Request for quotation (RFQ) – goods or services

RFQ Title:	RFQ-FW22-005 MS Dynamics implementation for MDF
RFQ Issue Date:	Friday, 22 April 2022
Terms of Reference / Specifications:	The Goods and/or Services to be delivered are detailed in the attached Schedule
Project	Market Development Facility Phase II
The Company	Palladium International Pty Ltd.
Registration of Interest	Register your interest to submit an offer by sending your name, organisation and contact details to the Contact Person by email on or before **Wednesday 27 April 2022, 5:00pm Brisbane Time**
Pre-bid Meeting	**Thursday, 28 April 2022 (TBC).** Meeting link will be provided to Tenderers who register interest.
Last date for Queries	Send all queries to the Contact Person by email on or before **Tuesday 3 May 2022, 5:00pm Brisbane Time.** Indicate 'RFQ-FW22-005 MS Dynamics'' in the subject line.
Closing Date and Time	**Sunday 8 May 2022, 5.00pm Brisbane Time**
Contact Person	Don Medrana <Don.Medrana-MDF@thepalladiumgroup.com>
Details for Submission	Email completed Response Form to the Contact Person on or before the Closing Date and Time. Indicate "RFQ-FW22-005 MS Dynamics" in the subject line.

Thank you for your interest in the above procurement. As managing contractor for the Project, the Company invites you to submit a quote for the Goods or Services listed below. Your quote will be valid for the Validity Period.

Please forward your quote in accordance with the Details for Submission above by the Closing Date and Time.

I look forward to your response.

Yours sincerely,

Don Medrana
Central Program Manager, MDF

Terms and conditions

1. Quote Conditions
By submitting a quote, potential suppliers are bound by these terms and conditions. Potential suppliers must submit offers with all details provided in English and with prices quoted in a single currency.

2. Quote Lodgement
The Company may grant extensions to the Closing Time at its discretion. The Company will not consider any quotes received after the Closing Time specified in the RFQ unless the Company determines to do so otherwise at its sole discretion.

3. Evaluation
The Company may review all quotes to confirm compliance with this RFQ and to determine the best quote in the circumstances.

4. Alterations
The Company may decline to consider a quote in which there are alterations, erasures, illegibility, ambiguity or incomplete details.

5. The Company's Rights
The Company may, at its discretion, discontinue the RFQ; decline to accept any quote; terminate, extend or vary its selection process; decline to issue any contract; seek information or negotiate with any potential supplier that has not been invited to submit a Quote; satisfy its requirement separately from the RFQ process; terminate negotiations at any time and commence negotiations with any other potential supplier; evaluate quotes as the Company sees appropriate (including with reference to information provided by the prospective supplier or from a third party); and negotiate with any one or more potential suppliers.

6. Amendments and Queries
The Company may amend or clarify any aspect of the RFQ prior to the RFQ Closing Time by issuing an amendment to the RFQ in the same manner as the original RFQ was distributed. Such amendments or clarifications will, as far as is practicable be issued simultaneously to all parties.
Any queries regarding this RFQ should be directed to the Contact Person identified on the cover page of this RFQ.

7. Clarification
The Company may, at any time prior to execution of a contract, seek clarification or additional information from, and enter into discussions and negotiations with, any or all potential suppliers in relation to their quotes. In doing so, the Company will not allow any potential supplier to substantially tailor or amend their quote.

8. Confidentiality
In their quote, potential suppliers must identify any aspects of their quote that they consider should be kept confidential, with reasons. Potential suppliers should note that the Company will only agree to treat information as confidential in cases that it considers appropriate. In the absence of such an agreement, potential suppliers acknowledge that the Company has the right to disclose the information contained in their quote.
The potential supplier acknowledges that in the course of this RFQ, it may become acquainted with or have access to the Company's Confidential Information (including the existence and terms of this RFQ and the TOR). It agrees to maintain the confidence of the Confidential Information and to prevent its unauthorised disclosure to any other person. If the potential supplier is required to disclose Confidential Information due to a relevant law or legal proceedings, it will provide reasonable notice of such disclosure to the Company. The parties agree that this obligation applies during the RFQ and after the completion of the process.

