

Request for Offer

Financial Software and Services

Introduction

The [Geneva International Centre for Humanitarian Demining](http://www.gichd.org) (GICHD) is pleased to invite qualified consultants to submit an offer for the provision of the description the services described below as per requirements set out in this request for offer.

Reference number: RFO/2024/FINSYS

Issue date: 14 June 2024

Deadline for submission of the Request for offer form: 5 July 2024, 08:00, GMT+1.

Currency: The proposal and quotation shall be presented in Swiss Francs (CHF)

Language: The proposal and quotation shall be submitted in English

Submit to: consultants@gichd.org cc: j.sucharghitman@gichd.org

Background

The Geneva International Centre for Humanitarian Demining (GICHD) works toward reducing risks to communities stemming from explosive ordnance, with particular focus on mines, cluster munitions, other explosive remnants of war and ammunition storages. The Centre helps develop and professionalise the sector for the benefits of its partners: national and local authorities; donors; the United Nations; other international and regional organisations; non-governmental organisations; commercial companies; and academia. It does so by combining three distinct lines of service: field support and capacity development and advice; multilateral work focused on norms and standards; and research and development focused on cutting-edge solutions.

The GICHD has grown substantially in recent years in the scope of programmatic work as well as overall staff headcount. The organisation's systems and structures have been updated at varying paces, striving to keep up with both the overall organisation growth as well as to adapt to new ways of working.

The GICHD employees about 90 staff with an annual budget of approximately 21 million CHF.

Current Financial System

The GICHD's accounting software is Microsoft Dynamics Navision 2017 version Nav 10.0. It is hosted on-premises. It has been gradually augmented with financial workflows using SharePoint and Nintex, budget and forecasting forms using PowerApps, and reports using PowerBI and Excel. Despite these enhancements, the accounting software is not able to fully meet the needs of the organisation. More substantively, this version of Navision reaches its end of extended support from Microsoft in January 2027.

Desired Services

The purpose of services solicited through this request for offers is to guide the GICHD through a financial system upgrade, to include:

1. Assess needs and detail requirements;
2. Validate fitness-for-purpose of Dynamics 365 Business Central;
3. Advise on license mix and provider;

4. Configure and test system;
5. Train staff;
6. Migrate historical data; and
7. Provide ongoing support.

High Level Requirements

The GICHD is largely a “Microsoft shop” with corporate tools for collaboration and digital workplace services are all from the Microsoft suite. It is anticipated that the simplest integration with these and to ease migration of historical data, is to remain in the same suite for finance, thus leveraging Microsoft’s most recent offering for accounting software, Dynamics 365 Business Central.

The GICHD is looking to use this software for:

1. General Ledger
 - a. Ability to create, manage, and customize the chart of accounts (including a mapping feature to consolidate accounts for preparing financial statements).
 - b. Automated and manual journal entry capabilities (including ease of managing cost accounting with multiple analytical codification).
 - c. Handle transactions in multiple currencies with multi-entities with separate ledgers (including import rates from external sources).
 - d. Support for monthly, quarterly, and yearly closing processes.
 - e. Generate balance sheet, income statement, cash flow statement, and other customizable reports in Swiss Francs and other currencies.
2. Accounts Payable
 - a. Maintain vendor records and contact information as well as a tailored contract ledger.
 - b. Invoice entry and configurable approval workflow, including digitized supporting documents.
 - c. Support for various payment methods.
 - d. Generate an aging report for outstanding payables.
3. Accounts Receivable
 - a. Maintaining customer (donor) records and contact information as well as a tailored grant agreement ledger.
 - b. Record customer (donor) payments and application to outstanding agreements.
 - c. Generate an aging report for outstanding receivables.
4. Bank Reconciliation
 - a. Ability to import bank statements from various financial institutions.
 - b. Automated and manual reconciliation processes.
 - c. Tools for identifying and resolving discrepancies.
5. Fixed Assets
 - a. Tracking and management of fixed assets.
 - b. Automated calculation of depreciation using various methods.
 - c. Generate fixed asset report and schedule.
6. Budgeting and Forecasting
 - a. Tools for creating and managing budgets (including ease of managing cost accounting with multiple analytical codification).
 - b. Tools to analyse variance by comparing actual vs. budgeted figures.
 - c. Support for financial forecasting and scenario analysis.
7. Compliance and Audit
 - a. Regulatory compliance with cantonal and federal regulations.
 - b. Detailed audit trail of all financial transactions.
 - c. Role-based access control and user permissions.
8. Reporting and Analytics

