can be routed to external parties, although e-signature will be handled through integration with a 3rd party tool such as DocuSign.

- *Sub-recipients able to submit documents which would initiate approval workflows.*

Sub-recipients can submit documents that can be imported via APIs and would be automatically inserted into a workflow for approval.

- *Sub-recipients able to see summary financial information and status of sub-agreements*

Summary financial information and status could be provided to sub-recipients if provided limited access to the Unit4 ERPx solution as described above. Alternatively, a 3rd party Vendor Portal solution may be implemented.

- *Sub-recipients will have the ability to enter monthly expenses*

Sub-recipients may be provided with the mobile Expenses App for submitting expenses or may be provided with an Excel template with "post back" or upload functionality. In both cases, transactions will be routed for workflow approval before being posted into the ledger.

3.2.6 **F. Procurement Management**

3.2.6.1 Overall Context

The system must be able to account for different types of procurement activity and purchases that have varying levels of complexity. The system must be dynamic and allow for different fields, templates, and workflows depending on selections made. The key distinctions that will drive differentiated processes are:

- *Buying goods versus services*

Both goods and services can be procured through the standard Procurement module if required but can be identified and handled differently: each product/item is identified with a product group and may be flagged as an "amount type" item, in which case will be procured through a dollar amount only (i.e., with no reference to units).

- *Ongoing needs and vendor relationships versus one-off need/purchase*

The integrated Procurement and Accounts Payable modules can be used to streamline procurement and payment processes, improving accuracy and increasing efficiency/speed of payments and thus strengthening vendor relationships. One-off vendors can also be defined if required, removing the need for the creation of an entire record for true one-off purchases.

- *Procurement value -- we use multiple value thresholds for efficiency and risk management*

Multiple thresholds and rule sets can be automatically applied through various stages of the procurement process - from workflow approvals for requisitions, from decisions about whether an RFP process is required or single source, to contracts and sub-agreements, all steps of the procurement process can be based on EGPAF-specific rules and value thresholds.

- *Selection Method: Lowest Price Technically Acceptable, Best Value, or Noncompetitive*

The procurement department can specify the selection method required for a specific procurement based on multiple factors, many of which may be automatically used for filtering and routing tasks based on user-defined rules.

- *“Standard” Purchase Orders (they can vary by country) versus detailed contract or lease (of varying types)*

The procurement process may result in a "standard" Purchase Order being created (with local variations), contracts or leases, sub-agreements, or a full RFQ process being required. All can be handled within the core Unit4 ERPx solution based on EGPAF's specific rules and requirements.

3.2.6.2 Planning

- *Robust online Procurement Planning functionality to allow for planned procurements to be entered and moved into the requisition state when ready*

Procurement Planning can be based on budgetary detail, where products and services can be listed within each project/grant budget/forecast and the prices automatically defaulted from the procurement module. this can be used as the basis for requisitions and/or purchase orders to be generated once the project is ready.

3.2.6.3 Requisition

- *Allow users to request goods or services from a centrally managed list of generic available item/service types to be purchased. Users will also have the option to enter free form text as an alternative to the provided items.*

A central catalog of products and services available is maintained within the Unit4 ERPx solution through manual entry or imported from vendor catalogs. Any user within the organization may be allowed to request goods or services through the entry of a requisition based on their access rights/role. The individual items or product groups may be restricted for each user based on their role. Prices, conversion units, and GL coding are held against each product/service and are automatically defaulted into the requisition to simplify the user process. The user can override product descriptions brought into the requisition line to make the description more specific. Generic product codes can be defined (e.g., "stationery" or "medical supplies") with associated GL codes to allow for free-form text descriptions for non-catalog products to be defined.

Punchout options can also be provided for the user to punch out to vendor websites or marketplaces, where contracted prices will be displayed, and the user can shop for items. Once the cart is complete, the user will be directed back to the requisition, where the requisition will go through the usual approval process before the xml PO is placed with the vendor or marketplace. This option will require some specific configuration.

- *Allow users to choose between buying goods or services. Different entry requirements will populate depending on what is being purchased. Depending on the item type or services selected, prompt users to enter additional information, such as specifications, scope of work, period of performance, or item type specific requirements.*

Items selected by the user in the requisition (or purchase order) screen will be defined as being products or services by their product group. Services may be indicated as "amount use," in which case units will not apply, and the value will be entered by monetary amount only. Different text or pop-up information may be displayed based on the product entered, and additional information may be added through extended text and/or document attachments.

- *Allow users to attach documents, assign expense coding by line item (including the ability to split costs across multiple accounts), add due dates, and save their requests for later use. Key data fields for expense coding must be pulled from an up-to-date system resource*

Documents can be attached at the header and/or line level of the requisition/PO. The up-to-date GL analysis (and analysis codes based on the user profile) will default from the selected product code and may be split across multiple accounts/analysis fields. Coding may be copied/defaulted to additional and selected other lines within the requisition. Due dates may be indicated for each line, and multiple addresses/sections may be set up within a single requisition. Purchase lists can be selected for frequent use, with users having the ability to create frequently used purchase lists for themselves or for shared use.

- *Users have the ability group or split their items across multiple requests.*

Items can be entered on a single requisition with multiple sections/delivery groups or can be separated into multiple requisitions if preferred. Requisitions, once approved, can be automatically converted into purchase orders based on vendor, delivery dates and delivery locations.

- *The system will assign unique requisition numbers for tracking purposes.*

When the requisition is saved, the next number from a user-defined sequence will automatically be assigned.

3.2.6.4 Requisition Approval

- *Dynamic approval workflows will be based on criteria such as office location, EGPAF's prime award, value, and procurement type (including amendment types). Approval workflows will be updated based on changes made during the procurement lifecycle, including changes to price, expense coding, or staffing*

Unit4 ERPx provides best practice workflows as part of a template for non-profit organizations. The approver can be based on project/award, cost center, employee code, product or service being procured and/or procurement type. The approval will be routed based on the analysis details entered at the line level. The approval may be escalated up a hierarchy based on value. The approver(s) will get an alert within the system and an email. They can choose to respond to the task directly in the system, reply to their email, respond within the mobile tasks app, or use the digital assistant to show them any tasks. Everything in the workflow has a time and date stamp, which gives you a full audit trail.

- *Approver will be able to view line level details entered by the original requesting user, documents attached, history of the requisition including change log and approval history.*

The approver will be able to view all details of the requisition, including GL analysis at the line level and any documents attached. The workflow log is visible to the approver and will show the requisition history, including any workflow comments entered.

- *Approver has the ability to approve/decline/hold at the line level.*

The approver will be allowed to approve/decline/hold at the line level. Workflow set up defines whether the approver MUST approve at the individual line-level or whether they are allowed to approve the requisition at the header level. This potentially controls the level of detail they must inspect before approval.

- *Based on permission level, certain approvers will be able to modify the quantity, price, attach/delete documents, changes item or service specifications or add additional approvers.*

The ability for the approver to make selected changes to the requisition details is defined within the workflow setup. If coding information is changed, the requisition may be automatically redirected within the workflow for further approval. The requisitioner may receive an alert that their requisition has been amended.

- *Users are able to submit requests for amendments to previously issued contracts or purchase orders. This will trigger an approval workflow and new required documentation.*

Amendments/additional lines can be entered by the originator (or other users), which will automatically trigger an additional workflow step. New documentation may be required to be attached before approval is complete.

3.2.6.5 Sourcing

- *Procurement staff will be able to view, filter, and sort all approved requests.*

Once requisitions are approved, they will be routed to the procurement team, who can view, filter, and sort based on details. Some requisitions may have been flagged during the entry/approval process as requiring an "RFx" process, based on a manual flag, or based on the value/type of item being procured.

- *Procurement staff will have the ability combine or split requests into Request for Quotations (RFQ) or Request for Proposals (RFP) based on similar vendors being targeted.*

Some requisitions may contain products and services which can simply generate purchase orders. Suggested POs can be automatically generated on a scheduled basis for validation by the procurement department before sending/emailing to the vendor.

Larger/higher value procurement items can be subject to an RFQ/RFP process which the procurement department can manually control. They will have ultimate control over combining/splitting requisitions into sourcing requests and managing the process with vendors.

- *Staff specifying the procurement Selection Method – Micro-purchase, Lowest Price Technically Acceptable, Best Value, or Noncompetitive – will determine the correct system-generated template (RFQ, RFP, or no requisition required), and attachments.*

Procurement staff will have control of the entire sourcing process, including the selection of the appropriate method and the template/attachments required.

- *The system will assign unique numbers to outgoing Requests for Proposals (RFPs) or Requests for Quotations (RFQs) sent by EGPAF for tracking purposes.*

"Solicitation" records can be defined for each RFP/RFQ process, each of which can be assigned different number ranges and automatic number assignments from within each number range.

- *RFQ/RFPs (with attachments) will be system generated based on data inputted and be able to be delivered to vendors directly from the system via email or saved as a single PDF package to be sent to the vendor by other means. Ability to customize RFQs/RFP, with foundation terms and approaches.*

RFQ/RFP documentation can be generated using standard reporting tools incorporating mail-merge functionality.

