

## Section 3 Evaluation and Qualification Criteria

### **Mandatory**

The proposal must address the approach for installation, configuration and implementation with the measure of successful outcomes being the integration of all enterprise level administrative processes including; Finance reform and financials, procurement, warehouse management, Human resource management.

#### **A. ERP Expertise/Experience:**

- Proven experience in Finance reform and ERP implementation
- ERP Implementations in the past five years with three customer references in the format attached
- Centres of Excellence, and alignment with similar size industry
- If the firm has any project implementation experience with EPSE, the firm must attached scope of the work and project accomplished certified letter.

#### **B. Viability:**

- Financial Outlook/Relative Size (e.g. business earnings, revenue and growth)
- Organization and Resources (commitment and focus on particular segment, vertical and horizontal service lines)
- Presence in Continent
- Revenue from ERP Practice Vs. as a percent of total company's Revenue in the past two years
- Quality Standard certifications such as CMM, ITIL etc.,

#### **C. Ability to Execute:**

- Partnering—proven experience in partnering and alliance building
- Support/Account Management—account and project management showing constancy and consistency
- Knowledgeable / skilled resources in various Technologies and implementations
- Successful Past Performance in like or similar projects

#### **D. Content and Quality of the vendor's Proposal:**

- Responsiveness to the requirements and philosophy of this RFP, including the degree to which the proposal completely provides the requested information in the specified format
- The vendor's plan to provide continuous, measurable, and improving services

- Appropriateness and completeness of the vendor’s proposed solution
- Options outlined by the vendor for possible conflict resolutions
- Commitment to quality and proposed service measures

**Qualification Criteria**

To qualify the award of the Contact, Bidders shall meet the following minimum qualifying criteria:

**The numbers of points to be given under each of the evaluation criteria are:**

**a) Physical Observation of the firm office condition (5%)**

**b) Specific experience of the firm related to the assignment (25%)**

Firms experience in related services in the last five years includes but not limited to:

- Related service which shall be similar nature, complexity, and value with the intended contract.

**(c) Key Personnel Experience (25%)**

The firm should have ability to reform, supply, implement, install and test with trained technicians. The service provider shall provide the following personnel. The CVs of the personnel which shall be signed by the proposed individuals and necessary testimonies/ confirmation letters for past experiences shall be presented. With the following qualification and work experience;

**(i) Finance and HR reform (10%)**

No	Position	Profession	Years of experience	No Required
1.	Senior Consulting expert	MBA in Business Administration, Management	5 Years managing Similar scope	1
2.	Senior Finance Expert	Qualified in ACCA and ERP or Financial Reform	At least three years of experience.	1
3.	Consulting expert	BA in Business Administration, Management	3 Years managing Similar scope	1

**(ii) ERP Implementation (15%)**

NO.	Position	Profession	Years of experience in related services	Number Required
1	Project manager	MBA /MIS	8 years experience in managing similar scope projects.	1
2	Programmer	MSC /BSC	5 years of experience or more as a senior ERP /similar software implementation	2
3	System analyst	BSC	5 years of experience as a system analyst at least 3years or more on ERP /similar software.	1
4	Database integrator	BSC	5 years of experience as database integrator or more.	1
5.	Domain Expert	MBA/BSC	At least five years of experience in economics, accounting and business management or related filed.	1

**(c) Methodology (45%)**

Bidders are expected to propose clear methodology for the service as required under Terms of reference.

- Fulfilments for Requirements and Technical Narrative Responses and training approach (15%).
- Support Capabilities (5%).
- Functional Demonstration (15%).
- Risk Minimization and recommendation (5%).
- Work plan and staff Schedule (5%).

**(d) The minimum Technical score required to pass is 70% and above.**

**(e) The weight given to the technical and financial proposal is:**

Technical= 80 %

Financial = 20%

**Total award = Technical 80% + Financial 20%.**