**Invitation to Tender**

***Cornwall Sea Salt ERP System***

**Ref: BUS001082**

# 1. About Cornish Sea Salt Company Limited

Cornish Sea Salt Company was set up to bridge the ancient and modern worlds. Production is still inspired by the original methods of harvesting the goodness of the ocean. Referencing century old techniques, took us on a journey around the world to source electrolytes from natural sea salts to enrich our brines, allowing the correct conditions for our sea salt flakes to form. We have an ever-evolving range of sea salts and blended sea salts, all with different textures, crystallised and hand-harvested to deliver the unique Cornish mineral profile that makes our flavour so distinctive.

This would be one of the very few sea salt industries harvesting from open waters, more specifically the protected waters of the Atlantic lapping at the shores of The Lizard, a designated Area of Outstanding Natural Beauty.

Beneath the beauty is a totally unique geographical environment, which defines the taste and high mineral content of our sea salt. Serpentine, once so sought after in the Victorian era, and gabbro, are both rich in magnesium and calcium, two of the key minerals in our sea salt and essential to life on earth.

From humble beginnings on the south Cornish coast, our sea salt has now become international selling in over 33 different countries. Our signature blue pots sit just as happily in Michelin-starred establishments as they do on the tables of home cooks who have an appreciation not only for taste and quality of artisan sea salt, but the exciting versatility and creativity it can bring to cooking.

# 2. Background and Context

Cornish Sea Salt Company are a growing organisation who looking to remove some of the complexities of running a Mamut based solution that has reached its end of life. We wish to improve cross business reporting and gain greater visibility of profitability around orders and departments. Running Mamut and excel does allows the business to work but does not offer a future proof solution going forwards and this ITT is to procure a suitably qualified supplier to address this challenge and specifically we are looking for operational improvements in both reporting and real time visibility of stock.

Cornish Sea Salt Company are looking for a new business management solution that will help manage the core operations to the business removing the existing non supported systems as well as the manual process’s that have grown up to support the business as they have evolved.

The business is looking for a solution that is fully integrated and enables a single version of the truth covering all aspects of their operations from EDI to finance.

A further key requirement is to implement a new system with as little impact upon the business as possible, for this reason we are suggesting a phased implementation, staging different aspects of the solution when the business is ready for it, such as mobile device for technical.

The purchase of this system is part of a grant funded application process and therefore procurement will be subject to grant approval of the project. We will assess tenders received on a Most Economically Advantageous Tender.

# 3. Tender requirements

3.1 Current situation

The business uses Mamut for finance for operations with a heavy reliance upon excel and manual intervention, these systems help Cornish Sea Salt Company manage current operations, but they have limitations, these systems do not offer the advantages of whole company visibility a modern joined up ERP solution offers. With the growth aspirations and quality requirements, Cornish Sea Salt Company are looking at a system that can incorporate most options into a simplified manner package from a single supplier.

3.1.1 Company Structure

Cornish Sea Salt Company will be the only entity for this project and is VAT registered. However, other Group companies might be added in the future. We wish for the system to be deployed as SAAS.

3.2 Finance

Cornish Sea Salt financial systems operations are currently managed in Mamut

3.2.1 Information is downloaded from systems and spreadsheets are used for reporting. Integration to bank accounts is needed, One EURO, One Sterling.

Cornish Sea Salt sell and buy in multiple currencies. (Euro, Sterling, Dollar, plus others) Intrastat for other countries. The solution is to provide the ability to use Dynamics BC to run the accounts for all entities outlined within this document; Chart of Accounts, Account Schedules, Ledgers, Journals, Bank will all be utilised as standard.

3.2.2 Multi-currency for sales and purchase required. (Manual updates of exchange rates to be maintained by Cornish Sea Salt) Cash Flow functionality will is to be implemented using standard functionality on offer from Dynamics BC.

A file for bank integration needs to be configured out of Microsoft Dynamics BC for BACs payments. Intrastat to be done within Microsoft Dynamics BC if and where appropriate.

3.2.3 Dimensions (analysis codes) to be implemented to assist with financial reporting, as well as other business reporting requirements. Initial reporting on finance is to be managed with either standard reports from BC or be created by Cornish Sea Salt using Jet Reports.

3.2.3 Making Tax Digital (MTD) is to be implemented.

3.3 Inventory Management

3.3.1 Basic Manufacturing is done by Cornish Sea Salt, all items are manually planned for production based upon excel plans. Multiple items sold in different units of measure, each, case, pallet.

3.3.2 Single warehouse but multiple locations within this warehouse area.

Raw materials are made (Salt Flakes) or purchased from suppliers (Stock Items) but there can be different grades of salt that can be used in production (Different blends) but with the ability to substitute items if normal item is not available or to swap the BOM against a production run.

