



TURQUOISE MOUNTAIN

Request for Proposal (RFP)

REQUEST FOR PROPOSALS FOR THE PROVISION OF ERP SYSTEM FOR TURQUOISE MOUNTAIN HANDICRAFT BUSINESSES.

Date of Issue: 30-Apr-24
Submission Deadline: 12-May-24 before 04:00 PM
RFP Submission address: Turquoise Mountain
 House No. 300 & 301
 District 2 Murad Khane Behind Ministry of Finance
 Kabul, Afghanistan

Contact Person for queries: Qurban Ali Haidari & Pashtton Shinwari
Email: Qurban.haidari@turquoisemountain.org &
Pashtoon.shinwari@turquoisemountain.org
Cell phone: +93 (0) 792 448 187

Turquoise Mountain Trust

Turquoise Mountain is one of the Prince's Charities: a non-profit, non-governmental organization specializing in urban regeneration, business development, and education in traditional arts and architecture. We seek to provide jobs, skills, and a renewed sense of national pride to men and women.

Since 2006 Turquoise Mountain has been focused on the historic district of Murad Khani in Kabul, Afghanistan. It has cleared 30,000 cubic meters of rubbish from the streets, repaired or restored over 100 historic and community buildings, created a primary school and a clinic, and installed water, electricity and sanitation throughout Murad Khani. It has created the internationally-accredited Institute for Afghan Arts & Architecture, training the next generation of craftsmen and women in woodwork, jewellery and gem cutting, calligraphy and miniature painting, and ceramics. It has facilitated the sales of over 3,000,000 USD in traditional crafts internationally to support the craft industry. In 2014, Turquoise Mountain started a new project, working in the downtown district of Yangon, Myanmar. In 2015, Turquoise Mountain began working in Saudi Arabia.

Context

Since 2019, Turquoise Mountain has been implementing a multi-year programme with support of the United States Agency for International Development (USAID). In its first phase, the program initially aimed to create almost 5,000 jobs in the carpet and jewelry value-chains in Afghanistan and facilitate the sale of US\$20,000,000 worth of Afghan carpet and jewelry products. The program will build the technical capacity of those active in both value-chains, improve working conditions and ensure environmental standards, raise awareness about production abilities in Afghanistan, improve order fulfilment, and increase exports of higher-margin carpet and jewelry products, thereby increasing income-generating opportunities for thousands of Afghans.



The Need

We are seeking a company to support our business development for the following ERP (Enterprise resource planning) for broad areas of activities.

Technical and financial evaluation

The evaluation method will be the quality and cost-based selection. A **two-stage procedure** shall be utilised in evaluating the Proposals; a technical evaluation and a financial evaluation.

Technical Evaluation covers 60% of the scoring and financial covers 40% – Factors for Award

Technical evaluation (60 Marks)

For the evaluation of the technical proposals, the Contracting Authority shall take the following criteria into consideration, with the indicated weights

- 1. Past Performance including timeliness and quality of work. 10 marks
- 2. Past relevant experience for developing ERP for business development. 15 marks
- 3. Proposed key personnel staff (software developer) team with their proposed level of effort on the engagement and qualifications. 20 Marks
- 4. Proposed completion schedule. 15 marks

Proposed Cost. (40 Marks)

The Contracting Authority (TMT) will award the Contract to the vendor whose proposal has been determined to be substantially responsive to the documents of the Request for Proposal and which has obtained the highest overall score

After assessment of the proposals any successful firm (s) will be invited to Turquoise Mountain’s office (If required) for further discussion and planning.

Please contact us for any queries that you might have and for submission of ERP quotation and related proposal.

