

PRE- BID MEETING MINUTES
RFP 20/036
Consultancy to undertaken SPC Business Systems Requirements Analysis

Date: 19/05/2020

Time: 2.15pm

Chair: Akhilesh Prasad -PGRA (Procurement Grants Risk Asset) Manager

Attendance: Annexed below

1. Welcoming Remarks and Background to the RFP, Briefing on the Scope of Work and project timelines.

Director Finance informed bidders of SPC's mandate and provided background on SPC's organisational structure, expected outcome of this project and project timelines.

SPC's Mandate

SPC's vision is for a region of peace, harmony, security, social inclusion and prosperity, so that all Pacific people can lead free, healthy and productive lives. This is a shared vision for the Pacific under the Framework for Pacific Regionalism.

Background

The Conference of the Pacific Community is SPC's governing body. It meets every two years at the ministerial level. The Committee of Representatives of Governments and Administrations (CRGA) is a subsidiary body of the Conference. CRGA meets annually at senior officials' level.

The Director General reports to the governing body and its subsidiaries and is responsible for managing day to day operations of SPC. SPC has 4 corporate and cross-divisional teams that support the 9 division and programme areas.

SPC 's new Director General came on board in January with an agenda of reform and transformation. One of the reform agenda is review of SPC's operational and business system needs that help deliver the mandate.

The revolutionization of expectations by SPC's donors, stakeholders, governing body and increasing competition has made it critical for SPC to take lead in the review of its current Organisational Systems and Processes including the current Financial System it is using - Navision 2017, with the aim of identifying a system or integrated solution which takes care of current and future business requirements of SPC and reposition it to be able to deliver its mandate and expectations. SPC is primarily funded by donors through voluntary contributions, assessed contributions by the member states and project contributions, which are restricted contributions.

Expected Outcome of this project

Director Finance stated that in view of the challenges faced, SPC has decided to undertake the review of its business system and processes, identify whether the current system can provide for the current and future business requirements, and if it can, then what needs to be done to achieve that, and what are resources required to achieve that (time and cost). If the current system cannot assist in delivering the changing business requirements of SPC, then what is the solution that can help SPC achieve its current and future operational objectives and what resources (time, human resource and cost) would be required to achieve it.

Project timeline

The work is expected to commence in July until September, the selected consultant will need to conclude and submit a report by September which will be examined in-house in October, to be ready for a dialogue with the governing body in formal meeting scheduled for November.

2. Outline of RFP Process and submission requirements

The RFP for an expert to undertake the review of SPC system requirements and provide recommendations was advertised on the 4th of May 2020. There was a further update which

was posted on the 11th of May to notify the bidders on the change in timelines. The chair informed the bidders that they had the opportunity to seek any further clarification until the 22nd of May. The deadline for SPC to provide a response is the 25th of May. The deadline for submission of proposal is strictly 4pm Fiji time on 3rd of June 2020. The aim is to have the bids opening session in the first week of June with aim to award the contract to the successful bidder by the end of June until end of September to complete the assignment.

3. Q&A Session

The chair opened the floor for Questions and Answers. The chair stated that all questions and answers that comes out of this meeting and those sent earlier to the procurement email will be posted on SPC website. Adam and Fiona from ICT and Finance were available to answer the technical questions.

1. Am I correct in saying there were reports due in July for a formal meeting in October?
SPC Response: SPC will finalize the selection process by June. Contract signing and commencement will be in July. Assignment will be for 3 months until end of September. And there will be a hard deadline agreed with the selected consultant for the delivery of final report with SPC comments incorporated within the report after looking at the draft reports, and final report by end of September. And then it is SPC's responsibility to take it forward in October, working on a paper for the governing bodies meeting in November.
2. Is the move to the cloud is currently in the pipeline or is that something to be considered as part of this RFP?
SPC Response: It's not currently being worked.
3. You mentioned that you're going to respond to the previously submitted questions. I imagine that's an open response with a list of all the questions and all the answers. So that there is no duplication or risk of duplication between asking the same questions ?
SPC Response: SPC will send out a list of all the questions and answers , including the ones that will be raised during the pre-bid meeting and post it on the SPC Website.
4. You mentioned that the move to the cloud is not currently being worked on with regards to the existing NAV solution, but is that something that is likely to come up as a requirement during this process that it would be desirable to have? Or are you looking to utilize the existing hardware infrastructure?
SPC Response: In general, SPC has a cloud based policy at SPC and it is in the process of moving most of our core systems to the cloud. In fact, most of them have already been moved to the cloud. Your recommendation is sought on whether or not we should move this to the cloud or not. But in general, we're pretty cloud friendly organization. And the reason we're not working on moving NAV to the cloud is not because we've decided it shouldn't be in the cloud.
5. You mentioned upgrading of NAV for the last couple of years. Is that with a view to go to business central platform? Or was that one of the things in 2018 and the project is currently on hold.
SPC Response: The main purpose of that effort was to get some new functionality out of NAV to get the jobs module up and running. So we had discussion in the past about moving it to the cloud. But we wanted to go through this exercise first and not just think about NAV in the cloud, but the thinking is firstly it should be established what other solutions that might be out there and confirmed that's the right one before SPC takes the jump to moving into the cloud.

