

Namibia Drydock & Ship Repair (Pty) Ltd

INVITATION FOR BIDDERS:

**SUPPLY, IMPLEMENTATION, TRAINING AND SUPPORT OF AN ENTERPRISE RESOURCE PLANNING
(ERP) SYSTEM**

Procurement Reference number: **IFB/ONB/NAMDOCK/004/2026-ERP
SYSTEM**

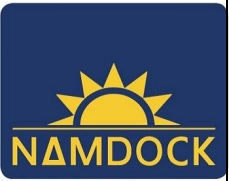
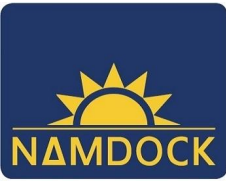
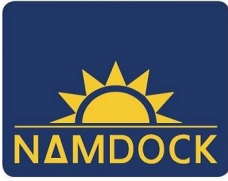
	SUPPLY, IMPLEMENT, TRAIN & SUPPORT OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM	Procurement Reference No. IFB/ONB/NAMDOCK/004/2026- ERP System	Date: 07 OCT 2026
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1. INTRODUCTION

Namibia Drydock and Ship Repair (Pty) Ltd (NAMDOCK) invites proposals from suitably qualified, reputable, and experienced service providers (companies and individuals) for the supply, implementation, training, and support of an Enterprise Resource Planning (ERP) system. All documents and materials submitted in response to this invitation will become the property of NAMDOCK.

All documents must be in English language.

1.1 Purpose

The purpose of this Bid Invitation is to solicit bids from qualified vendors for the supply, configuration, customisation, implementation, training, data migration, and ongoing support of a fully integrated Enterprise Resource Planning (ERP) system. Based on an internal assessment of the market the following options are preferred; **SAP Hanna, Microsoft Dynamics 365, Oracle NetSuite and Sage.**

It is mandatory that a bidder submits a BID for at least one of the preferred solutions listed above. Should a Bidder wish to propose an alternative solution, a second additional proposal clearly marked as such should be submitted.

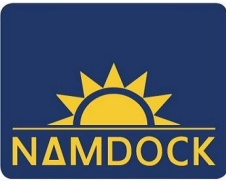
A maximum of only 2 proposals per bidder will be permitted.

1.2 Background

Currently, many of our business functions are being managed through disparate systems, spreadsheets or manual processes which often lead to:

- Data inconsistencies and duplication
- Delayed decision- making
- Lack of real-time visibility into operations
- Compliance and audit risks
- Inefficiencies in reporting and resource planning.

The implementation of an ERP system will address these challenges by centralising key business functions into a single integrated platform.

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1.3 Objectives

The proposed solution must be a commercially available enterprise-grade ERP platform. Custom development should be limited to identified functional gaps, and all custom developments must remain upgrade safe. The ERP solution must:

- Streamline and integrate business processes.
- Improve data accuracy and real-time decision-making.
- Increase operational efficiency and productivity.
- Support future organisational growth and scalability.

Enhance reporting, auditability, and compliance.

1.4 Key Features

The ERP system must cover standard business process functionalities, including:

i. Finance and Accounting

The Finance and accounting module should provide the tools and processes needed to manage all financial transactions, reporting, budgeting and compliance activities across NAMDOCK to ensure accurate financial control, transparency and support for strategic decision-making.

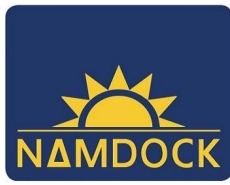
ii. Human Resources and Payroll

The Human resource module is to digitise and streamline HR functions across the employee lifecycle, including recruitment, onboarding, personnel management, time and attendance, payroll, performance management and training to ensure transparency, compliance and efficient workforce management aligned with NAMDOCK strategy. The payroll module is for managing all employee compensation activities in compliance with labour laws and NAMDOCK policies and procedures.

iii. Warehouse Management

The Warehouse management module should ensure efficient tracking, control and movement of all materials and stock items within NAMDOCK warehouses. It should provide full visibility into Inventory; support supply chain processes and enables the timely availability of components for ship repair projects and operational activities.

iv. Supply Chain Management

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The Supply Chain Management (SCM) module is designed to manage the end-to-end flow of materials, information, and finances across the procurement, inventory, warehousing, and distribution processes.

v. **Sales and Customer Relationship Management (CRM)**

The Sales and CRM module manages interactions with customers, facilitates sales operations, and improves customer satisfaction and loyalty.

vi. **Asset and Tool Management**

The Asset Management Module is designed to track, manage, and optimize the full lifecycle of physical assets (and small tools) — from acquisition through use, maintenance, and eventual disposal. It enables financial control, operational efficiency, compliance, and strategic decision-making regarding the use and value of company-owned equipment and property.

vii. **Business Intelligence and Reporting**

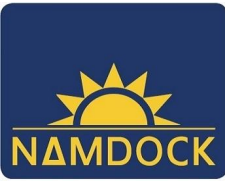
The business intelligence (BI) and reporting function transforms raw business data into actionable insights. It enables decision-makers to monitor performance, identify trends, predict outcomes and make informed, data-driven decisions across all business function.

2. SCOPE OF WORK

2.1 Functional Requirements

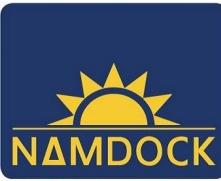
This section outlines the functional requirements of the proposed Enterprise Resource Planning (ERP) system, detailing the core capabilities and processes the system must support to meet NAMDOCK's objectives. These requirements define the system's expected behaviour in terms of business functions, user interactions and operational workflows across various departments. The aim is to ensure that the ERP system enhances efficiency, enables seamless integration of business units, supports informed decision-making, and aligns with the strategic objectives of NAMDOCK.

User management (USE)	
REQUIREMENT ID	REQUIREMENT DESCRIPTION
USE-001	Creation and management of different user roles such as clients, estimators, approvers, project managers and administrative staff. F

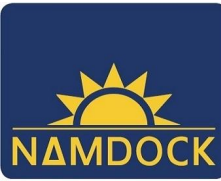
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USE-002	Implementation of access controls to ensure that users can only access functionalities relevant to their roles and responsibilities.
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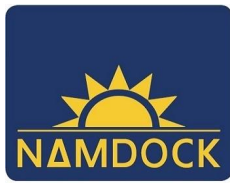
Human Resource Management (HRM)	
REQUIREMENT ID	MINIMUM REQUIREMENT DESCRIPTION
HRM-001-Employee Records Management	
HRM-001-1	Centralised digital personnel files
HRM-001-2	Personal, employment, emergency, and banking details
HRM-001-3	Document uploads (ID, qualifications, contracts)
HRM-001-4	History of promotions, transfers, and changes
HRM-001-5	Work permit, medicals, and certification tracking (e.g., welders, riggers)
HRM-002-Recruitment and Onboarding	
HRM-002-1	Job requisition and approval workflows
HRM-002-2	Vacancy advertising and candidate application portal
HRM-002-3	Shortlisting, interview scheduling, and scoring
HRM-002-4	Offer letters and contract generation
HRM-002-5	Digital onboarding checklist and task assignment
HRM-002-6	Probation tracking and conversion
HRM-003-Time and Attendance	
HRM-003-1	Clock-in/out system (biometric, RFID, or web-based)
HRM-003-2	Shift and roster planning (job planning), with overtime approval processes and notifications
HRM-003-3	Allocation of actual hours/costing to projects
HRM-003-4	Attendance exception reporting (absences, lateness)
HRM-003-5	Leave accruals, applications, and approvals
HRM-003-6	Integration with Payroll for actual time worked
HRM-004-Leave Management	
HRM-004-1	Leave types: annual, sick, family, study, maternity, etc.
HRM-004-2	Leave balances, carry-over, and encashment rules
HRM-004-3	Multi-level approval workflow
HRM-004-4	Department-level visibility and control
HRM-004-5	Leave calendar per team/project
HRM-005-Payroll Integration (Interface or Built-in)	
HRM-005-1	Pay structure management (basic, allowances, deductions)
HRM-005-2	Automated input from attendance and overtime
HRM-005-3	Statutory deductions: PAYE, Social Security, Medical Aid

