



Mancomunidad
Comarca de Pamplona
Iruñerriko
Mankomunitatea

Servicios de la
Comarca de Pamplona s.a.
Iruñerriko
Zerbitzuak e.a.

**Preliminary Market Consultation:
Selection of an Enterprise Resource Planning
Software**

March 2019

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1. GENERAL INFORMATION

1.1 Introduction

The **Mancomunidad de la Comarca de Pamplona** (MCP) is a local entity, constituted by voluntarily partnership municipalities that provides common competences in the following areas:

- a) Water supply, sewerage and sanitation and sewage water treatment.
- b) Collection, treatment and exploitation of the urban waste.
- c) Public transportation.
- d) Taxi service in the Common Benefit of the Comarca de Pamplona.
- e) River Park management of the Comarca de Pamplona.

The commercial society of **Servicios de la Comarca de Pamplona, S.A.** (SCPSA), full ownership of the MCP, is created as a form of forthright management for the purpose public services.

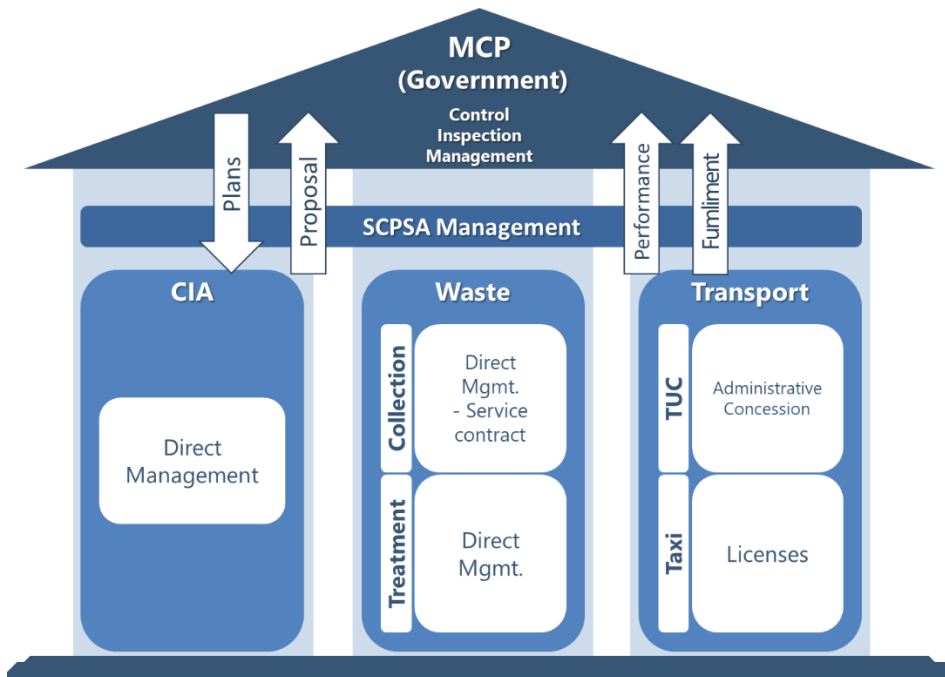


Fig. 1.: Relationship between MCP, SCPSA and services

SCPSA, in its Strategic Plan (2017-2030) and within the scope of the technology push, has set as priority action to have a commercial planning and resource management software (Enterprise Resource Planning, ERP) that allows to integrate the information and the most business processes currently covered by different tools.

1.2 SCPSA Organization



Fig. 2.: SCPSA Organization

SCPSA has 475 staff, divided into office: staff with computerized work station (250 people) and operation and manufacturing staff without computerized work station (225 people).

The Department of Technology Information is composed by 15 people and organized according to the following functions:

- **Information Systems Direction**, in charge of the area strategic definition and project demand planning management in order to accomplish the organization strategic goals (1 human resource)
- **Project and Applications Management**, take to supply new applications, IT processes and manage the company requirements and guidelines. Responsible for managing such projects, aligning them with company needs and internal capabilities (8 human resources).
- **Information Systems and Telecommunications Management**, planning and management of Information Systems and Telecommunications SCPSA; sourcing and management of ICT infrastructure and company software. It also includes full management of enterprise systems (6 human resources).