- *Depending on the Selection Method, procurement staff will be required to enter different compliance justifications:*

Lowest Price Technically Acceptable	*Best Value*	*Noncompetitive*
Bid analysis where price can be analyzed by lowest overall bidder and lowest bidder by item. Bid analysis and quote entry may be performed either entirely within the system or data	*Selection Memo with ranked criteria scored by bidder*	*Noncompetitive Justification with pre-defined fields*

may be loaded via import template. The system may also offer the ability for bidding vendors to directly enter their own quotes and documentation.		

Compliance selection can be entered as a flag/field with additional justification text and appropriate document attachments.

- *Procurement staff will be able to receive and enter quotations/proposals, attach documents, and select winning vendor(s) depending on the process for each Selection Method. "Standard" Terms and Conditions (which vary) will be generated as an automatic attachment in .doc format based on the procurement mechanism selected (Purchase Order, Contract Type (Fixed Price, Labor Hour, Time and Materials, Cost Reimbursable, Basic Ordering Contract)), expense coding, and other factors entered in during the requisition and sourcing phases.*

The solicitation process, records, attachments and workflow are all user-defined and can reflect EGPAF's specific requirements. Documentation generated in Word can be determined based on a combination of fields and can incorporate data from within the record and across modules of the Unit4 ERPx solution. Vendors invited to bid may be tracked, along with their quotes and proposals. The selected vendor can be indicated, and PO/contract generated within the system.

- *A contract cover sheet, varying by type of contract, will also be generated by the system with unique items including payment terms or payment schedule, attachments, notes at the line item level, delivery due dates, addresses for billing and shipping, and additional line items such as tax, shipping, warranty, or specific contract deliverables that may not have been captured on the original request.*

The contract cover sheet to be generated can be defined using the standard reporting tools as part of the overall package created. Approved details from the original request can be included in the cover sheet using "mail merge" type functionality.

- *Items assigned to vendors during the sourcing phase can be transferred or consolidated onto a Purchase Order or Contract template.*

Items from the requisition can be updated with sourced pricing and vendors to generate the required PO or contract, which can be emailed/sent via xml to the successful vendor.

3.2.6.6 Order Approval

- *Dynamic approval workflows will be based on criteria such as location, prime award, value, and procurement type (including amendment types).*

Purchase order and contract workflows can be based on any field or combination of fields on the record, including value, procurement/amendment type, location, and GL analysis elements. Standard best-practice workflows are provided out of the box but can be easily tailored through a drag and drop interface to suit EGPAF's specific requirements.

- *The system generated Purchase Order (PO) or contract will be reviewed, along with the attachments, compliance justification, an RFQ/RFP summary, and links back to the original related request(s) and RFP/RFQ(s).*

The workflow allows the details to be reviewed as well as any attachments and compliance information recorded. Details of the original request plus its associated workflows (and comments) can be viewed before the PO/contract is approved.

- *Approvers will have the ability to approve the entire order or return it EGPAF's procurement staff for revision. When returning, the approver will be required to enter in a note with explanation.*

Workflow approvals are standard throughout the Unit4 ERPx solution in terms of the ability to approve or reject/return. If returning, the approver will be required to enter a reason for the rejection. Workflow also provides for an option to forward to another approver or send to a recipient "for information". This latter recipient will not be required to take action, and the workflow will not wait for any action to be taken.

- *Upon final approval, an e-signature will be added to the order and assigned a unique Order/Contract Number.*

E-signatures can be provided through integration with a 3rd party solution such as DocuSign through the Unit4 ERPx low-code, no-code Extension Kit.

- *The order will then be placed in a queue for procurement staff to deliver to the vendor – either directly from the system via email or saved as a single PDF package to be sent to the vendor by other means.*

Orders can be sent by email to the vendor either as a single PO or as a package managed by the procurement department or may be printed and sent via mail/courier as required.

3.2.6.7 Contract and Amendment Generation

- *Ability to generate custom contract templates for various types of contracts to include: purchase orders, fixed price, labor hour, cost reimbursable, basic ordering, and indefinite quantity. This will include custom payment schedules and terms based on contract type.*

Contract templates can be generated using the standard reporting tools with mail merge-type functionality. These can be defined to include any details from the contract record, including POs and details of items/services provided. Payment schedules and terms can be included as part of the template and may be based on the contract type.

- *Ability to generate purchase orders and task orders from basic ordering contracts and indefinite quantity contracts.*

Purchase orders can be created and tagged to the contract. Different types of contracts can be defined, including fixed contracts with tight controls or more open contracts, with multiple vendors if required.

- *Ability to generate amendments for various contract actions to include extending the period performance, increasing contract value, changing payment schedules, changing terms, exercising options, as well as adding/modifying line items.*

Contract amendments can be requested, including extensions to dates, values, and other items listed here. Workflow approvals will confirm changes before they are committed and provide an audit trail.

3.2.6.8 Receiving

- *Users will be able to search by either order request or purchase order/contract number to mark items/deliverables as received, while attaching packing slips or other proof of delivery.*

Search capabilities are provided to assist the user in finding the correct PO for receipt, including vendor and items. The details of the PO are displayed, with an option to fully or partially receive items and attach document(s) to the receipt.

- *The system will track the quantities/services ordered, received, and the outstanding balance.*

Order status inquiries can show the original/amended quantities, received, and remaining quantities (and value).

- *The system will allow items to be marked as returned and calculate the resulting received and outstanding balances accordingly.*

Items can be marked as returned at the time of entry or at a subsequent time (by entry of a negative receipt). In both cases, a reason can be entered from a user-defined list of options. The remaining balance will be automatically calculated, and any inventory adjustments made automatically.

- *When items are received, they can be added to inventory for future tracking.*

When inventory items are received, the user will be prompted to enter a warehouse/location (and potentially serial number) for tracking. The stock on hand quantities will be updated accordingly, and the GL Balance Sheet value will be updated with the inventory value.

- *See also requirements for Inventory/Asset Management, above.*

Read and understand.

- *For Blanket Contracts, user will be able to enter in free text for goods/services purchased against that contract with value. This may trigger an approval workflow.*

Orders can be entered against contracts, with the ability for free text entry and value to be entered against each line to define the details of the order. In all cases, a workflow approval can be instigated depending upon a specific configuration.

3.2.6.9 Invoicing

- *Users will be able to attach documents, and enter the amount invoiced either against receipt of items or payment schedule as well as have the capacity for a workflow approval of the invoice.*

Invoices can be entered, uploaded, and attached as documents against the AP transaction. 2-, 3- or 4-way matching can be instigated based on information defined at the PO header level. Order details and receipts (plus receipt approval) can be automatically checked against the invoice value before the invoice can be saved. If a receipt is missing, a task may be sent to the requisitioner to request them to enter the receipt, after which the invoice will be matched. User-defined tolerances may be validated, and if the invoice is within the matching tolerance, the invoice may be automatically passed for payment. The invoice may be routed for workflow approval if the tolerance is not met. This represents the best practice workflow. If EGPAF would like to approve invoices irrespective of matching, the workflow can be configured to reflect this process.

- *The system will track payments made and outstanding balances against the previously created payment terms or schedule.*

Invoices can be validated against the contract terms/values, and contract tracking inquiries and reports are always available to show outstanding balances and status.

- *The system perform a 3-way match between the Order, Invoice(s), and Payment(s)*

2-, 3- or 4-way matching processes are provided as standard within the Unit4 ERPx solution, based on flags defined at the purchase order level. Automatic validation of invoice details against PO/receipt is performed with workflows and alerts, ensuring efficiencies and streamlining processes throughout.

3.2.6.10 Management and Tracking

- *Each phase – request, sourcing, purchase order/contract, receiving, and invoicing – will have its own set of Management and Tracking tables accessible to users with the appropriate permissions.*

All processes throughout the procurement cycle are transparent and visible to all relevant users through status inquiries and full dashboards, providing relevant, detailed and drill-down access to all users from a single screen. Management rules and processes are inherent throughout, with workflows to ensure compliance and alerts to ensure users are sent reminders and kept up to date with relevant changes.

- *These table will use the respective system assigned tracking numbers and provide high level details, status, and links to any related request, RFP/RFQ, or PO/Contract.*

All dashboards and inquiries can include transaction/reference and tracking numbers, RFP/RFQ details, and PO/contract numbers, or will provide drill down to access this information. Document attachments, workflow audits and comments are always accessible to users with the right access authority.

- *Ability to track status of purchase orders, contracts, and leases, and whether these commitments (in various local currencies) are partially or fully liquidated; if partially, what is the remaining balance owed upon successful delivery of goods or services*

Standard functionality within the Unit4 ERPx solution includes full encumbrance/commitment accounting capabilities, allowing for tracking requisitions, POs, contracts, and accruals throughout the solution at any level of detail required (e.g., account, cost center, award, project, etc.). The remaining balance is always displayed and can be used as an automated fund check when entering transactions.