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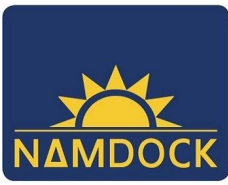
HRM-005-4	Payslip generation and history
HRM-005-5	End-of-year tax certificate support (e.g., ITAS Namibia)
HRM-006-Training and Development	
HRM-006-1	Training needs assessment and planning
HRM-006-2	Course scheduling and attendance tracking
HRM-006-3	Certifications and competency management
HRM-006-4	Evaluation and feedback
HRM-006-5	Training cost analysis per employee/department
HRM-007-Performance Management	
HRM-007-1	Goal setting and performance review cycles
HRM-007-2	180/360-degree appraisal processes
HRM-007-3	KPI tracking by employee or job role
HRM-007-4	Performance history and ratings
HRM-007-5	5. Integration with rewards, promotions, and development plans
HRM-008-Disciplinary and Grievance Handling	
HRM-008-1	Case logging, document uploads, and status tracking
HRM-008-2	Hearing schedules and outcomes
HRM-008-3	Disciplinary action records
HRM-008-4	Grievance response tracking
HRM-009-Offboarding and Exit Management	
HRM-009-1	Resignation and retirement workflows
HRM-009-2	Clearance processes and checklists
HRM-009-3	Exit interviews and feedback capture
HRM-009-4	Final payment and benefits closure
HRM-009-5	Staff movement history and retention reporting
HRM-010-Reporting and Dashboards	
HRM-010-1	Headcount summaries by department, job type, location.
HRM-010-2	Turnover rate, absenteeism, vacancy rate
HRM-010-3	Training hours and cost per employee
HRM-010-4	Performance rating distributions
HRM-010-5	Compliance and audit reports
HRM-011-Key performance indicators and metrics	
HRM-011-1	Employee retention rate
HRM-011-2	Average time to hire
HRM-011-3	Absenteeism and leave trends
HRM-011-4	Training completion ratio
HRM-011-5	Performance rating distribution
HRM-011-6	HR to employee ratio
HRM-011-7	Payroll accuracy percentage

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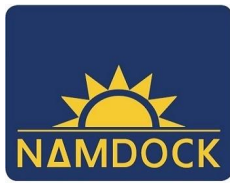
HRM-012-(Payroll) Employee Information Management	
HRM-012-1	Maintain employee payroll records including salary structure, tax information, bank details, benefits, deductions, and allowances.
HRM-012-2	Track employment types (permanent, contract, part-time), departments, designations, and cost centres.
HRM-012-3	Interface with the HR module for real-time updates on hires, terminations, and status changes.
HRM-012-4	HRM - 013: Salary Structure Management
HRM-012-5	Define multiple salary structures based on job grades, employment types, or union agreements.
HRM-012-6	Manage fixed and variable pay components, including basic salary, bonuses, overtime, and shift differentials.
HRM-012-7	Allow configuration of earnings and deduction heads (e.g., housing, medical, pension, etc.).
HRM-012-Payroll Processing	
HRM-012-1	Generate monthly payroll automatically based on defined cycles and attendance records.
HRM-012-2	Calculate gross pay, deductions (e.g., tax, social security, loans), and net pay.
HRM-012-3	Apply retroactive pay adjustments, leave encashment, and pro-rata salary.
HRM-012-Tax and Compliance Management	
HRM-012-1	Calculate statutory deductions (PAYE, social security, medical aid, pension contributions, etc.) based on national regulations.
HRM-012-2	Generate tax certificates, monthly returns, and year-end reports.
HRM-012-3	Maintain audit trails for payroll adjustments and corrections.
HRM-012-Leave and Attendance Integration	
HRM-012-1	Integrate with the Time & Attendance or HR module to factor in paid/unpaid leave, absences, overtime, and holidays in payroll calculation.
HRM-012-2	Auto-apply salary deductions for unapproved leave.
HRM-012-Payslip Generation and Distribution	
HRM-012-1	Generate secure, itemized payslips for each employee.
HRM-012-2	Allow employees to access/download payslips via a self-service portal.

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HRM-012-3	Send payslips via email or secure internal notifications.
HRM-012-Bank and Payment Integration	
HRM-012-1	Generate bank transfer files in approved formats for direct deposit of salaries.
HRM-012-2	Integrate with financial systems for automatic posting of payroll journals.
HRM-012-Loan and Advance Management	
HRM-012-1	Staff debtors management, Track employee loans, advances, and repayments.
HRM-012-2	Auto-deduct EMI (Equated Monthly Instalment) during payroll processing.
HRM-012-3	Provide reports on outstanding balances and repayment history.
HRM-013-Audit and Security	
HRM-013-1	Maintain detailed logs of payroll runs, changes to employee records, and approval workflows.
HRM-013-2	Support role-based access to sensitive payroll data.
HRM-013-3	Enable audit reports for compliance and internal review.
HRM-014-Self Service Portal	
HRM-014-1	Generate payslips
HRM-014-2	Leave applications, leave calendar
HRM-014-3	Leave approval workflows
HRM-014-4	Tax certificate
HRM-014-5	Organization Chart (Personalized)
HRM-014-6	Requisition management
HRM-014-7	Performance scorecard management
HRM-015-Reporting and Analytics	
HRM-015-1	Generate customizable payroll reports: salary register, cost centre summaries, tax reports, etc.
HRM-015-2	Generate AA Statistical Reporting
HRM-015-3	Provide dashboards for HR/Finance managers with real-time payroll statistics.
HRM-015-4	Support data export to Excel, PDF, and other formats.
HRM-016-Employee Health Records Management	
HRM-016-1	Maintain centralized electronic employee health records integrated with employee master data.
HRM-016-2	Automatically create employee patient profiles using employee number and demographic information from the HR System

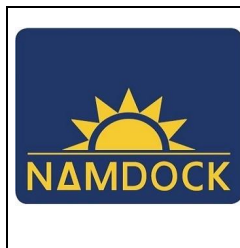
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HRM-016-3	Maintain employee medical histories, allergies, diagnoses, prescriptions, treatments, referrals, and test results.
HRM-016-4	Record occupational injuries and diseases including classification, description, treatment, referrals and outcomes.
HRM-016-4	Integrate emergency contact information from employee records.
HRM-017-Clinic Consultation Management	
HRM-017-1	Capture consultation notes, diagnoses, treatment plans, and clinical observations electronically.
HRM-017-2	Manage prescriptions and medication administration linked to employee health records
HRM-017-3	Record diagnostic requests, results, and supporting medical documentation
HRM-017-4	Generate and track referrals to hospitals, general practitioners, and specialists
HRM-017-5	Maintain a complete history of employee clinic visits and treatments
HRM-018-Medical Surveillance and Certification Management	
HRM-018-1	Import and manage employee medical examination records from external systems.
HRM-018-2	Track medical examination expiry dates and certification validity
HRM-018-3	Generate alerts and notifications for upcoming medical expirations
HRM-018-4	Maintain occupational health surveillance records and compliance history
HRM-019-Appointment and Scheduling Management	
HRM-019-1	Schedule employee clinic appointments and medical examinations.
HRM-019-2	Allow appointment booking, rescheduling and cancellation
HRM-019-3	Provide clinic calendar management and staff availability scheduling
HRM-019-4	Send appointment reminders and notifications
HRM-019-5	Support prioritization and management of emergency consultations
HRM-020-Employee Wellness Management	
HRM-020-1	Manage employee wellness campaigns and occupational health programmes.
HRM-020-2	Support wellness initiatives including medical screenings, vaccinations, mental health programmes, and health awareness campaigns.
HRM-020-3	Track employee participation and programme outcomes.
HRM-020-4	Generate wellness programme effectiveness and participation reports
HRM-021-Clinic Inventory and Medication Management	

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HRM-021-1	Manage medical stock, consumables, and pharmaceutical inventory
HRM-021-2	Track stock balances, receipts, issues, expiry dates, and stock variances.
HRM-021-3	Automatically update stock levels when medication is dispensed
HRM-021-4	Generate low-stock, reorder-level and expiry stock alerts
HRM-021-5	Generate regulatory inventory reports and medication audit reports.
HRM-023-Occupational Health Dashboards and Analytics	
HRM-022-1	Provide dashboards showing clinic visits, consultations, treatments and referrals
HRM-022-2	Track employee wellness indicators and programme performance.
HRM-022-3	Monitor medical compliance status and upcoming certification expiries
HRM-022-4	Provide management of dashboards and KPI reporting for occupational health operations.

