

# Tender Comparison Matrix

Evaluation Criteria		Weight 1-3
<b>PERSONNEL</b>		
Expertise and Qualifications	Assess the qualifications, certifications, and expertise of the key personnel proposed for the project, including project managers, developers, and support staff.	2
Experience	Evaluate the relevant industry experience of the team members, including the number of years in implementing ERP solutions for businesses in the fabric wholesaling and manufacturing sector.	3
Staff Availability:	Ensure the availability of skilled personnel throughout the project duration and assess their workload to avoid resource conflicts.	2
Communication Skills:	Evaluate the communication skills of the team members, including their ability to convey complex technical information clearly and effectively.	1
<b>MANAGEMENT</b>		
Project Management Approach:	Assess the proposed project management methodology, including planning, monitoring, and reporting mechanisms, to ensure efficient project execution.	2
Change Management Strategy:	Evaluate the strategies proposed for managing organizational change, including training programs, change communication plans, and user adoption strategies.	3
Issue Resolution:	Assess the vendor's approach to identifying potential issues and their ability to provide timely and effective solutions, demonstrating their problem-solving capabilities.	2
<b>SUPPORT</b>		
Customer Support:	Evaluate the vendor's customer support capabilities, including response time, availability, and expertise of the support team.	3
Training Programs:	Assess the training programs offered, including training materials, methods, and the flexibility to customize training sessions according to the organization's specific needs.	2
Post-Implementation Support:	Evaluate the vendor's approach to post-implementation support, including software updates, bug fixes, and ongoing assistance after the system is live.	1
<b>SOLUTION</b>		
Functional Fit:	Assess the ERP solution's ability to meet the specific functional requirements of the fabric wholesaling and theater drapes manufacturing business, including inventory management, production planning, and order processing features.	2
Customization Capabilities:	Evaluate the system's flexibility and ease of customization to align with the unique workflows and processes of the organization.	1
Integration Capabilities:	Assess the solution's ability to integrate seamlessly with existing systems, such as accounting software, CRM systems, and e-commerce platforms.	1
Scalability:	Evaluate the scalability of the ERP solution, ensuring it can accommodate the business's growth in terms of users, transactions, and data volume.	1
<b>COST</b>		
Initial Investment:	Evaluate the initial cost of implementing the ERP solution, including licensing fees, implementation services, training costs, and any additional expenses.	2
Total Cost of Ownership (TCO):	Assess the long-term cost implications, including maintenance fees, support costs, and potential customization expenses over the contract period.	1
Value for Money:	Evaluate the overall value offered by the solution in relation to the cost, considering the features, support, and scalability provided within the proposed budget.	2
<b>RISK</b>		
Risk Mitigation Strategies:	Evaluate the vendor's strategies for identifying potential risks and their proactive measures to mitigate these risks during the implementation process.	3
Data Security:	Assess the data security measures implemented by the vendor, including encryption, access controls, and compliance with industry standards to protect sensitive business data.	1
Contingency Planning:	Evaluate the vendor's contingency plans in case of unforeseen events, such as system failures, and their ability to provide timely solutions to minimize downtime.	2
<b>PAST PERFORMANCE</b>		
Client References:	Obtain and evaluate references from previous clients who have implemented similar ERP solutions, considering their feedback on the vendor's performance, support, and overall satisfaction.	3
Case Studies:	Review case studies or success stories related to ERP implementations in similar industries, focusing on the challenges faced, solutions provided, and outcomes achieved.	1
Vendor Reputation:	Research the vendor's reputation in the market, considering online reviews, industry awards, and recognition, to assess their standing in the ERP software domain.	1