Request for proposals for an Enterprise Resource Planning (ERP) software system – CLARIFICATIONS 2

1. Question:

According to tender documentation for “REQUEST FOR PROPOSALS for an Enterprise Resource Planning (ERP) software system”, we have seen mandatory requirements as the evidence of the tenderer’s status, for three ISO certificates (ISO/IEC 20000, ISO/IEC 27001, ISO/IEC 27701).

Since we have ISO/IEC 27001-2022 and ISO 9001-2015, please inform us if we can submit the proposal for ERP software system with those certificates, and not be disqualified.

Answer:

Given that we requested three ISO certifications that guarantee the applying company has expertise and knowledge in IT Service Management (ISO 20000), Information Security Management (ISO 27001), and Privacy Information Management (ISO 27701), and stated that these certifications are mandatory, unfortunately, we cannot accept a proposal without all three certifications. We believe that any company involved in the implementation of ERP systems should possess these certifications.