Finance Management (FIN)	
REQUIREMENT ID	MINIMUM REQUIREMENT DESCRIPTION
FIN-001 General Ledger (GL)	
FIN-001-1	Chart of Accounts setup and management
FIN-001-2	Multi-level GL structure (Company, Division, Department, Cost/Profit Centre-Location)
FIN-001-3	Journal entries options for automated, recurring, manual, import of bulk entry journal templates
FIN-001-4	Adjustments, reversals, and closing procedures
FIN-001-5	Multi-currency support
FIN-001-6	Period locking and fiscal year-end management
FIN-002-Accounts Payable (AP)	
FIN-002-1	Supplier management
FIN-002-2	Invoice matching (3-way match: PO, delivery, invoice)
FIN-002-3	Payment scheduling and batch processing
FIN-002-4	Integration with procurement
FIN-002-5	Withholding tax, VAT, and penalties tracking
FIN-002-6	Aging analysis, supplier reconciliations and reports
FIN-003-Accounts Receivable (AR)	
FIN-003-1	Customer account management (by Categorisation Staff, Trade (Local/Foreign),



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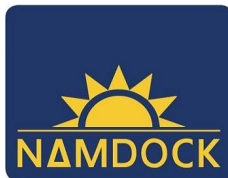
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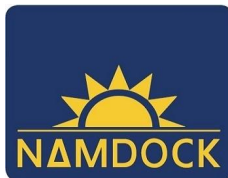
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FIN-003-2	Invoice generation and credit notes from project milestones or time/materials
FIN-003-3	Payment recording, receipts, and reconciliations
FIN-003-4	Credit control and overdue tracking (Varied payment terms)
FIN-003-5	Statements and dunning letters
FIN-003-6	Automated and manual (option) interest Determination
FIN-003-7	Allocation of Legal fees
FIN-003-8	AR Contract Management
FIN-004-Budgeting & Forecasting	
FIN-004-1	Annual and project-based budget creation
FIN-004-2	Budget version control
FIN-004-3	Budget vs actual comparisons
FIN-004-4	Rolling forecasts and scenario modelling
FIN-004-5	Departmental budget allocations and approvals
FIN-005-Cash & Bank Management	
FIN-005-1	Bank account integration
FIN-005-2	Bank reconciliations
FIN-005-3	Petty cash management
FIN-005-4	Treasury controls
FIN-005-5	Bank statement imports and matching
FIN-006-Fixed Asset Management	
FIN-006-	
FIN-006-1	Asset acquisition and capitalization
FIN-006-2	Asset tagging and tracking
FIN-006-3	Depreciation schedules (Straight line, Reducing balance, etc.)
FIN-006-4	Revaluation and impairment
FIN-006-5	Asset disposal, transfer, and retirement
FIN-006-6	Integration with Maintenance module
FIN-007-Project Costing	
FIN-007-1	Linkage to project management system
FIN-007-2	Track labour (planned vs Actual), materials (planned vs Actual), and overhead costs per project
FIN-007-3	Capture VO (variation order) jobs and extra work
FIN-007-4	Real-time WIP (work in progress) tracking and aged WIP reports
FIN-007-5	Job and project profitability reports and variance reports
FIN-008-FIN - 008 Taxation and Compliance	
FIN-008-1	Automated VAT and tax computation
FIN-008-2	Tax return reports (per jurisdiction)
FIN-008-3	Audit trail and document repository
FIN-008-4	Compliance tracking for local regulations (e.g., NamRA, IFRS)

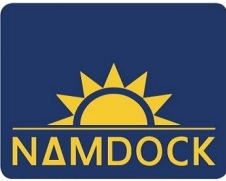
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FIN-009-Reporting and Dashboards	
FIN-009-1	Financial statements (Income, Balance Sheet, Cash Flow)
FIN-009-2	Customizable dashboards for CFO/Finance team
FIN-009-3	Drill-down reports (GL detail, AP/AR ledgers, project financials)
FIN-009-4	Export to Excel, PDF, and integration with Power BI
FIN-009-5	Real-time data refresh and KPI tracking
FIN-009-6	Divisional, Departmental, Profit Centre reports
FIN-010-Key performance Indicators and Performance Metrics	
FIN-010-1	Monthly close cycle time
FIN-010-2	Budget variance per department/project
FIN-010-3	Invoice aging
FIN-010-4	Project profitability dashboards and detailed drill down reports
FIN-010-5	Cash flow forecast accuracy
FIN-010-6	Asset utilisation and write-offs.

Sales and Customer Relation Management (CRM)	
REQUIREMENT ID	MINIMUM REQUIREMENT DESCRIPTION
CRM-001-Customer Master Data Management	
CRM-001-1	Maintain a centralized customer database including contact details, billing/shipping addresses, credit terms, and tax IDs.
CRM-001-2	Track customer categories (e.g., retail, B2B, project-based) and assign account managers.
CRM-001-3	Record communication history, contracts, and customer preferences.
CRM-002-Lead and Opportunity Management	
CRM-002-1	Capture and qualify leads from multiple sources (website, walk-ins, referrals, campaigns).
CRM-002-2	Track opportunities through customizable sales stages (e.g., prospecting, negotiation, closing).
CRM-002-3	Assign leads to sales representatives with status tracking and activity reminders.
CRM-002-4	Allow notes, document uploads, and next-action scheduling per opportunity.
CRM-003-Quotation and Order Management	
CRM-003-1	Generate and manage quotations, with versioning and customer-specific pricing.
CRM-003-2	Convert approved quotations into sales orders.

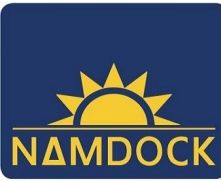
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CRM-003-3	Configure products/services with pricing rules, taxes, and discounts.
CRM-003-4	Manage order confirmation, fulfilment, and tracking.
CRM-003-5	Handle project-based or milestone-based sales orders.
CRM-004-Customer Interaction and Communication	
CRM-004-1	Log calls, meetings, emails, and follow-up activities.
CRM-004-2	Schedule and track customer appointments, demos, or site visits.
CRM-004-3	Set reminders for follow-ups, contract renewals, or service milestones.
CRM-005-Pricing and Discount Management	
CRM-005-1	Define pricing lists based on customer segments, regions, or contract terms.
CRM-005-2	Apply item-level or order-level discounts.
CRM-005-3	Manage promotional pricing and automatic discounts based on quantity or value.
CRM-005-4	Automated discount approval workflow
CRM-006-Credit and Payment Terms Management	
CRM-006-1	Assign credit limits and payment terms to each customer.
CRM-006-2	Monitor outstanding balances and overdue invoices.
CRM-006-3	Integrate with the Finance module for real-time AR visibility and credit hold flags.
CRM-007-Sales Performance and Pipeline Analytics	
CRM-007-1	Monitor sales KPIs (conversion rates, lead aging, monthly targets).
CRM-007-2	Provide dashboards and visualizations for sales by region, product, customer, or sales rep.
CRM-007-3	Forecast revenue based on opportunity pipeline and historical trends.
CRM-008-Customer Support and Case Management	
CRM-008-1	Log and manage customer complaints, inquiries, and service requests.
CRM-008-2	Track resolution status, responsible personnel, and customer satisfaction.
CRM-008-3	Link support cases to sales records or contracts.
CRM-009-Integration with Other Modules	
CRM-009-1	Inventory: Real-time stock visibility during order placement.
CRM-009-2	Finance: Invoice generation, payment tracking, and aging analysis.

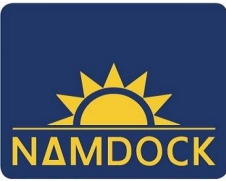
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CRM-009-3	Projects/Job Costing: Sales linked to specific ship repair or construction projects.
CRM-009-4	Supply Chain: Trigger procurement for back-to-back or custom orders.
CRM-010-Security and Access Control	
CRM-010-1	Role-based access for sales reps, managers, and customer service agents.
CRM-010-2	Audit trails for changes in pricing, customer data, or orders.

Warehousing Management (STO)	
REQUIREMENT ID	MINIMUM REQUIREMENT DESCRIPTION
STO-001-Warehouse and Location Setup	
STO-001-1	Multiple warehouse support (e.g., Tools Store, Mechanical Store, Electrical Store)
STO-001-2	. Hierarchical location structure (Warehouse > Aisle > Shelf > Bin)
STO-001-3	Support for quarantine, scrap, and transit zones
STO-001-4	Definition of storage types (bulk, rack, temperature-controlled)
STO-002-Item Master Data Management	
STO-002-1	Unique item codes with descriptions, units of measure, alternate units of measure, and categories
STO-002-2	Barcoding and/or QR code support for tracking
STO-002-3	Item characteristics (serial number, batch/certification number, expiration date)
STO-002-4	Safety stock levels, reorder points, lead time, and preferred suppliers
STO-002-5	Item classification: consumables, tools, critical spares, project-specific parts
STO-003-Inventory Transactions	
STO-003-1	Stock receipts (linked to Purchase Orders or ad-hoc)
STO-003-2	Put-away processing (autosuggestions based on rules)
STO-003-3	Stock issues (linked to projects, departments, or jobs)
STO-003-4	Stock returns (damaged or unused items)
STO-003-5	Transfer between bins/warehouses
STO-003-6	. Inventory adjustments (e.g., shrinkage, write-offs)
STO-004-STO - 004 Inventory Visibility and Control	
STO-004-1	Real-time stock balances per item/location
STO-004-2	Item availability by status: on hand, reserved, in transit