3.2.6.11 Items Under Contract

- *In addition to the above mentioned centrally managed list of available item types to be purchased, the system will also support Items Under Contract (IUC). IUCs will also be centrally managed with a catalog of items, but with pre-assigned vendor, price, and a related Contract.*

The Contract Accounting module within the Unit4 ERPx solution provides the ability to define specified items to be provided under an individual contract, with an identified vendor, at appropriate prices, with a maximum based on one or more date ranges.

- *Items tagged as an IUC will skip the sourcing portion described above, but still be processed through the remaining phases.*

IUC items can be procured directly from a contract as required but can be routed for approval and invoice matching as for other POs.

- *IUC items will be able to have distinct approval routings.*

Items procured via a contract can be routed through a specific workflow approval process based on a user-defined process.

- *All purchase orders, including IUCs, will be linked back to the original [master] contract.*

POs can be entered directly against the contract and can be tracked/reported upon at the individual PO and/or contract level.

3.2.6.12 Donor Compliance

- *Ability to initially configure the system, and easily make subsequent changes, to account for and monitor changing funder requirements.*

Awards and donors are held as standard records within the Unit4 ERPx solution, linked with projects and programs for funding information. Many pieces of information and document attachments can be captured within the solution, made accessible on a selective basis by user role. Detailed funding information, including restrictions, expected dates and awards values, can be captured and used to project funding estimates. A business user can create user-defined fields to expand on these records, all of which can be included in reports and inquiries. Changes to funding information can be made against the award and/or against the project.

3.2.6.13 Systems Integration

- *If your system's sub-agreement and procurement management capabilities do not address the requirements in Categories E (Sub-agreement Management) and F (Procurement Management) well, please include how you would approach the integration of your ERP with our existing Grants and Procurement System.*

Unit4 ERPx incorporates sub-agreement functionality via our Contract Management module, procurement management including requisitions, purchase orders and receipts, all including user-defined workflows and grant/project management as a fully integrated solution alongside budgets and financials. Should EGPAF decide that they would prefer to retain the GPS solution, Unit4 ERPx is a very open system with extensive import/export capabilities via flat files, xml and APIs utilizing our low-code, no-code Extension Kit.

3.2.7 **G. System Wide Requirements**

3.2.7.1 General

- *User Profiles: Each user will have a unique profile linked to their EGPAF email address and Single Sign On password. User profiles will be managed centrally and based off existing profiles from our Outlook database. Permissions will be dynamic so that user settings can be limited to only see activity for their assigned countries and/or projects and role within the Foundation.*

Unit4 SaaS supports federated authentication / single sign-on to allow users to use their organizational credentials (e.g., domain username and password) when logging in to a Unit4 application.

This is delivered via the Unit4 People Platform Identity Service(U4IDS) U4IDS support the following industry standard protocols:

- WS- Federation
- SAML-P 2.0
- OpenID Connect

With federated authentication, your identity provider (IdP) e.g., Azure Active Directory, is used. The solution will be configured to point to your IdP - Azure AD during the technical onboarding of the solution.

Only end users with a valid user id and password will be able to access the solution, once authenticated the solution's role based (RBAC) security takes over.

The system's RBAC security model will enable you to ensure the appropriate confidentiality and data integrity. Security will normally be applied to firstly setting the access permissions to screens, fields and reports and secondly to control access to the data content.

- *Vendor/Sub-recipient Profiles: Each vendor and sub-recipient will have a unique profile. The profiles will include data such as contact information, bank information, and be linked to past history of purchase orders, contracts, or sub-agreement including vendor/sub-recipient performance, contracts, or sub-awards.*

Vendors and sub-recipients (who can be set up as a sub-set of the vendor record, linked to their own vendor group) can be set up with their own profile and will be shared by Accounts Payable and the Procurement module. Contact and bank information forms part of the vendor record, purchase order history, contracts and sub-agreements are linked to the vendor and can be accessed directly from the vendor record. Document attachments can be placed in folders and accessed directly from the vendor record.

- *Multiple Language Support: System will be able to support English, French, and Portuguese on user interface screens. Backend/system management screens only required in English.*

Yes, the system can support English, French and Portuguese.

- Czech
- Dansk
- Deutsch
- English CA
- English UK
- English US
- Español
- Finnish
- Français
- French CA
- Hungarian
- Íslenska
- Italiano
- Nederlands
- Norsk bokmål
- Norsk nynorsk
- Português
- Simplified Chinese (Mandarin)
- Svenska

- *Multiple Country Support: System will be utilized in the US, Switzerland, and multiple countries in sub-Saharan Africa. Number formatting (dates and units) should match user selected regional settings.*

The Unit4 ERPx solution is located in the Microsoft Azure cloud and can be accessed from any location/country. Date formats can reflect the user's window setting, but the number format is based on the company set up within the solution.

- *Browser Support: System should support all common web browsers including, Edge, Chrome, and Safari*

Mobile devices are supported through self-service web delivery of screens plus apps for Apple and Android devices, freely available through the App Store and Google Play. The system is device agnostic and is accessed through any HTML5 web browser as per the below list:

- Microsoft Edge
- Microsoft IE 11
- Apple Safari
- Google Chrome
- Mozilla Firefox

Web Applications with the capability of full support in all modern browsers
Our web application supports most modern browsers via HTML5, which is an industry recognized standard that has been in place for several years.

Graceful degradation for older bowsers
Unit4 Web Applications support all HTML5 browsers, including the earlier browser versions which do not support HTML5.

- *Currency: System will allow for different international currencies based on user location and preference. Exchange rates may be manually entered or connected to update automatically via integration with third-party service. USD will be used as the default/master currency and system will displayed alongside selected foreign currency.*

The Unit4 ERPx solution allows for converting foreign currency transactions into a functional currency, along with two additional reporting / consolidation currencies, in real-time, for each transaction. Multiple exchange rate tables can be held within the Unit4 ERPx solution and may be manually updated or may be fed from 3rd party providers such as OANDA and XE.com, both of which are integrated through standard interfaces. Automating the updates to foreign exchange rates lets you understand how gains and losses are impacting your cash-flow. At any point in time, you can also revalue your bank, debtors and creditors to react to any significant fluctuations in the market, without needing to wait till the end of the month or quarter end – giving you real-time insight into your business.

The benefits for you are:

- Automated and accurate currency processing and updates.
- The system promotes productivity and reduces the administration overhead, meaning your people can concentrate on more value-added activities.
- Security and audit trailing ensure data integrity and high standards of corporate governance.

- *Internal Messaging: System will support an internal messaging system for collaborative work including saving communications in the system.*

An internal collaboration tool allows you to instantly send messages from within the system. When a participant in a conversation is offline, collaboration will automatically create emails for new messages. Any replies to the email message (from the offline participant) will also be added to the conversation, as new messages. All users accessing the record will see that there is an ongoing conversation about the record and can, if their access rights permit, read and add messages.

External emails can be sent in certain circumstances, usually to external parties such as vendors or partners; the user will need to be manually added to the "cc" line in order for them to receive a copy of the email.

- *External Messaging: System will support email messaging of actions required by users (approvals, documents to be submitted, POs to be issued, etc.).*

Email and other communication channels are supported, such as online forms, system-generated documents, SMS messages, alerts and tasks.

- *Filtering: The systems will have dynamic filtering capabilities so users can filter by data pertinent to their portfolio, country, project, role, etc.*

Filtering is provided within all inquiry screens and reports so the user can define specific filters and selection criteria on the fly. In addition, user access rights may apply specific filters over the data a user can see/post to.

- *Multiple Instances: The system should allow for two different instances to run. (1) Production. This is the live system used to process actual transactions. (2) Training. Mirror of the productions system that is used for training of users. Used by system admins to troubleshoot, test changes, etc. Both systems should be able to be copied from one instance to another. If you use a different approach, please clearly explain.*

A Customer's environments are realized as three discrete Unit4 Tenants in Unit4's Multi-Tenant ERPx solution. The Acceptance and Preview Environments are in the same multi-Tenant instance while the Production Environment is on a separate instance where Unit4's Production SLA applies.

Three (3) environments are provided, including:

- One (1) Production Environment (PE) (called alternatively "live" environment) being the environment that the Customer uses to run the day to day (live) operation
- Two (2) Non-Production Environments (NPEs):
  - Preview
  - Acceptance

Customer's Non-production environments always contain the latest updates for the Unit4 Product in use by the Customer.

Additional environments can be provided at an extra charge.

People Platform Services and Feature Services

Unit4 People Platform Services and Feature Services (Localization Services and Task Focused Applications) are delivered with Unit4 ERPx or as an option and are multi-Tenant, shared Services. Except where explicitly stated otherwise in the applicable Service Description. Each additional Service has a non-production instance and a production instance.

Production Environment

Only the Unit4 ERPx Production Environment (PE) is subject to the Service Level Agreement.

Non-Production Environments Characteristics

Although a Non-Production Environment (NPE) is not subject to the SLA, NPEs have some of the characteristics described below.