1.3 Objectives

The purpose of this Preliminary Market Consultation is to obtain preliminary proposals from suppliers and stakeholders in the information technology and communications sector with experience in development, implementation and maintenance of Enterprise Resource Planning Software (ERP); to identify the best solutions that fits the requirements of SCPSA.

The technical information (specifications, requirements, etc.) established in this document is provided as guide to the interested parties that can include variation in their proposals.

Once the mandatory information is available, as well as an appropriate level of knowledge of the proposed solutions, the bidding process may be initiated.

The contents of the report and the conclusions or proposals collected will not be binding in the preparation of the bidding process.

The eventual contracting procedure, that can be carried out, will be open to all possible proposals that meet the conditions of the procedure, regardless of whether they have been linked to this Preliminary Market Consultation.

Participation in the Preliminary Market Consultation will not grant any right or preference regarding the award of contracts concluded later by MCP / SCPSA. For this purpose, appropriate measures will be taken in order to ensure transparency, equal treatment, non-discrimination and confidentiality (section 1.5), both in the development of this Consultation and in any subsequent procurement.

1.4 Scope

This Preliminary Market Consultation is focused on identifying, according to MCP / SCPSA requirements, the best solutions for Enterprise Resources Planning Software oriented to the standard business management with the following scope: Economic/Financial (Accounting and Finance), Logistics (Purchasing, Warehouse), Human Resources and Projects and Construction Work.

The minimum scope of functionality to cover is described in Annex I of the present document.

1.5 Principles of the participation process

The participation in the Consultation, the contacts with participants or exchanges of information may not lead to violations of the community principles of transparency, equal treatment and non-discrimination, nor have the effect of restricting or limiting competition, nor granting advantages. or exclusive rights.

2. DEVELOPMENT OF THE CONSULTATION

2.1 Process and Deadlines

The call is open and oriented to interested individuals and entities that intend to collaborate with MCP / SCPSA by submitting proposals to offer solutions on the proposed topic.

This Preliminary Market Consultation will be carried out by the answer to the questions included in the annexes.

The process and the deadlines for receiving responses to the present document requests will be:



Fig. 1: Consultation Process

The main goal of Proposal Presentation is:

- To know the functional and technical characteristics of the proposed solution.
- To gather information on the Project Plan: time, resources and cost estimation.
- To model a prototype that presents the participant stated capacity in response to this Preliminary Market Consultation, as listed in Appendix III of this document. The prototype realization will take place at SCPSA facilities and all its costs will be incurred by the supplier.

Participants meetings and any other necessary communication and dissemination actions can be hold at any point in the process.

2.2 Response Delivery

Participants must fulfil the requirements outlined in this Consultation, they may add additional information, not expressly requested, that they consider can added value for SCPSA.

Interested to participate companies will submit their proposals within indications published in the Navarra Public Procurement Portal. The proposals will be presented in the MCP General Register, Calle General Chinchilla, 7 (Pamplona) from 9:00 to 14:00 h (entrance trough C/ Marques de Rozalejo). Proposals can be sent through post-office, within the prescribed period, in which case the applicant must justify the imposition date and time of shipping, forwarding the corresponding receipt on the same day by e-mail: mcp@mcp.es. However, after 10 calendar days from the end of the submission period, no proposal sent by mail will be accepted.

Documentation should be delivered in Spanish. Annexes, if any, should be in Spanish. No document written in another language will be accepted.

Delivered answers will deal the exposed questions on annexes of this preliminary inquiry.

After the deadline, presented proposals will be collected, and participants performances and contributions will be gathered into a report, obviating information designated as confidential (and verified), in the resolution manner that approves this inquiry.

The information provided by a supplier can be used by SCPSA as a support to facilitate assessment processes, presentation, comparison, etc., and will be held in the strictest confidentiality.

2.3 Contact

Interested parties may request clarification on the content of these consultations in the email: contratacion@mcp.es. Replies will be sent directly to the interested individual and published in the Navarra Procurement Portal and the MCP Electronic Office if it's considered of interest.

It has established an information day during the period for submission of responses in which will clarify any doubts that arise to the stakeholders on this inquiry.

