

TENDERER'S NAME:

CLOSING DATE: **Friday, 04th November 2022 by 14:30**

PLACE: THE MANAGER
MTC PROCUREMENT
CORNER OF MOSE TJITENDERO & HAMUTENYA WANEHEPO NDADI
STREET, OLYMPIA
MOBILE TELECOMMUNICATIONS LIMITED (MTC) HEAD QUARTERS
WINDHOEK



TENDER NO: MTC35-22-O
REQUEST FOR PROPOSAL FOR A WAREHOUSE MANAGEMENT SYSTEM FOR
MOBILE TELECOMMUNICATIONS LIMITED (MTC)

MOBILE TELECOMMUNICATIONS LIMITED (MTC)
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A. CONDITIONS OF TENDER

INVITATION TO TENDER

A.1.1 MTC hereby invites offers:

CLIENT:	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER DESCRIPTION:	REQUEST FOR PROPOSAL FOR A WAREHOUSE MANAGEMENT SYSTEM FOR MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER NUMBER:	MTC35/22/O
CLOSING DATE	FRIDAY, 04 th NOVEMBER 2022 BY 14:30
BRIEFING MEETING	THURSDAY, 13TH OCTOBER @ 11H00AM
MEETING LINK	Click here to join the meeting
ADDRESS TENDER TO:	MTC Procurement, Senior Procurement Executive
	Cnr Mose Tjitendero & Hamutenya Wanehepo Ndadi Street
	Olympia
	Windhoek, Namibia
ALL INQUIRIES:	Yolandie Van Wyk Manager Procurement Tel: +264 61 280 2019 Fax: +264 61 280 2057 Email: yvanwyk@mtc.com.na

TENDER FORMAT

A.1.2 Tender documents must be in a sealed package as follows:

- A.1.2.1 One (1) hardcopy of Complete offer to be deposited in the tender box at MTC head Office in Olympia
- A.1.2.2 one (1) scanned electronic format OF **COMPLETE OFFER** to be uploaded on the MTC website

A.1.3 All documents must clearly be marked:

TENDER NO: MTC35/22/O

“REQUEST FOR PROPOSAL FOR A WAREHOUSE MANAGEMENT SYSTEM FOR MOBILE TELECOMMUNICATIONS LIMITED (MTC)”

A.1.4 ALL TENDER DOCUMENTS MUST BE DEPOSITED INSIDE THE MTC TENDER BOX AT THE RECEPTION OF MTC HEAD OFFICES IN OLYMPIA, MOSE TJITENDERO AND HAMUTENYA WANAHEPO NDADI STREETS.

A.1.5 ALL SOFT COPIES OF COMPLETE OFFER MUST BE UPLOADED ON THE MTC WEBSITE.

DEFINITIONS

A.1.6 In this Tender, unless the context clearly indicates the contrary, the following interpretation will apply to the terms stated below:

A.1.6.1 "MTC" shall mean Mobile Telecommunications Limited

A.1.6.2 "RFP" shall mean Request for Proposal (Tender)

A.1.7 This Request for Proposal is not a contract and does not create an obligation on MTC's part to purchase products / services from any company submitting a proposal. MTC reserves the right to reject any or all proposals in its sole and absolute discretion.

TENDER INVITATION

A.1.8 MTC invites appropriately qualified companies to tender for request for proposal for a warehouse management system.

A.1.9 This tender document shall consist of the following Appendices:

A.1.9.1 Appendix A, BEE Scorecard: This scorecard is not to be filled out, but to show the various elements that the company should be accredited by the Namibia Preferential Procurement Council (NPPC). The Tenderer is required to approach the Namibia Preferential Procurement Council (NPPC), Telephone number 061 248 007, for accreditation and attach their accreditation certificate to the Tender response.

A.1.9.2 Appendix B, Non-Disclosure Agreement: This Non-Disclosure Agreement is to be completed by the Tenderer.

A.1.9.3 Appendix C – Questions template

GENERAL TENDER CONDITIONS

A.1.10 All Tender Documents must be submitted before or on the closing date and time as indicated on the cover page and be deposited in the tender box at the entrance of MTC Headquarters, Olympia.

A.1.11 No late tenders will be considered.

A.1.12 Every Tender Document page must be initialed.

A.1.13 MTC is neither bound to accept the lowest of any Tender nor to assign any reason for acceptance or rejection of such Tender.

