Quotation for the

Supply of ERP / WMS

Integrated Software System for wholesale / distribution covering warehouse, sales, procurement, accounting and supporting activities.

Contract Ref No. 001

SUPPLIER COMPANY DETAILS

Organisation Name:	
Address:	
Postcode:	
Telephone/contact number:	
Point of Contact in Relation to this Quotation:	
E-mail address of Point of Contact:	

Background Information

WordUnited Ltd operate in the wholesale / distribution and ecommerce sector and are based in Stoke-on-Trent. We are looking to grow the business by investing in a new software system to support operational efficiency and effectiveness. The purchase of this new system is part of a wider project and is part funded by the UK Shared Prosperity Fund.

The business currently uses Dear Inventory for purchasing, sales, inventory management and warehouse management. QuickBooks Online is fully integrated to Dear Inventory and is used for back-office accounting. Stock purchasing is carried out in Dear and non-stock expenses in QuickBooks Online. WooCommerce is the ecommerce platform for our website and this is integrated with Dear, along with a B2B platform that connects Dear Inventory to our large customers. This RFP covers the replacement of Dear Inventory, the B2B platform and QuickBooks Online.

REQUIREMENTS/SPECIFICATION

Statement of Requirements

WordUnited are an education resources supplier through wholesale and ecommerce channels. We are inviting proposals for an ERP/WMS system to support the growth of our business from vendors with a proven and well-established middle market fully integrated solution. The software solution must have a wholesale and distribution specific set of standard best practice processes and workflows, be highly configurable out of the box. The solution will be cloud based, managed and updated by the vendor.

The solution will be cloud based and available 24/7 and will not have experienced any outages in the past 24-months. The platform and the service will be fully managed and updated by the vendor.

The following modules will be required:

- Procurement (stock and non-stock)
- Sales
- Inventory Management
- Integrated B2B platform capable of EDI / API messaging
- Accounting including MTD
- Warehouse Management System
- Reporting tools

Please respond as follows:

1 – Available 'out of the box' no configuration required
2 – Available, configuration required
3 – Customisation required
N/A – Not available

Procurement Module

This module should include but not be limited to the following functionality:

#	Requirement	Response	Comment
1	Purchase orders for stock and non-stock		
2	Back ordering from sales orders		
3	PO generation from depleted stock		
4	Brand / Product level purchase discounts		
5	Automatic cost calculations based on discounts and price data from API feed		
6	Min profit margin notifications		
7	Separation between goods receiving and goods invoicing		
8	Clone purchase orders		
9	Recurring purchase orders		
10	Automatic consolidation of purchase orders requirements based on supplier		
11	Multiple deliveries per purchase order		

#	Requirement	Response	Comment
12	Ability to use customer order demand to forecast procurement requirements		
13	Forecasting based on short term and seasonal demand		
14	Machine learning to improve forecasting based on actual orders received		

This module should include but not be limited to the following functionality:

Sales Module

#	Requirement	Response	Comment
1	Accept customer purchase orders via B2B as sales orders		
2	Customer PO number held as reference to sales order		
3	Allow partial fulfilments		
4	Allow backorders / multiple fulfilments		
5	Ability to report on order demand as distinct from shipped orders		
6	Separate picking, packing, shipping & invoicing processes		
7	Ability to record 'delivery window' dates and to flag orders to stop them being picked too early		
8	Process returns not related to a specific invoice as well as returns related to an invoice		
9	B2B portal for business customers		

Inventory Management

Full product records which must be updatable from commercial databases via API including but not limited to the following fields:

#	Field requirements	Response	Comments
1	SKU		
2	Name		
3	Category		
4	Brand		
5	Description		
6	Short Description		
7	Type		
8	Costing Method		
9	Length		
10	Width		
11	Height		
12	Weight		
13	Carton Length		
14	Carton Width		
15	Carton Height		
16	Carton Inner Quantity		
17	Carton Quantity		
18	Carton Volume		
19	Weight Units		
20	Dimension Units		
21	Barcode		
22	Minimum Before Reorder		
23	Reorder Quantity		
24	Default Location		
25	Last Supplied By		
26	Supplier Product Code		
27	Supplier Product Name		
28	Supplier Fixed Price		
29	Drop Ship		
30	Drop Ship Supplier		
31	Average Cost		
32	Default Unit of Measure		
33	Inventory Account		
34	Revenue Account		
35	Expense Account		
36	COGS Account		

#	Field requirements	Response	Comments
37	Sales Discount Name		
38	Purchase Discount		
39	Purchase Tax Rule		
40	Sale Tax Rule		
41	Status		
42	Sellable		
43	Pick Zones		
44	Commodity Code		
45	Country of Origin		

#	Further requirements	Response	Comments
1	Defining product families and disassembling multi-packs into single units		
2	Define a minimum of 10 additional attributes for each product		
3	Define at least 10 different pricing tiers per product		
4	Each product must also be definable and sellable with multiple units e.g. single and box of ten		

Warehouse Management System

Workflows should be designed with the minimum number of user interactions to fully complete each task.