2.4 Response Presentation

Deliverable	Description	Format	Observations
Company Presentation	Participants information considered useful and complete the collection on your profile (value proposition, etc.)	Free format	
Description Solution	Description of the proposed software, indicating what product or products compose the presented solution and versions.	Free format	
Product Positioning	Product positioning as reference consultants or independent studies.	Free format	
Benchmarking	Benchmarking studies of product performance in different scenarios.	Free format	
Company Profile	Profile of the participating company, indicating presence, coverage, capabilities and financial strength.	Excel template	Consulta Prel Empresa y Economica.xlsx Hoja 01
References	Implementation references proposed by the participating software company.	Excel template	Consulta Prel Empresa y Economica.xlsx Hoja 02
Solution Architecture	Based on presented solution, the fitting in SCPSA architecture should be exposed, including a brief description of interactions with other elements. Components that are not part of the proposed infrastructure should be considered 'black boxes'.	Free format	
HW platform	Description of servers, workstations, storage systems estimated for the implementation of ERP software in an organization similar to SCPSA.	Free format	Hardware and software platform should consider:
SW platform	Description of the ERP solution, operating systems, database managers, ERP software licenses, software licenses of third-parties and additional software that is expected to be required for the implementation of the solution in the environment SCPSA.	Free format	<ul style="list-style-type: none"> Arrangement of three different environments (Development, Production and Preproduction), and sized to the use of them. The production environment must offer high availability capabilities and ensure business continuity and the preservation of information.
Development Technologies	Indicate technology environments, frameworks, tools and programming languages on different environments used in the solution	Free format	
Communications	Design description of network topology, protocols, nodes, bandwidth.	Free format	
Functional requirements	Description of coverage of functional requirements.	Excel template	Consulta Prel REQ Funcional Técnico Arquitectura.xlsx Hoja 01
Technical requirements	Description of coverage of Technical Requirements.	Excel template	Consulta Prel REQ Funcional Técnico Arquitectura.xlsx Hoja 02
Architecture requirements	Description of coverage of Architecture Requirements	Excel template	Consulta Prel REQ Funcional Técnico Arquitectura.xlsx Hoja 03

Deliverable	Description	Format	Observations
Further developments documentation	Functional documentation of developments or adaptations, or modules or additional products deemed necessary	Free format	
Project Plan	Estimated time, cost, effort of the major phases of the project	Excel template	Consulta Prel Empresa y Economica.xlsx Hoja 03
Implementation Project	Methodology Information, Implementation Strategy, Test Plan, Conversion Plan, Initial Data Upload, development and technologies tools, development frameworks, interfaces forecast plan and Project Team	Excel template and freeform	Consulta Prel Empresa y Economica.xlsx Hoja 04
Licensing and Infrastructure	Pricing model for solution licenses and infrastructure dimensioning to cover SCPSA requirements.	Excel template	Consulta Prel Empresa y Economica.xlsx Hoja 05
Economic Summary	Economic resume of the implementation and maintenance	Excel template	Consulta Prel Empresa y Economica.xlsx Hoja 06

3. ANNEX I: FUNCTIONAL SCOPE OF ERP

The functional scope covered by the new ERP includes the following processes:

1. Economic and Financial Management:

- Treasury and Financing Management
- Fiscal and Tax Management
- Grant Management
- Fixed Assets management
- General Ledger Management
- Cost Accounting Management
- Planning and Budgeting Management
- Real State and Facilities management

2. Purchasing and warehouse management:

- Purchasing Management
- Framework contracts Management
- Supplier Management
- Warehouse Management
- MRP Management

3. Management and development of people:

- Human resource planning
- Organizational Structures Management: flowcharts and jobs.
- Selection and Promotion
 - Induction
- Training and Development
 - Training Management
 - Professional Development Management
- Internal Communication
- Administrative Staff Management
 - Payroll and Social Security Management
 - Hiring people
 - Day Management
 - Licenses and Permits Management
- Tradeoffs Management
 - Remuneration Management
 - Pension Plan Management

- Social Benefits management
- Staff Perception
 - Cycle
- Health & Safety Management
 - Risks evaluation
 - Prevention and control
 - Coordinating business activities
 - Health surveillance
 - Management clothes, EPIS and safety equipment

4. Infrastructure Management (project and constructions)

- Town Planning
 - Town Planing Activities Management
 - Third-Parties Project Management
- Infrastructure planning
- Management conditions and Infrastructure Building licenses
- Management Own Construction Works
 - Drafting of a Project
 - Construction Works Execution
 - Drafting a built-as a work
- Acceptance and control Materials Networks
- Development of Network Standards

4. ANNEX II: FUNCTIONAL, TECHNICAL AND ARCHITECTURE REQUIREMENTS

The annex document "Consulta Prel Funcional Técnico Arquitectura.xlsx " detail the functional, technical and architectural requirements to be covered by the ERP. The instructions for completing each type of requirement are detailed in the following sections.