Financial Offer;

The Financial Proposal shall be presented as an amount in USD currency. The remuneration of the Candidate under the Contract shall be determined as follows: The vendor shall indicate in his/her proposal his/her proposed global remuneration for the performance of the Services. The Candidate shall be deemed to have satisfied himself as to the sufficiency of his/her proposed global remuneration, to cover both his/her fee rate, including overhead, profit, all his/her obligations, sick leave, overtime, and holiday pay, taxes, social charges, etc. and all expenses (such as transport, accommodation, food, office, etc.) to be incurred for the performance of the Contract. The proposed global remuneration shall cover all obligations of the successful Candidate under the Contract (without depending on actual time spent on the assignment) and all matters and things necessary for the proper execution and completion of the Services and the remedying of any deficiencies therein

Please provide your response to the below information for clouds based system and mentioned your quote price in the below tables.

New ERP (by scratch) (Clouds based System)	
Programming language	
Source code provision	
Training manuals provision	
Maintenance support	



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Duration of the project	
User Documentation Provision	

No	Description	Amount		Remark
		AFS	USD	
1	Developing ERP software by scratch			
2	Additional Feature or Module Development cost After Deployment			

Responsibilities of the Contractor:

- See the attached TOR for development of the ERP System

Validity of the offer:

- Proposals shall remain valid and open for acceptance for **30 of days** after the closing date.

General conditions:

- The deadline for submission of your RFP is **12th May 2024 before 04:00 PM**
- query should be submitted to Qurban.haidari@turquoisemountain.org & Pashtoon.shinwari@turquoisemountain.org
- The supplier should carefully study the RFP, after filling all information, sign and stamp in a sealed envelope pocket should submit the RFP **No letter on (12th of May) 2024** with the following address and contact person.
Address: Kabul- Murad Khani, District#2, House number 300/3301
- The offer to the call for tender will not result in the award of a contract.
- Only English version of offer form is valid for pricing,.

Terms of Payment:

- TMT will pay the total amount of agreed contract after 100 % delivery of services and confirmation from the technical team of revalent department.

Date, signature, and stamp of service Provider:

Signed by:

The Candidate:

Company Name: _____

Address _____

Telephone No. _____

Email: _____

Name of Contact _____

Person _____

Submission Guidelines

All proposals must be submitted in English.

- The interested companies must submit their proposals **hard copy to below address**
- **Address:** Kabul- Murad Khani, District#2, House number 300/3301
- Contract person for any query
- Qurban Ali Haidari /Procurement & Contract Manager
- Email query to: Qurban.haidari@turquoisemountain.org & Pashtoon.shinwari@turquoisemountain.org with **Request for Proposals for the provison of EPR Software** in subject line of Envelop.

- Last content review: Jan-19

- Staff member responsible:: Chief Operations Manager



Annex-A (Term of Reference)

Technical features for ERP System for handicraft businesses

Overall Features:

- 1.1 Future expandability, easy data backup, archival, purge, and restoration, and automatic database/software backup and update feature.
- 1.2 For on cloud, giving access to multiple users, user roles, administration, editor, viewer.
- 1.3 Generate unique License key for each user installation/usage.
- 1.4 Chart of account option to create accounts, assets, liability, equity.
- 1.5 Simple and easy user interface.
- 1.6 Bulk and individual data import and export option of data in all modules.
- 1.7 In all modules, data must be added in row format something similar to working experience in excel, rather than a new item option that is opened in a new window.
- 1.8 Afghani and USD currencies integration.
- 1.9 English as default language and format with Dari and Pashto translation option available
- 1.10 Need to be customized for carpet and handicrafts - i.e. two options at the time of installation (the only differences are on some production steps and data regarding invoicing and quotation)
- 1.11 Customized Reporting for TM.
 - 1.11.1 Calendar to select date from and to for all reporting and analysis modules.
 - 1.11.2 Then checkboxes and drop boxes for field selections to generate any kind of report for internal management and donor use.

