

# **Enterprise Resource Planning, Customer Relationship Management, Human Resources and Payroll Solution**

Call for expression of Interest

# Contents

<b>1</b>	<b><i>Introduction</i></b>	<b>2</b>
1.1.	Requirements summary	2
1.2.	Scope of Services	3
1.3.	Request for Proposal Process	3
<b>2</b>	<b><i>General information</i></b>	<b>4</b>
2.1	About your organization	4
<b>3</b>	<b><i>Terms and Conditions</i></b>	<b>5</b>
3.1	Preliminary	5
3.2	Copyright	5
3.3	Data Protection	5
3.4	Confidentiality	5
3.5	Warranties	5
3.6	Applicable Law & Jurisdiction	6

# 1 Introduction

This document is released on behalf of a mid-sized organization in the consumer products and retail industry (henceforth referred to as “the Client”), operating primarily in Malta, but also servicing other jurisdictions. Details will be shared upon the signing of a Non-Disclosure Agreement between the Client and the vendor.

*The Client does not commit to inviting and disclosing detailed information to all respondents of this document.*

The purpose of this document is to gain an understanding of the capabilities of vendors and vendor provided solutions in the area of Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Human Resources (HR) and Payroll, as part of the Client’s Digital Transformation Programme.

## 1.1. Requirements summary

A. Some of the key functionalities and capabilities that the Client expects in a package are:

1. Fully fledged product portfolio management capabilities with part list functionality and barcode support for identification
2. CRM module with contact management, interaction tracking, lead management, quotes/proposal management, email integration, document management, marketing planning and execution and workflow functionality
3. Field service operations management capabilities with on-site mobile data access and input features
4. Purchasing module with external integrations and workflow capabilities
5. Process agnostic automated and user-assisted workflow capabilities
6. Finance solution with advanced planning, budgeting and reporting capabilities for GL Accounting, Accounts Payable, Accounts Receivable, Fixed Assets, Inventory and Bank & Payments processes
7. Logistics, inventory and stock management capabilities
8. Project management solution with task, resource and budget management capabilities
9. IT inventory and asset management solution
10. Fully fledged HR solution with advanced planning, reporting and visualization capabilities
11. Provide payroll functionality with pay management, payslip generation with both physical and digital distribution, time reporting, benefit administration, tax processing and transaction validation functionality in accordance with Maltese law.
12. Business Intelligence and Reporting capabilities

B. In addition, the Client also considers the following principles and considerations to be highly important:

1. Single Source of Truth (SSOT)
2. Minimal manual data input requirements and high degree of process automation
3. Delivery by way of Software as a Service (SaaS) model

4. Homogenous application landscape with low level of complexity
5. Full integration capabilities
6. Modern architecture and up-to-date underlying technologies
7. High security standards, availability and maintainability
8. Proven track record of similar solution deliveries
9. Advanced visualization capabilities across all functions and modules

While the Client does not expect a package to have the ability to provide all the functionalities off-the-shelf, or as part of one singular solution, we wish to identify the set of packages that may cater to most of these requirements.

The overall architectural vision for the Client is to minimize the number of underlying applications and technologies to be able to provide the tools necessary to the organization for their day-to-day operations.

## **1.2. Scope of Services**

- The vendor will be required to execute a Business Analysis, Requirements Engineering and Process Design phase to guide the Client in the adoption of the solution and ensure that the capabilities offered are adopted.
- The vendor will be responsible for the deployment, configuration and customization of the proposed solution to the specific requirements of the Client.
- The vendor will need to facilitate data migration, training and change management to enable the implementation and productive deployment of the proposed solution within the agreed timeframes.
- The vendor will be required to provide support and maintenance services of the deployed solution in accordance with the pre-agreed terms and Service Level Agreement.

## **1.3. Request for Proposal Process**

Parties interested in submitting a proposal in the context of this document will be provided the details of an RFP document upon signing a Non-Disclosure Agreement.

The Client will utilize the responses to the RFP document that will be presented upon selection, direct discussions and demonstrations to identify the solution(s) that would be suitable for implementation in the Client's environment.

