

INVITATION TO TENDER

Procurement of ERP/CRM System – Eden Repair Centre Ltd

Tender Reference: ERC/CRM/2024-001

Summary:

This tender process is seeking proposals for the implementation of a suitable CRM/ERP solution.

The project is to deliver one centralised system to cover all aspects of our business processes including Sales, Purchasing, Stock Control, Customer-facing Ticketing System, Project Management and similar.

The aim of the project is to increase productivity across the business, centralise all current databases & spreadsheets, improve communication with customers and provide accurate reporting for management, all leading to continued growth of the business.

Overview:

Eden Repair Centre are a leading B2B service provider for the repair, refurbishment and recycling of IT & Telecommunications goods, such as Smartphones, Tablets, Laptops, PCs, Network equipment, Servers and other electronic devices.

In order to continue our growth plans, the business has prioritised the need for one central management system which will lead to an increase in staff members, turnover and productivity.

The anticipated start-date for the project is Summer 2024, with a completion deadline before the end of 2024.

The Project:

Eden Repair Centre require one centralised CRM/ERP system to provide a full digital transformation across the organisation. The main benefits will include:

- ✓ Supporting the company growth plans
- ✓ Improving communication across all departments
- ✓ Improve workflows
- ✓ Increase customer service levels
- ✓ Provide accurate Management Reports to improve business decisions
- ✓ Increase sales via marketing to new & existing customers
- ✓ Management of team workloads / increased productivity

The system will predominantly be used as an internal tool for staff, but there will be a customer-facing portal and ticketing system requirement.

Requirement Specification:

The winning supplier will be required to deliver the following requirements as standard:

- Standard CRM system for customer data & Marketing purposes
- Order Processing functions to cover general sales, Mobile Contracts, Hosted Telephony, Connectivity, Repair Services
- WEEE Asset Management / Stock Control (Goods in & Out)
- Support Desk / Ticketing System for Mobile, IT & Comms support queries
- Ticketing System for Repair Processes
- Integration with Xero Accountancy Software
- Integration with third-party billing platform (Inform Billing)
- KPI Reporting

We will require the tender quotations to cover all implementation and configuration costs to meet the full list of requirements, which should include 16 User Licenses.

Tender Response:

A proposal for undertaking the work should include:

- A good understanding of our requirements and vision for the project
- A project plan with detailed timescales for delivery of each requirement and/or the full scope of works
- Confirmation that the requirements in the specification can be met.
- An outline of how the requirements in the specification will be met, including any similar examples of completing the same/similar requests.
- A system demonstration. This can be in person or remote.
- A fixed cost for three-year licensing and costs for the project delivery, plus chargeable rates for any additional work required throughout the initial three-year agreement.
- Potential ongoing support costs and requirements following implementation.

Evaluation Criteria:

Proposals will be evaluated based on the criteria in the Tender Comparison Matrix which is available to download online OR can be emailed upon request.

Key criteria includes:

- ❖ Price
- ❖ Level and Type of support offered during project.
- ❖ Ongoing Support & Training options for staff members
- ❖ Proven level of competency and system knowledge
- ❖ Availability and ability to deliver to required timescales
- ❖ Ability to fulfil all requirements
- ❖ Experience delivering similar requirements to other organisations
- ❖ Quality of product demonstration in relation to outlined requirements

Submission details & Procurement Process:

Proposal submission deadline: Friday 28th June 2024

Clarification meetings (if required): Before 14th July 2024

Notification of procurement decision: Before end of July 2024

Proposals should be sent to andy@edenrepaircentre.co.uk in PDF format by 5pm on or before the submission deadline date.