9. Alternatives
Potential suppliers may submit quotes for alternative methods of addressing the Company's requirement described in the RFQ where the option to do so was stated in the RFQ or agreed in writing with the Company prior to the RFQ Closing Time. Potential suppliers are responsible for providing a sufficient level of detail about the alternative solution to enable its evaluation.

10. Reference Material
If the RFQ references any other materials including, but not limited to, reports, plans, drawings, samples or other reference material, the potential supplier is responsible for obtaining the referenced material and considering it in framing their quote. And provide it to the Company upon request.

11. Price Basis
Prices quoted must be provided as a fixed maximum price and show the tax exclusive price, the tax component and the tax inclusive price.
The contract price, which must include any and all taxes, supplier charges and costs, will be the maximum price payable by the Company for the Goods and/or Services.

12. Financial information
If requested by the Company, potential suppliers must be able to demonstrate their financial stability and ability to remain viable as a provider of the Goods and/or Services over the term of any agreement.
If requested by the Company, the potential supplier must promptly provide the Company with such information or documentation as the Company reasonably requires in order to evaluate the potential supplier's financial stability.

13. Referees
The Company reserves the right to contact the potential supplier's referees, or any other person, directly and without notifying the potential supplier.

14. Conflict of interest
Potential suppliers must notify the Company immediately if any actual, potential or perceived conflict of interest arises (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised, whether due to a financial or personal interest (including those of family members) in the procurement or the Company).

15. Inconsistencies
If there is inconsistency between any of the parts of the RFQ the following order of precedence shall apply:
(a) these Terms and Conditions;
(b) the first page of this RFQ; and
(c) the Schedule
so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

16. Collusion and Unlawful Inducements
Potential suppliers and their officers, employees, agents and advisors must not engage in any collusive, anti-competitive conduct or any other similar conduct with any other potential supplier or person or quote any unlawful inducements in relation to their quote or the RFQ process.
Potential suppliers must disclose where quotes have been compiled with the assistance of current or former the Company employees (within the previous 9 months and who was substantially involved in the design, preparation, appraisal, review, and or daily management of this activity) and should note that this may exclude their quote from consideration.
Potential suppliers warrant that they have not provided or offered any payment, gift, item, hospitality or any other benefit to the Company, its employees, consultants, agents, subcontractors (or any other person involved in the decision-making process relating to this RFQ) which could give arise to a perception of bribery or corruption in relation to the RFQ or any other dealings between the parties.

17. Jurisdiction
This Agreement shall be subject to the laws of the Jurisdiction.
The Supplier and the Company will use their best efforts to settle amicably any dispute, controversy, or claim arising out of, or relating to this Agreement or the breach, termination, or invalidity thereof.
If no agreeable settlement can be found, any dispute, controversy, or claim arising out of or relating to this Agreement or the breach, termination, or invalidity thereof, shall be settled by arbitration in accordance with the UNCITRAL Arbitration Rules in effect on the date of this Agreement. The appointing authority shall be the Secretary-General of the Permanent Court of Arbitration. The Parties will be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute.
The place of arbitration shall be the headquarters location of Company at the time the claim is filed and the language of the arbitration will be English. The relevant laws shall be the laws of the Jurisdiction.

Schedule – Scope of Services

1. Background

Market Development Facility (MDF) is an Australian Government funded multi-country initiative which promotes sustainable economic development, through higher incomes for women and men, in our partner countries.

We connect individuals, businesses, governments, and NGOs with each other, and with markets at home and abroad. This enhances investment and coordination and allows partnerships to flourish, strengthening inclusive economic growth.

MDF is funded by the Australian Department of Foreign Affairs (DFAT). It is implemented by Palladium in partnership with Swisscontact.

MDF currently has its Central Operations team in Brisbane, and implementation teams in Fiji, Papua New Guinea, Samoa, Sri Lanka, and Timor-Leste.

With MDF's recent extension for another five years up to June 2027, its Central Operations team has re-commenced efforts to assess how the Facility's financial, procurement and asset management functions are managed across all its countries of operation.

After doing an initial assessment with stakeholders within the Facility and Palladium, and a comparison of several product options, MDF selected MS Dynamics – Business Central due to its interoperability and compatibility with existing Palladium systems and its ability meet MDF's needs in terms of functions with minimal customisations.

MDF seeks to have MDF Dynamics implemented with the help of a professional service provider that has strong technical and project implementation capabilities.

