**Tender Specification**. IT ERP interface – Software design and successful installation

**Date: 31/1/20**



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**1. INVITATION TO TENDER**

The Contracting Authority for the purpose of this Invitation to Tender Durham Filtration Ltd.

Their address is:

Kings Court Industrial Park,

Blackett St,

Jarrow

NE32 3QS

**2. BACKGROUND**

Durham Filtration was founded in 1977 to service local industrial needs. During the North Sea oil industry boom of the 1980s, the company expanded its product range and geographic reach, becoming one of the key players for single-source filtration supply contracts.

Following that expansion, the company diversified with expertise in in food, pharmaceutical and automotive filtration UK-wide. Durham Filtration remains the stalwart independent voice in the industry, advocating for better, cleaner and smarter filtration for our customers.

The company is now in the process of a market led transition. Its innovative growth strategy has leveraged the current business capabilities in terms of the physical and software assets along with both human capital and intellectual knowledge.

The transformation requires bespoke IT support including a new cloud-based ERP system with a bespoke Durham filtration interface for Accounting, Reporting, Technical Reporting, Commercial Modelling, Profitability Modelling with production and logistics dashboard interface. Such a significant change in IT demand also requires a network rewire and investment in correct specification IT hardware.

A successful bid will encompass a bespoke IT system which has the ability to impact the business in the following ways:

* Allowing each department within the business to share information seamlessly
* Which in turn allows increased visibility in a timely fashion which
* Allows the business to make more informed decisions as opposed to taking decisions based on instinct
* This will reduce our internal costs and significantly reduce wastage
* Improving our margins and minimising risk.

**3. SPECIFICATION OF REQUIREMENTS**

**3.1 Services/Work/Equipment to be provided:**

Durham Filtration Ltd is looking to purchase a bespoke software interface for the company’s IT system to create a solid and functional Enterprise Resource Planning tool, that can be integrated into the ISO system requirements of its current and prospective customers.

The system must provide functionality which will ultimately permit the business to replace the multiple disparate systems which are presently being used throughout the business.

For clarity, the system must satisfactorily add value to the business by:-

* Ensuring that data stored is complete. The system must have the capability to highlight incomplete records and ensure that mandatory minimum information is collected.
* Being configurable to ensure that the system will meet the businesses data and process requirements as the business evolves and develops.
* Providing a consistent user interface to ensure that information is collected and reported in a consistent manner across all revenue streams.
* Having a clear reporting method which presents key performance information and detailed reports in a simple, clear, easily accessible format, allowing the business to make informed decisions in a timely and assured manner backed by reliable data.
* Providing a platform to manage the commercial, financial and operations functions within the business, to the defined functional requirements with efficiencies through automation and integration being essential.

The functional requirements of such a system are outlined below:

**Accounts & Contacts**

* Capture detailed contact information relevant to the contact type
* Classify types of contact (e.g. Supplier, BDM, Purchaser, etc.)
* Permit relationships between contacts

**Security**

* Define multiple system wide roles with appropriate permissions for access to various areas of the system
* Enable users to be assigned Roles
* Active directory integration for single sign on preferable.

**Auditing**

* Detailed audit trails of information changed throughout the system, particularly with information related to finance.

**User Interface**

* An intuitive, simple to use interface is essential.
* Logical organisation of information on screens.

**Forms**

* Custom forms functionality to ensure that the key information relevant to Durham Filtration can be captured.
* A forms editor would be advantageous to permit in house changes to be made as the business evolves.

**KPI Dashboard**

* Each user of the system should have a single dashboard view displaying the KPI metrics which are related to their role e.g. Sales, Service, Marketing, Finance, Exec.
* Users should be able to self-serve KPI’s as their role develops.

**Reporting**

* The system should have a comprehensive tool to permit business reports to be produced with any information captured from within the system.
* A series of pre-built reports should be easily accessible.
* Reports and report data should comply with the security roles established to only permit access to data for privileged users.
* Data should be exportable to common reporting tools i.e. SQL Reporting Services, Microsoft Excel, etc.
* It should be possible to schedule reports and distribute them by email.