1. Section I- (Production)

1.1 Customer Relationship Management (CRM):

- 1.1.1 Reg number
- 1.1.2 Ability to add/edit/remove new company (drop down)
- 1.1.3 Contact name, email, Address, zip-code, city, country.
- 1.1.4 Stage (drop down), value, probability as %, expected revenue, creation date, expected close date, team member (drop down, ability to add/edit/remove team member), progress bar to win, last interacted date, next step (drop down), order/direct sales.
- 2.2.1 Insight and analysis report (from to Date format) on:
 - 2.2.2 Most sold team, team closing.
 - 2.2.3 won/expected/target value sales per team member (with chart), # won opportunities,
 - 2.2.4 earning per account/company vs. total won revenue, earning per customer vs. total won revenue.
 - 2.2.5 Closing in % per team member
 - 2.2.6 Stage vs. # of opportunities
- 2.1.1 Settings option for CRM:
 - 2.1.2 Set target per team (annual bases), set follow up reminder.

2.2 Sales:

- 2.2.1 Costing and pricing: linked to material costs in inventory to show cost of raw materials recently purchased, artisans wages, shipping and packaging in total, overhead%, margin%, quantity, product price.
- 2.2.2 (if CRM turns to an Order) Quotation: tick mark (if quotation is needed or not), Quotation#, company, client name, weavers code (dropdown),



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description, carpet quality, length, weight, Total SQM, price per SQM, Bonus, Tax%, shipping cost, packaging cost, discount, Terms/condition, Total Price, Project (add/edit/remove drop down), sales channel (add/edit/remove drop down), Quotation date, expiry date, Timeline (est start and completion date, total number of days), Status (accepted, need revision, pending for approval, canceled)

- 2.2.2.1 Quotation form consists of logo (add/edit/remove, Quotation#, From (setting option to edit this), Bill to, product descriptions, digital signature include stamps and signature (add/remove/edit option), print/PDF option.
- 2.2.3 Customer Purchase Order: should be uploaded into the database so user can open CPO with one click as a reference to create Sales Order.
- 2.2.4 Sales Order: order number to be added (this order number is very important as it's the tracking number of customer accepted order throughout the production pipeline), drop down option to convert Quotation into a editable sales order, structure is similar to Quotation with few minor changes.
- 2.2.5 Sales invoice: data must be automatically linked from sales order to invoice sheet. Digital signature with stamp (similar to quotation form)
- 2.2.6 Receipt voucher: similar to sales invoice confirming payment received.
Note: most of the data from the above sheets need to be generated automatically in the system and throughout the modules.
- 2.2.7 Customer list: list of all customers with their contact details, value purchased, (sort option by age, # of purchases, sales value, customer type i.e. individual or company, country)
- 2.2.8 Reporting: sorting option on reporting for sales, customers, channels, total quantity/SQMs, product, designs, artisans, term member, country (check box to generate this report) from and to date, and also option to export this as excel/PDF/print
- 2.2.9 Dashboard: from to date option on top customers, top buyers, total item sold, sales by channel, sales by team, (sorting option base on day, month, quarter, year)

2.3 Production Management:

- 2.3.1 MRP: Availability of stock materials, cost analysis, customizable bill of material
- 2.3.2 Production Master plan, display option daily/weekly/monthly/quarterly.
- 2.3.3 Management of workers, option to create new employee, drop down to select current employee, available and busy employee.
- 2.3.4 Tracking production process base on percentage and persons in charge, production timeline, automatic notification on deadlines and early dates, status of products on pipeline, dashboard

2.4 Inventory:

- 2.4.1 Status of available raw materials (value, quantity, location stored), option to insert/add/remove categories, staff in charge, option to insert/add/remove staff. Search and filter options, generate reports, print option, alert option if material is less in the stock.
- 2.4.2 Finished products details, value, quantity, designs, locations.
- 2.4.3 Delivery management, shipping options, costs variances, history of shipments, packaging costs. Shipping detail, custom clearance.

2.5 Purchase:

- 2.5.1 List of vendors includes vendors names, address of the vendors including contact details, history of purchases, pending payments,



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- 2.5.2 RFQ template, collection of supplier quotation, Delivery timeline, PO to order raw materials, option that stock is received, Payment terms, collecting the purchase invoice and generating payment voucher. Generate report and print option.