4.1 Functional Requirements List

They must be completed in the attached Excel, following the instructions below:

- 1) Proposals in different format as requested one will not be accepted.
- 2) All requirements are associated with an identifier (Id column), only the rows with associated identifier must be filled.
- 3) For each requirement, the appropriate column of the "Supported" field must be marked according to its correspondence with the following values:
 - **Yes:** Total support of the specified requirement
 - **No:** Requirement partially supported or unsupported. If partial support is offered, this must be specified in the "Comments" field.
 - **Yes, with additional product:** you can provide full support to the requirement with an additional product. In this case, the additional product must be specified in the "Comments" field, indicating its version.
- 4) For each requirement, the appropriate column of the "Cover Type" field must be marked according to its correspondence with the following values:
 - **Included:** Provided that the requirement specified functionality offered "out-of-the-box" for the product, without the need for configuration or development.
 - **Parametrizable:** In cases where the requirement or functionality can be covered by parameterization of any component of the solution without any need for development.
 - **Development required:** In those cases where the requirement or specified functionality can be supported through some development performed on the software itself, using development kits and APIs offered by the solution itself.
 - **Uncovered:** this field must be entered when the proposed software does not offer coverage to the requirement.
- 5) The "Comments" field can be fulfilled with all the necessary information to clarify or add information, especially in cases where partially support the requirement. It will also be completed indicating the name and software version in case the requirement is supported with "additional product".

4.2 Technical and Architecture Requirements List

They must be completed in the attached Excel, following the instructions below:

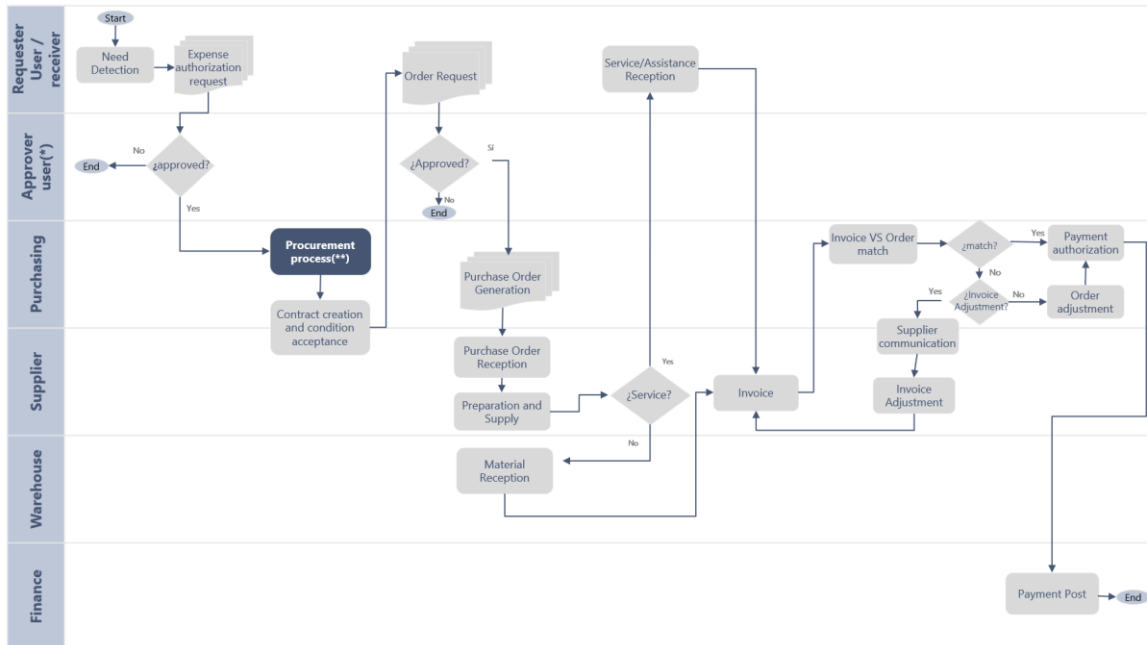
- 1) Proposals in different format as requested one will not be accepted.
- 2) All requirements are associated with an identifier (Id column), only the rows with associated identifier must be filled.
- 6) For each requirement, the appropriate column of the "Supported" field must be marked according to its correspondence with the following values:
 - **Yes:** Total support of the specified requirement
 - **No:** Requirement partially supported or unsupported. If partial support is offered, this must be specified in the "Comments" field.
- 3) The "Comments" field can be fulfilled with all the necessary information to clarify or add information, especially in cases where partially support the requirement.