- A.1.14 MTC reserves the right to change these dates and any other dates that may appear in this Tender. Such changes will be communicated as soon as they are made.
- A.1.15 Notifications to companies will be in writing to the designated liaison person nominated by the firm (refer to paragraph A.1.36 below).
- A.1.16 From the submissions an evaluation will be performed highlighting a short list.
- A.1.17 If deemed necessary, negotiations may be entered into with the short listed candidates.
- A.1.18 Companies that wish to tender should examine this Tender carefully and review all instructions contained herein. Companies should follow the instructions so that MTC can easily evaluate and compare all proposals received.
- A.1.19 All prices must be in NAD and exclusive of all taxes.
- A.1.20 MTC in its sole and absolute discretion reserves the right to:
- A.1.20.1 Reject any or all proposals, whether or not these instructions are followed.
 - A.1.20.2 Reject any submissions not complying with the specified format.
 - A.1.20.3 Award the contract based solely on a proposal received without entering into any further discussions.
 - A.1.20.4 Short list candidates.
 - A.1.20.5 Not base the final decision solely on price.
- A.1.21 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the Tender.
- A.1.22 Each response must include a detailed discussion of each of the items below. Should responses not use the same heading and follow the same numbering as the Tender, MTC may automatically disqualify the company from the tender process.
- A.1.23 MTC will make its decision based on the quality of the information contained in the offers received and no opportunity will exist for any company to enhance such information after closing date and time of the Tender.
- A.1.24 It is important to clearly note down any assumptions made in the submitted offer so that each submitted offer may be evaluated fairly against all other offers received.
- A.1.25 This Tender outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting an offer.
- A.1.26 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced.

- A.1.27 MTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the Tender offering or attempting to offer any bribe, promised a bribe, or any other consideration to any MTC employee involved with this Tender or the tenderer has acted fraudulently and or in bad faith.
- A.1.28 Any restriction imposed upon any such Tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.
- A.1.29 MTC may accept any Tender in part or wholly with no obligation to explanation whatsoever.
- A.1.30 Tenderer shall be a Juristic Entity with valid Company Registration documents, in terms of the laws of the Republic of Namibia or country of origin. Tenderers who fail to prove that they are a juristic entity shall be disqualified.

GENERAL EVALUATION CRITERIA

- A.1.31 Proposals will be evaluated by MTC using criteria in the Tender and as per the relevant questions asked. These categories are not necessarily listed in order of importance:
- A.1.31.1 Price competitiveness, including any price discount provided in the proposal.
 - A.1.31.2 Project completion schedules and lead times proposed.
 - A.1.31.3 Warrantee conditions and handling of claims.
 - A.1.31.4 Availability of references from other customers and reputation of tenderer.
 - A.1.31.5 Availability of infrastructure for after sales support, both local and international.
 - A.1.31.6 Compliance with local and international standards.
 - A.1.31.7 Certification and accreditations.
 - A.1.31.8 Value added to MTC.
 - A.1.31.9 The financial condition and trading record of the tenderer (Company profile, bank rating of tenderer etc.)
 - A.1.31.10 Tenderer degree of conformance to the Black Economic Empowerment Policy (A certificate from NPPC or any other recognised BEE accreditation agency should be submitted to prove the BEE credential):
 - Alternatively, shareholder names and certificates must be attached.
 - Small and medium enterprises (SME's) must submit their SME certificates issued by the Ministry of Trade and Industry.
- A.1.32 The Tenderer shall ensure that sufficient supporting documentation and information is supplied in his proposal to enable MTC to evaluate the proposal in respect of each of the abovementioned criteria.
- A.1.33 As per the Communications Regulatory Authority of Namibia: Regulations in respect of Type approval and Technical Standards for Telecommunications Equipment, gazetted in the Government Gazette # 5659, General Notice # 22, the tenderer supplying equipment subjected to this regulation must ensure that all documentations required are obtained from the Regulator before importation. Failure to do so may lead to equipment being confiscated

by Customs at the supplier's risk, and MTC hereby distances itself from any confiscated equipment.