2.6 Dashboard:

- 2.6.1 To from date with filtering options, analysis on (customer, product, inventory status, sales volume, asset value, sales channels, top customer/country/products)

2. Section II (Operations):

2.1 Financial accounts management:

- 2.1.1 operational and running costs, monthly product direct costs must be linked here, option for add/edit/remove for cost categories, credit/debit/balance options.
- 2.1.2 bank reconciliation: reconcile accounts.
- 2.1.3 Journal entry: journal number, date, description, accounts, debit and credit, memo.
- 2.1.4 Financial management and analysis on cash flow, profit and loss, trial balance, and balance sheet, money time value, ROI

2.2 HR:

- 2.2.1 Organogram of full times staff, add/edit/remove option, print option.
- 2.2.2 staff list: consist of their full name, ID #, Tazkira#, home address, photograph, family info, salary, date of contract, extensions, appraisal info, option to show staff contract.
- 2.2.3 attendance: tracking attendance sheets, type of leaves, generate reports.
- 2.2.4 payroll: staff full name, date of contract, salary date, hourly salary, monthly salary, unpaid salaries, calculation of tax, payable salary, option to print pay slips, generate reports.
- 2.2.5 Contracts: staff contracts, list all MoUs, partnerships, service agreements with dates and details, option to upload data. Alarm option to notify users on agreement expiry dates.

Other Misc.

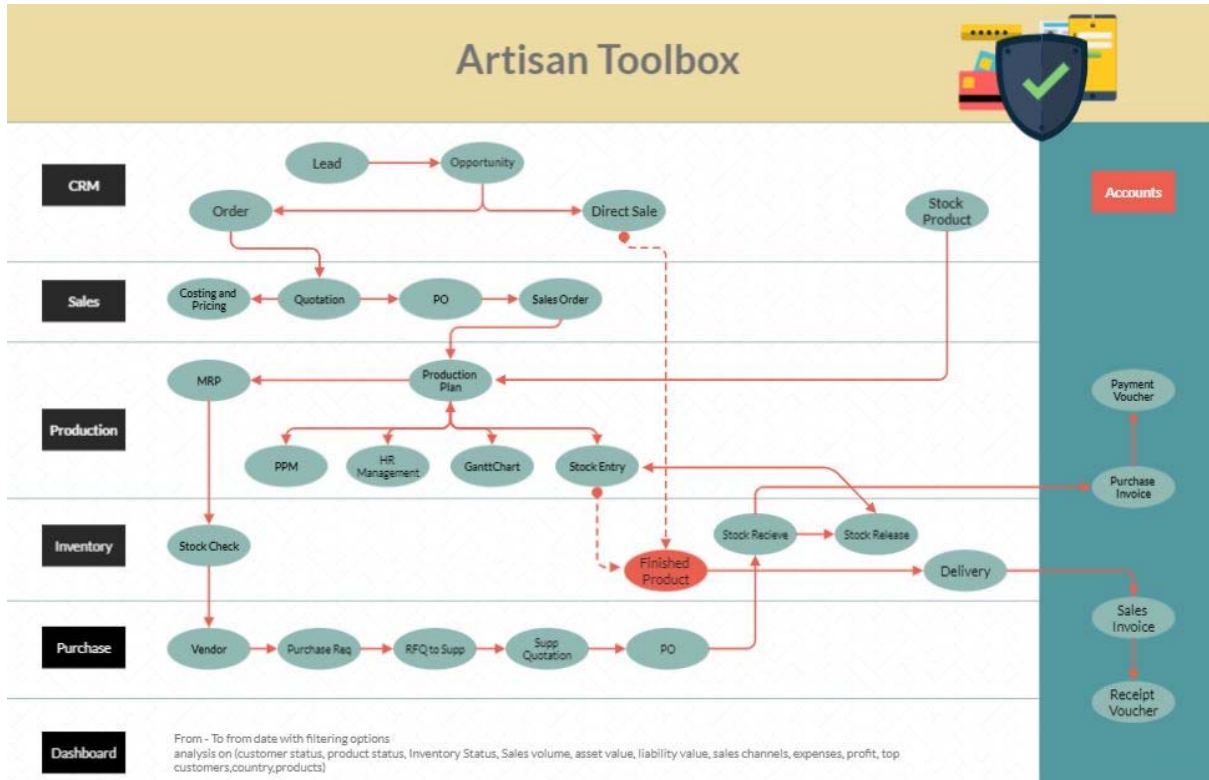
- Train relevant staff in ERP system.
- Interactive user and graphical interface for users.
- The company should provide the prototype of the system and share it with TM to ensure that the design is easy, comprehensive, and provides great user experience.
- Turquoise Mountain serves ownership of the ERP system.
- Additional Feature or Module Development cost After Deployment
- Works great on Mac, PC, smartphones, and tablets – (for cloud it should also work on IOS and Android easily)
- Reliable, Scalable, and easy to integrate or replace with third-party applications and portals.
- User Documentation such as how to use the ERP, features of the ERP, how to resolve common problems with the system.
- For RFP announcement and contracting to consider –
 1. At least six months' free service for maintenance.
 2. To give complete source code of the project, not exe.