5. ANNEX III: PROTOTYPE. PURCHASING FLOW

Objective:

Process through SCPSA acquires goods or services and choose suppliers for each of them.

Process diagram:



(*) The approver user will depend on the economic amount.

(**) This procedure is beyond the scope of ERP

Fig. 4: Process diagram

Description of activities:

The steps of the Prototype Purchase Flow process during the Submission of the Proposal are:

1. **Application for authorization of expenditure:** The detection of the need to acquire services, supplies or assistance is distributed in any department SCPSA. Some users of any department can make a request for authorization of expenditure. After the request, an approval flow will be triggered with different approvers depending on the economic amount until it is finally refused or accepted. In this flow, the expense request should be associated with the corresponding budget item and the available amount for it.

Note: After the expense is authorized by the appropriate user and prior to the execution of any purchase, there is an administrative procedure for public procurement and outside the scope of the ERP, which ends with the conclusion of a contract with the winner of this procurement.

2. **Contract:** the contract creation, or supplier agreement, in the ERP that includes the contractual conditions of the award associated with the prior administrative procedure (supplier, amount, timing, items, payments, etc.)

3. **Order request by User.** Within a contract there are several items in the life of the contract, that will have to be asked to the supplier. Therefore, and as they are needed requisitions such items will be held. After the application, an approval flow will be triggered with different approvers depending on the economic amount / organization chart, until finally it is denied or accepted.
4. **Order Execution.** If the result of the flow is the approval of the request, a Purchasing Department user will generate a purchase order according to the contract and request data.
5. **Receipt of Order.** After the arrival of the goods or the completion of a service or support, the amount of goods, services or assistance will be received. The reception, as the request, may be distributed within any department of SCPSA. The user, who receives, doesn't have to be the same as the requester. The reception will be received accordingly to the delivery note with the goods, services or assistance, whose data can match or not (partial reception, excess merchandise, etc.) with the data of the order request. This movement may involve input / output material.
6. **Invoicing.** A Purchasing department user may match the supplier's invoice with the order receipt (usually supported on a delivery note) and can match or not (unlike items, units, amounts, etc.) which will force the invoice or order to be adjusted. Finally, the payment is accounted and the procedure ends.

6. ANNEX IV. CURRENT SITUATION

6.1 Process Map

The implemented ERP in SCPSA must have functionality that provides coverage to all management processes of the business areas in an integrated manner, avoiding duplication of information, problems, conciliation or decision making with obsolete data.

These are the main processes SCPSA by business area and ERP should provide coverage for them:

PROCESOS PRINCIPALES POR ÁREAS			
ECONOMICO-FINANCIERO	COMPRAS Y ALMACENES	PROYECTOS Y OBRAS	RECURSOS HUMANOS
CONTABILIDAD FINANCIERA	GESTIÓN DE COMPRAS	ESTRUCTURA	GESTIÓN DE LA ORGANIZACIÓN
TESORERÍA	CONTRATOS MARCO Y PLANES DE ENTREGA	PLANIFICACION	GESTIÓN DE PERSONAL
ACTIVOS FIJOS (Gestión de Inmuebles)	GESTIÓN DE ALMACENES	PRESUPUESTO	GESTIÓN DE TIEMPOS Y TURNOS
CONTABILIDAD ANALITICA	PLANIFICACIÓN DE NECESIDADES	TRABAJO INTERNO Y EXTERNO	NOMINA Y SEGUROS SOCIALES
FACTURACIÓN ELECTRÓNICA	GESTIÓN DE LOTES Y CADUCIDADES	EJECUCIÓN Y SEGUIMIENTO	PREVENCIÓN RIESGOS LABORALES
PLANIFICACIÓN Y PRESUPUESTACIÓN	PRODUCTO ELABORADO		GESTIÓN DE LA FORMACION

Fig. 5: Process Map

For further detail in this section, see the document: **"Anexo Mapas de Procesos.pdf"**.