SUMMARY OF DEADLINES

ACTION	DUE DATE
TENDER DOCUMENTS AVAILABILITY:	FRIDAY, 07 th NOVEMBER 2022
SUBMISSION OF QUESTIONS:	MONDAY, 17 th OCTOBER 2022
MTC RESPONSE TO QUESTIONS:	FRIDAY, 21 st OCTOBER 2022
TENDER CLOSING DATE:	FRIDAY, 04 th NOVEMBER 2022 BY 14:30

QUESTIONS & ANSWERS

- A.1.34 If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before Monday, 17th October 2022. Only questions submitted in the questions template as per Appendix C will responded to.
- A.1.35 All questions and answers thereto will be uploaded on the website by the Friday, 21st October 2022.
- A.1.36 Communication between MTC and prospective companies, for the duration of this Tender, must only be through Ms E. Nghiidipaa @ 061 280 2019 or tenders@mtc.com.na. No direct communication or contact with any other party at MTC is permissible. Any such breach may disqualify the company.

TENDERER'S DESIGNATED LIASON

- A.1.37 Companies must select a single designated contact person, through whom all communications between MTC and the company will take place:

CONTACT NAME:	
DESIGNATION:	
TELEPHONE:	
FAX:	
EMAIL:	
SIGNATURE:	

REFERENCE LIST (PREVIOUS COMPLETE PROJECTS)

References: Contact information for five references (if possible) from projects similar in size application, and scope and a brief description of their implementation.

ITEM	COMPANY NAME	CONTACT PERSON	CONTACT DETAILS	YEAR SERVICE	OF
1					
2					
3					
4					
5					

SUCCESSFUL TENDERER’S PERFORMANCE MANAGEMENT

- A.1.38 The successful Tenderer/s are subjected to annual performance reviews to be completed by the respective MTC representative or Procurement Officer responsible for the purchase. The review will be done at intervals to be decided upon by the Procurement department.
- A.1.39 The performance reviews will amongst others cover the following issues:
 - A.1.39.1 **Reliability:** How reliably do you follow through on your commitments to MTC?
 - A.1.39.2 **Cost:** How closely did your final total costs correspond to your expectations at the beginning of the transaction?
 - A.1.39.3 **Order Accuracy:** How well did the product/service delivered matched your order specifications and quantity?
 - A.1.39.4 **Delivery / Timeliness:** How satisfied is the appraiser about the timeliness of the product/service delivery?
 - A.1.39.5 **Quality:** How satisfied is the appraiser about the quality of the product/service provided by your company?
 - A.1.39.6 **Documentation Accuracy:** Does your company present its all and correct documents with its deliveries?
 - A.1.39.7 **Personnel:** How satisfied is the appraiser about the attitude, courtesy, and professionalism of your company's staff?
 - A.1.39.8 **Customer Support:** How satisfied is the appraiser about the customer support she/he received from your company?
 - A.1.39.9 **Responsiveness:** How responsive is your company to information requests, issues, or problems that arose in the course of the transaction?

DECLARATION OF INTEREST FORM

Any deliberate omission in this declaration or the supplying of false information will be regarded in a serious light and may lead to an investigation and disqualification of the tender process.

Tenderer Name:		Tender #:	
Description of Tender:			

RELATION TO MTC EMPLOYEES/ MANAGEMENT/ DIRECTORS

I herewith declare that I have/am related – i.e. spouse (also fiancé or boyfriend/ girlfriend), parent, child, any other relation with the following MTC Employee(s)/ Member(s) of Management/ Board of Directors:

*

- _____
- _____
- _____
- _____
- _____
- _____

CONFIRMATION OF FACTUAL INFORMATION

I confirm by signing this declaration that, to the best of my knowledge, the statements made above are factual and accurate and that I have taken note of all the sections. *

Full Name:	Signature:	Date:
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* Please initial in each box where applicable.

TENDER PRICES

- A.1.40 Tender prices shall be quoted in Namibian Dollar, the legal currency in use in the Republic of Namibia.
- A.1.41 No change in the submitted tender price shall be countenanced after receipt and before award of Tender.