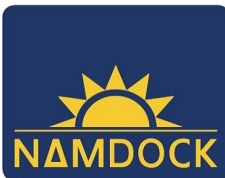
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STO-004-3	Tracking of serial numbers, batch numbers, and expiry dates
STO-004-4	Inventory aging and slow-moving stock alerts
STO-004-5	Cycle count scheduling and execution
STO-004-6	Full audit trail for all inventory movements
STO-005-Requisition and Reservation Management	
STO-005-1	Internal material requests by project or department
STO-005-2	Approval workflows and thresholds
STO-005-3	Auto-reservation of stock for approved job orders
STO-005-4	Partial fulfillment tracking and backorder handling
STO-006-Receiving and Put-away	
STO-006-1	Integration with procurement to receive against PO
STO-006-2	GRN (Goods Received Note) generation
STO-006-3	Quality check and inspection status
STO-006-4	Put-away recommendation based on item type and bin availability
STO-006-5	Barcode scanning for accuracy
STO-007-Issuing and Dispatching	
STO-007-1	Pick slips and issue slips generation
STO-007-2	Support for FIFO, LIFO, and FEFO picking methods
STO-007-3	Project/material issuing with job cost codes
STO-007-4	Return and re-issue tracking
STO-007-5	Personal Protective Equipment (PPE) Register for Staff
STO-007-6	Tool issuance and check-in/check-out
STO-008-Tool and Equipment Management	
STO-008-1	Tool issuance tracking by employee/project
STO-008-2	Return condition tracking and tool history
STO-008-3	Maintenance/repair tagging for damaged tools
STO-008-4	Expiry and calibration tracking for precision equipment
STO-009-Stock taking and Reconciliation	
STO-009-1	Full and cycle stock counts
STO-009-2	Mobile apps or handheld device support for count input
STO-009-3	Variance reporting and adjustment approval workflows
STO-009-4	Stock reconciliation reports with audit trail
STO-010-Inventory Costing and Valuation	
STO-010-1	Costing methods supported: Average Cost, Standard Cost, FIFO, LIFO
STO-010-2	Real-time inventory valuation by location and category
STO-010-3	Project-specific inventory costing and budget impact

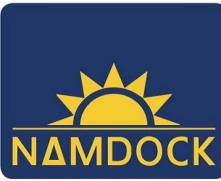
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STO-010-4	Integration with general ledger (COGS, asset capitalization, write-downs)
STO-011-Reporting and Dashboards	
STO-011-1	Inventory Status Summary (by warehouse/item/category)
STO-011-2	Stock Movement Reports (daily/weekly/monthly)
STO-011-3	Reorder Level and Stock-out Reports
STO-011-4	Tool Usage and Loss Report
STO-011-5	Goods Received vs PO Report
STO-011-6	Inventory Valuation and Adjustment Logs
STO-011-7	Audit Compliance Reports
STO-012-KPIs and Performance Metrics	
STO-012-1	Inventory Accuracy %
STO-012-2	Inventory Turnover Ratio
STO-012-3	Order Fulfillment Rate
STO-012-4	Average Pick and Put-away Time
STO-012-5	Shrinkage/Loss Rate
STO-012-6	Tools Return Compliance Rate

Supply Chain Management	
REQUIREMENT ID	REQUIREMENT DESCRIPTION
SCM-001-Procurement Management	
SCM-001-1	Manage supplier/vendor master data including contact details, payment terms, categorisation and rating.
SCM-001-2	Support requisition-to-purchase order (PO) workflow including purchase requisition, RFQ, quotation comparison, and PO generation.
SCM-001-3	Handle different types of procurement: local, international, one-time, contract-based, and recurring.
SCM-001-4	Track order status (pending, approved, shipped, delivered) and expected delivery dates.
SCM-001-5	Automate approval workflows based on value thresholds and item categories.
SCM-001-6	Maintain contracts register for long term contracts (Also see SCM-008-1)

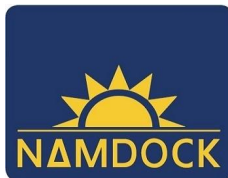
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SCM 001-7	Plan/Schedule and maintain Supplier Audit Plan and results
SCM-002- Inventory and Warehouse Management	
SCM-002-1	Maintain real-time inventory levels by item, location, batch, and serial number.
SCM-002-2	Support multi-warehouse and multi-location inventory tracking.
SCM-002-3	Enable bin-level tracking and warehouse layout configuration.
SCM-002-4	Allow automatic stock adjustments based on returns, damages, and shrinkage.
SCM-002-5	Manage stock transfers between warehouses with documentation and approvals.
SCM-003-Goods Receipt and Inspection	
SCM-003-1	Record Goods Receipt Note (GRN) against Purchase Orders.
SCM-003-2	Support partial and full deliveries.
SCM-003-3	Enable quality inspection workflows with pass/fail criteria.
SCM-003-4	Tag received goods for quarantine or direct stocking based on inspection outcomes.
SCM-004-Supplier Management and Evaluation	
SCM-004-1	Track supplier performance based on delivery timelines, quality, and compliance.
SCM-004-2	Maintain a supplier scorecard or evaluation history.
SCM-004-3	Send automatic alerts for contract expiry or supplier re-evaluation periods.
SCM-005-Demand Planning and Forecasting	
SCM-005-1	Enable forecasting of material needs based on production schedules, historical data, and project planning.
SCM-005-2	Allow manual and automated forecast generation.
SCM-005-3	Generate procurement plans aligned with forecasted demand and safety stock levels.
SCM-006-Material Requirements Planning (MRP)	
SCM-006-1	Automate planning for raw materials, spare parts, and consumables.
SCM-006-2	Consider lead times, reorder points, and minimum order quantities.
SCM-006-3	Generate suggested purchase requisitions based on current inventory and upcoming demand.
SCM-007>Returns and Claims Management	

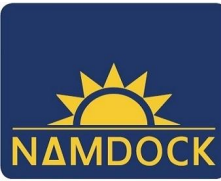
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SCM-007-1	Process supplier returns with reasons such as damaged goods or incorrect delivery.
SCM-007-2	Record debit notes and manage credit settlements.
SCM-007-3	Track return shipment logistics and supplier communication.
SCM-008-Contract and Framework Agreement Management	
SCM-008-1	Manage long-term supplier agreements and price contracts.
SCM-008-2	Automate order generation based on existing contracts and usage thresholds.
SCM-008-3	Track contract consumption and renewal schedules.

Asset Management (ASM)	
REQUIREMENT ID	REQUIREMENT DESCRIPTION
ASM-001-Asset Registration and Classification	
ASM-001-1	Unique asset ID and barcode/QR tagging
ASM-001-2	Categorization (e.g., tools, machinery, vehicles, infrastructure, IT equipment)
ASM-001-3	Asset attributes: serial numbers, make, model, specifications, manufacturer/supplier, purchase date, price expected lifespan, ownership and department allocation, warranty details
ASM-001-4	Custom fields (e.g., voltage, capacity, safety class)
ASM-001-5	Photos and documentation attachments (manuals, certificates, receipts)
ASM-002-Asset Acquisition and Capitalization	
ASM-002-1	Purchase link to Procurement Module or manual asset addition
ASM-002-2	Capture of acquisition details (vendor, date, PO number, cost)
ASM-002-3	Capital vs non-capital classification
ASM-002-4	Asset grouping for bulk purchases (e.g., tools kits, scaffolding)
ASM-002-5	Cost centre and location assignment
ASM-003-Asset Lifecycle Management	
ASM-003-1	Status tracking: In Use, Under Repair, Transferred, Scrapped, Lost
ASM-003-2	Assignment of assets to individuals, departments or projects.
ASM-003-3	Asset transfer between departments, locations, or user
ASM-003-4	Usage tracking by operator or project

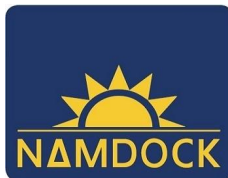
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ASM-003-5	Lifecycle stage: Commissioned → In-Service → Decommissioned
ASM-004-Depreciation and Financial Control	
ASM-004-1	Depreciation methods: Straight Line, Reducing Balance, User-defined
ASM-004-2	Multiple books support (tax, accounting, management)
ASM-004-3	Monthly/quarterly depreciation posting
ASM-004-4	Residual value and useful life settings
ASM-004-5	Revaluation and impairment handling
ASM-004-6	Integration with General Ledger and Fixed Asset Register
ASM-005-Maintenance and Service Tracking	
ASM-005-1	Preventive maintenance scheduling (time- or usage-based)
ASM-005-2	Work order creation and history logging
ASM-005-3	Integration with Maintenance and Workshop teams
ASM-005-4	Spare parts linking and job costing
ASM-005-5	Warranty tracking and claims logging
ASM-005-6	Downtime tracking and repair cost analysis
ASM-005-7	Preventive maintenance scheduling (time- or usage-based)
ASM-005-8	Work order creation and history logging
ASM-005-9	Integration with Maintenance and Workshop teams
ASM-005-10	Spare parts linking and job costing
ASM-005-11	Warranty tracking and claims logging
ASM-005-12	Downtime tracking and repair cost analysis
ASM-006-Audit and Physical Verification	
ASM-006-1	Barcode or RFID-based asset verification
ASM-006-2	Audit scheduling and reporting
ASM-006-3	Reconciliation of physical vs system records
ASM-006-4	Missing/damaged asset tracking
ASM-006-5	Audit trail of changes to asset records
ASM-007-Disposal and Write-Off	
ASM-007-1	Disposal requests and approval workflow
ASM-007-2	Sale, auction, donation, or scrapping tracking
ASM-007-3	Calculation of gain/loss on disposal
ASM-007-4	Asset disposal certificate and audit trail
ASM-007-5	Automatic depreciation stops and asset retirement
ASM-008-Integration Capabilities	
ASM-008-1	Finance Module – for depreciation, acquisition cost, GL impact
ASM-008-2	Procurement Module – for asset registration from Pos