Definition of an NPE Refresh from or to PE

A refresh of an NPE from PE encompasses:

- The restore of transactional storage (database)
- The restore of non-transactional storage (documents)
  - Copy of most recent 90 days of documents or the most recent 2GB of documents, whichever results in a greater number of documents
- Custom report templates (e.g., purchase order template, invoice template, etc.)
- Report output from last 90 days
- There is no NPE refresh option for Unit4 People Platform Services

- *Mobile use. The ideal system will allow approvals of transactions to be given via common mobile devices, such as phones and tablets.*

Mobile devices are supported through self-service web delivery of screens plus apps for Apple and Android devices, freely available through the App Store and Google Play.

All self-service screens can be accessed via mobile devices through a browser, with the ability to simplify screens as applicable using the inherent Window Options screen manipulation tool.

In terms of mobile-specific functionality: Reporting, Timesheet Entry, Task Approvals and Expenses are currently provided.

Reporting: All online browser inquiries placed in the Report Menu, accessible through Self-Service, are available within the Reporting App. Columns may be added or removed, subtotals can be included and drill down to subtotal levels is provided.

3.2.7.2 Approval Workflows

- *The system will make extensive use of approval workflows.*

Integral Workflow is provided throughout the Unit4 ERPx solution and is applicable to master files and transactions. The workflow is fully configurable to allow you to define a process that aligns with your unique business process requirements. All workflow processes are defined using the same process designer tool simplifying training and providing transferable skills across all modules. One of the most important aspect of workflow functionality is that it does not require technical IT skills to support, configure or maintain – because the workflow process design tools are deployed using graphical ‘drag-and-drop’ technology with associated business rules within standard menu screens. Approvals are configured in the workflow setup screen which can be configured for routing rules, task deadlines, escalation and delegation requirements etc. Task approval deadlines are set within each approval step, enabling an appropriate timeframe to be set for the required action. This enables the creation of automated reminder and escalation rules for the workflow step. Where it is not approved by the due date, the automated reminder and escalation processes will send out a reminder (typically by email or by SMS where required) and, where it remains outstanding, an escalation notice to the designated supervisor of the approver.

The definition and selection of an approver’s supervisor is managed through the supervisor rules process, enabling automated selection of an appropriate supervisor based upon the approver and/or task. Users and process owners can run an online enquiry on outstanding tasks at any time to manually review outstanding workflow tasks.

The system’s workflow, combined with self-service functionality, will streamline business processes, guide users through key processes, eliminate paper-based transactions, support end-to-end process visibility, improve staff efficiency, minimize manual intervention in key processes, reduce error rates, simplify process management, support the segregation of duties and help to deliver improved financial control.

- *These workflows must be dynamic (i.e. will update and reroute with each action taken by users).*

The workflow is dynamic, following the next step based on the user action undertaken in the previous step. The flows are also dynamic, based on date-effective data structures held within the Unit4 ERPx modules: for example, if a user moves into the position of a cost center manager, that user will immediately inherit any outstanding tasks associated with that position and all new tasks will be automatically routed to that user.

- *Must be rule-based. Each rule may take into account multiple criteria such as value (either USD or foreign currency), location, user entering, expense coding, etc.*

The system will enable authorized users to configure workflow for processes and tasks that are event driven, using definable business rules, roles and routing.

The automated selection of the required approver is determined by a set of user-defined rules that are based upon the data entered on the transaction or data related to the transaction data. For example, the rule governing the approval of journal lines may be based upon the manager of the cost center entered. It may also vary according to the currency or value of the journal line or the user entering the transaction. This means that if the current manager leaves and a new manager starts, the system will automatically pick-up the details of the new manager without any need for manual intervention, simplifying approval rule maintenance.

- *They must be flexible, allowing for easy changes to the tested criteria and selected user after launch of system.*

Workflow set up can be flexible with a "Distribution Rule" defining who will receive a specific task based on data structures within the solution. These can be easily tested and adjusted as required, with full audit trails throughout.

- *Must allow for email-based approvals.*

Workflow tasks can be configured to be routed via email in which case the recipient can key in "Approved" or "Yes", "Reject" or "No" or other user-defined keywords into the subject line and reply. The task will be updated as approved/rejected into the Unit4 ERPx solution.

- *Workflows must allow for sequential or parallel routing*

Workflows can be sequential or parallel and can also be defined as requiring a certain number of users to approve within a group before moving onto the next stage. For example, a journal might be sent to a GL manager role which comprises 6 people, any 2 of which can approve, and the journal will move onto the next step of the approval process.

- *If a single rule routes to multiple users, workflows must allow for 1) all users to approve or 2) exactly one user to approve*

Routing can be defined as sending an approval task to multiple users through a group or role. You can define how many of the group must approve before moving onto the next step (e.g., the task may be sent to 6 people in a group, but only 2 of them must approve). Once approved, the task will be automatically removed from the other users’ task lists.

3.2.7.3 Change Logs, Auditing & Document Retention

- *All actions within the system will be logged. The complete log (or audit trail) will include all information necessary to view what changes were made, when those changes occurred, and by whom.*

The Unit4 system maintains an audit log of all access to the system by users. This includes audit trailing for all transaction postings, workflows and for amendments to standing data–e.g., HR records, GL codes, reporting structures, suppliers, etc.

All system updates and transactions are stamped with the date, time and user ID, along with the details of the activity carried out. Any item passing through the Unit4 workflow will be audit stamped at each level–for example, a purchase requisition requiring multiple levels of authorization will be audited at each approval stage.

Authorized users / 'system administrators' can access the audit trail through simple and intuitive enquiry / reporting facilities that offer comprehensive selection criteria, enabling the user to be specific about the option, date / time, user, or task they wish to monitor or report on.

The system also provides self-service enquiry / transaction monitoring functions to enable authorized users to review any transaction that they have processed, subject to their access controls. They are also able to view the underlying workflow approval audit history. This is displayed in the form of a graphical, hierarchical workflow map that highlights where the transaction is within the overall process.

- *Access to the complete logs will be permission based. Complete logs will be exportable in Excel format and backed up on a regular basis.*

Access to the logs is permissions based and the logs can be exported. Unit4 runs hourly backups that are replicated to the remote/DR site.

- *All user-entered and system-generated data, approval histories, data from all phases, and attached files must be saved and maintained. The ability to permanently delete data will be permission based and restricted.*

The Unit4 ERPx solution supports rules-based archiving and anonymization functionality, which will enable customers to adopt a flexible policy regarding data retention, archiving and access to historical data. It will enable customers to determine how long data is held for and automate the archiving and anonymization processes. This includes the classification of data and the period it is to be held before archiving or anonymization. The ability to permanently delete data is permission based and restricted.

3.2.7.4 Permissions

- *Access to different parts of the system can be assigned individually to user groups.*

The system's role based (RBAC) security model will enable customers to ensure the appropriate confidentiality and data integrity. Security will normally be applied to firstly setting the access permissions to screens, fields and reports and secondly to control access to the data content.

Roles are defined within the Role master file within the System module. This includes description, usage (menu, workflow), date from and to, client(s) and status. Users can belong to more than one role. Access to menu items is generally managed through Menu Based Access (effectively user profile templates), where roles and individual users are attached to menus, forms, options and tools. Access rights use the CRUD (Create, Read, Update and Delete) principle.

Menu Based Access can grant different rights to Unit4 Web, Web Services and Reports. Rights can be varied by user as required. At a more granular level, Unit4 Windows Options can be used to set permission to screens and fields, including whether a field is editable, read-only, mandatory, or visible, again based on role.

Any authorized member of staff, such as a system administrator, can manage system access rights.

- *Permissions will control what is viewable or editable to a given user.*

Granting access to users should be a hassle-free exercise. With Unit4 solutions, all security revolves around roles, which means not having to hard code usernames in process definitions and screen access. Simply swapping users between roles accomplishes the task.

The system includes multiple layers of security (i.e., module, menu, screen, fields / tabs within a screen, data level, documents etc.) to secure / restrict access to information using either role-based permissions or position-based security parameters in accordance with legal and organizational requirements.

All users can be assigned to one or more roles, which defines the menus and screens/options to which the user is granted access. Different versions of screens may be defined to include/exclude specific fields, with each role being assigned the appropriate version of the screen. Access to data within specific fields can also be assigned through user-defined data control parameters.

Data Security

Functionality	Explanation	Examples
Screen and Process Access	Control access to data screens and server processes	• Finance access to GL transaction screens • HR access to Personnel screen • Limit access to payment file generation process
Data Control	Control access to data based on organizational structures	• Allow managers to access personnel records of direct reports • Limit users to their department GL Accounts, cost centers, etc.
Window Options	Control screen level fields	• Hide PII field on a screen for certain users • Hide unused data fields for all users
Data Anonymization	Scramble/anonymize selected data via batch process	• Anonymize data for NPE • Anonymize old data

Access to menu items is generally managed through Menu Based Access (effectively user profile templates), where roles and individual users are attached to menus, forms, options and tools. Access rights use the CRUD (Create, Read, Update and Delete) principle.