VALIDITY OF TENDER AND ACCEPTANCE

- A.1.42 The MTC is not bound to accept the lowest or any Tender nor to give any reason for the rejection of a Tender, nor shall they be responsible for or pay any expenses or losses which may be incurred by the Tenderer in the preparation and delivery of his Tender.
- A.1.43 Tenders remain open for acceptance for a period of ninety (90) days as from the closing date of the Tender.
- A.1.44 MTC reserves the right to ask for extension of the validity without any change in the prices.
- A.1.45 MTC shall not entertain price variations due to any currency fluctuations for the submitted offer during its validity period.
- A.1.46 After submission and before decision, no interviews dealing with the subject shall be answered by MTC. Tenderers may, however, be called upon to clarify aspects of their Tender at the discretion MTC, and supply further information requested and necessary to assess the Tenders.
- A.1.47 The successful Tenderer will be advised by the MTC to this effect by letter through the mail or by telegram or by fax and in such case the Post Office shall be regarded as the agent of the Tenderer and delivery of such acceptance to the Post Office shall be treated as delivery to the Tenderer.
- A.1.48 In the event that the Tenderer submits his proposal together with a technical partner whether local or foreign, MTC reserves the right to require that both the Tenderer and the Technical Partner conclude the Contract.
- A.1.49 The successful Tenderer shall provide at his own expense all the necessary revenue stamps for the Contract as required by Law in Namibia.
- A.1.50 After the signing of the Contract Documents by MTC and the successful Tenderer a duplicate copy shall be handed over to the latter.
- A.1.51 The MTC reserves the right to adjust arithmetical or other errors in the Tender. Any adjustments made to a Tender will be stated to the Tenderer prior to the acceptance of the Tender.

AMENDMENT OF TENDER DOCUMENTS

- A.1.52 At any time prior to the last date of submission for offers, MTC may, for any reason, whether at its own initiative or in response to a clarification requested by a Tenderer, modify the documents by amendment.

- A.1.53 The amendment shall be notified to all the prospective Tenderers in writing and these shall be binding on them.
- A.1.54 MTC may extend the last date of submission required as a result of such amendment.

DETAILS CONFIDENTIAL

- A.1.55 Tenderers shall treat all aspects pertaining to this tender as confidential and shall not disclose details to third parties except for bona fide tendering purposes.

LEGAL ASPECTS

- A.1.56 Unless in special cases the MTC agrees to the contrary, the laws of the Republic of Namibia shall be applicable to each contract created by the acceptance of a tender and each Tenderer shall indicate a place in Namibia and specify it in his tender as his domicilium citandi et-executandi where any legal process may be served on him.
- A.1.57 Each Tenderer shall bind himself to accept the jurisdiction of the Courts of Law of the Republic of Namibia.
- A.1.58 Each foreign Tenderer shall state in his tender the name of his accredited agent in the Republic of Namibia in whom the necessary legal competence is vested and who has been duly appointed to sign any contract.
- A.1.59 A foreign company may tender on condition that, should it be informed by the MTC that its tender has been successful, it registers as a company and taxpaying entity in the Republic of Namibia prior to the signing of the Form of Agreement or within such extended time as may be allowed by the MTC.
- A.1.60 The Bidder should be an original equipment manufacturer (OEM) or authorized partner of OEM for supply of the equipment, licenses, solution implementation and maintenance support. Letter of confirmation from OEM must be submitted.
- A.1.61 The bidder is only allowed to submit one offer, either individually or in a partnership. Bidders submitting more than one offers will automatically be disqualified.
- A.1.62 One Bidder can bid only with one OEM and similarly one OEM can bid with only one Bidder. Letter of confirmation from the Bidder and OEM is required. Bidders with letters from the same OEM will automatically be disqualified.

BUSINESS CONTINUITY, HEALTH, SAFETY AND ENVIRONMENT PROVISIONS

- A.1.63 Suppliers that are identified in Business Impact Analyses as being key dependencies in MTCs ongoing operations or responses to disruptive incidents, should contractually agree to provide critical services and products within lead times required by MTC to meet the recovery time objectives established.

- A.1.64 To facilitate the continuation of services to MTC's interested parties, MTC may request its suppliers to:
- A.1.65 provide assurance in the proposal or tender of its ability to continue to provide the required service or products, despite disruption to its own business operations.
- A.1.66 include, in the service level agreement (SLA), the supplier's undertaking to provide annual reassurance of its ability to continue to provide the required service or products despite disruption to its business operation.
- A.1.67 assurance shall be verifiable by means of an audit report extract, BCM exercise/ test reports and/or current ISO22301 certification, indicating the supplier's verified continuity capability.
- A.1.68 MTC may further request that:
- A.1.68.1 the supplier undertakes to form part of the MTC's BCM testing programme from time to time - scenario dependent and by mutual agreement.
 - A.1.68.2 failure to adhere to a consistent and verifiable BCM programme may be construed, by MTC, as a breach in service level with the penalties and conditions that apply to such agreement.

DISQUALIFICATION OF TENDERERS

- A.1.69 The offer of any Tenderer, which does not conform to the Conditions of this Tender and the instruction reflected in the Tender, may be disqualified at the discretion of the MTC.