3.3.3 Make product for other customers (White label) Solution Considerations:

1. Full inventory and simple warehouse management is to be used.
2. Purchase orders to be used no PO approvals at this stage, Inventory Items will be receipted into stock against PO. Assembly orders can be used for creating mixed packs for customers.

3.4 Warehouse

Cornish Sea Salt manage their own warehouse, but at present have no bins or locations. Batch traceability is required on received stock and finished goods.

The system, therefore will need to have basic warehouse capabilities, with use of bins so stock will be visible by lot and bin.

3.5 Purchasing

Purchasing is managed by team based upon stock and excel forecast. A production plan is made in excel, and materials ordered to this production plan.

Solution Considerations:

Purchasing will be managed by MRP as well as manual purchase orders, forecast and assembly orders will drive requirement. Utilise Microsoft Dynamics BC for the Purchase Order Processing

Sales forecast for creating sales forecast based upon prior history.

3.6 Sales

Sales come in through the following channels:

1. EDI
2. Phone
3. Email

Standard Sales Order Processing functions in Dynamics BC to be used. EDI is to be added covering traditional EDI as required.

3.7 Production Management

3.7.1 Production management is conducted by materials being ordered and moved to production based upon the excel production plan. BOM’s are simple with finished goods in each, pack (Case) or pallet. Initially MES won’t be used but can be added in later to record production output. Sometimes salt is not at correct grade (Size of flake) so alternative materials (Salt) is used.

3.7.2 Production orders to be used from MRP, Substitutions to be used for changes to material or alternative BOM’s are to be used to track whole production changes, different salt to be recoded on system as different SKU. Packaging and all production materials to be picked for production and issued to production order and Lot tracked.

3.7.3 Finished goods will have lot number with full back tracking of materials.

3.8 Quality

Quality checks are completed manually on paper at various stages.

3.9 HR and Payroll

Will not form part of this supply

3.10 Reporting

3.10.1 The business currently uses excel for reporting for:

1. Inventory reports
	1. Stock receipts per period
	2. Outstanding PO’s
	3. Available to sell stock.
2. Sales
	1. By product
	2. Order book reports
	3. Profit by product / range.

3.10.2 It is proposed along with the standard reports, filtered views and exports to Excel that Microsoft Dynamics BC offers, jet reporting and Power BI are implemented. At this stage a minimum of the core reports are implemented at this point. Provision should be made to train the Cornish Sea Salt team on the use of Jet reports to enable the team to be self-sufficient on reporting going forwards.

3.11 CRM

3.11.1 Sales and quoting are done for simple sales, so standard quotes are required. Opportunities managed using excel

Solution considerations:

3.11.2 Business Central will initially be used for quotes and opportunity management.

3.12 After Sales

Not part of this requirement

3.13 Labels

3.13.1 Box, case, and pallet labels are required, currently use Bartender, and can continue to use this initially. We also make product for other customers which have their own labelling requirements.

3.13.2 Simple labels and bartender to be used initially.

3.14 eCommerce

The business currently has web site that takes orders.

3.15 Data Migration

As part of the implementation of Microsoft Dynamics BC, data migration will be conducted using master data (customer, supplier, items, prices) and is to be managed through Rapid Start configuration packages (excel templates which Cornish Sea Salt will populate). Cornish Sea Salt will then manually enter opening balances accordingly into BC and open sales and purchase orders. Full details on entry of balances will be decided with the supplier at the initial inception meeting.

3.16 Development contingency. The supplier is to allow for 8 days of development contingency.

3.17 The solution therefore will comprise:

* + 1. Finance
		2. SOP
		3. POP
		4. Manufacturing
		5. EDI
		6. Order Processing
		7. Purchase Order Processing

3.18 The system should be prepared for later developments including:

1. Quality module.
2. Finance Full Inventory Management and Basic Warehousing Sales
3. OCR / automated Document scanning
4. Expense management
5. Dynamics 365 Marketing
6. Jet reports – Reporting
7. Power BI – Reporting
8. Clever Essentials
9. Clever handheld

4**. Budget**

The total maximum budget available for this commission is £90000.00(exc VAT) but inclusive of all expenses.

**Tenders that exceed the total budget will not be considered.**

The budget will be reviewed as part of the tender evaluation detailed in Section 10 and will reflect the degree to which there is a saving on the maximum budget

# 5. Tender and commission timetable

The timescale of the programme is from the date of signing the contract until the completion of the contract as per section as per section 6.2.3. The timetable for submission of the Tender, completion of the programme are set out below:

|  |  |
| --- | --- |
| **Milestone** | **Date** |
| Date ITT available on Contracts Finder | 17 January 2024 |
| Last date for raising queries | 1700: 1 February 2024 |
| Last date for clarifications to queries | 2 February 2924 |
| Deadline to return ITT | **1700: 14 February 2024** |
| Evaluation of ITT | 15 February 2024 |
| Award of Contract  | This is subject to successfully obtaining grant funding and will normally be no later than 60 days from contract evaluation |

# 6. Tender submission requirements

Please include the following information in your Tender submission.