6.2 Current technology

Infrastructure

To support all services, a computer infrastructure based on the concept of consolidation of computer systems is used. Specifically, this infrastructure is deployed in two CPDs, with the secondary acting as the main contingency.

This infrastructure, in its physical part, is composed of Intel servers and NetApp storage.

More details are specified in " Anexo Tecnología actual.pdf ".

Business Systems

Current Business Systems of SCPSA are shown in the map below, indicating which are assumed by the ERP and which not.

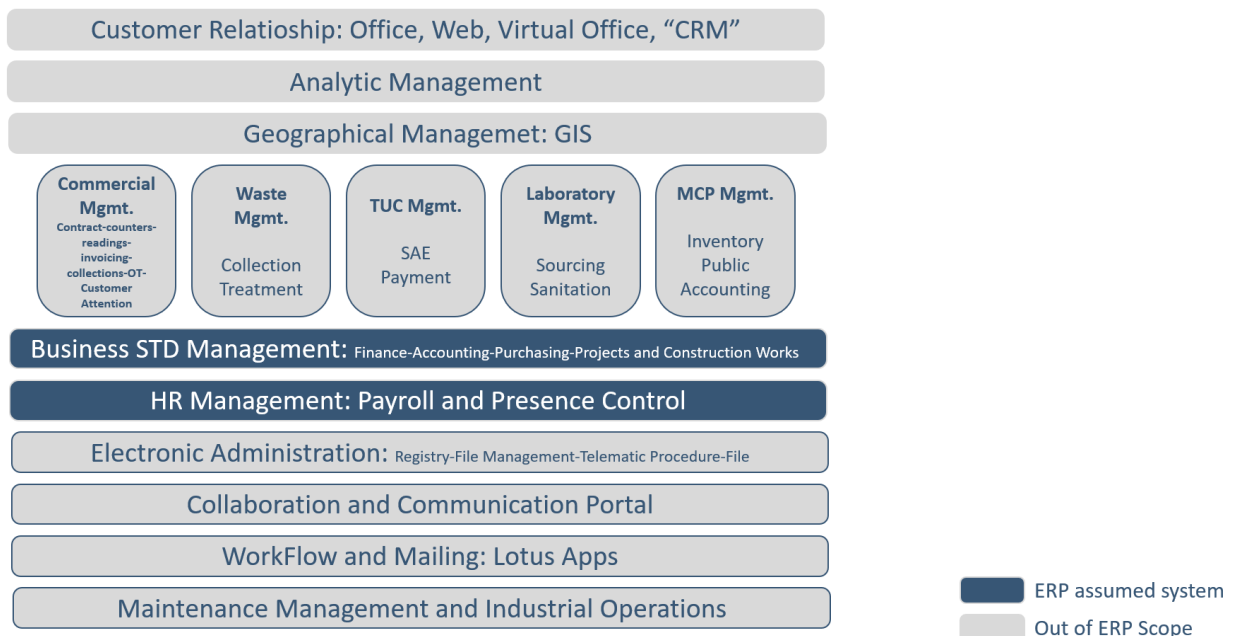


Fig. 6: Map of Business Systems

More details are specified in " Anexo Tecnología actual.pdf "

6.3 Data model and interfaces

The data model has been established with those major data management tables. Only the most relevant information of each table or set of tables is included.

The following image describes the interfaces model between different modules, and interfaces with other information systems referenced in functional requirements. This is information systems both internal and external.