- *Permissions must be able to be granted or removed from users by system admins.*

Yes, administrators in the system have the rights to grant and remove permissions.

The extent to which your system has the data fields and capabilities required to produce the reports listed in Appendix 1.

All data fields required for reports listed in Appendix 1 are provided either as standard fields or can be added as user-defined "flexi" fields and incorporated into reports.

Several standard reports are included with the Non-Profit Model; all required additional reports can be provided through the use of integrated reporting tools and provided on implementation for EGPAF.

3.2.8 Appendix 1 -- Examples of Reports the ERP System Needs to Generate

- *Underlined reports have embedded hyperlinks to the form*
- *Standard Form 425, Federal Financial Report*
- *Standard Form 424A, Budget Information, Non-Construction Programs*
- *Standard Form 270, Request for Advance or Reimbursement*

- *Standard Form 1034, Public Voucher for Purchases and Services Other than Personal (example of supporting schedules separately provided, upon request)*
- *Schedules supporting indirect pools*
- *Project expenditure report: Budget vs. Actuals at varying levels of detail (summary, major expense category, program areas) for current project year, calendar year, or life of project with the ability to select from various project budgets (example provided separately, upon request)*
- *Project pipeline report with commitments, obligations, and forecasted expenses (example provided separately, upon request)*
- *Country Program pipeline report with commitments, obligations, and forecasted expenses (example provided separately, upon request)*
- *Financial reports for non-USG donors (example provided separately, upon request)*
- *Status of month-end close, broken down by business unit*
- *Report on adjustments & corrections*
- *Outstanding Advances Aging Report*
- *Report on accruals for vacation, severance & “13th Month” payments*
- *Payroll Reconciliation*
- *Payroll Withholdings Compliance (correct amounts withheld & submitted to relevant government authorities in multiple countries)*
- *Report of procurement commitments made and their amounts, and the extent to which each one has been partially or fully paid off*
- *Report of sub-award obligations made and their amounts, and the extent to which each one has been partially or fully paid off*
- *Local VAT/Duties Refundable Due and Paid*
- *Project labor distribution reports*
- *Profit and Loss reports at project and portfolio level*
- *Trial balance at a summary level and at a transaction/detailed level*

The majority of the forms listed are provided as standard as part of the Non-Profit Model, through a combination of online inquiries with drill down to source data and hard copy reports in either Excel or PDF format. All reports can be tailored and saved as new versions by users with the appropriate level of access security.

Unit4 will provide all listed reports as part of our implementation service.

Carefully explain your system's integration capabilities at a generic level as well as a detailed level for integration with multiple online QuickBooks.

The QuickBooks Accounting API uses the REST framework. It uses standard HTTP methods and JSON input and output.

The Unit4 ERPx system provides a comprehensive integration layer covering different integration types. The system includes a suite of system integration, Swagger compliant REST API's (Application Programming Interface) and data ETL (Extract-Transform-Load) tools—called the 'Unit4 Dataload & Interfaces Suite'. The Unit4 integration toolset supports the ability to import / export data in various file formats, integrate securely with third party systems using different file formats, data transfer methods and frequencies—e.g., scheduled batch updates and real-time integration using web services. Although most interfaces to Unit4 can be achieved with the batch import/export tools, dynamic integration is managed using web services.

The main integration methods are discussed below:

Batch data export:

All data can be exported for the system, subject to the relevant security credentials controlled by you, using the delivered report writer or via the API in multiple formats, for example, XML or CSV. The solution is delivered with a scheduler, Intelligent, that can be used to run extracts as and when required.

Batch Import (& Data Load):

This is the standard interface for data import supplied with Unit4 ERPx. It provides an easy-to-use bulk-load update process, suited to handling small and large volumes, for static master data and transactional. No programming knowledge is required. A tool called the 'Batch Input Formatter', a 'plug-in' to Microsoft Excel, is provided to assist in manipulating and mapping data into the required format. Data files can be in ASCII (flat, CSV, XLS, SQL) or XML format.

Web Services:

Web Services are available for both static master data and transactional records. This provides an alternative way of processing data in a secure manner adhering to modern industry standards but requiring some technical expertise. Both SOAP-based and RESTful web services are provided. These cover various areas of the system where integration points are most common. The RESTful web services can be viewed, controlled, and tested using the Swagger framework. The Swagger framework provides full documentation, including model and test schemas.

Extension Kit:

Unit4 Extension Kit is the People Platform service that allows customers to extend the capabilities of their Unit4 solutions through new services without developing code. For example, the Unit4 Extension Kit can extend Unit4 ERPx to connect to other internal Unit4 services and third-party solutions. Connecting applications seamlessly minimizes the re-keying of data applying rules without coding, which streamlines and automates processes.

The Extension Kit extends the capabilities of Unit4 solutions through new services without developing code. The extended functionality is set up via the 'Integration flow' (a scheme for tasks that must be executed). Each Integration flow comprises a trigger, one or multiple actions, and a set of conditions. Uni 4 Extension Kit listens to the trigger and then automatically runs the actions if the conditions are met.

A flow can be triggered:

- Based on a schedule
- By another application using a webhook
- According to an event published in Unit4 ERPx

Extension Kit helps you respond to new business needs by:

- Making Unit4 applications more flexible
- Customizing data processing across applications and services
- Creating new business logic
- Connecting to external services

It increases decision-making effectiveness by making information collection better and faster because it is augmented from several sources of data.

3.3 Additional Desired Functionality with Customization

Propose how additional functionality could be added and how that process works. For example, does it depend on whether you choose to add the feature for all of your clients in a software update or can the enhancement be made immediately just for us? How do you notify, and prepare clients for, additional enhancements to the ERP system?

Releases and UpdatesUnit4 releases changes through a series of quarterly Releases and ongoing Updates.

Releases

Releases will be scheduled approximately 4 times per year (frequency to be increased or decreased at Unit4's discretion) to introduce new features, enhancements and solve lower priority deficiencies. Unit4 will use reasonable endeavors to ensure that releases will be carried out during the planned maintenance window. A schedule of planned changes to the production environment will be published per geopolitical zone on Unit4 Community4Uat least 2weeks before a release commences on non-production environments. The production environment will follow no sooner than 6 weeks (about 1 and a half months) after the release announcement. A customer's non-production environments always contain the latest release of Unit4 ERPx.

Updates

Updates will be applied on an ongoing basis to cater to bug fixes and off-cycle enhancements to maintain the existing features, as well as maintaining Service level, security commitments and updates/revisions to its integration interfaces and user experience. Update will be shipped to NPEs as soon as it becomes available and in the following stage it will be deployed to production environment.

3.4 Reliability, Maintainability, Servicing, Security

Please addressed the requirements included in Section 6, "IT Requirements." Summarize your Warranty and Liability requirements and provide the text of your proposed terms.

3.4.1 Section 6 IT requirements.

- *The ERP system will be provided and maintained by the vendor as software as a service. Please specify where the software will be hosted, who operates those servers, and warranties offered as to the safety and security of our data as well as the reliability and availability of the software service.*

Unit4 offers enterprise solutions in a SaaS delivery model, deployed on the Microsoft Azure platform. It has a standard service level agreement (SLA) for recovery times in the event of system failure enabling the customer to benefit from Azure's scale and experience of running highly secure, scalable and compliant cloud services.

This service includes infrastructure, hardware, system software, monitoring, management and maintenance of the entire solution, including back-ups, disaster recovery and software upgrades / updates.

Service Performance and Availability:

The Unit4 solution is delivered with a comprehensive Service Level Agreement (SLA), with the following KPIs with an associated credit scheme if they are not met. It should be noted that the service constantly exceeds the KPI's, and the availability is over 99.8%

- Service Availability: 99.8%
- Service Response: Monthly average of not more than 2 seconds.

The solution is deployed from various geo-political zones.

US customers are serviced from the following Azure data centers:

- Primary: Azure Texas
- Secondary (DR): Azure Iowa

Disaster Recovery Details and KPIs

A comprehensive Disaster Recovery (DR) of the Unit4 SaaS solution is provided for all Unit4 SaaS customers.

For your information a disaster is defined as catastrophes including (but not limited to) natural disasters such as floods, hurricanes, tornadoes or earthquakes, hazardous material spills, infrastructure (external to the data center) failure and bioterrorism. Non-catastrophic events such as server outages, IT hardware or software failure, and other such disruptions are not considered disasters and are covered by high availability features of the Unit SaaS operating environment.

The Unit4 SaaS service is delivered with the following DR KPIs

- Recovery Point Objective (RTO): 1 Hour
- Recovery Time Objective (RTO): 12 Hours

Backups are taken hourly and held at both the primary and secondary data centers. Backups are transferred to the secondary data center, protected by HTTPS TLS 1.2. The connection is done between the two data centers so that data only travels across the Microsoft Azure backbone network. Backups are encrypted with AES256 or stronger algorithms. Keys are kept in a secure repository, Azure Key Vault. The DR capability is tested on an annual basis to ensure we can meet the DR KPIs.