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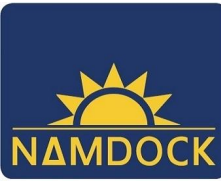
ASM-008-3	Project Management – to allocate assets to jobs or projects
ASM-008-4	Maintenance Module – for repair and service logging
ASM-008-5	Warehouse/Inventory Module – for spares and consumables tracking
ASM-008-6	HR Module – to track asset issuance to employees or teams
ASM-009-Maintenance Reports, KPI's, & Dashboard	
ASM-009-1	Execution Variance, this report provides insights on the planned and actual duration of tasks per location, work centre and task type.
ASM-009-2	MTBF MTTR, this report calculates the Mean Time Between Failures (MTBF) and Mean Time to Repair (MTTR). The MTBF is the average time between system breakdowns and indicates the effectivity of the plant's maintenance and the availability of their equipment. The MTTR indicates the average time required to troubleshoot and repair a failed component or equipment.
ASM-009-3	Planned vs Unplanned Maintenance, this report provides insights on the planned and unplanned maintenance tasks.
ASM-009-4	Planned maintenance is derived from the automated planning run. Specific task templates which operators select manually when creating a task can however be included in the planned maintenance calculations. This report indicates the total number of hours as well as several tasks per planned or unplanned category
ASM-009-5	Planning Run Tasks, this report provides a summary of the tasks created by the automated planning run. It provides detail such as the task type, task status, planned start and end date, the actual start and end date, etc.
ASM-009-6	Plant Availability, this report assist management in understanding the available production time. The operating hours per day as well as the time that was required for maintenance is used for the calculation
ASM-009-7	Maintenance Costs, this report will present monthly, quarterly and annual cost. A report should also be generated to present a YTD expenditure for a specific period when required.

Reporting and Analytics (BI)	
REQUIREMENT ID	REQUIREMENT DESCRIPTION

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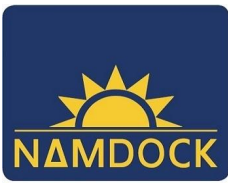
BI-001-1	Generate detailed operational reports on all core functions
BI-002-2	Allows for real-time data analysis.
BI-003-3	Self-service reporting templates

System Integration (SI)	
REQUIREMENT ID	REQUIREMENT DESCRIPTION
SI-001-Human Resources (HR) ↔ Payroll	
SI-001-1	Sync employee records, job grades, leave, and attendance for accurate payroll processing.
SI-001-2	Automate salary calculations based on attendance and HR-defined rules.
SI-002-HR/Payroll ↔ Finance	
SI-002-1	Post payroll transactions automatically to general ledger (GL) and cost centres.
SI-002-2	Track liabilities such as taxes, pensions, and benefits in financial accounts.
SI-003-Finance ↔ Supply Chain Management (SCM)	
SI-003-1	Match purchase orders (POs), goods receipts (GRNs), and supplier invoices (three-way matching).
SI-003-2	Track accounts payable, inventory valuation, and procurement spend.
SI-004-SCM ↔ Inventory/Warehouse Management	
SI-004-1	Update inventory in real time upon goods receipt, transfer, or issue.
SI-004-2	Enable automated reordering when inventory falls below minimum stock levels.
SI-005-SCM ↔ Projects/Job Costing	
SI-005-1	Link purchased materials and subcontracted services to specific projects or jobs.
SI-005-2	Allocate procurement costs directly to project budgets.
SI-006-Sales & CRM ↔ Finance	
SI-006-1	Convert sales orders into invoices and post them to accounts receivable.
SI-006-2	Monitor customer credit limits, payment terms, and outstanding balances.
SI-007-Sales & CRM ↔ Inventory	
SI-007-1	Check stock availability at order entry.
SI-007-2	Reserve inventory for confirmed sales orders or trigger procurement for backorders.
SI-008-Sales & CRM ↔ Projects	
SI-008-1	Assign sales orders to specific customer projects or contracts.
SI-008-2	Enable milestone-based billing and progress tracking.
SI-009-Projects ↔ Finance	

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SI-009-1	Track project expenses, billing, and revenue recognition.
SI-009-2	Allocate direct and indirect costs to projects for profitability analysis.
SI-010-Inventory ↔ Finance	
SI-010-1	Reflect real-time inventory valuation in the general ledger.
SI-010-2	Handle inventory adjustments, stock write-offs, and consumption accounting.
SI-011- Customer Portal ↔ CRM & Sales	
SI-011-1	Allow customers to view orders, invoices, service tickets, and request support.
SI-011-2	Update CRM records with interactions and feedback from the portal.
SI-012-Maintenance/Asset Management ↔ Inventory & Projects	
SI-012-1	Track parts usage and cost from inventory to maintenance activities.
SI-012-2	Link maintenance jobs to projects or vessels for cost allocation.
SI-013-Document Management ↔ All Modules	
SI-013-1	Store and retrieve documents (e.g., contracts, POs, invoices, specs) linked to transactions.
SI-013-2	Support versioning, approvals, and access control across departments.
SI-014-Business Intelligence (BI) & Reporting ↔ All Modules	
SI-014-1	Consolidate data from all modules for reporting, dashboards, and analytics.
SI-014-2	Enable role-based access to KPIs and performance metrics.
SI-015-External Systems Integration	
SI-015-1	Banking: Automated payment file generation and bank reconciliation.
SI-015-2	Government Portals: Tax submissions, compliance filings, and employee benefit reporting.
SI-015-3	3rd-Party Logistics (3PL): Integration for shipment tracking or outsourced warehousing.
SI-015-4	API for external system integration.

Information Security (IS)	
REQUIREMENT ID	REQUIREMENT DESCRIPTION
IS-001-1	Implement encryption for sensitive data
IS-002-2	Ensure regular data backup and implements a disaster recovery plan to protect against data loss or system failure.
IS-003-3	Role-based access control (RBAC)
IS-004-4	Multi-factor authentication (MFA)
IS-005-5	Data encryption: in transit and at rest (AES-256)
IS-006-6	Audit logs of all transactions and changes.
IS-007-7	Role based approvals and workflow escalation.

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IS-008-8	Document attachments (e.g., quotations, invoices, contract etc.)
IS-009-9	Segregation of duties enforcement
IS-010-10	Error-checking rules and exception alerts.
IS-011-The ERP must support the following security compliance requirements:	
IS-011-1	ISO 27001
IS-011-2	NIST
IS-011-3	SOC 2 PCI – DSS
IS-011-4	COBIT aligned controls
IS-011-5	Data residency requirements

2.2 Ship Repair and Dockyard Operations

The proposed ERP should support the following shipyard operations:

- i. Ship repair costing
- ii. Job costing
- iii. Workshop processes
- iv. Vessel related costing
- v. Dockyard operational workflows

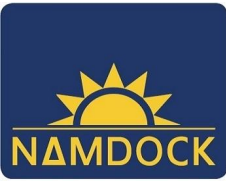
2.3 Technical Requirements

The system should be built to be implemented on technology that ensure scalability, security and capabilities of handling complex operations. The key software, hardware and platforms that will be utilized to create a reliable and efficient system. The technologies on which the system is based should comply with industry standards, ease of integration with existing systems, and the ability to support real-time data processing, mobile access and future scalability needs.

2.3.1 System Architecture and Technology Standards

The ERP must support the following:

- Preferred deployment model: On premises.
- Cloud, and hybrid deployments may also be proposed
- Solution shall be designed for high availability with downtime and business continuity capabilities. Vendors must propose the architecture and availability model supporting this requirement.
- Multi-currency, multi-site, and multi-department support
- Modular configuration and scalability
- Modern, well-supported programming languages
- REST or SOAP APIs

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- Preferred database platform is Microsoft SQL Server. Alternative database platforms may be proposed with justification.
- Browser and mobile compatibility

2.3.2 User Interface/ Frontend

The system should interact with the user through dynamic user interfaces via web applications and mobile devices.

2.3.3 Reporting and Analytics

The system provides a reporting and analysis layer to provide valuable insights into system performance, resource usage, and more by generating reports and dashboards. The system should allow for real-time data analysis. NAMDOCK utilizes Power BI as a reporting tool.

2.3.4 Hardware

Detailed hardware specifications should be provided to ensure scalability and optimal performance of the ERP system.

2.3.5 Deployment

The bidder should provide details in the available deployment scenarios. The system should be able to be deployed on-premises or in the cloud infrastructure.