Existing Systems

MDF currently uses MS Excel spreadsheets for most of its financial processes and management functions. Similarly, MDF uses MS Excel to for assets management. The procurement function is done using a combination of excel spreadsheets, MS Word forms and templates, and manual preparation and management of purchase orders.

Financial transaction listings are prepared manually each month by Country Accountants, which are then entered into Palladium's own system – Deltek Costpoint.

2. Scope of Services

The successful Service Provider will be required to design and implement MS Dynamics Business Central for all six (6) MDF operating units (Brisbane, Fiji, Papua New Guinea, Samoa, Sri Lanka, and Timor-Leste). It is expected that most MDF requirements will already be built-in with Business Central and will only require configuration to suit MDF's needs. Customisation is expected to be minima although this will have to be confirmed between MDF and the Service Provider during the appropriate stages of the project.

MDF will require the following Business Central default capabilities implemented and configured for MDF's needs:

Finance

a) **General Ledger** – Set up companies and post to the general ledger though general journals. Use features for VAT and sales tax, recurring journals, and background posting of journals. Posting and reporting can be done in one additional reporting currency. Use built-in reports, customized reports, and easily refresh data in Microsoft Excel, and Power BI reports and charts. View and edit the data in most general ledger pages using Microsoft Excel.

b) **Dimensions** - Use unlimited dimensions in transactions in all ledgers. Set up rules for how to combine dimensions and dimension values. Control the use of dimensions and increase the reliability of output based on dimensions. Assign default dimensions values to master data such as general ledger accounts, customers, vendors, fixed assets, resources, and items. Set up rules to prioritize the use of default values.

   Use data from dimensions in reports for filtering, account schedules to analyze general ledger, and in data sent to Power BI

c) **Multiple Currencies** - Conduct business with customers and vendors in any number of currencies. Use multiple currencies on sales and purchase documents, bank transactions, and payables and receivables payments. Store currency details for transactions in receivables, while payables are stored in local and foreign currencies. Adjust currency values in local and foreign currencies for unrealized gains and losses to keep aging reports correct for receivables and payables.

d) **Budgets** - Track business progress using budgets in the general ledger. Use budgets in financial reports, user-defined analysis in account schedules, or in data sent to Power BI for data sharing and analysis. Import budget information to and from Microsoft Excel for enhanced calculation capabilities when you prepare budgets.

e) **Cost Accounting** – Allow visibility of actual and budgeted costs of operations, departments, products, and projects. Combine base data in general ledger transactions with dimensions with known future costs and define a hierarchy of cost centers and cost objects. Allocate costs using allocation runs with different allocation keys and methods. Analyze general ledger actuals and budgets in user-defined scenarios. Explore the scenarios to gain insight into the business that are not immediately reflected in the chart of accounts.

f) **Deferrals** - Set up deferral templates that automate the process of deferring revenues and expenses based on a schedule. Recognize revenues and expenses in periods other than the period in which the transaction is posted.

g) **Consolidation** - Consolidate companies from the same Business Central tenant and pull data directly into the consolidation company. Or use XML files to pull data from other Business Central tenants, databases, or third-party business management application. Use multiple currencies, dimensions, and budgets for consolidations.

h) **Intercompany postings** - Manage accounting for more than one company in a posting process that includes one or more Business Central tenants or databases. Send sales and purchase documents to partner companies and post journals transactions through a mapping to shared charts of accounts and dimensions. Control the document flow through an Inbox/Outbox feature that automates sending and receipt. Use sales and purchase documents with multiple currencies to reconcile intercompany balances.

i) **Bank account management** - Create, operate, and manage multiple bank accounts for diverse business needs and different currencies.

j) **Cash flow forecast** - Predict how liquidity will evolve over time. Forecast expected cash receipts and disbursements plus available liquid funds. Create basic cash flow forecasts that can be extended and adjusted. Use an assisted setup guide to complete tasks and take advantage of automatic daily or weekly data updates. Include data from jobs and taxes as sources for the cash flow forecast. Use Azure ML capabilities to generate cash flow predictions using Business Central data.

k) **Electronic payments and direct debits** - Create payment proposals based on vendor documents and generate bank payment files in ISO20022/SEPA format. Or use the AMC Banking Service to generate electronic payment files in the format required. Create direct debit collections for a bank direct debit file in ISO20022/SEPA format.