- a. Ability to create custom reports using various filters and criteria (including ease of managing cost accounting with multiple analytical codification).
 - b. Ability to create dashboards for key financial metrics.
 - c. Ability to create reports/dashboards using PowerBI.
 - d. Ability to export reports and data to formats such as Excel, PDF or CSV.
 - e. Ability to report in Swiss Francs and other currencies
9. Workflows
- a. Availability of forms and configurable workflows to cover all necessary financial processes such as invoices submission, expense reports, credit card reports, cash advance reports, and so on.
 - b. Recording of every step of any financial process.
10. Integration
- a. The GICHD uses Lucca software for human resource management and expects to exchange data about payroll and effort reporting with the financial system.
 - b. Integration with payroll processor for salary and wage data.
 - c. Integration with Microsoft Office 365.
 - d. Availability of APIs for custom integrations if necessary.
11. User Interface and Accessibility
- a. Intuitive user interface that is easy to navigate.
 - b. Compliance with accessibility standards for users with disabilities.
12. Security
- a. Data encryption of sensitive financial data.
 - b. As a Swiss based organisation, the GICHD's financial system and where its data is processed/transmitted must comply with Switzerland's Federal Act on Data Protection.
 - c. The GICHD uses Active Directory for single sign-on, including multi-factor authentication, and expects to extend this to the financial system.
 - d. Backup and Recovery: Regular data backups and disaster recovery plans.
13. Archiving and destruction
- a. All records must be archived according to Swiss law requirements and be accessible at all time during that timeframe
 - b. Automatic classification of records based on rules
 - c. Automatic destruction at the end of the retention schedule
14. Support and Training
- a. Availability of user training programs and materials.
 - b. Access to customer support (helpdesk, phone, email) and service level agreements (SLAs).

Activities and Timeline

The following activities and high-level timeline is anticipated:

- Q3 2024 – partner selection and contracting
- Q4 2024 (subject to funding availability) – Q1 2025
 - Partner with the GICHD to validate, or refine as necessary, the choice of accounting software
 - Advise on license types, quantities and purchasing method
 - Review existing system and policy/process documentation to understand the context
- Q1-Q2 2025
 - Design, configure, integrate and test selected software
 - Define and implement a change management plan to train staff and ensure successful system adoption

- Q3 2025
 - System rollout for 2026 planning
- Q4 2025 - Q1 2026
 - Migrate historical data
 - Start 2026 financial year on new system
 - Complete cut-over and retire legacy system
- Ongoing
 - Provide system support

The timeframe and content of the project that the consultancy will support may be subject to change.

Specific Knowledge, Experience and Qualifications

All of the following qualifications are required for this engagement:

1. The service provider must be a Microsoft Gold Partner with consultants certified in Business Central.
2. The service provider must have proven experience and competence implementing Microsoft financial systems at similarly sized organisations.
3. The consultant must have expertise in:
 - a. Microsoft Dynamics accounting software
 - b. System implementation and integration with tools such as Power BI, Power Apps and Power Query
 - c. System adoption and change management
4. The GICHD implements a Gender Equality and Inclusion Policy and commits to gender equality and inclusion as a criterion in the evaluation of consultant and supplier services.
5. The service provider must hold an independent position; in particular, they cannot be an employee of the Swiss Federal Administration, the GCSP, GICHD or DCAF, or have been employed by these institutions within the past 24 months.

Project Coordination

The Head of the GICHD's Finance Division will be the primary interlocutor. A task force will be formed to ensure needs of relevant stakeholders are represented in the project. Throughout the period of this engagement, the service provider will coordinate regularly with the GICHD to define, review and update assigned activities, schedules and costs.

Location

The majority of the work may be conducted remotely from the consultant's place of business. Travel to Geneva is expected periodically to facilitate project activities.

Legal Requirement

Interested candidates/entities must provide a guarantee that they are registered as an independent legal entity. By applying to the tender, the applicant authorizes the GICHD to use their personal information to administer the tender and for internal purposes only. Such information will not be passed onto other parties without first obtaining the applicant's explicit written consent. For more information about data protection or the applicants' rights, see the GICHD's [data protection notice](#).

Proposal Format

Each applicant must submit the following:

1. A **technical offer** describing concepts, ideas, and methodologies that the service provider will bring to this engagement to provide the desired services enumerated above, including a **qualifications statement** specifying past performance and experience that explains the relevant subject matter expertise;
2. A **financial offer** specifying the service provider's daily fees and anticipated working days, travel costs, as well as any other relevant costs (costs for equipment such as laptops and connectivity are not covered by the GICHD);
3. Applicant's Gender & Diversity Policy;
4. Applicant's Environmental Policy;
5. Applicant's Data Protection Policy;
6. Curriculum Vitae of primary staff assigned to this engagement;
7. Two reference examples and their contact details; and
8. Proof or registration as an independent legal company.

Successful applicants may be contacted to clarify details of their proposal and discuss specific contractual matters following the deadline for submissions.

All applicants will be contacted and informed of the status of their applications.