



Expression of Interest (EOI)
for the
Supply, Installation, Configuration,
Training and Commissioning of an
Enterprise Resource Planning Solution

Procurement Ref No: MEL/EOI/ER/12/2020

Metro Express Ltd
3rd Floor, SICOM Tower
Wall Street
Cybercity
Ebene 72201
Tel: 4600460

Date: 10 July 2020



Metro Express Ltd

Expression of Interest (EOI)

for the Supply, Installation, Configuration, Training and Commissioning of an Enterprise Resource Planning Solution

Procurement Reference No: MEL/EOI/ER/12/2020

Metro Express Ltd (MEL) invites Expression of Interest from eligible and qualified local companies for the supply, installation, configuration, training and commissioning of an Enterprise Resource Planning Solution.

The EOI and relevant annexures are available free of charge at MEL's website: <https://mauritiusmetroexpress.mu/devenir-partenaire/>

Any queries in respect of this EOI should be addressed to the Chief Executive Officer and sent to procurement@metroexpressltd.org before **Wednesday 22nd July 2020**.

EOI submissions, addressed to the Chief Executive Officer, should be sent by mail or deposited at the *Registry, Metro Express Ltd, 3rd Floor, SICOM Tower, Wall Street, Cybercity, Ebène 72201*. All submissions should reach MEL on or before **Friday 24th of July 2020 at 13.30 hours at latest**. EOI received after the prescribed date and time will not be considered.

Metro Express Ltd
3rd Floor, SICOM Tower,
Wall Street,
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Tel: 460 0460

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1. INTRODUCTION

Metro Express Ltd (MEL) is planning to manage its business functions within a centralized and integrated system where all the business goals will be managed and organized more efficiently. It will also help to adapt the daily changes and business practices while maintaining a stable business growth. Therefore, MEL intends to implement efficient, manageable and cost-effective Enterprise Resource Planning (ERP) solution to address key functions.

The ERP system is anticipated to give solutions components in the following modules: Finance, Human Resource, CRM (Customer Relationship Management) and Procurement functions.

2. SCOPE OF SERVICES

- (i) The scope of services will consist of Supply, Installation, Configuration, Training and Commissioning of an Enterprise Resource Planning Solution (ERP) for Metro Express Ltd.
- (ii) The proposed ERP system is expected to integrate with MEL's existing systems such as reporting software, Electronic ticketing System, time attendance software, Maximo system and others.
- (iii) MEL reserves the right to decide on the priority of implementation of the modules.
- (iv) The requirements are as hereunder:

Modules	High Level Requirements	Integration with other systems
Financial	General Ledger	Reporting Tool, ETS system and other system
	Receivables & Payables	
	Cash Management	
	Asset management	
	Reconciliations	
	Sales & Purchases	
	All other financial components/features provided by default in the ERP system	
HRM	Employee Information & attendance	Reporting software, Time attendance system and other system
	Payroll	
	Budgeting	
	Compensation & Benefit	
	PMS	
All other HRM components/features provided by default in the ERP system		
Procurement & Asset Management	Inventory	Reporting software, other Procurement & Asset Management system and other system
	Reordering with workflow	
	All other Procurement & Asset Management components/features provided by default in the ERP system	
CRM	Contact Management	
	Reporting, Dashboards & Data Analytics	

	Call automation & email Integration	Reporting software, social media systems and other system
	Complaint Analytics & Ticket Management system	
	Chat Integration with social media platforms	
	Marketing options and customer space corner	
	All other CRM components/features provided by default in the ERP system	

3. **APPROXIMATE NUMBER OF USERS:**

SN	Modules	Total Users*
(i)	Financial module	10
(ii)	HRM Module	250
(iii)	Procurement & Asset Management Module	7
(iv)	CRM Module	14
	TOTAL	281

* MEL reserves the right to increase and decrease the number of users for each module.

4. **ELIGIBILITY CRITERIA**

- (i) The applicant should have been in the ERP implementation business for at least 5 years.
- (ii) The applicant should provide a list of similar projects executed over the past five years, a minimum of 3 projects each having a value over Rs 10.00 Million, including description, contract value, name of Client and Consultants, year started and completed.
- (iii) The applicant should have made profit for at least one year during the past three years and should be financially sound.

5. **DOCUMENTS TO SUBMIT**

- (i) The applicant should provide profile of the company, its organization, staffing and details of experience in similar assignments undertaken during the last 5 years including name of clients, locations, duration and description of assignment;
- (ii) The applicant should provide the CV's of qualified staffs and their experiences in managing and implementation of similar ERP project.
- (iii) The applicant should provide a proposal of the company's deployment schedule for undertaking the assignment;
- (iv) The applicant should provide a work plan including proposed maintenance agreement and user training for the implementation of the ERP project.
- (v) Applicants are required to submit all supporting documents for above criteria signed and with company seal.
- (vi) The applicant should provide its audited financial statements for past three years.

6. PRE-QUALIFICATION

Based on the criteria at paragraph 4, only qualified applicants will be invited to submit their bids.

7. CLARIFICATIONS

All clarifications sought by the applicants in respect of this Expression of Interest shall be addressed to the Chief Executive Officer and sent to the procurement officer on : procurement@metroexpressltd.org no later than three (3) days prior to the deadline set for submission of the Applications.

8. DEADLINE FOR SUBMISSION OF EXPRESSION OF INTEREST:

The Expression of Interest (EOI) should be submitted in sealed envelope and clearly marked **“Procurement Reference No: MEL/EOI/ER/12/2020 EOI for the Supply, Installation, Configuration, Training and Commissioning of an Enterprise Resource Planning Solution”** indicating the closing date.

EOI submissions, addressed to the Chief Executive Officer, should be sent by mail or deposited at the **Registry, Metro Express Ltd, 3rd Floor, SICOM Tower, Wall Street, Cybercity, Ebene 72201**. All submissions should reach Metro Express Ltd on or before **Friday 24th of July 2020 at 13:30 hours at latest**. EOI received after the prescribed date and time will not be considered.

9. RIGHT OF METRO EXPRESS LTD

The Metro Express Ltd reserves the right to accept or reject any application and to annul the whole EOI exercise without thereby incurring any liability whatsoever to any applicant.