NOTICE (S) TO TENDERS

- A.1.70 Additional information and amendments to the tender documents will be conveyed to the Tenderers by the MTC or his agents, prior to the closing date of the tender, by means of Notices to Tenderers. Receipt thereof shall be acknowledged immediately to the sender by email and shall also be submitted together with the Tender Document with tender closure.

LANGUAGE

- A.1.71 All offers shall be submitted in the English language.

ADDITIONAL CONDITIONS OF TENDER

- A.1.72 **Good Standing in terms of the Social Security Commission Act**
Tenderers shall provide Original certificates of good standing in terms of the Social Security Commission Act.
- A.1.73 **Good standing with Inland Revenue Office**
Tenderers shall attach a valid Original Tax Good Standing Certificate.
- A.1.74 **Company Registration Certificate**
Tenderers shall attach a valid copy of his/her Company Registration Certificate or proof of Defensive Name issued in terms of Section 7 of the Companies Act of 1973 (Act 61 of 1973) OR a Close Corporation Certificate issued in terms of Act 26 of 1988.
- A.1.75 **Letter of Intent**

Letter of Intent to be provided by financial institution with the Tender to confirm that a Performance Guarantee will be issued after award of the Tender.

A.1.76 **Shareholding**

Tenderers shall attach shareholders certificates clearly indicating the shareholding structure of the company tendering.

TERMS OF REFERENCE

1. BACKGROUND

MTC is a public company registered in terms of the Companies Act of Namibia, No. 28 of 2004, as amended (Companies Act of Namibia) and MTC's Initial Public Offering closed on 1 November 2021 and listed on the Namibian Stock Exchange on 19 November 2021. The shareholding of MTC is now 39.9 % retail and institutional investors and 59.1 % by the Namibia Post and Telecom Holdings Limited (NPTH), a government entity.

The Mobile Telecommunication Company (hereafter referred to as "MTC") is a Namibian mobile communications operator founded in 1995. MTC's principal nature of business is to invest in and operate communications infrastructure in Namibia with intentions to offer complete solutions to its customer base. To date, MTC is the largest communications provider in Namibia with over two million active subscribers and a total of 807 active sites country wide.

MTC is committed to achieving 100% coverage of the Namibian population and improving the lives of customers through innovative digital solutions that will enable us to be the best digital provider that meets customer expectations. MTC commitments are being fulfilled through its innovative digital solutions, the 081Every1 project, which is expanding MTC's services to Namibians in remote rural areas, and its continued efforts to ensure their infrastructure supports the needs of customers. MTC is a preferred employer and the most recognized communications brand in Namibia – nine out of 10 customers would recommend MTC to others.

1.1. Vision Statement

To drive an inclusive Namibian digital economy

1.2. Mission Statement

To create sustainable value for all our stakeholders through innovative digital solutions and a high-performance culture.

1.3. What we value

- Integrity (trust, transparency)
- Customer centricity
- Stakeholder inclusivity
- Innovation

2. Operational Philosophy

MTC recognizes commitment to our common vision, to growth and profitability and to enjoying the work we do. We achieve this through continuous change and development in a dynamic industry. We grasp opportunities to develop MTC in a structured manner. We are committed to a culture of mutual respect, honesty, fairness, integrity, transparency, accountability, and trust, and dare each other to perform in an excellent manner. We reward people according to the value they bring to MTC. We serve our customers to the best of our ability and strive to improve this service wherever possible.

Solution Requirements

TARGET SERVICE REQUIREMENTS:

MTC is searching for an enhanced and centralized Warehouse Management System (WMS) that can automate critical workflows to increase cross functional collaboration within the supply and distribution. The submitted proposal should have a detailed description of the platform's functionality, by providing evidence which includes the following evaluation criteria. Furthermore, the bidder is invited to include additional information on below requirements but not limited to these.