At the moment, SPC is trying to find out and establish what is the fit for purpose with regards to the system that we have in relation to all the audit requirements, all the donor requirements and the financial framework and controls that we have in place as part of governance mechanism. Hence it will undertake a review of the whole systems and then

decide on what is sort of fit for purpose before then moving onto the decision to put it on cloud or not

6. My understanding is that SPC is looking at a footprint where your basic business requirements is a close fit to could be existing platform, either on cloud or any other platform. So you want to close functional and business match and also in the cost effective way. So that's where the recommendation comes in. Is that correct?

SPC Response: It is correct, that's exactly something SPC would like to have. A review of the current systems and then a proposal of a fit for purpose system.

7. In extension to that, it also can be Product independence, right ? So like, you got SEP, Oracle , Tier 1 Tier 2 ERP systems etc. So as a consultant, we won't be saying that you have to go either with Navision, or another product based solution, right ? just to make it sure that we also have to give you the recommendations for the product also, which is a close fit.

SPC Response: A product recommendation wouldn't be unwelcomed; It might be nice. However, you would not need to provide that product recommendation in your proposal response. It would be something that we would be interested in seeing at the end of the process.

8. Gathering of the requirements is going to be communication with the teams across all the different departments to understand what they're currently doing, what they don't like, what they'd like to do in the future. So that's progressive. You also mentioned that you had audit requirements and some other documentation that would or could form part of the requirements for scoping as well. Is some of that paperwork predictable and shareable or summarized with the points on it?

SPC Response: All the relevant documentation, be it the audit reports or governance framework, etc, we will try and share the document as is where possible or share a summary version like you mentioned. As mentioned by the Director Finance, there will be a dedicated focal point within SPC who will be providing that support on a regular basis. And if there is a need for meetings with divisional stakeholders within SPC, that will be arranged by that focal person as well.

9. In terms of the report that SPC wants generated in September. You're looking to get comparisons here across different solution alternatives. Is there an indication of the level of detail you want to go into in terms of the cost benefit analysis of different solution options that are being considered? Because it appears on face value, looking at the RFP, that the comparison will be between your existing dynamic's NAV system and then any other potential solution alternatives that we can identify. Do you want to go into a low level of granularity in terms of the costs, the benefits, and then potentially generate a net present value or cost estimate around what this could be?

SPC Response: Yes, as part of the project, SPC would expect that that would be something key to helping it decide how to move forward.

10. Do we need to come up with the functional specification document for the recommended system? And what are the pin points in the current system that you see as of now?

SPC Response: One is just the lack of integration with other systems and our inability to create workflows that kind of spread across some of the different functions that we had that we have to fill. SPC is covering things from not just finance perspective. There's travel, facilities management and asset management. And the ability to have processes that flow between these areas and also systems that automatically generate and collect records while day to day business is going on are real challenges for us.

Additional response: The budgeting process, there are somethings in the actual Navision system, something like Good's receipting is not implemented. There's a lot of duplication of process. A lot of manual process. And there are workflows documented. And there is some backup documentation that we will be able to provide that will show you these.

Apart from the functional issues, SPC's controls and financial frameworks sort of are built around the donor requirements. As we deal with new donors and sign agreements with new donors with new requirements that have come up, we need to accommodate these controls and features. We would like to identify these gaps and factor that in the proposal you will be making.

11. What's the current version of Navision that SPC is using?

SPC Response: 2017. But we still actually have 2013 running for one particular task within the organization.

12. : During the requirements discussions we can get into more detail behind that to prepare the documents.