6.1 Covering letter (two sides of A4 maximum) to include:

1. A single point of contact for all contact between the tenderer and Cornish Sea Salt Company Limited during the tender selection process, and for further correspondence.
2. Confirmation that the tenderer has the resources available to meet the requirements outlined in this brief and its timelines
3. Confirmation that the tenderer holds current valid insurance policies as set out below and, if successful, supporting documentation will be provided as evidence:
4. Professional Indemnity Insurance with a limit of indemnity of not less than one million (£1,000,000),
5. Employers Liability Insurance with a limit of indemnity of not less than two million (£2,000,000)
6. Public Liability Insurance with a limit of indemnity of not less than two million (£2,000,000).
7. Conflict of interest statement

## 6.2 A methodology statement comprising::

6.2.1 Executive summary comprising:

1. Company overview, Microsoft Dynamics BC credentials and suitability for Cornish Sea Salt’s project
2. Cost summary; broken down by initial and recurring costs plus details of any additional expenses likely to be incurred by Cornish Sea Salt
3. High level project plan illustrating delivery timeframes

6.2.2 Meeting Requirements

Supplier should review Cornish Sea Salt’s requirements supplied in Section 3 and provide a response which clearly demonstrates your understanding and ability to meet our requirement. Specifically explain in detail how Dynamics BC will be used to meet the following stated business requirements.

6.2.3 Delivery Approach

1. Confirm how you would engage with Cornish Sea Salt to define our detailed needs.
2. Describe your engagement approach that, as a minimum, will result in the deliverables specified
3. Define the roles and qualifications, skills and experience of the assigned staff to Cornish Sea Salt’s project
4. The project must be started no later than I April 2024 and be completed to Go Live within 4 months.

6.2.4 Implementation Services

State the estimated service days to be performed for each of the following tasks:

1. Project Initiation
2. Installation
3. Scoping /Functional Solution Design
4. Technical Solution Design
5. Entity Configuration
6. Functional Development
7. Integration Development
8. Administration
9. Data Migration
10. User Acceptance Testing (UAT)
11. Go Live

6.2.5 Commissioning

State how the system is to be commissioned onsite.

6.2.6 Support Services

1. Confirm your approach to customer success/account management and helpdesk capabilities with details of SLAs
2. Provide costs for ad hoc support as distinct from a pre-charged, on-going support agreement

6.2.7 Case studies

1. Provide evidence that your company has the minimum accreditations as follows:
* Iso 27001:2023
* Microsoft Partner with
	+ Gold Enterprise Resource Planning
	+ Gold Application Development
	+ Gold Cloud Platform
	+ Gold Data Analytics
1. Provide evidence that it is has provided long term support for both Dynamics BC and Dynamics CRM solutions being support contracts with a minimum of 3 years continued duration.
2. Provide a copy of the service level agreements for both the project delivery and ongoing support which detail that, if Cornish Sea Salt notifies a requirement for the supplier to attend our site by 12:00 the supplier will attend site no later than 09:00 the following business day and if Cornish Sea Salt notifies a requirement for the supplier to attend our site by 17:00 the supplier will attend site no later than 12:00 the following business day.
3. Two Case Studies (no more than 2 sides A4 for each) which details a recent implementation similar in profile to Cornish Sea Salt. Include the names of the referees of these case studies that we may contact

**6.3 Costs**

Suppliers are asked to detail the cost to provide this project detailing the following information:

1. On Site Days:
	1. Total number of days on site
	2. Total cost of onsite days
	3. Additional expenses charged for onsite days
2. Off Site Days:
	1. Total number of days off site
	2. Total cost of offsite days
3. Total project cost (sum of the above cost values)

**&. Sub-contracting**

Tenderers should note that a consortia can submit a tender but the sub-contracting of aspects of this commission after appointment will only be allowed by prior agreement with Cornish Sea Salt Company Limited .

**8. Conflicts of Interest**

Tenderers must provide a clear statement with regard to potential conflicts of interests. Therefore, **please confirm within your tender submission** whether, to the best of your knowledge, there is any conflict of interest between your organisation and Cornish Sea Salt Company Limited or its programme team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise the impartiality and independence of any party in the context of this procurement procedure.

Receipt of this statement will permit Cornish Sea Salt Company Limited to ensure that, in the event of a conflict of interest being notified or noticed, appropriate steps are taken to ensure that the evaluation of any submission will be undertaken by an independent and impartial panel.