l) **Easy payment process for customers** - Provide efficient payments submissions to customers by adding online payment services links to invoices in Business Central.

m) **Reconciliation of incoming and outgoing bank transactions** - Import bank transaction data from electronic files sent in ISO20022/SEPA format or other file types. Apply transactions automatically to open customer and vendor ledger entries and create matching rules. Review proposed applications and account matches. Change the algorithm behind the record matching by modifying, removing, or adding rules. Reconcile bank payments from the Payment Reconciliation Journal in one step, and in one place.

n) **Bank account reconciliation** - Import bank statement data from electronic files sent in ISO20022/SEPA format or other file types. Reconcile bank statement data automatically to open bank account ledger entries and keep track of all bank statements. Filter bank statement information to view only the transactions that need attention. Summarize outstanding bank information and drill-down to the details of each bank transaction.

o) **Check writing** - Print checks as automated electronic checks or to write them manual, both with flexible options for voiding, reprinting, using check forms with pre-printed stubs, and testing before printing. Consolidate payments to a vendor in a single check.

p) **Reporting** – Use account schedules as a powerful financial reporting tool. Accountants and controllers can include essential business data from the chart of accounts, budgets, cash flow accounts and cost types in financial reports. Use the data to efficiently monitor the health of the business and provide valuable input for business decision makers. Define row and column layouts and combinations to generate the report you need. Calculate totals and sub-totals and control the print output, for example, to compare current and historical budget figures.

q) **Accounts Schedules** - Use account schedules as a financial reporting tool. Accountants and controllers can include essential business data from the chart of accounts, budgets, cash flow accounts and cost types in financial reports. Use the data to efficiently monitor the health of the business and provide valuable input for business decision makers. Define row and column layouts and combinations to generate the report you need. Calculate totals and sub-totals and control the print output, for example, to compare current and historical budget figures.

r) **Taxation.** Configure taxes in MS Dynamics to comply with the local tax laws and regulations in MDF countries of operation.

Procurement/Purchasing

a) **Purchase invoicing** – Set up, post, and print purchase invoices and purchase credit memos.

b) **Purchase order management** - Manage quotes, blanket orders, and purchase order processes. Easily manage partial receipts, receive and invoice separately and create prepayment invoices for the purchase order, use quotes and blanket orders in the purchase phase.

c) **Purchase return order management** - Create a purchase return order in order to compensate for wrong or damaged items. Items can then be picked from the purchase return order. Set up partial return shipments or combine return shipments in one credit memo and link purchase return orders with replacement purchase orders.

d) **Alternative order addresses** - Set up multiple addresses to manage orders from vendors who have more than one shipping site.

e) **Purchase invoice discounts** - Calculate invoice discounts automatically.

f) **Purchase line discounting** - Manage multiple item negotiated purchase price discounts as based on such parameters as minimum quantity, unit of measure, currency, item variant and time period. The best unit cost, as based on the highest discount, is calculated for the purchase line when the order details meet the conditions specified in the purchase line discounts table.

g) **Alternative vendors** - Manage purchase of the same item from different vendors. Set up alternative vendors for items, specify typical lead times, and record price and discount agreements with each vendor.

Asset Management

a) **Fixed assets -** Track fixed assets such as machinery, and equipment. Post fixed-asset transactions such as acquisitions, depreciation, write-downs, appreciation, and disposal. Assign one or more depreciation books to define methods and conditions for calculating depreciation. Use depreciation books to meet managerial, internal accounting, and legal reporting requirements. Register maintenance costs, insurance coverage, and cost allocations for assets.

b) **Fixed assets allocation** - Use allocation keys to distribute percentages of fixed asset transactions, such as acquisition cost and depreciation, to departments or projects.

c) **Fixed assets insurance** - Track insurance coverage and annual insurance premiums for fixed assets and easily determine whether they are under- or over-insured. Attach assets to one or more insurance policies and index insurance amounts.

d) **Fixed assets maintenance** - Record maintenance and service expenses for fixed assets. Get detailed information to analyze and make decisions about fixed asset renewal and disposal.