Unit4 utilizes Microsoft Azure Security Centre and Azure Defender, a unified infrastructure security management system that strengthens the security posture of the Azure data centers and provides advanced threat protection across our SaaS deployment. Intruder Detection and Intruder Prevention (IDS/IPS) services are in place, including Microsoft Azure DDoS defense technology, used to provide detection and mitigation techniques such as SYN cookies, rate limiting, and connection limits to help ensure that such attacks do not impact customer environments.

Unit4 provides operational information regarding the Unit4 Cloud Service on the Unit4 Customer Portal, Community4U. That information includes:

- Service availability.
- Service Performance.
- Scheduled maintenance (times, dates per region).
- Release information and deployment schedules.
- Incident overview.
- Site recovery status (in the event the disaster plan is initiated).
- *Discuss your approach for planned downtimes for maintenance, bug fixes, and upgrades and describe your service level agreement for response times to problems you identify or ones we identify. Address how often your ERP system is upgraded to add new features and how that is handled for your clients, including training on new features.*

Releases and Updates

Unit4 releases changes through a series of quarterly releases and ongoing updates.

Releases

Releases will be scheduled approximately 4 times per year (frequency to be or decreased at Unit4's discretion) to introduce new features, enhancements and solve lower priority deficiencies. Unit4 will use reasonable endeavors to ensure that releases will be carried out during the planned maintenance window.

A schedule of planned changes to the Production Environment is published per geopolitical zone on Unit4 Communit4U at least two weeks before a release commences on non-production environments. The production environment will follow no sooner than six weeks after the release announcement. A Customer's non-production environments always contains the latest release of Unit4 ERPx.

Updates

Security commitments and updates/revisions to its integration interfaces and user experience. Updates will be applied on an ongoing basis to cater to bug fixes and off-cycle enhancements to maintain the existing features and the Service level. Update will be shipped to NPEs as soon as it becomes available, and in the following stage, it will be deployed to production environment.

People Platform Services and Feature Services

Please note there is no concept of a release for Unit4 People Platform Services and Feature Services (Localization Services and Task Focused Apps). All Unit4 people Platform Services and Feature Services changes are considered an update.

Support

- Priority Level 1 (Critical) - 1hr business response
- Priority Level 2 (Major) - 2hr business response
- Priority Level 3 (Normal) - 8hr business response
- Priority Level 4 (Minor) - 2 Business Days
- *Specify the minimum bandwidth load the system requires for "acceptable" use and the higher bandwidth for "optimal" use. Note that after the ERP system's initial deployment in the U.S., we plan to expand usage to many different locations across Sub-Saharan Africa, which have varying available bandwidth that the system must accommodate.*

Access to the ERPx Web Application is delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA).

Internet Bandwidth Suggestions:

As the configuration and use of Unit4 ERPx is highly variable, Unit4 can provide only high-level bandwidth suggestions.

Unit4 ERPx uses an assumed concurrency factor of 5, which gives an average bandwidth requirement per User of 20 - 50 Kbps with a maximum latency of 100ms.

*Please note this is a rough guidance only based on simulation testing submitting timesheets. Response times will depend on a variety of factors such as number of users, type of web processing initiated, customer side internet line capacity and infrastructure set-up such as use of proxies.

Note: Unit4 ERPx document storage usage is not covered by this estimate; uploading or downloading large documents from the document storage will consume bandwidth and time as normally experienced with an internet-based document upload or download.

The Unit4 ERPx solution can be accessed via:

- a supported web browser,
- Programmatic access to API/web services; or
- Mobile applications via API/web services (where applicable)

- *The ideal system will allow approvals of transactions to be given via common mobile devices, such as phones and tablets.*

Workflow approval tasks can be managed through web screens, mobile devices (phones and tablets) via a dedicated app and through our Digital Assistant.

- *We require that our data is protected and available at all times, 24/7. Discuss how our data and documents in the ERP are backed up, to where, and how easily and quickly data or files can be retrieved from a backup location if the primary location is off line. Discuss your security approach to prevent ransomware, viruses, and other malware. Discuss whether your company's systems, including all instances used by your clients, have ever been victimized by malware and what you learned from these experiences.*

Unit4 performs backups on three levels: (backups are replicated to secondary DR site)

- Database backup
- Full backups of the disk image
- File backups (only for products that use file storage)

Production Environments (PE) are subject to the Service Level agreements and backups are created to meet the SLA RTO and RPOs, and data is stored in a dedicated database. Backups of Non-Production environments (NPE) are made daily in the time zone of a geo-political zone in use. Backups of NPE are kept for fourteen calendar days, and backups of PE are kept for thirty calendar days.

Backups are performed continuously and stored on highly reliable, geo-replicated storage to ensure the process does not affect normal operations. Utilizing and making advantage of the Microsoft Azure's IaaS and PaaS layers which offer available resources, ensures system performance is not affected.

Backups are kept in a secondary data center within the same geography called a 'paired region. More details on Azure Paired Regions can be found here: https://docs.microsoft.com/en-us/azure/best-practices-availability-paired-regions

Unit4 utilizes Microsoft Azure Security Centre and Azure Defender, which is a unified infrastructure security management system that strengthens the security posture of the Azure data centers and provides advanced threat protection across our SaaS deployment. Intruder Detection and Intruder Prevention (IDS/IPS) services are in place, including Microsoft Azure DDoS defense technology, used to provide detection and mitigation techniques such as SYN cookies, rate limiting, and connection limits to help ensure that such attacks do not affect customer environments.

In addition, Unit4 ERPx use of the Azure platform is extensive. It includes the following Azure services: Cache for Redis, Cosmos, Event Grid, Front Door, Key vault, Kubernetes service, Load balancer, Log Analytics workspace, Service Bus, Service Fabric, SignalR, SQL database, SQL elastic pool, Azure Storage, Traffic Manager. The operational responsibility of ERPx and consumption of these Azure services rest lies with Unit4 Cloud Operations, and these Azure services are largely transparent to consumers of Unit4 ERPx.

Unit4 has experienced no malware incidents.

- *In accordance with Section 889 of the National Defense Authorization Act for Fiscal Year 2019, you understand and agree that if awarded a contract by EGPAF, you will not procure or use any equipment, system, or service that uses "covered telecommunications equipment or services" as a substantial or essential component of any system, or as critical technology as part of any system under the resulting contract. "Covered telecommunications equipment or services" includes telecommunications or video surveillance equipment or services (including, but not limited to, cell phones, security cameras, network switches, and routers) manufactured by or with components from these Chinese companies or their subsidiaries or affiliates: (1) Huawei Technologies Company; (2) ZTE Corporation; (3) Hytera Communications Corporation; (4) Hangzhou Hikvision Digital Technology Company; or (5) Dahua Technology Company. You further agree to insert the substance of this clause in all of your subcontracts or purchase orders funded by EGPAF.*

Unit4 utilizes MS Azure for its SaaS platform, MS Azure supports the NDAA sections 889 and 1634 on Azure services.

3.5 Your Firm and Past Performance with International NGOs or Similar Clients

Provide general information about your firm (can be written and/or a short video) so we can assess your technical and business expertise, longevity, stability, financial position, and future prospects in the marketplace.

Company Overview

Unit4 may be in the technology industry, but we're in business for people. We empower people – both our people and our clients – to positively impact the individuals they serve. We operate in people-centric sectors: non-profit, public sector, higher education and professional services. Our dedicated vertical focus on non-profits allows us to address the unique requirements and changing needs of the industry. Non-profit organizations represent our largest concentration of clients in North America and will remain a core priority of the business.

Statistics

- 3,000+ employees
- 5,000+ Unit4 clients
- 2+ million users
- In 100 countries
- 40 years in business

Unit4 Business Software North American headquarters is in Delray, Florida. Unit4 has operations in 26 countries worldwide that employ over 3,000 people, with global headquarters in Sliedrecht, the Netherlands.

Supporting Materials:

Attachment 1 Unit4 Consolidated Overview 2021

Expertise and Future Prospects:

Unit4 provides solutions for mid-market to large non-profits/NGOs, public sector companies, professional services organizations, the travel industry and higher education with scalable solutions that support operations from $100 million - $1+ billion in revenue range. The company's 40-year history of addressing and understanding the very mid-market within which it operates has earned Unit4 a reputation for solution prowess and service excellence. Unit4 ERPx is a role-based, Web Services, SaaS and Services-Oriented Architecture (SOA) enabled solution delivered on the Microsoft Azure Cloud platform. The Unit4 solution suite offers cutting-edge and fully integrated Financial Management, Human Resources and Payroll, Procurement Management, Project Cost and Billing, Reporting and Analytics, Field Service Management, Asset Maintenance and Business Process Automation solutions.