#	Requirement	Response	Comments
1	Android based app in continuous development compatible with Zebra hardware		
2	Stock to be marked as allocated as soon as it is picked, and stock available to reduce accordingly		
3	Automatic generation of requisition orders for replenishments from within the warehouse		
4	Bin examination / cycle counts		
5	Bin lookup / Bin transfers		

#	Requirement	Response	Comments
6	Goods in must be able to be received by multiple receivers per PO without generating system errors / inaccuracies		
7	Put away must be possible by multiple people while goods area still being received		
8	Put away should suggest storage locations based on previous order volumes, current bin capacities or show default locations for storage selectable in system settings		
9	Generate picklists based on the shortest route		
10	Machine learning to suggest product relocations based on pick frequency / volume to reduce pick walk times		
11	Pick single units and case size units		

Accounting

The system should comprise a fully functional accounting system comparable to Sage 200, QuickBooks Online / Desktop or Xero.

#	Requirement	Response	Comments
1	Tree structure customisable chart of accounts		
2	Ability to differentiate expenses with and without payment terms e.g. Expenses / Bills		
4	Sales invoices / sales receipts		
5	Supplier credits / customer credit notes		
6	Live bank / CC feeds		
7	Bank / CC reconciliation tools		
8	MTD for digital submission of UK VAT		
9	Multi-currency		
10	Record EU country by country VAT rates		
11	Export invoices zero rated for UK and locally rated on a country by country basis		
12	Payment integrations e.g. PayPal / Stripe		

#	Requirement	Response	Comments
13	Issuing invoices with payment links		
14	Reporting tools		
15	Report customisation		
16	Customisable period management		
17	Generation of commercial invoices for export orders		

Integrations

The following integrations are required without restrictions on order volumes or per label costs.

#	Requirement	Response	Comments
1	WooCommerce, which will include but not be limited to the following: • Bidirectional synchronisation of tax codes • Synchronisation / mapping of payment channel information • Synchronisation of shipping information • Synchronisation of product information • Synchronisation of stock information, including applying stock buffers • Synchronisation of restock / refund information • Manage product listings • Map payment channels to bank accounts		
2	Stripe to enable invoices to be issued from the system with payment links		
3	PayPal to enable invoices to be issued from the system with payment links		
In addition to processing shipping labels for UK shipments, these integrations must be capable of processing commercial invoices for export orders.			
4	FedEx		
5	UPS		
6	DHL		
7	Royal Mail		

#	Requirement	Response	Comments
8	Parcelforce		
9	DPD Red		
10	DPD Local		

Technology

#	Requirement	Response	Comments
1	REST / SOAP APIs with all fields available as end points		
2	System written in modern programming languages still under continuous development		
3	Clear development roadmap for the current system for at least the next 5-years. Where these is to be a planned technology switch in the roadmap, a seamless upgrade path will be required		
4	System hosting options for AWS / Azure		
5	Automatic failover on server failure for zero business interruption		
6	Critical issues monitored / maintained 24/7		
7	End to end communications must be encrypted		
8	Daily backups stored separately and available on demand		

Timeframe

The system would need to be configured, tested, accepted and operational no later than the 1st June 2024, and the proposal must include on-site training for all staff and onsite support for the first 10 days of full operations.

What to Include in your Quotation Submission:

- Your company details as set out on page 2.
- Your price for the subscriptions (if any), software (if any), implementation services, initial training and ongoing support services
- Confirmation that you can supply and deliver the system and services by the 1st June 2024. Please state the time to supply and deliver the system from confirmation of the order.
- The information outlined in the submission table checklist below confirming the Equipment's capabilities to deliver the required specification detailed in the statement of requirements. You can include product brochures.

Submission Table Checklist
Failure to meet the check list may render your bid as non-compliant.

We recommend you enter all the information requested or confirm compliance within your submitted specification. Please provide product brochures or layout diagrams to evidence you can meet the requirements below.

Please ensure the total price contained within your specification and quotation provides a breakdown price for each of the following elements:-

- Software (if any)
- Subscription (if any)
- Implementation services
- Training
- Ongoing support

Assessment of Quotations

Tenders will be assessed and scored based on price and technical merit (Most Economically Advantageous Tender). 1000 marks are available in total:

These marks will be broken down into the following criteria:

350 marks for price
450 marks for technical merit to meet the Specification Statement of Requirements, comprising:

- 350 marks for technical merit
- 50 for lead time
- 50 for technology requirements

200 marks for implementation, training and ongoing support methodologies.

RETURN INFORMATION

Please return this completed quotation by email or post to:

Sebastian Bettley
sebastian@wordunited.com
Unit 4 Tunstall Arrow South
James Brindley Way
Stoke-on-Trent
ST6 5GF

By no later than 30th September 2023 @ 12noon

Quotations received after this time and date will not be considered.

Funding
The purchase of the system is part funded by the UK Shared Prosperity Fund