The information disclosed in bidders' responses to the document will be used to select those bidders who will be invited to participate in demonstrations and respond to use-cases/scenarios. If a bidder fails, in the Client's view, to provide the required information or comply with the defined timescale, then the Client reserves the right to disqualify the bidder from engaging further in the procurement process.

## 2 General information

### 2.1 About your organization

Provide information about your organization, answering the questions set out below. Provide other information that you believe important.

#### ***Company name***

#### ***Company address and details***

#### ***Product and Services Portfolio***

#### ***Number of staff***

How many staff does your organization employ? Nominate the key members of the team that the vendor intends assigning to manage service provision.

#### ***Your contact person***

Nominate a contact person with whom we can discuss matters related to your response.

#### ***Other information***

Provide any other information about your organization that you consider relevant to your offer.

<b>Information required</b>	<b>Vendor's reference</b>
Company name	
Company address and details	
Product and Services Portfolio	
Number of staff	
Vendor's contact person	
Other information	

## **3 Terms and Conditions**

### **3.1 Preliminary**

An expression of interest submitted pursuant to this Expression of Interest document (this “EOI”) must be submitted in accordance with the rules set out in this EOI. Shortlisted vendors may be requested to submit detailed proposals to be drawn in accordance with the rules set out in any additional document the Client may provide.

Please note that the purpose of this EOI is for the Client to draw up a list of vendors who have expressed their interest and to shortlist vendors that may be called on to submit a detailed request for proposal. Nothing in this EOI and interest expressed as a result of this EOI shall be construed as creating any obligations (of whatever kind or nature) by one party towards another. The Client reserves the right to accept or reject, at its sole discretion, any information submitted by a vendor pursuant to this EOI.

### **3.2 Copyright**

This EOI represents the original proprietary material of the Client and may not be distributed, reproduced, altered or revised in any matter or form unless prior, express, written permission has been obtained from the Client through its chosen representatives. By submitting an expression of interest, and to the extent that any information provided was not already proprietary to you prior to submitting an expression of interest, you assign and transfer unto the Client any and all intellectual property rights over all responses submitted by the vendors.

### **3.3 Data Protection**

In the event of any transfer of personal data to the Client, you must, before disclosing such personal data, obtain written authorisation from the data subjects concerned. The Client shall not be held liable (and to this end, vendors will fully indemnify) against any action taken by the Client by any data subject who feels that his data protection rights have been infringed.

If processing your expression of interest involves the recording and processing of personal data, such data will be processed pursuant to the Data Protection Act (Chapter 586 of the Laws of Malta). Unless indicated otherwise, your expression of interest and any personal data accompanying it are required for the purposes indicated above in Section 3.1 of this EOI and will be processed solely for those purposes.

### **3.4 Confidentiality**

Persons in receipt of this EOI are to treat this EOI and anything related to it with full and utmost confidentiality. Under no circumstances, potential or actual, shall persons in receipt of this EOI disclose to third-parties that they have been invited to submit an expression of interest, are submitting an expression of interest or have submitted an expression of interest, unless otherwise authorised by the Client or its representatives, or unless disclosure is compelled by law.

### **3.5 Warranties**

You warrant, represent and undertake that in the event that you submit an expression of interest, you shall have full power, capacity, authority and right to submit and deliver an expression of interest on your own behalf or on behalf of the organisation you represent. You further warrant and represent that the organisation you represent is duly organised under the laws of the jurisdiction of its incorporation.

### **3.6 Applicable Law & Jurisdiction**

By submitting expressions of interest, vendors accept that this EOI (including any response submitted pursuant thereto) shall be regulated by Maltese law. Any dispute, controversy or claim arising out of or relating to this EOI shall be settled by arbitration in accordance with Part IV (Domestic Arbitration) of the Malta Arbitration Act, 1996 and the Rules of the Malta Arbitration Centre as at present in force. The number of arbitrators shall be one (1) and the place of arbitration shall be Malta. The language to be used in the proceedings shall be English and the applicable law shall be Maltese law.