Non-profit is a strategic vertical for Unit4, and we believe that this differentiates us from all other vendors. We serve many non-profit agencies worldwide and have developed a thorough understanding of these organizations' key business drivers. It is very important to us that our solutions stay in line with the needs of the sector. To this end, Unit4 has established a Center of Excellence for each of our core verticals, including non-profit. The Center of Excellence engages with organizations like yours to keep dialogue ongoing on what the sector needs to maximize program impact, transparency and efficient operations. All working together to ensure that available funds are leveraged optimally to create measurable impact and make the appropriate business planning decisions for the organization's longevity for decades to come.

Industry Expertise

Non-profits should choose a system provided by a vendor that focuses on their industry, where deep industry knowledge is embedded in its solution's capabilities.

Though our deep partnerships with NetHope and Humentum, Unit4 has its finger on the pulse and the opportunity to act on the ever-changing needs and requirements facing the modern non-profit.

For example, Unit4 recently joined the partner steering group in support of the non-profit Common Data Model (CDM). This CDM has been defined in collaboration between Microsoft, the non-profit sector and NetHope members. It is a standardized definition of a data model, including all objects and attributes for the sector that is the first built specifically with and for the non-profit sector.

With the wide variety of software solutions necessary in any non-profit organization, interoperability is one of the most crucial aspects of system architecture. With the CDM, interoperability will be highly improved since all partner solutions comply with the same data model. This unprecedented step for the sector encourages interoperability across platforms and helps non-profits share data and work seamlessly across solutions. It also reduces costs because implementations and integrations are more easily completed.

Unit4 is proud to have adopted the Common Data Model (CDM) for non-profit organizations. And to be included in and amongst the world's leading non-profits, institutional donors and private foundations, including the International Rescue Committee (IRC), Oxfam, SOS Children's Villages, Ballmer Group, the Bill and Melinda Gates Foundation and the International Aid Transparency Initiative (IATI).

Recognition:

At Unit4, our focus is on delivering the unrivaled software products and expert services that will support our customers and enable their success – no matter how much or how often their business needs change. We believe that the best measure of our success is our customers' satisfaction with us and our ability to meet their current and future needs. Having said that, we are always delighted when fellow professionals, analysts, commentators and the media recognize those achievements too. A selection of the awards we have received in recent years is available on the following link: Unit4 Awards.

Analyst Coverage Highlights

- **Constellation Research**: Unit4 named in 2 of Constellation Research's ShortLists for 2021
- **Gartner**: Unit4 Recognized by Leading Industry Analysts for its Enterprise Software Applications and Customer Centricity
- **IDC**: Unit4 named a Major Player in EDC MarketScape Report
- **BPM**: BPM Partners give Unit4 FP&A an "Excellent" 4.5 rating in their 2021 Pulse Survey
- **Ventana**: Unit4 Democratizes Agile, Data-Driven Decision-Making
- **Nucleus Research**: Unit4 Named as a Facilitator by Nucleus Research in the CPM Value Matrix 2021
- **Software Reviews**: Enterprise Resource Planning Data Quadrant

Supporting Materials:

- Unit4 Analysts and Influencers Coverage Summary (Attachment 4 - ERPx Analyst and Media Highlights)

Stability and Financial Position

Unit4 has been in business since 1980 and has seen tremendous growth and success. Unit4 has remained stable, focusing on our clients and bringing a clear vision with solid product offerings to the market. By selecting Unit4 solutions, clients choose time-tested, stable products that will serve current needs and prepare them to respond to future challenges brought about by internal and external change drivers.

Supporting Materials:

- Attachment 2 - Unit4 Group Financial Statements 2019
- Attachment 3 - Unit4 Group Financial Statements 2020

Provide references for at least three (3) clients for whom you have provided similar services, preferably including international NGOs. For each reference, include a contact name, title, phone number, and email address at a minimum.

To respect the time and confidentiality of our clients, it is our policy not to publish contact information as part of the response to this RFP. However, we would be happy to arrange a call with the following organizations at your request. In addition to the references listed below, further public references and case studies are available on the Unit4 website.

"With Unit4, we can break free from our legacy in-country systems, standardize our operations worldwide, and scale service delivery. This product is focused on the not-for-profit sector and has the functionality we require, and it continues to evolve with our growing needs."

Reference 1:	
Client legal name (and DBA if applicable)	Medical Teams International
Primary client contact, title, phone number and email address	Stephe Dean, IT Director Due to Client privacy and confidentiality, please reach out to your Account Executive, Elizabeth Ferrara, to assist in coordination at +1 (843) 642 1684 and/or elizabeth.ferrara@unit4.com.
Client description, including relevant industry/sector information	Delivering Life-saving Medical Care to People in Crisis People in crisis are dying from preventable causes. Our staff and volunteers are working to change that by bringing basic but life-saving medical care. Going where we're needed most, we ease the suffering of those devastated by crises. We mobilize staff and volunteers quickly – entering places of turmoil, disease and natural disaster – to save lives and leave communities healthier.
Description of products and services provided	Unit4 ERP7 Shared Cloud. Financials, Procurement, Planning, HR/Payroll
Length of relationship	Four years

"Working with Unit4...has helped us to realize efficiencies that help us to save money, and that's so important for a non-profit organization because all of the money we save with overhead costs can be applies then to our project and our mission."

Reference 2:	
Client legal name (and DBA if applicable)	Heifer International
Primary client contact, title, phone number and email address	Marcia Rasmussen, Chief Financial Officer Due to Client privacy and confidentiality, please reach out to your Account Executive, Elizabeth Ferrara, to assist in coordination at +1 (843) 642 1684 and/or elizabeth.ferrara@unit4.com.

Client description, including relevant industry/sector information	Heifer International is a global non-profit working to eradicate poverty and hunger through sustainable, values-based holistic community development.
Description of products and services provided	Unit4 ERP
Length of relationship	Ten years

Reference 3:	
Client legal name (and DBA if applicable)	MGIC Maryland Global Initiatives Corporation
Primary client contact, title, phone number and email address	Jen Flynn, Executive Director Due to Client privacy and confidentiality, please reach out to your Account Executive, Elizabeth Ferrara, to assist in coordination at +1 (843) 642 1684 and/or elizabeth.ferrara@unit4.com.
Client description, including relevant industry/sector information	MGIC is a non-profit affiliate of UMB with a mission to administratively support the international operations of UMB principal investigators. Our purpose is to provide the administrative infrastructure for sizable and sustained operations outside of the United States. Currently, MGIC operates in Kenya, Nigeria, Rwanda, Tanzania and Zambia, with registration application in process in Haiti. These operations support the research and clinical programs of the School of Medicine's Institute of Human Virology with a focus on AIDS and Malaria.
Description of products and services provided	Unit4 ERP-v7.8 Financials, HR (Planning to implement FP&A in 2022)
Length of relationship	Two years

3.6 Project Management Approach, Timeline & Training Approach

Describe your staffing and approach to partnering with us on ERP implementation – describe the phases of the process and whether you offer this as a direct service or whether we have to retain a third party to assist us in product implementation.

Refer to the Uni4 Professional Services Implementation Response for more information on staffing and the Unit4 approach to implementation.

Include brief biographies of key personnel who would work with us on this project. If included as a direct service, please describe your project management approach and the expected role

of EGPAF during implementation.
Refer to the Uni4 Professional Services Implementation Response

Note typical timeframes for ERP set up, customization, data loading, testing, and training.

3.6.1 Section 8. Initial and Ongoing Training, Support, Tools & Resources.

Address the training questions in Section 8.

- *Describe how you will work with us during the initial set up and testing phase, and thereafter, including support for version upgrades that you deploy to all clients.*

Refer to the Uni4 Professional Services Implementation Response for the processes followed during the project life.

Post Go-Live: Upgrades/updates are applied 4 times per year. The schedule is posted on the Community4u.com customer portal. Notifications are sent to customers in advance with the content of the planned upgrade. Customers have 3 environments, Development, Acceptance and Production. The upgrade is loaded into each environment in this sequence at 7-day intervals allowing customers to prepare and execute any validation tests they may want to perform. Any issues are reported through the Community4u.com ticketing portal.

Customers usually recycle and tune the same test scripts that were created for the implementation project.

- *What training resources do you provide? Documentation? Video instruction?*

Refer to the Uni4 Professional Services Implementation Response

- *Do you have a live help desk; if so, what are the hours of operation?*

24/7 ticketing through the Community4u.com portal.

- *What is the typical waiting time for customer assistance?*

Based on the www.unit4.com/terms. Severity based.

- *Do you have a user community forum online?*

Yes, Our Unit4 Community4U.com user portal contains a collection of information resources to help you along. This includes but is not limited to, webinars, discussion boards, regional and industry user groups, recorded demos and training. Our Professional Services team can also personalize a training program that is specifically designed for your needs

3.7 Other Requirements

9. Warranty & liability. Provide a copy of your warranty and liability coverage, including all client benefits and any limitations.