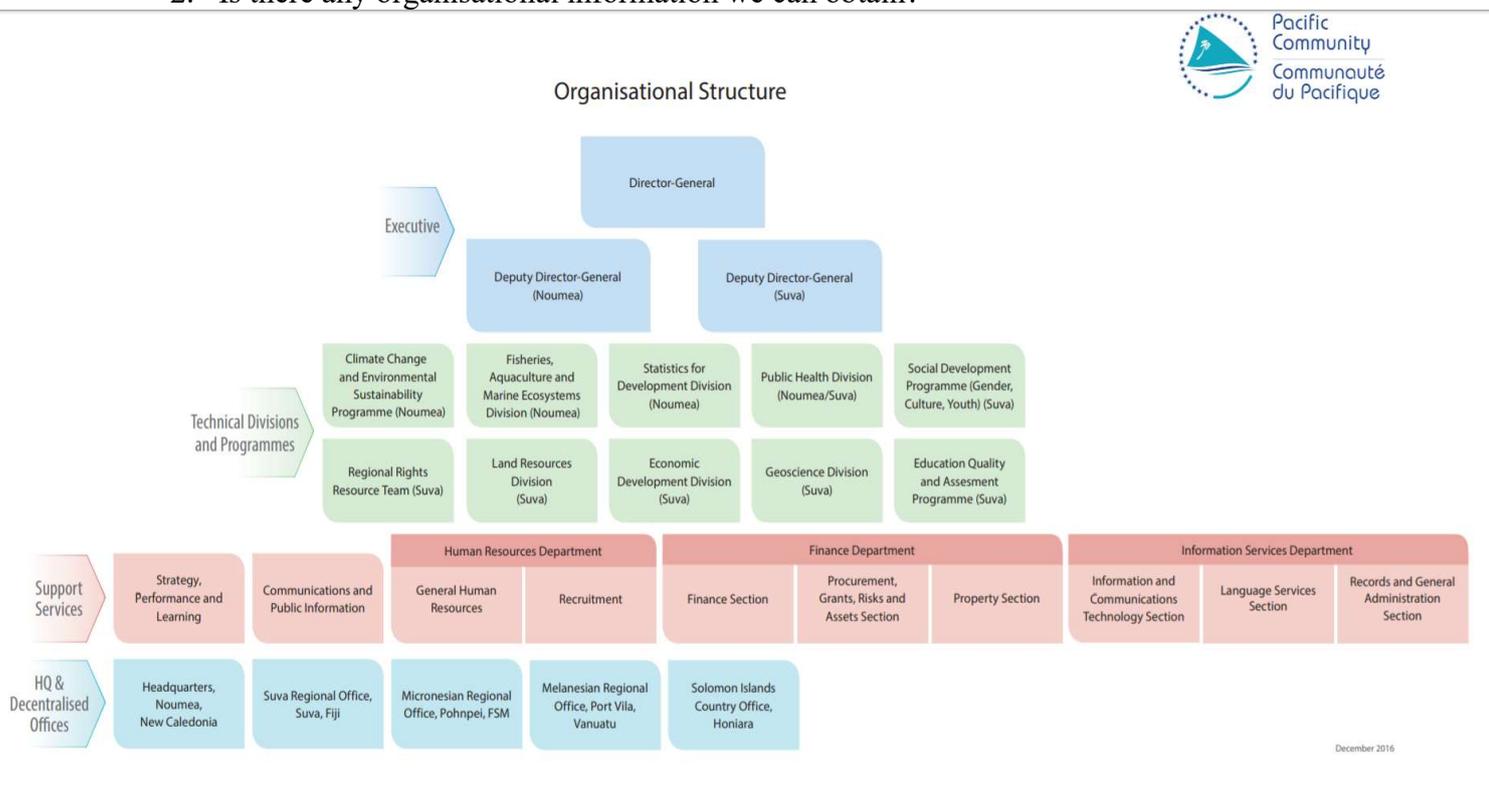
SPC Response: Yes.

4. Questions and Answers Sent Earlier to Procurement Email

1. Max file size is 10MB. Can we provide a Secure file transfer store to transfer larger files?

SPC Response Vendors can share larger documents with us for download via google drive, box, or dropbox.

2. Is there any organisational information we can obtain?



3. Number of Employees with geographic spend

SPC Response:

Please note that bidders are only required to provide proposals based on the information provided in the RFP as to their qualifications to undertake the consultancy. During the consultancy the prospective consultant will undertake a detailed analysis of the current systems and not before. Detailed submissions relating to the functionality of the current Navision setup will not be required. Please refer to the technical submission form criteria as to the qualifications we are seeking (specifically parts b,c & d).