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3. Guideline of ERP system programming structure for other developers in future.
4. Additional routine cost after development, if there is.

Some templates in excel sheet to be converted (Example) for Developing the ERP

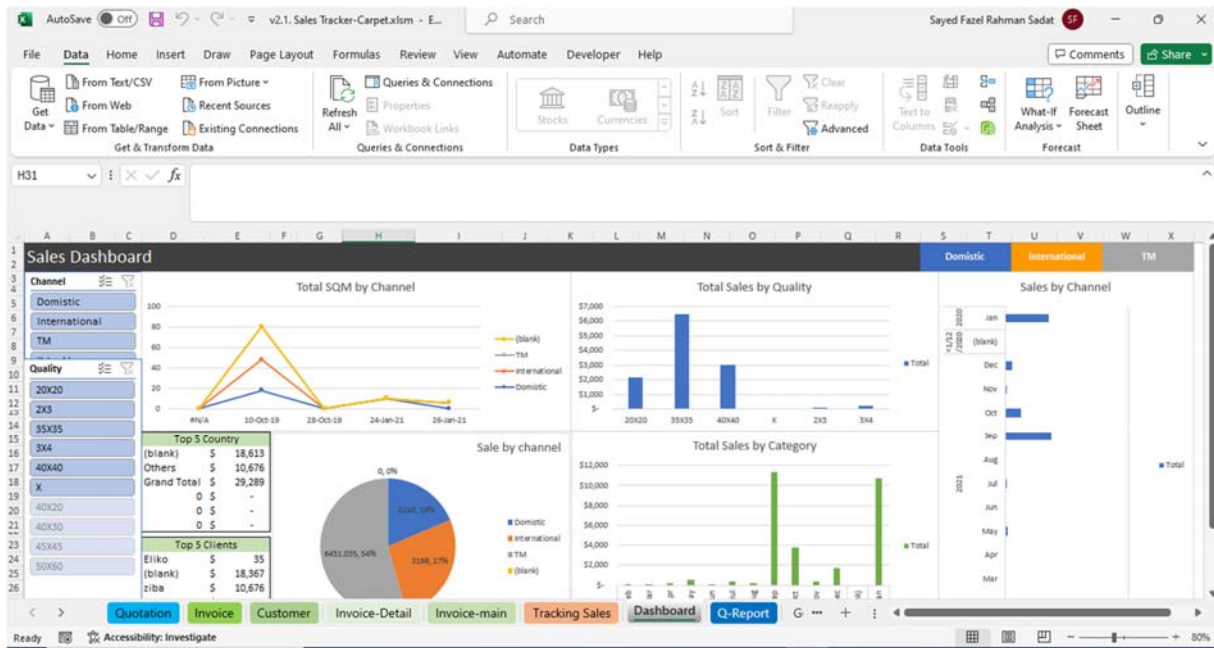
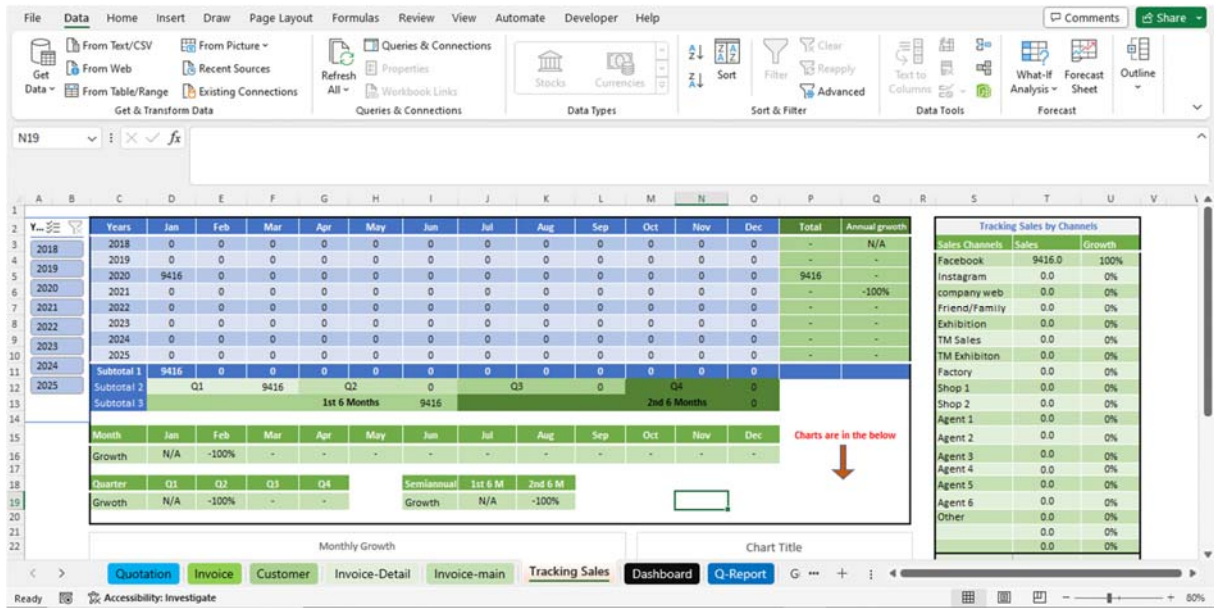


The screenshot shows an Excel spreadsheet titled "PRODUCT PRODUCTION INFORMATION AND PLAN". It contains a table with columns for Product, Category, Channel, Carpet Code, Client Carpet Code, Invo, Item#, Description, Q, G, L, T-Sk, Price USD, Total Price USD, Quality, Tax, Shipment, Packaging, Overall Price, and Profit Per SQM USD. The data includes various carpet items like "3245 CARPET", "1243 CARPET", "231 CARPET", etc., with their respective quantities and prices.

- Last content review: Jan-19
 - Staff member responsible:: Chief Operations Manager