For warranty and liability coverage, please refer to Sections 9 through 11 of the Master Agreement

Unit4 General Terms of Business (Dynamic) v.2.1 April 2021 (EN - US)

See below:

9. ***WARRANTIES AND DISCLAIMER***

9.1. General Warranties

Each Party warrants that:

9.1.1. it has full capacity and authority and all necessary consents to enter into and to perform the Agreement;

9.1.2. that the Agreement is executed by a duly authorized representative of each Party; and

9.1.3. it has validly entered into this Agreement and has the legal power to do.

9.2. Product Functional Warranty

Unit4 warrants that the Unit4 Product shall perform materially in accordance with the Unit4 Documentation and the Specification on delivery or first access (as applicable).

The Customer acknowledges that the Unit4 Product is standard software and not a bespoke or custom program prepared to meet the Customer's individual requirements (even if Unit4 is aware of such requirements). It is therefore the responsibility of the Customer to ensure that the facilities and functions described in the Unit4 Documentation, Specification and by Unit4 in the Order Form meet its requirements. Unit4 and its software partners (as appropriate) are not liable for any failure of the Unit4 Product to provide any facility or function not specified in the relevant Unit4 Documentation, Specification or by Unit4 in the Order Form.

Unit4 accepts no liability for any failure of the Unit4 Product to provide any facility or function as a result of:

9.2.1. a modification to the Unit4 Product code (or Customization) which has not been carried out by Unit4 or its approved software partners or any action which is expressly excluded in the Unit4 Documentation (and any approval will be at the cost and expense of the Customer);

9.2.3. any combination of the Unit4 Product with any software or materials not supplied or approved by Unit4 or its approved software partners; or

9.2.4. use of the Unit4 Product in a manner for which it was not intended or other than as permitted under the Agreement.

Unit4 does not warrant, and Customer acknowledges, that the operation of the Unit4 Product is or will be uninterrupted or error free.

In the event of the Unit4 Product failing to perform in accordance with any of the above warranties, Unit4 has no liability or obligation other than to remedy such failure by the provision of Unit4 Customer Support. It is acknowledged by the Customer that the remedies expressed in the Agreement set out the whole extent of Unit4's liability and obligations in respect of any breach of any warranty.

9.3. Services Warranty

Unit4 warrants that the Unit4 Services shall:

9.3.1. be of a good professional standard;

9.3.2. conform to Good Industry Practice; and

9.3.3. be provided with reasonable care and skill.

In relation to the Professional Services, the foregoing warranty is subject to Customer notifying Unit4 promptly, and in any event within thirty (30) calendar days of the date of *performance of the alleged nonconforming Professional Services, and providing all information and assistance reasonably requested by Unit4 in connection therewith. Upon receiving such timely notice, as Unit4's entire obligation and Customer's sole and exclusive remedy, Unit4 shall use commercially reasonable efforts to re-perform or otherwise remedy the nonconformity at no additional charge to Customer.*

Further, Unit4 accepts no liability for any failure of the Unit4 Services to provide any facility or function as a result of:

9.3.4. a modification to the Unit4 Product code (or Customization) which has not been carried out by Unit4 or its approved software partners or any action which is expressly excluded in the Unit4 Documentation (and any approval will be at the cost and expense of the Customer);

9.3.6. any combination of the Unit4 Product with any software or materials not supplied or approved by Unit4 or its approved software partners;

9.3.7. use of the Unit4 Product in a manner for which it was not intended or other than as permitted under the Agreement; or

9.3.8. incorrect instructions or information from the Customer or the Customer's failure to provide information or documentation.

9.4. Disclaimer

Except as expressly provided in the agreement, neither party makes any warranties of any kind, whether express, implied, statutory or otherwise, and each party specifically disclaims all implied warranties, including any warranties of merchantability or fitness for a particular purpose, to the maximum extent permitted by applicable law.

9.5. Customer Responsibility for its Affiliates and Users

The Customer shall ensure the compliance with the terms of this Agreement (including Use of the relevant Unit4 Product and Unit4 Services) of any person permitted access to the applicable Unit4 Product. Customer accepts responsibility and liability for (i) the acts and/or omissions of such persons in relation to any breaches by the Customer of the Agreement; or (ii) direct breach of any obligations under the Agreement by such persons.

10. *MUTUAL INDEMNIFICATION*

10.1. Indemnification by Unit4

Unit4 shall defend the Customer, at Unit4's expense, against any claims, demands, suits or proceedings ("Claims") made or brought against the Customer by a third party alleging that the use of any Unit4 Product directly infringes any IPR of a third party or misappropriates such third party's trade secrets. Further, Unit4 shall indemnify and hold the Customer harmless against all costs (including reasonable attorneys' fees) finally awarded against the Customer by a court of competent jurisdiction or an arbitrator, or agreed to in a written settlement agreement signed by Unit4, in connection with such Claims.

Promptly upon receiving notice of a Claim, the Customer shall: (a) give Unit4 prompt written notice of the Claim; (b) give Unit4 sole control of the defense and settlement of the Claim (provided that Unit4 may not settle or defend any claim unless it unconditionally releases the Customer of all liability); and (c) provide to Unit4, at Unit4's cost, all reasonable assistance in the defense or settlement of such Claim. Unit4's indemnification obligation will be offset or reduced to the extent its ability to defend or settle a claim is jeopardized by the Customer's failure to comply with the preceding sentence.

Unit4 shall have no indemnification obligation for: (i)infringement claims arising from the combination of any Unit4 Product with any of the Customer's products, services, hardware, data or business processes or use of Unit4 Product by the Customer other than in accordance with the Agreement; and (ii) for any amendment or modification to the Unit4 Product (including any Customizations) not carried out by Unit4 or one of its approved software partners.

If the Unit4 Product is held or likely to be held infringing, Unit4 has the option, at its expense to (i) replace or modify the Unit4 Product as appropriate, (ii) obtain a license for the Customer to continue using the Unit4 Product, (iii) replace the Unit4 Product with a functionally equivalent service; or (iv) terminate the applicable Unit4 Product and refund any prepaid fees applicable to the unusable portion of the applicable Unit4 Product following the effective date of termination.

10.2. Indemnification by the Customer

The Customer shall indemnify, defend and hold Unit4 harmless from and against any and all claims, demands, suits, damages, liabilities, costs and expenses (including reasonable attorneys' fees and court costs) arising out of or resulting in whole or in part from:

10.2.1. the Customer's, its Affiliates' or their Users' use of the Unit4 Product and/or Services in breach of the terms of the Agreement or for any unlawful purpose;

10.2.2. breach of any of Unit4's IPRs;

10.2.3. the responsibilities of the Customer (under Applicable Law or the Agreement) in relation to the input, processing, intended or unintended release and/or storage of Customer Data by the Customer, or any claims (whether or not bona fide) by Customer's ultimate end users, their legal representatives or other third parties in connection therewith.

10.3. Exclusive Remedy

This "Mutual Indemnification" section states the indemnifying Party's sole liability to, and the indemnified Party's exclusive remedy against, the other Party for any type of claim described in clauses 10.1 and 10.2 respectively.

11. ***LIMITATION OF LIABILITY***

11.1. Non-excluded Liability

Nothing in this Agreement, particularly in this clause 11, limits or excludes either Party's liability:

11.1.1. for fraud and fraudulent misrepresentation;

11.1.2. for death or personal injury attributable to negligence;

11.1.3. to the extent that such limitation or exclusion is not permitted by Applicable Law;

11.1.4. for payment of undisputed and properly due fees; and

11.1.5. for the Parties respective liabilities under clause 10 of these General Terms of Business and the mutual indemnity under paragraph 10 of the Data Processing Terms (if applicable).

11.2. Exclusion of Indirect, consequential and other Damages

SUBJECT TO CLAUSE 11.1, NEITHER PARTY IS LIABLE TO THE OTHER PARTY FOR ANY: INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE; COVER OR PUNITIVE DAMAGES; DAMAGE TO GOODWILL; LOSS OR SPOILING OF

DATA; AND/OR LOSS OF CONTRACTS, HOWEVER CAUSED, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER FORM OF LIABILITY, AND WHETHER OR NOT THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SUBJECT TO CLAUSE 11.1, UNIT4 IS NOT LIABLE TO THE CUSTOMER FOR ANY LOST PROFITS OR REVENUES OF THE CUSTOMER HOWEVER CAUSED, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER FORM OF LIABILITY, AND WHETHER OR NOT THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

11.3. Limitation of Liability

SUBJECT TO AND SAVE AS SET OUT IN CLAUSES 11.1 AND 11.2 (ABOVE), THE TOTAL AGGREGATE LIABILITY OF UNIT4 UNDER THE AGREEMENT, WHETHER IN CONTRACT OR TORT OR UNDER ANY OTHER FORM OF LIABILITY, IS LIMITED TO (I) THE AMOUNT PAID BY CUSTOMER HEREUNDER IN THE TWELVE MONTHS IMMEDIATELY PRECEDING THE EVENTS GIVING RISE TO THE LIABILITY OR (II) OR €500,000 (AS MAY BE CONVERTED INTO A LOCAL CURRENCY AT THE TIME OF THE EVENT GIVING RISE TO THE LIABILITY), WHICHEVER IS THE LOWER.