



### General information:

This document will gather all the question from vendors regarding the RFQ23-6074. For fair treatment, SPC will shared this with all vendors.

If you have any more questions, please write to [BettyM@spc.int](mailto:BettyM@spc.int) and [quentins@spc.int](mailto:quentins@spc.int), copy [procurement@spc.int](mailto:procurement@spc.int) .

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### Version follow-up:

- 1.0- 14/12/23 – Document creation – By Quentin S
- 1.1- 14/12/23 – Document review – By Betty M and Quentin S

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### Questions:

#### **Is it possible to have an open discussion or meeting with SPC ?**

No. For fair procurement process, policies don't allow that. But SPC will be happy to continue answers questions.

#### **How many people are using currently NAV2017 ?**

Rough estimation: 100. IT will be able to provide more accurate answers if needed.

#### **How many people are working in the Finance department ? Are they all working from Nouméa ?**

Central finance is divided into Noumea and Suva (13 in Noumea and 11 in Suva)

We can extend to people that work more than 50% of their time with finance (Finance service). This is about 80 people. This includes people from central finance and people from each division. Divisions are also divided into Suva and Noumea.

#### **Is it only Finance that is using NAV2017 ? What about procurement and management control ?**

Finance central is in charge of :

- General accounting
- Budget and business control
- Cost accounting

- Payroll
- Payments
- Finance policies and processes

NAV2017 is used by other departments in SPC. Here an overview of the usage :

Department	Usage of Nav	Possible extension of usage
Finance central	<ul style="list-style-type: none"> <li>• General accounting</li> <li>• Cash management</li> <li>• Payments</li> <li>• Budget</li> <li>• Business control</li> <li>• Cost accounting (Job module)</li> <li>• Assets management</li> <li>• Donor management</li> </ul>	<ul style="list-style-type: none"> <li>• Budget improvement</li> <li>• Receipt of goods</li> </ul>
Procurement and Grants	<ul style="list-style-type: none"> <li>• Vendors and grantee information</li> <li>• Purchase order</li> </ul>	
Auditor	<ul style="list-style-type: none"> <li>• Internal Audit</li> <li>• External Audit</li> </ul>	
Division and Project team	<ul style="list-style-type: none"> <li>• Cost management (job module)</li> <li>• Budget</li> <li>• Supply chain</li> </ul>	<ul style="list-style-type: none"> <li>• Time tracking</li> <li>• Resource planning</li> <li>• Acquittals</li> </ul>
IT	<ul style="list-style-type: none"> <li>• Maintenance of Nav</li> <li>• Integration</li> </ul>	
Facilities		<ul style="list-style-type: none"> <li>• Small value item (SVI) tracking</li> </ul>

Take into account that :

- this list may not be exhaustive.
- department also use other tool next to NAV (List, SharePoint, Excel files, ...)

## Do you have already mapped or designed Finance business processes ? How many of them are integrated to NAV2017 ?

Some of the processes are already mapped. Most of them are not mapped yet.

Here a list of the finances processes :

- Vendors management
  - Vendors life cycle (Create / update / approval / delete)
  - PO/PI/BPO life cycle (Create / update / approval / closing)
  - Grantee acquittals
- Customer management
  - Customer life cycle
  - Staff account follow-up
  - Sales invoice
- Payment management
  - Payments (receipts / approval / payments / postings / retry)
  - Cash advances
  - Payroll integration (Posting / Payment)
  - Travel integration (Perdiem / carbon levy / posting / payment)
- Other postings
  - Canteen
  - Full Cost Recovery
  - Management Fees
  - Accruals
  - Provisions (Medical / ineligibilities / ...)
- Fund management
  - Carbon levy fund
  - Provident fund
  - SPC funds
- Checks
  - Balance reconciliation for data integrity
  - Bank reconciliation and lettering
  - Vendors / Donors / Customers reconciliation
- Budget management
  - Budget life cycle (Create / update / approval / compare)
  - Cashflow forecast
  - Job life cycle (Create / update / approval / closing)
  - Reports
- Assets management
  - SVI life cycle
  - Assets life cycle (Capitalisation / depreciation / disposal)

- Risk management
  - Financial risk register
  - Fraud risk

Please note that:

- the list is not exhaustive.

### **Is the ICT service in charge of maintenance and evolution of this business system working from Noumea ? If not where are they working from ?**

An external company, based in Suva and Australia, provides licencing and maintenance of the NAV system. SPC does not have any preferred supplier for the evolution of the system. However, this company is the main provider. For easy maintenance, SPC strategy is to minimize the customisation of the solution and rely on standard features.

Noumea ICT team manage the infrastructure (Server are based in Noumea / Back-up in Suva) of Nav2017 on premise. The future solution will probably be cloud based.

The administration of the solution is done by Suva ICT team (New users, acces issue, ...)

### **Do you want the TOR written in English or French or Both ?**

The TOR can be written in English or French.

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To be discuss:

### **Do you want the TOR to define the migration strategy or do you want this to be defined by the service provider in charge of the migration ?**

Discussion on going internally.