Other Requirements

a) **Compatibility with existing MDF systems.** MDF requires that the MS Dynamics system be capable of exporting data that can be easily be imported into Palladium's Deltek Costpoint, and existing information systems that are based on MS Excel and Sharepoint lists.

b) **Data migration requirements:** No financial data migration is required as MDF has made the decision that only financial transactions in the new financial year (from 1 July 2022) will be entered into the system. However, the Service Provider will be required to assist with migrating assets information currently recorded on spreadsheets of all MDF operating units/countries into MS Dynamics.

c) **User Management.** Enable the ability to create and manage profiles that reflect levels of access, and be able to assign such profiles to users of the system.

d) **Creation of user profiles.** Assist MDF with creating key user profiles for the system, which may include the following:

Profile	MDF Intended Users	Access Level
Administrator	Central Operations Team	Configure the system Manage users / user profiles Data entry View reports
Approver	Team Leader, Chief Operating Officer, Country Directors	Approvals View reports
Finance User	Central Operations, Country Accountants	Data entry and posting of financial transactions View financial reports

Profile	MDF Intended Users	Access Level
Operations User	Central Operations, Operations Managers Operations Administrators	Data entry (operations transactions) View other admin reports
Viewer	Q&I Director, Comms Director	View reports

e) **Project Implementation.** The Service Provider will deploy appropriate resources with the necessary skillsets to meet MDF's requirements. The Service Provider will also appoint a Project Manager as the point of contact who will be responsible for coordinating Project implementation with MDF.

f) **User Training.** The Service Provider will be required to provide user training to all user groups at the appropriate stage of project implementation.

g) **Process Documentation.** The Service Provider will be required to prepare and submit process documentation detailing the tasks and steps for all business processes.

h) **Other MS Dynamics Business Central modules / functionalities**. Finance, Procurement/Purchasing and Asset Management are the main features required by MDF. On successful implementation of these features, MDF may request the Service Provider to provide support in assessing (and possibly implementing) other modules or functionalities that may be suitable for MDF's needs. Such additional work will be requested by MDF by issuing Work Orders detailing the requirements and the agreed duration of the assignment.

i) **Additional work.** Additional work beyond this current scope of services may be requested by MDF by issuing Work Orders detailing the requirements and the agreed duration of the assignment.

j) **Business Central Licenses.** Palladium, which manages MDF, currently has contractual relationship with Microsoft and have the ability to deploy Business Central licenses required for MDF users. Service providers will NOT be required to supply user licenses to MDF but will be required to advise MDF on the types of licenses appropriate for the intended user groups.

3. Mandatory Criteria

Interested Service Providers must meet the following mandatory criteria to be able to participate in this procurement process:

- business registration in Australia
- hold Professional Indemnity and Public Liability insurances

4. Evaluation Criteria

MDF will assess submissions in line with the technical and financial evaluation process described below. In assessing submissions, MDF, at its sole discretion, may consider information from other relevant sources.

Technical evaluation

MDF will first score compliant submissions against the following technical criteria:

A. Organisational capability and experience demonstrating your ability to deliver services relevant to MDF's requirements (35% of the Technical Score)

B. Proposed approach to delivering MDF's requirements (35% of the Technical Score).

C. Project personnel (30% of the Technical Score)

The technical score will account for 80% of the Total Score.

Financial evaluation

Following the assessment of the technical response, MDF will undertake a like-for-like price comparison of all technically suitable offers. The Financial Score will account for 20% of the Total Score. The lowest-priced financial offer will be awarded the full weighted score. The weighted score of other financial offers will be calculated as a fraction of the higher scoring offer.

Proposal format

Interested service providers must complete the Response Form provided with this RFQ to submit an offer.

If your quote is successful, you will be required to enter into the Company's standard contract for the types of goods or services being provided. In the provision of the Goods and Services, you will be required to comply with the Company's policies, including (without limitation) its Business Partner Code of Conduct and any relevant Project Manual. Potential suppliers must also comply with the Company's Business Partner Code of Conduct in the submission of any quotes pursuant to this RFQ.

If you are bidding as part of a joint venture, partnership or similar, please make this clear in your submission. Likewise, if you propose to subcontract any part of the goods or services provision, then disclose this fact within your submission. The Company may require additional information from you and approval for subcontracting will not be automatic as subcontractors will be subject to Palladium's Due Diligence process.