2.3.6 Network and Security

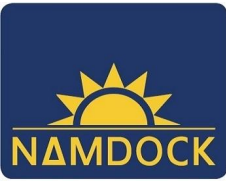
The system should be implemented within a controlled network and allow connectivity across the shipyard, between terminals, mobile devices and external systems. The system should implement mechanisms to secure and protect it from unauthorised access, data breaches, and cyber threats as well as backup solution and offsite backup.

2.3.7 Data Migration

The bidders must, assess legacy systems, develop migration strategy, perform data cleansing activities, reconcile migrated data, validate migrated transactions and propose migration approach. The data migration is in scope of the bidder with the assistance of the business process owners.

2.3.8 Performance And Scalability

The proposed system must support 500+ concurrent users connected via the different user interfaces provided by the system. The system should be able to handle a large dataset efficiently and respond in <2 seconds for queries.

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2.3.9 Dependencies

NAMDOCK identifies several dependencies that may influence delivery timelines, including the quality and readiness of legacy data, integration with existing and statutory systems, infrastructure readiness, alignment of the ERP with dockyard business processes, completion of UAT and business acceptance activities, user adoption and change management, availability of suitable go-live windows around mission-critical operations, and the extent of customisation or scope changes identified during implementation. The implementation schedule must therefore accommodate phased deployment, data migration and reconciliation, testing and sign-off, as well as parallel-run or rollback requirements to minimise disruption to live operations. The first phase for go live must prioritise finance, human resources and payroll.

2.4 Implementation Requirements

2.4.1 Bidder Responsibilities

Bidder must provide:

- Detailed project plan
- ERP configuration & customization. Allow for a module approach implementation.
- Data migration services
- User acceptance testing (UAT) support
- Go-live support
- Documentation (technical & user manuals)

2.4.2 Training

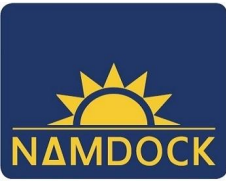
Bidder must deliver:

- End-user training
- Administrator training
- Training manuals and videos
- Knowledge transfer plan
- Train the trainer programme
- Internal capability development

2.4.3 Change Management

Bidder must propose:

- Change management plan
- Organizational readiness assessment

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- User adoption strategy
- Change champion framework
- Stakeholder engagement plan
- Communication strategy

2.4.4 Business Continuity Requirements

The bidder must provide a Go-Live Strategy that includes the following:

- Parallel run option
- Roll-back strategy
- Cut-over plan
- Disaster recovery procedure

2.4.5 Acceptance Criteria

A module will only be accepted if it meets the following criteria:

- Functional validation
- User Acceptance Testing
- Data migration validation
- Data reconciliation
- Requirements compliance verification

2.4.6 Testing Requirements

The bidders must perform the following tests:

- System testing
- Integration testing
- User acceptance testing
- Performance testing
- Security testing
- Regression testing

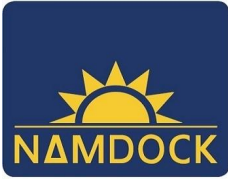
2.4.7 Vendor Exit Strategy

The bidders should provide:

- Full data export capability
- Data ownership transfer
- Configuration export capability
- Source code escrow for custom-developed components
- Vendor transition assistance

NAMDOCK will retain ownership of:

- **Business data and master data definitions**
- **Configurations**

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- Custom-developed artifacts

2.4.8 Support and Maintenance

2.4.8.1 Post-Implementation Support

Bidder must offer:

- Warranty period (minimum 12 months)
- Issue response times
- Issue resolution times
- Business hours support
- Incident logging
- Functional support
- Technical support
- Escalation procedure
- Extended hour support options

2.4.8.2 Maintenance & Upgrades

Bidder must provide:

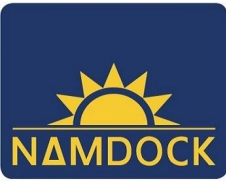
- Scheduled system updates
- Continuous improvement roadmap
- Patch management
- Availability of local support

3. PROPOSAL REQUIREMENTS

3.1 Supplier/Bidder Requirements

3.1.1 Company Information

- Company registration documents.
- Company Profile
- Identification documents of Directors/Owners/Partners/Members of the entity
- Valid good standing certificate from the Social Security Commission
- Valid Tax good standing certificate from the Receiver of Revenue (NAMRA).
- Valid affirmative action compliance certificate issued under section 41 of the Affirmative Action (Employment) Act No.29 of 1998, or an exemption issued under section 42; or a proof from the Employment Equity Commissioner that the bidder or supplier is not a relevant employer as defined by the Act.
- Valid good standing certificate from BIPA.

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viii. Joint venture agreements where applicable.

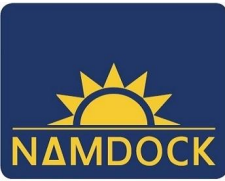
International entities/organisations should submit documents equivalent to the above issued by their statutory and regulatory bodies in their countries.

If a Bidder fails to submit any of the statutory, mandatory, or otherwise required documents and certificates as specified under Section 3.1, the Bidder shall be automatically disqualified for non-compliance with the stated requirements.

3.1.2 Expertise, Certifications and Qualifications

The listed certifications are not limiting to the credible certifications not mentioned in the professional certifications. All related credible certifications issued by credible institutions will be considered.

TEAM MEMBER ROLE	YEARS OF EXPERIENCE	ACADEMIC QUALIFICATIONS	PROFESIONAL CERTIFICATION
i. Project Leads	5 year + - Project management experience - Proven ERP system implementation experience	Masters' degree in either, Business Computing, Software Engineering and Development, Informatics, System Administration, Communication Networks	- Project Management Professional (PMP) - PRINCE2 Practitioner - Agile Scrum Master - ITIL Foundation
ii. Data Migration Specialist	5 years + - Strong SL, Excel, data cleaning, ETL experience	Masters' degree in either, Business Computing, Software Engineering and Development, Informatics, System Administration, Communication Networks	- SQL Certifications - Data Management or Analytics Certification - Power BI/ Data modelling skills
iii. ERP Functional Leads	5 years + - Working experience in the business area - Strong understanding of business processes.	Bachelor's degree in either, Business Computing, Software Engineering and Development, Informatics.	- Module specific ERP certifications - Business Analysis Certification - Lean Six Sigma Yellow/Green Belt

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iv. ERP Technical Consultant	• 5 years + • Working experience in systems administration and networks • Knowledge of cloud, on prem servers, firewalls, Active Directory	Bachelor's degree in either, Business Computing, Software Engineering and Development, Informatics.	• CompTIA Network+/Security+ • Microsoft Azure Administrator or MCSA/MCSE • VMWare/Hyper-V experience • ITIL Foundation • ERP Platform certification
v. Training Lead	• 3 years +	Strong business knowledge in respective areas Good communication and demonstration skills	• Erp End-User Certification • Train-the-Trainer • Basic IT proficiency certifications

3.1.3 Previous Work Experience

- i. At least Five Reference letters from satisfied clients for similar projects that have been successfully conducted. The project duration and cost must be stipulated in the reference letter.
- ii. Accurate client contact details, including email addresses and telephone or mobile numbers, for all successfully completed projects.
- iii. The bidder must demonstrate minimum 5 years' experience implementing ERP systems.
- iv. The bidder must demonstrate experience in comparable organisational size.
- v. The bidder must demonstrate or present an existing ERP system.

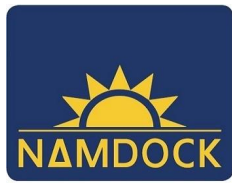
3.2 Methodology

- i. Describe the methodology and approach that will be used for the project
- ii. Indicate the tools and frameworks that will be employed.
- iii. Provide a detailed timeline and milestones for implementing the project.
- iv. Provide detailed work plan and allocation according to the different team members.
- v. Clearly specify the team member and their role

3.3 Deliverables and Reporting

Provide a detailed description of the following deliverables, including their formats and presentation methods.

- i. ERP software license
- ii. Fully implemented ERP solution
- iii. Data migration outputs
- iv. Technical documentation
- v. Training materials

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- vi. Test cases and UAT signoffs
- vii. Go-live readiness report
- viii. Final handover package
- ix. Provide a communication structure that details the reporting plan and frequency of updates.