Warehouse Management Systems: Functionality				
Core Functionality				
General requirements:	Detailed description this is the basic requirement, it must not be limited what is available in WMS	Fully Compliant (To be completed by the bidder) (Y/N)	Partially Compliant (To be completed by the bidder) (Y/N)	Clear reference/supporting documentation (indicate document and page number)
Receiving	Check in and log in coming equipment. Verify receiving correct quantity at the right condition at the correct time. Scan quantity on what was delivered directly to ERP system			
Put-a-way/Check in	Move equipment from receiving desk to the correct storage bins. Scan			

	<p>product system automatically provide put away area/zone Bin location. Tracing where is it put away. Allocate product to specific BIN location. Able to print BAR codes labels. Scan physical Bin Location label at rack and check pallet in Bin Location. Product number, Lot Number, Expiry date, Manufacturing Number</p>			
Cycle-Count	<p>Ability to conduct and resolve real-time inventory counts. Including Stock availability, Released quantity/dispatch quantity over last 3 months. Ad-hoc counting, planned stock take, where handling unit is checked. Where unit existence is checked. Snapshot History. Stock</p>			

	takes on Mobile Devices and scanning inventory.			
Picking and Packing	<p>Pick Order, running out of product of picking Bin transfer, overstock level to lower stock level. Replenishment, movement. Scan from BIN location to pallet. Submit on scanner. Collect the equipment requested to fulfill the requests. Arrange the equipment for shipment. Correct packing in the correct packaging with accurate packing slip and waybill.</p>			
Task Management	<p>Ensure it automatically creates warehouse tasks, such as picking and replenishment tasks, and queues them for assignment to specific workers</p>			

	<p>based on factors such as the work zone they are in, permissions to do a task, the type of equipment (if any) they are using, the priority of the work (e.g. the priority of replenishment tasks to fill a pick slot which has insufficient inventory to meet current demand that is very high), and a worker's proximity to the task.</p>			
Quality Analysis	<p>Ensure WMS automatically generates work as part of the receiving process, to move the inventory quantity that is required for quality control to a quality control location.</p>			
Replenishment	<p>Automation information on demand analyses, forecast, Realtime information on inventory location and quantity.</p>			

	<p>Including stock shortage in near future. Stock surplus Data share available in ERP to increase the efficiency in business operations</p>			
<p>Opportunistic cross-dock</p>	<p>Dynamic allocation of an incoming supply source to a demand source on receipt. (The system postpones the cross-dock assignment until you receive the material into the warehouse) With automatic communication to various stake holders. (Excluding manual email)</p>			
<p>Inventory Control</p>	<p>Ensure WMS have the correct software to include correct tools to use barcode scanners, barcode labels and provide real-time updates and ensure quick and accurate inventory data.</p>			

<p>Work Order Management</p>	<p>Work scheduling automated. Ensures that the right product is picked based on business rules such as Last in First Out (LIFO) or First In First Out (FIFO).</p>			
<p>Shipping</p>	<p>Dispatch finalized orders, ensuring correct collection with correct documentation. In order that customers received orders correct at the right time. Including waybill labeling – automated. Ensures that the right products are delivered to the right customers at the right time.</p>			

Advance Functionality				
General requirements:	Detailed description this is the basic requirement, it must not be limited what is available in WMS	Fully Compliant (To be completed by the bidder) (Y/N)	Partially Compliant (To be completed by the bidder) (Y/N)	Clear reference/supporting documentation (indicate document and page number)
Yard Management	To ensure it can be used in conjunction with transport management systems to improve information delivery planning.			
Labor Management	To ensure: Reducing In-Warehouse Travel Time Maximizing Individual Worker Productivity Allowing for a Leaner Workforce Identifying Issues Before They Affect the Business Manage warehouse team from one screen. Flexibility to assign manually or have automation tasks. Ensure Maximize time and productivity by planning and scheduling capabilities.			
Warehouse Optimization	Easy and efficient tracking of inventory and order related information such as lot			

	<p>details, expiry dates, serial numbers</p> <p>Optimize warehouse operations, including receiving items, put a way labeling to maximize capacity.</p> <p>Enables the warehouse personnel to store the inventory in the warehouse depending on the current demand and product weight.</p>			
Value- added Services	<p>Offers a single-window view of the entire inventory processes. With anytime anywhere accessibility feature.</p> <p>Enable the warehouse personnel with the requisite data and information at their fingertips needed to do their job.</p>			
Planned Cross dock	<p>Ensure is included:</p> <p>Cross-docking enables the warehouse workers to skip the inbound put-away process, once the item is registered, the system will directly create the cross-docking work. The warehouse worker will</p>			

	<p>pick the item from Inbound and put it at the "Packing or Stage Out" location. The objective is to minimize the handling and step count for the warehouse worker.</p>			
Return management	<p>To make sure it includes: returns arrive at a warehouse in different (good and bad) conditions. A returned product first needs to be graded to define whether its condition is good (grade a) or bad (grade B, C or D). It is obvious that grade-A products should be stored in the WMS as these products can be shipped on a regular outbound sales order. But does it also make sense to store other grade products in the WMS, knowing that these products will likely be handled differently (disposition like repair or recycling).</p>			