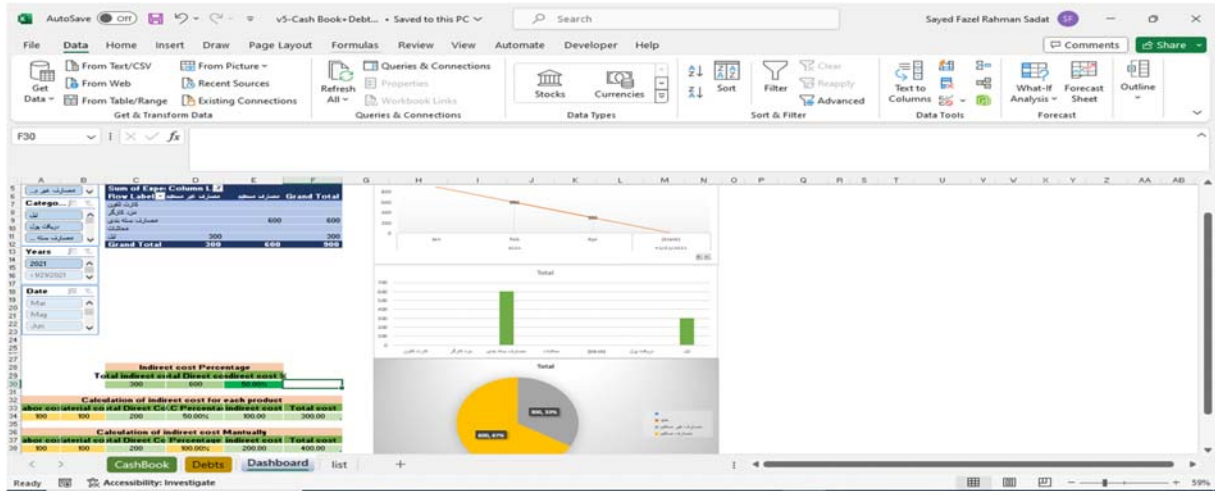
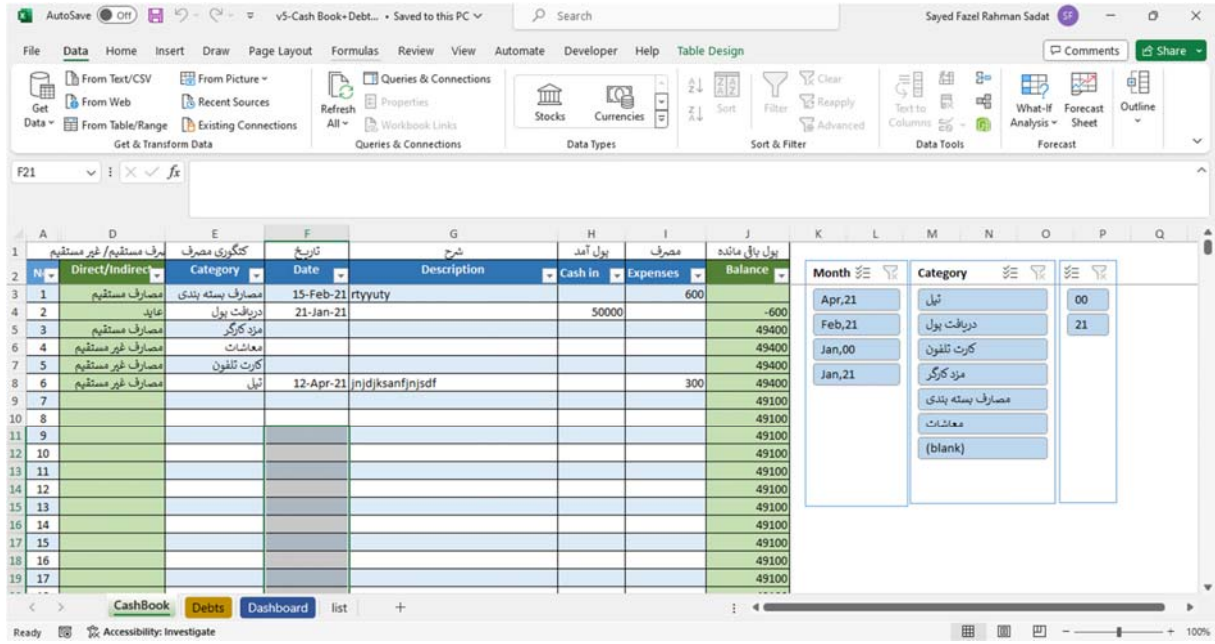
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