3.4 Pricing Schedule

- i. Provide a detailed cost proposal, including a breakdown of fees and any additional expenses.
- ii. Provide your payment terms and schedule.
- iii. Payment schedule should be guided by the project milestones.
- iv. Provide different pricing options for perpetual and subscription license model
- v. Maintenance and upgrades must be priced separately.
- vi. All functional modules must be included in base pricing

3.5 Project Timeline

Bidder must propose a detailed timeline, including:

- Project kick-off
- Requirements validation
- System setup
- Configuration & customization
- Training
- Testing
- Go-live
- Post-go-live support

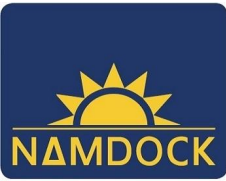
Estimated project duration: 18 months

4. EVALUATION CRITERIA

The Bids/Proposals will be evaluated based on the following criteria:

4.1 Technical capabilities and features. (70%)

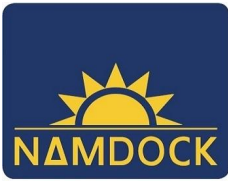
Features	%
Clear and concise methodology and approach	5
Functional Requirements demonstrated	15
Technical Requirements demonstrated	15
Implementation Plan with detailed implementation requirements provided	5
Timeline and milestones clearly specified	5
Team members' role specified	5
Existing ERP system available for presentation (live demonstration)	5

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Integration Capabilities	5
Security and Compliance	5
Knowledge transfer	5

4.2 Supplier experience (20%)

	%
Five (5) or more years in ERP systems development and implementation	4
Three (3) reference letters from satisfied customers for the provision and maintenance of an integrated ERP system.	4
Project Lead 5 years + work experience	2
Project Lead Academic Qualification	
Project Lead Professional Certification	
Project Lead CV	
Data Migration Specialist 5 years + work experience	2
Data Migration Specialist Academic Qualification	
Data Migration Specialist Professional Certification	
Data Migration Specialist CV	
ERP Functional Lead 5 years + work experience	2
ERP Functional Lead Academic Qualification	
ERP Functional Lead Professional Certification	
ERP Functional Lead CV	
IT Infrastructure Specialists 5 years + work experience	2
IT Infrastructure Specialists Academic Qualification	
IT Infrastructure Specialists Professional Certification	
IT Infrastructure Specialists CV	
ERP Technical Consultant 5 years + work experience	2
ERP Technical Consultant Academic Qualification	
ERP Technical Consultant Professional Certification	
ERP Technical Consultant CV	
Training Lead 3 years + work experience	2
Training Lead Professional Certification	
Training Lead CV	

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4.3 Pricing Schedule (10%)

A detailed transparent pricing schedule indicative of the following must be included: pricing schedule must include:

- Cost of Software licenses (perpetual or subscription), per user category as may apply
- Implementation services
- Customisation
- Training
- Data migration
- Support and maintenance (3–5 years)
- Optional modules

Prices should be quoted exclusive of VAT. Where VAT is applicable the VAT amount should be shown separately and a summation of the total consideration also indicated.

	%
Detailed, clear cost proposal submitted, with breakdown of fees.	5
Payment terms and schedule submitted.	5

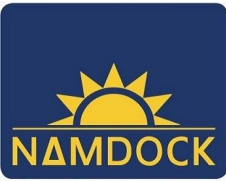
A payment schedule based on milestones as indicated below must also be provided. The total payments must be split from Year 1 (licensing, implementation etc) to Year 5 (support and maintenance)

Total Cost for the project:

YEAR	ITEM PRICE (NAD)	VAT (NAD)	TOTAL (NAD)
Milestone 1			
Milestone 2			
...etc.			
TOTAL CONTRACT PRICE			

- Prices to be quoted in Namibian Dollar.
- Prices should be inclusive of all taxes and fees except for VAT
- Specify any additional cost or fees
- Where VAT is applicable indicated separately
- Provide details on any bulk licensing discounts or special offers

5. SUBMISSION GUIDELINES

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5.1 Proposal Format

- The signed and initialled on every page Request for Proposal document.
- Detailed proposal addressing all requirements, signed and initialled on every page. Arranged according to Executive Summary, Company Profile and Team, Approach and Methodology, Proposed ERP Architecture, Functional Fit/Gap Analysis, Implementation Plan, Risk Management plan, Training Plan. Support Plan, Pricing Schedule, Assumptions and Dependencies).
- Cost proposal signed and initialled on every page.
- Five References letters from satisfied customers for similar project. Kindly take note that NAMDOCK reference letters cannot be used to validate our service requests.
- Company registration certificates or documents.
- Identification documents of Directors/Owners/Partners/Members of the entity
- Valid certificate of good standing with the Social Security Commission.
- Valid certificate of good standing with the Receiver of Revenue.
- Valid affirmative action compliance certificate issued under section 41 of the Affirmative Action (Employment) Act No.29 of 1998, or an exemption issued under section 42; or a proof from the Employment Equity Commissioner that the bidder or supplier is not a relevant employer as defined in that Act.
- Valid Good standing certificate from BIPA
- Team members curriculum vitae.
- Certified copies of team members' academic qualifications.
- Valid professional certification for team members (links to the certifications are also welcome).
- Valid identification documentation for team members.
- Joint venture agreements where applicable.

5.2 Submission Deadline

- Proposals must be submitted on or before the 13th November 2026 at 11h00.
- The bids must be submitted at the following address:

**NAMDOCK
DOCKSIDE (ACCESS CONTROL ROOM)
Corner of 1st Street East and 14th Road
Walvis Bay**

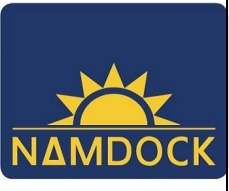
5.3 Contact Information

For any questions or clarifications, contact:

Mr. Ananias Sheya

Email: ananias.sheya@namdock.com

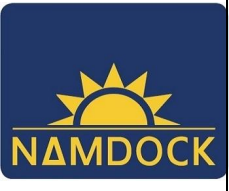
6. TERMS AND CONDITIONS

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The completed Bid Documents, together with all required supporting materials, USB, must be placed in a sealed envelope clearly marked with the Bidder's name and address and endorsed: IFB/ONB/NAMDOCK/004/2026- SUPPLY, IMPLEMENT, TRAIN & SUPPORT OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM.” **The submission must reach the NAMDOCK offices, located at Corner 1st Street East and 14th Road, Walvis Bay, Namibia, no later than 11h00 on 13th November 2026.**

6.1. ALL DOCUMENTS MUST BE IN ENGLISH LANGUAGE

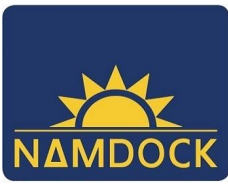
- 6.2. Bidders are required to include, within the sealed envelope, a USB flash drive containing an electronic copy of the Bid Document and all supporting materials. The USB will form part of the official submission and will not be returned to any Bidder under any circumstances.
- 6.3. Should the Bidders have any questions regarding the contract during the Bid period, they are to submit such questions in writing to the person indicated in this bid document. Such questions and advice will promptly be recorded and circulated, consecutively numbered, to all Bidders in writing.
- 6.4. **The deadline for submitting questions or requests for clarification from Bidders to Namdock is 23rd October 2026.**
- 6.5. **Namdock shall compile all answers and clarifications and distribute them to all Bidders who requested the Bid Documents on 30 October 2026.**
- 6.6. Bids shall be valid for a period of 180 days from the date of closing of Bids and shall not be withdrawn during this period, to allow evaluation and award.
- 6.7. Bids shall be opened on the and disclosed at the time indicated. Bidders shall be permitted to attend such opening.
- 6.8. Namdock reserves the right to accept or reject any or all proposals.
- 6.9. Namdock is not obliged to accept the lowest Bid and reserves the right to accept any Bid that it considers to be in its best interest.

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- 6.10. After Namdock has accepted a Bid under this contract, the remaining Bidders will be notified of non-acceptance of their Bids.
- 6.11. The Bid of any entity or person who canvasses or solicits will not be considered.
- 6.12. All recipients of the Bid Documents whether they submit a Bid or not must treat details of the project as private and confidential.
- 6.13. Namdock will not be responsible for or pay for expenses and losses which may be incurred by any Bidder in the preparation of his Bid.
- 6.14. Bids must meet the technical, functional and performance requirements set out in the tender.
- 6.15. NAMDOCK may invite shortlisted Bidders to deliver a presentation prior to the final adjudication and award of the contract.
- 6.16. Namdock will perform due diligence, vetting and background checks (on company, directors/owners, members, compliance) before award.
- 6.17. On the day of submission, the Bidder must complete the Bid Submission Form, which shall record the date and time of submission, the name of the Bidder, the name of the individual submitting the Bid on behalf of the Bidder, his or her contact number, and the individual's signature. Failure to complete this form in full may render the Bid non-responsive.
- 6.18. The expected duration of the project shall be eighteen (18) months, commencing from the date of signing the Contract.
- 6.19. Upon award of the Tender, NAMDOCK shall be responsible for preparing the Contract, which will incorporate the terms and conditions set out in the Tender Documents as well as the accepted Bid of the successful Bidder. The successful Bidder shall review and sign the contract as issued by NAMDOCK. No alternative contract drafted by the Bidder will be accepted.

7. GENERAL CONDITIONS OF CONTRACT

The General Conditions of Contract for this contract will be the Namibia Drydock & Ship Repair (PTY) LTD (NAMDOCK), **STANDARD TERMS AND CONDITIONS OF PURCHASE.**

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APPENDIX A: CURRENT ICT ENVIRONMENT

A1. Overview

NAMDOCK currently operates a hybrid ICT environment comprising enterprise business applications, operational technology systems, Microsoft productivity tools, and on-premises infrastructure supporting business operations.