WMS Dash boards/ Report Real-time				
General requirements:	Detailed description this is the basic requirement, it must not be limited what is available in WMS	Fully Compliant (To be completed by the bidder) (Y/N)	Partially Compliant (To be completed by the bidder) (Y/N)	Clear reference/supporting documentation (indicate document and page number)
Stock holding: (Including forecasting)	Inventory forecasting — also known as demand planning — is the practice of using past data, trends and known upcoming events to predict needed inventory levels for a future period			
Excess/Surplus stock, Stock outs, potential stock outs and FIFO	Adequate forecasting module. The WMS should include the sophistication to carry out statistical demand forecasting. That focus on product life cycle in forecasting. To Include different warehouse models in MTC. Retail Revenue and Network equipment with telecom site building. To keep track on Complex supply chains, and product life cycle.			
ABC System allocation Inventory	Ensure ABC analysis that provides insight into the optimal location of the goods. Must be easy to perform an ABC analysis based on the			

	<p>picking history of an item and its location in the warehouse. Able to visualizes which items are inappropriately located and suggests new locations for the items. Automated including FIFO</p>			
Fill Rate	<p>Must handle: Percentage of customer order that can meet without running out of stock at any given time. Greater or Lesser demand at customer level chain. In the different Models of MTC warehousing. Retail and site building. To automatic predict, stock out, Potential stock out.</p>			
	<p>Daily Basic Warehouse Health Check (where is disruption in warehouse stock holding refer to surplus stock/ stock out and potential stock out. Keeping orderly warehouse stats with basic tracking, checking inventory monitoring-daily; Part of One easy screen dash board – always available and updated automatically</p>			


	as with stock movement. (Realtime tracking)			
Real time tracking	<p>Ensure automated process of recording Delivery to dispatch through the use of WMS software. Ensure a complete picture of what's happening with inventory, allowing business to react quickly to supply chain needs.</p> <p>Able to scan in all inventories on offloading, showing as received, but not yet arrived, till invoice and PO can be matched including labeling for Put a Way.</p> <p>Electronic Recording of stock/Audit trail/ Track and trace Realtime with movement – reports must be available. ERP to be updated automatic</p>			
Delivery Prediction	<p>(Not only ETA – all different divisions Of MTC warehouse)</p> <p>Prevent supply/customer chain interruptions.</p> <p>Effectively model delivery workflows to accurately predict how much time is needed at every stage in every delivery process,</p>			

	accounting for all historical performance data to validate predictive delivery. Everything from time-on-site to prep-time for delivery to customer.			
Health and Safety, employees, and security of goods; reduction of down time owing to injury or illness	As part of the WMS. Should keep a clear history of every task which has been allocated to an individual. This will range from standard warehousing tasks, such as picking and packing.			

Advance Functionality				
General requirements:	Detailed description	Fully Compliant (To be completed by the bidder) (Y/N)	Partially Compliant (To be completed by the bidder) (Y/N)	Clear reference/supporting documentation (indicate document and page number)
Cloud Based Inventory Management	WMS to be cloud based to: Optimizes costs to speed up implementation time and increases flexibility and scalability to adapt to business variations and growth.			
Real Time Inventory	WMS to update ERP Realtime. With all actions of in/out scan of. Dashboard			

	<p>information available to all stake holders with Realtime Including and not limited, orders damage spoilage customer reviews</p>			
<p>Creating Sustainable Operations</p>	<p>Ensure operation with the ideal amount of product, thereby reducing excess inventory and maximizing storage space. Including Order picking technology and Bar Coding. Reduce need of paper. Reduce waste</p>			
<p>Include Reduce optimize times and distance</p>	<p>Include PUT A Way technology, picking and packing route with automatic BIN packing selection including labeling at all activities.</p>			
<p>Smartphones /Scanners</p>	<p>Optimize scanners for warehouse activities with Monitors for tracking of activities for staff. Systems, are used to scan QR codes, track inventory, record product details, collect data - real-time updates</p>			
<p>Artificial Intelligence:</p>	<p>Enable networking of devices, monitoring</p>			