# 9. Tender clarifications

Any clarification queries arising from this Invitation to Tender which may have a bearing on the offer should be raised by email to:

sales@cornishseasalt.co.uk

in accordance with the Tender and Commission Timetable in section 5.

Responses to clarifications will be anonymised and uploaded by Cornish Sea Salt Company Limited to Contracts Finder and will be viewable to all tenderers.

No representation by way of explanation or otherwise to persons or corporations tendering or desirous of tendering as to the meaning of the tender, contract or other tender documents or as to any other matter or thing to be done under the proposed contract shall bind Cornish Sea Salt Company Limited unless such representation is in writing and duly signed by a Director/Partner of the tenderer. All such correspondence shall be returned with the Tender Documents and shall form part of the contract.

# 10. Tender evaluation methodology

Each Tender will be checked for completeness and compliance with all requirements of the ITT. Tenders will be evaluated to determine the most economically advantageous offer taking into consideration the award criteria.

**Tender returns will be assessed on the basis of the following tender award criteria**

|  |  |
| --- | --- |
| Ref 6.1 Covering Letter |  |
| Acceptable covering letter including confirmation of the requirements detailed at 6.1 | Pass/ Fail |
| Ref 6.2 | 70 |
| Project Methodology statement |  |
| Ref 6.3 Budget | 30 |
| A **fixed fee** for this work (exc VAT) including travel and other expensesThe lowest bid will be awarded the full 30 marks. Other bids will be awarded a mark that is proportionate to the level of their bid in comparison to the lowest bid i.e. Marks awarded = 30 x lowest bid / bid |  |

11**. Assessment of the Tender**

The reviewer will award the marks depending upon their assessment of the applicant’s tender submission using the following scoring to assess the response:

|  |
| --- |
| **Scoring Matrix for Award Criteria** |
| Score | Judgement | Interpretation |
| 100% | Excellent | Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required to support the response. |
| 80% | Good | Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response. |
| 60% | Acceptable | Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response. |
| 40% | Minor Reservations | Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 20% | Serious Reservations | Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 0% | Unacceptable | Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |

During the tender assessment period, Cornish Sea Salt Company Limited reserves the right to seek clarification in writing from the tenderers, to assist it in its consideration of the tender. Tenders will be evaluated to determine the most economically advantageous offer taking into consideration the award criteria weightings in the table above.

Cornish Sea Salt Company Limited is not bound to accept the lowest price or any tender. Cornish Sea Salt Company Limited will not reimburse any expense incurred in preparing tender responses. Any contract award will be conditional on the Contract being approved in accordance with Cornish Sea Salt Company Limited ’s internal procedures and Cornish Sea Salt Company Limited being able to proceed.

13**. Tender Award**

Any contract awarded as a result of this tender process will be in accordance with the attached Cornish Sea Salt Company Limited standard terms and conditions (see Enclosure 1).

# 14. Tender returns

Tenders are to be returned by email.

Tenders are to be returned in accordance with Section 5

Latest date to be returned: As per Section 5

Latest time to be returned: 17:00

Emailed tenders should be sent electronically to:

sales@cornishseasalt.co.uk

with the following message clearly noted in the Subject box:

‘Cornwall Sea Salt ERP System Ref: BUS001082’

**Tenderers are advised to request an acknowledgement of receipt of their email.**

# 15. Disclaimer

The issue of this documentation does not commit Cornish Sea Salt Company Limited to award any contract pursuant to the tender process or enter into a contractual relationship with any provider of the service. Nothing in the documentation or in any other communications made between Cornish Sea Salt Company Limited or its agents and any other party, or any part thereof, shall be taken as constituting a contract, agreement or representation between Cornish Sea Salt Company Limited and any other party (save for a formal award of contract made in writing by Cornish Sea Salt Company Limited or on behalf of Cornish Sea Salt Company Limited ).

Tenderers must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their tender responses. Information supplied to the tenderers by Cornish Sea Salt Company Limited or any information contained in Cornish Sea Salt Company Limited ’s publications is supplied only for general guidance in the preparation of the tender response. Tenderers must satisfy themselves by their own investigations as to the accuracy of any such information and no responsibility is accepted by Cornish Sea Salt Company Limited for any loss or damage of whatever kind and howsoever caused arising from the use by tenderers of such information.

Cornish Sea Salt Company Limited reserves the right to vary or change all or any part of the basis of the procedures for the procurement process at any time or not to proceed with the proposed procurement at all.

Cancellation of the procurement process (at any time) under any circumstances will not render Cornish Sea Salt Company Limited liable for any costs or expenses incurred by tenderers during the procurement process.

# 16. Enclosures

1. Contract Terms and Condition