The proposed ERP solution must either integrate with or replace existing systems where applicable.

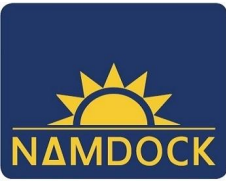
A2. Existing Business Applications

System	Vendor/Product	Function
SYSPRO 8	SYSPRO	Finance, Procurement, Inventory, Manufacturing
SCUBED	SCUBED	Human Resources, Payroll, Recruitment, Performance Management
TREC	TREC	Time and Attendance
REVO	REVO	Vessel Scheduling and Operations
Project	BizSoft	Project Reporting
Microsoft 365	Microsoft	Collaboration, Email, Teams, SharePoint
Microsoft Excel	Microsoft	Operational reporting and manual processes

A3. ICT Infrastructure

The current ICT infrastructure includes:

- On-premises data centre facilities.
- Virtualised server environment.
- Microsoft Active Directory.
- Microsoft Entra ID (Azure AD) integration.
- Microsoft Exchange Online.
- Microsoft SharePoint Online.
- Microsoft Teams.

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- Corporate WAN and LAN infrastructure.
- Backup and disaster recovery environment.

A4. User Population

Bidders shall provide licensing options for:

User Type	Description	Min	Max
Developer and Technical Users	IT	10	20
Full/Professional Users	Finance, Procurement, HR, Operations, SCM	20	30
Productivity Users	Supervisors and Managers	30	40
Limited/Functional Users	Middle Management and staff	50	100
Self-Service Users	Employees	80	200
External Users	Vendors and Customers (where applicable)	Unlimited	Unlimited

The final user count will be confirmed during requirements validation.

A5. Hosting Preference

The preferred deployment model is:

1. On-Premises

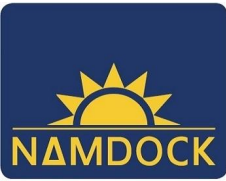
Vendors must clearly specify infrastructure requirements and sizing recommendations.

APPENDIX B: INTEGRATION REQUIREMENTS

B1. Integration Principles

The ERP solution shall support:

- Real-time integrations
- Batch integrations
- API-based integrations

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- Web services integration
- File-based integration where APIs are unavailable

The solution must expose standard APIs for future integrations.

B2. Mandatory Integrations

Human Resources

System	Integration Requirement
TREC	Time and attendance data integration

Microsoft Environment

System	Integration Requirement
Active Directory / Entra ID	Single Sign-On (SSO)
Microsoft Teams	Workflow notifications
Outlook	Email approvals and workflow actions
SharePoint	Document management integration

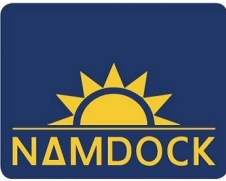
Operations

System	Integration Requirement
Docking Management System	Vessel scheduling information, Project costing and reporting

B3. Technical Requirements

The integration platform must support:

- REST APIs
- SOAP APIs
- Webhooks
- OData Services
- JSON/XML Payloads
- Multi-factor authentication

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B4. Auditability

All integrations must:

- Log transactions
- Record failures
- Generate alerts
- Provide reconciliation reports

APPENDIX C: DATA MIGRATION REQUIREMENTS

C1. Migration Objectives

The successful bidder shall migrate historical and active business data into the ERP solution while preserving data integrity and auditability.

C2. Migration Scope

The bidder shall provide a migration strategy covering:

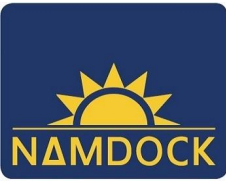
1. Finance (since 2019)

- General Ledger
- Accounts Payable
- Accounts Receivable
- Fixed Assets
- Banking Data
- Budgets
- Historical Transactions

2. Supply Chain

- Suppliers
- Contracts
- Purchase Orders
- Inventory Records
- Stock Balances

3. Human Resources (since 2003)

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- Employee Records
- Job Structures
- Payroll Information
- Leave Balances
- Training Records

4. Projects & Operations (Since 2003)

- Project Cost Records
- Work Orders
- Vessel-Related Data
- Job Costing Information

5. SCM & Warehouse (since 2003)
6. Users (since 2003)
7. Asset Register

C3. Data Quality Requirements

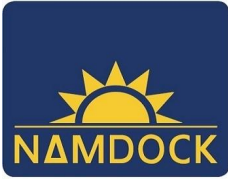
The successful bidder shall:

- Assess data quality.
- Identify duplicates.
- Identify incomplete records.
- Recommend cleansing activities.
- Conduct reconciliation after migration.

C4. Migration Deliverables

The bidder shall provide:

- Data Migration Strategy.
- Mapping Documents.
- Migration Scripts.
- Data Validation Reports.

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- Reconciliation Reports.
- Sign-off Documentation.

C5. Migration Testing

The bidder must perform:

- Mock Migration 1
- Mock Migration 2
- User Acceptance Migration Test
- Final Production Migration

APPENDIX D: COMPLIANCE REQUIREMENTS

D1. Corporate Governance

The ERP solution shall support:

- Segregation of Duties (SoD)
- Role-Based Access Control (RBAC)
- Approval Workflows
- Delegation of Authority Frameworks
- Full Audit Trails

D2. Information Security

The solution must comply with recognised international standards and frameworks, including:

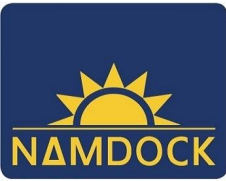
- ISO 27001
- NIST Cybersecurity Framework
- SOC 2
- COBIT Principles

The bidder shall demonstrate how compliance is achieved.

D3. Identity and Access Management

The ERP solution must provide:

- Single Sign-On (SSO)
- Multi-Factor Authentication (MFA)

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- Password Policies
- Privileged Access Controls
- User Activity Logging

D4. Data Protection

The solution must support:

- Encryption in Transit
- Encryption at Rest
- Data Retention Policies
- Data Archiving
- Backup and Recovery Procedures

D5. Statutory Compliance

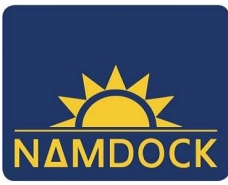
The ERP solution must support Namibian statutory and financial reporting requirements, including:

- VAT Reporting
- PAYE Reporting
- Social Security Reporting
- Employee Tax Reporting
- Audit Support Requirements

D6. Audit Requirements

The ERP must maintain:

- User Audit Logs
- Transaction Audit Trails
- Configuration Change Logs
- Security Event Logs
- Workflow Approval History

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Audit information shall be retained for the period prescribed by NAMDOCK's records management and governance policies.

D7. Business Continuity

The vendor shall provide:

- Disaster Recovery Strategy
- Recovery Point Objective (RPO)
- Recovery Time Objective (RTO)
- System Availability Commitments
- Backup Procedures

APPENDIX E: FUNCTIONAL REQUIREMENTS MATRIX

The Functional Requirements matrix (FRM) will ensure that bidders demonstrate exactly how their solution meets NAMDOCK's requirements. This should contain 300-500 detailed requirements covering all business functions to enable objective evaluation and reduce implementation risk. The bidder is required to indicate the requirement, standard, configurable, customisation requires and not available.

E1. Purpose of the Functional Requirements Matrix (FRM)

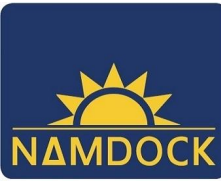
The purpose of the FRM is to:

- Allow objective comparison between ERP solutions.
- Distinguish between standard functionality and customisation.
- Identify implementation risks early.
- Determine the total cost of ownership.
- Reduce the likelihood of post-award scope disputes.
- Support technical evaluation and scoring.

E2. Matrix variable definition

For each requirement, bidders should complete the following columns:

Column	Meaning
Requirement ID	Unique requirement reference as indicated under the Scope of Work

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Column	Meaning
Requirement Description	Business requirement as indicated under the Scope of Work
Standard	Available out-of-the-box without configuration
Configurable	Available through configuration only
Customisation Required	Requires development/custom coding
Third-Party Solution	Requires separate product/module
Not Available	Requirement cannot be met
Bidder Comments	Explanation and assumptions
Reference Module	ERP module providing functionality

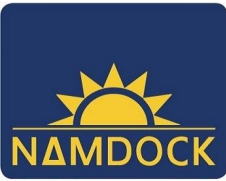
E.3 Example Response Matrix

Finance

Requirement ID	Requirement Description	Standard	Configurable	Customisation	3rd Party	Not Available	Comments
FIN-001.2	Multi-company general ledger	✓					Standard functionality
FIN-001.5	Multi-currency accounting	✓					Includes exchange gains/losses
FIN-004.1	Annual and project-based budget creation		✓				Configuration required

E.4 Evaluation Scoring

The responses will be scored according to the scoring column below:

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Response	Score
Standard Functionality	5
Configurable	4
Customisation Required	2
Third-Party Solution	1
Not Available	0