**Accessibility**

* The system should be easily accessible from any PC across the business, ideally without the requirement to install and maintain a client.
* Mobile or tablet friendly user interfaces are required as the application will be used in various environments where a desk based PC may not be practical.

**Workflow Engine**

* A workflow engine should be available to automate common processes and ensure that common practices are adhered to.

**Alerts & Notifications**

* Alerts and notifications should be triggered from any part of the system to prompt users’ actions.

**Documents**

* It should be possible to scan or upload documents directly into the system
* Documents should be tagged or categorised to assist in future retrieval
* Documents should be related to modules within the system e.g. Purchase Orders should be accessible from within their related records.

**Communications**

* CRM type functionality to record communications against Contacts within the system.
* Trigger e-mail and document communications from within the system and relate these to appropriate contact records.
* Record communications against multiple parties (Contacts) for cross referencing purposes.
* Communications should be categorised e.g. Sales, Marketing, etc.

**Integrations**

* Integrations with multiple systems should be possible should functionality not be possible within the core systems.
* Capability for the website Contact Form to Auto Populate CRM System.

**Activity Tracking**

* To ensure true Job Costing and Account profitability to be measured, it is important that all user activities can be captured and assigned as COGS against customer accounts.

**Implementation Requirements**

**Data Migration**

Data from the legacy systems will be imported into the new systems either as a managed service or via an import definition to be provided by the vendor.

**Training**

Training for all users will be required to ensure successful deployment of the new systems.

**Maintenance**

For on-premise deployed hardware, the outsourced IT department will maintain the platform from which the application will run; vendor support will be required for the application functionality. For cloud deployed or Software-as-a-service it is anticipated that maintenance will be performed by the vendor.

**Network Topology**

Durham Filtration operates a single site network with users located at the single site office. Some users will require remote working capability. It is anticipated that the unified system will run from the central server environment or from a cloud hosted environment and as such it must operate successfully over slow WAN connections for remote users.

**3.2 Timescales**

**Extended Deadline Timescales**

Tender placed on website – 12.00 noon 3rd February 2020

Tender deadline – 12.00 noon 26th February 2020

Review bids – 28th February 2020

Appoint preferred supplier/Place order – 6th March 2020

Equipment Delivered

Installation Complete – 15th March 2020

**4. PROJECT TEAM**

Dr Jane Howarth and Dr Ben Dannatt have been designated as the project team. Please use the email address of: jane.howarth@durhamfiltration.co.uk for all correspondence.

**5. QUALITY ASSURANCE**

Durham Filtration would like to invite tenders from companies that have knowledge and experience of supply of ERP bespoke software to support quality assurance appertaining to ISO 14002 and ISO 9002.

**6. TENDER SUBMISSIONS**

Tenders will be evaluated against the award criteria as set out within Section 7 and tenderers should specifically demonstrate within their tender proposal the following assurance that they have:-

* Capability to meet the contract requirements;
* Quality and experience of the individual(s) delivering the contract; including evidence of a proven track record
* Value for money and added value proposal to meet the needs of the tender

**7. AWARD CRITERIA**

The contract will be awarded to the most economically advantageous tender evaluated against the following criteria.

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| --- | --- |
| **Criteria**  | **Weighting %** |
| Capability, Track Record, Timescale and Delivery | 60 |
| Quality of product to meet the needs of the business | 20 |
| Pricing of the tender | 20 |

**8. QUERIES**

To ensure a fair and transparent tender process no approach of any kind in connection with this tender should be made to any other person within or associated with Durham Filtration. Failure to comply may result in disqualification from the process.

**9. TENDER RETURN**

Dr Ben Dannatt

Submissions can also be made by email to: ben.dannatt@durhamfiltration.co.uk

**The extended closing date for all tenders is 17:00 on 28/02/2020.**

*This project is supported by the European Regional Development Fund as part of the European Structural and Investment Funds Growth Programme 2014-2020.*