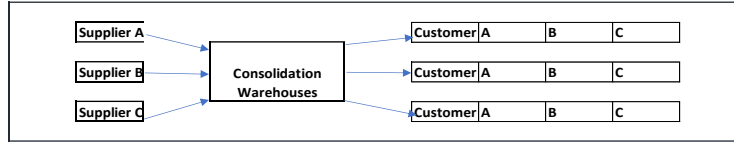
	operations determining the right metrics to see to guide productivity at the warehouse.			
Reporting and Analytics	Offers robust, accurate, actionable insights on inventory-related operations, helps keep track of inflow and outflow of inventory in an efficient manner and the KPIs allow the warehouse-management team to plan their future course of action effectively.			
	Enabling data directly into digital storage reducing scope of errors by removing need paper processes.			
	Data Analysis (Simply one report real time)			

Interface systems (Middleware)

ERP-TMS-material handling Supply chain planning systems
Yard Management: Process of managing the vehicles and inventory within vehicles while in warehouse yard. Fast turnover inventory requires better visibility of inventory, even when in transit
Labour Management: Refers to maximizing the use of warehouse labours, warehouse labours is expected to perform a wide range of activities to minimize the number of employees at any given time.
Warehouse Optimization: Refers to best selection of location of storage and retrieval of equipment to minimize time of movement
Value- added Services: Refers to coordination of warehouse activities to customize a product, such as packing labelling kitting

Planned Cross docking is the integration of more than one part for a customer/project from a source or a different source without maintaining inventory

Return Management; Repair of Equipment, Equipment, Re-marketing, recycling, disposal to accommodate and facilitate reverse flow following it useful life.

Consolidation Warehouses (to include various warehouse segments)



WMS Functionality and decision support	
Put a Way	Improved productivity and Utilization
Task Interleaving	Routing on demand as contrasted to predetermined tasks areas and sequences
Pick Replenishment	Direct Picking from single or Multiple locations including pick to assure expire date compliance, Facilitate replenishments of pick location inventories when appropriate
Slotting	Variable slot or product placement locator assignment to exchange space utilization
Cross Docking	Facilitate direct receipt to shipment flow
Inventory Visibility	Tracking specific inventory lots by warehouse location as well as daily visibility of receipts. Date specific lot control
Work queue Resolution	Identification of alternative ways to efficiently resolve work constraint queues
Picking Strategy	Routine to perform selected picking strategies
Error Correction	Ability to resolve and correct data errors in real-time. Ability to identify and resolve differences in procurement orders and advance shipment notifications and actual quantities/product received
Simulations	Performance of Real-time decisions support scenarios to assist in operational decisions making
Return goods	Facilitate processing and audit compliance for reverse logistics/programs
Cycle Counts	Ability to conduct and resolve real-time inventory counts.

Support

The bidder must include information on warranties and after-sales assistance. The tenderer must be an original equipment manufacturer (OEM) or an authorized partner of an OEM for equipment, licensing, solution deployment, and upgrades. It is necessary to obtain a document from the OEM certifying the level of certification.

Roadmap

The bidder must include a technical roadmap for the system clearly outlining the required upgrades and software/system end-of-life dates. (The road map must not be less than 5 years).

Training

Training should be included and be offered prior to project implementation. Training is expected to go up to advanced level for the purpose of Operation & Maintenance, high level configurations, troubleshooting, optimization, and general support.

Project Plan

The bidder must provide a project completion schedule and lead times proposed.

Integration

The bidder must include information on how the system can seamlessly integrate to the current MTC systems such as single view and IFS.

Service levels

MTC expects that the successful Vendor to adhere to the following minimum Service Levels:

- a) Any fault/ issue/ defect failure intimated by MTC through any mode of communication like call/e-mail/fax etc. are to be acted upon, to adhere to the service levels. Business/ Service Downtime and Deterioration shall be the key considerations for determining "Penalties" that would be levied on the Successful Vendor.
- b) The Vendor should have 24X7 monitoring, escalation, and resolution infrastructure.
- c) Time bound problem addressing team (onsite/offsite) for the complete contract period.
- d) Any delay in meeting the timelines would result in penalty.

PRICE SHEET

WAREHOUSE MANAGEMENT SYSTEM PRICE SHEET			
	DESCRIPTION	Quantities	Rates in NAD (VAT excl.)
1	Warehouse Management System		
2	Licenses (per person and or enterprise)		
3	Support & Maintenance	3 years	
4	Installation and Configuration		
5	Training (face-to-face for 20 personnel)		

The assumption is that the WMS shall be web based, if however, hardware is required, the bidder must indicate the hardware requirements required comprehensively.