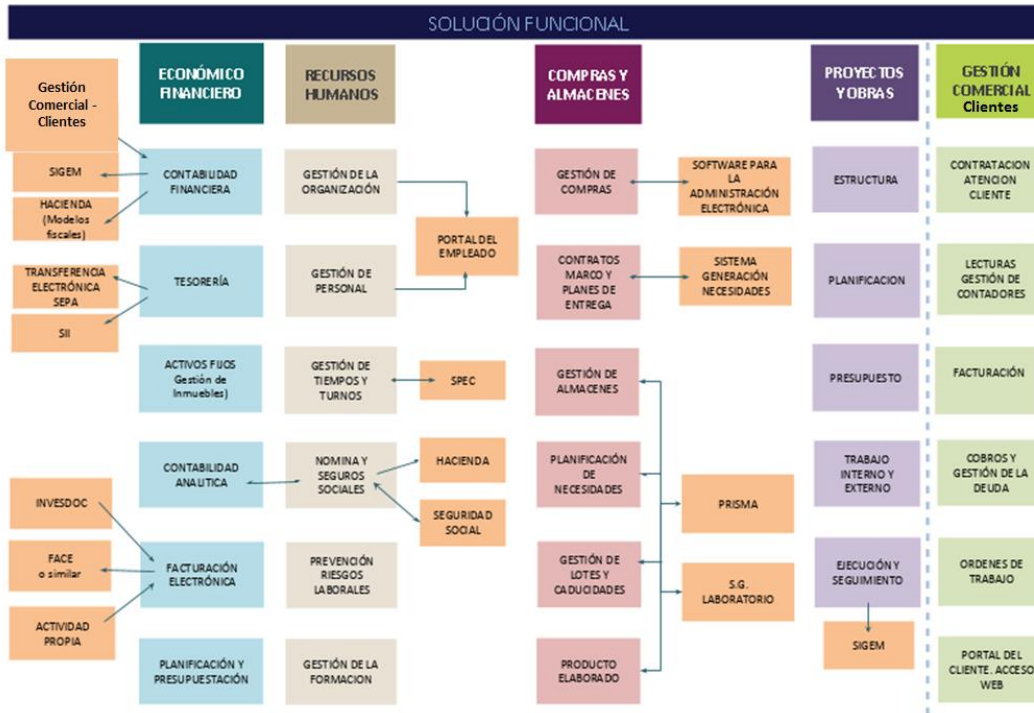


Fig. 7: Interfaces

This information can be consulted in " Anexo Modelo de Datos e Interfaces.pdf " where is included the detail of the data model and interfaces for each module: Economic and Financial, Logistics, Human Resources and Projects and Construction Works.

6.4 Users and Volumetric

SCPSA has a staff of 475 people, divided into office staff with a computerized work station (250 people) and operating and manufacturing staff without computerized work station (225 people).

The four modules of ERP (Economic and Financial, Logistics, Human Resources and Projects and Construction Works) are listed below, establishing for each the number of users for the three user-defined types:

- **Heavy Users** (DEPARTMENTAL) users for whom the module is intended, main tool within their departmental work.
- **Managers Users** (HORIZONTAL): users who are not part of a particular department and are directly affected by the four modules to be implemented. However, they need access to

information to manage part of their usual activity associated with economic, financial, logistical and human resources (budgets, purchases, invoices, training, staff development, etc.).

Note: The 45 manager users are the same group for the three modules.

- **Light Users (HORIZONTAL):** Users who are not part of a particular department directly affected by the four modules to be implemented. Timely access to enter data for any of the processes associated with economic, financial, logistical and human resources (order requests, application training, etc.). Within this group it has been differentiated office personnel computerized and operation and manufacturing personnel without computerized work station assigned.

Economic-Financial

	Number	Description
Heavy User	7	Finance department users.
Manager User	45	Access to manage part of their usual activity associated with economic, financial, logistical and human resources issues.
Light User	0	Not needed.

Logistics

	Number	Description
Heavy User	8	Users of the Logistics Department.
Manager User	45	Access to manage part of their usual activity associated with economic, financial, logistical and human resources issues.
Light User	50	Users who request expenses, receiving, invoice view.

Human Resources

	Number	Description
Heavy User	16	Human Resources department users and Health and Safety.
Manager User	45	Access to manage part of their usual activity associated with economic, financial, logistical and human resources issues.
Light User Office	189	Data Query, personnel management, training, talent management, etc. of all people computerized.
Light User Operation	225	Data Query, personnel management, training, talent management, etc. people who access a share or through mobile devices.

Projects and Construction Works

	Number	Description
Heavy User	21	Planning Department users, Infrastructure.

Technology

	Number	Description
Administrator User	2	Administration users.
Development User	4	Development users.