4. Number of Dynamics NAV Users relative to SPC's Divisions)?

SPC Response :

NAV Users	
Country	Staff
New Caledonia	133
Vanuatu	1
Solomon islands	2
FSM	7
Fiji	231
	374

5. How much documentation is available for current state process and procedures, and what is the confidence that this documentation reflects actual process? Is there likely to be a gap between documented process and real system usage? ‘

SPC Response: Documentations are available and will be shared in a summary format or actual by the focal point to the appointed consultant as and when required.

6. What is the current technical system architecture for delivering current processes?

SPC Response: Please note that bidders are only required to provide proposals based on the information provided in the RFP as to their qualifications to undertake the consultancy. During the consultancy the prospective consultant will undertake a detailed analysis of the current systems and not before. Detailed submissions relating to the functionality of the current Navision setup will not be required. Please refer to the technical submission form criteria as to the qualifications we are seeking (specifically parts b,c & d).

7. Are there any overarching architectural principles that proponents should be aware of (e.g. is SPC interested in adopting cloud based solutions, are they looking for a Software-as-a-Service replacement, do they intend to continue support and maintenance internally or with service providers)?

SPC Response: as mentioned during the meeting SPC would favour cloud solutions but are open to on-prem solutions if there is a good reason.

8. With A.3- applications used within SPC and the reviews for ECM, Vendor Management and Timesheet - We want to understand the scope of these reviews and impact on Dynamics NAV assessment.

SPC Response:

- SPC is currently undergoing an Enterprise Content Management (ECM), Vendor management and Timesheet review

9. For integration with other corporate systems in (B.2) is the list of corporate systems in A.3 complete?

SPC Response: Confirm that A3 list below is complete

3. Other applications used within SPC are:

- For HR, Cornerstone Online is used with some Dynamics NAV integration
- MYOB PayGlobal is used for payroll and leave management
- SPC's Travel Management System (TMS) is built on SharePoint online and integrates with Dynamics NAV
- Lineosoft Point of Sale (POS) used at the on-site canteen located in Noumea. There is no integration with Dynamics NAV and the vendor support is located in Noumea.
- SPC is currently undergoing an Enterprise Content Management (ECM), Vendor management and Timesheet review

10. For Annex 4 & 5, can we use templates other than what is in the RFP document?

SPC Response: The proposal submission forms provided in the RFP are the minimum requirements and mandatory, however, documents/information in addition to the minimum requirements are not restricted.

5. Concluding Remarks

The bidders were assured that a list of all the questions that were presented in the meeting and all the questions sent earlier to the procurement email will be posted on SPC web site.

Bidders were told that they still had the opportunity to request for clarification or send in their questions until the deadline for seeking a clarification, which is 22nd of May. So before 22nd of May, 4 p.m., they could send in any other questions or request for clarification. Bidders were reminded that as stated in the RFP document all clarifications and questions need to be sent to SPC procurement email (procurement@spc.int). Bidders were asked to refrain from writing to any SPC staff member as this could lead to disqualification of their proposal. The deadline for submission of all the bids is 3rd of June no later than 4pm Fiji time. SPC facilitators thanked the bidders for expressing interest for the RFP for review of the SPC's business system requirements.

The Chair wished the bidders all the best and looked forward to doing future business with the bidders. Chair reminded, for any other questions, clarifications, please do not hesitate to write to the procurement e-mail.

Meeting ended at 2.52pm

Attendance:

RFP 20-036 - PREBID MEETING REGISTRATION				
Company Name	Attendees	Date registered	Time	Location
Datec Fiji	Ashneel Singh	11/05/2020	9.17am	Fiji
	Kunal Chand	11/05/2020	9.17am	Fiji
Protiviti	Michael Tangué	12/05/2020	6.57pm	Australia
	Andrew Fooks	12/05/2020	6.57pm	Australia
The Digital Group	Mr. Nitin Mankar	15/05/2020	12.08pm	Fiji
	Mr. Narendra Patil	15/05/2020	12.08pm	Fiji
	Mr. Vishal Prasad	15/05/2020	12.08pm	Fiji
KPMG	Ravitesh Prasad	15/05/2020	10.06am	Fiji
Paradigm Shift (South Pacific) Limited	Shailesh Kumar	13/05/2020	9.12am	Fiji
KE Consulting	Laurence Sidney	8/05/2020	2.56pm	Australia