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 and quentins@spc.int, copy procurement@spc.int .

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
   1.2-   18/12/2023 – Add table of content and add batch of questions 2 – By Quentin S
   1.3-   19/12/2023 – Modification on batch of questions 2 – By Naeem M, Betty M and Quentin S
   1.4-   10/01/2024 – Add batch of questions 3 – By Naeem M and Quentin S

Contents

Batch of questions 1

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	- General accounting - Cash management - Payments - Budget - Business control	- Budget improvement - Receipt of goods

	• Cost accounting (Job module) • Assets management • Donor management	
Procurement and Grants	• Vendors and grantee information • Purchase order	
Auditor	• Internal Audit • External Audit	
Division and Project team	• Cost management (job module) • Budget • Supply chain	• Time tracking • Resource planning • Acquittals
IT	• Maintenance of Nav • Integration	
Facilities		• Small value item (SVI) tracking

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

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

Batch of questions 2

Does the reward for this RFQ will conflict with the potential award of the actual implementation/upgrade work?

No, it won't. The rewarded bidder for this RFQ will be able to bid for the next RFP for BC upgrade.

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?

At this point, this hasn't been decided. The consultant could provide recommendation/principle on the strategy from on-premises to cloud.

In the end, the strategy will be defined by the service provider in charge of the upgrade implementation in consultation with SPC.

Batch of question 3

To what extent are you looking to achieve improvements in your processes? Are you seeking 'best practice'?

SPC want to explore what are the new possibilities of BC compared to the actual system. And then improve processes accordingly. SPC is looking for guidance about BC best practises.

SPC don't need a complete process review at this stage. SPC may consider process improvement after the upgrade implementation.

As part of the development of the Terms of Reference, to what extent are you interested in estimated and tracking the benefits associated with process improvements?

Not applicable: SPC is NOT looking at estimation and tracking benefits associated with process improvements as part of the development of the ToR.

As part of the development of the Terms of Reference, to what extent are you interested in understanding the extent of people change/impact associated with the process change?

As part of the development of the ToR, change management must consider including things such as management of the transition period, training on new features, etc to include in the scope and planning. Ensuring that the implementation partner take that into consideration.

At this stage, SPC is not interested to understanding the extent of people change/impact. SPC may consider this during the upgrade implementation.

Are you able to provide some indication of the detail you are expecting? i.e. Are you expecting the terms of reference to outline high level functional requirements for each functional area and the implementation partner will map in detail the detailed process flows/requirements, OR provide detailed process flows and detailed requirements that enable the implementation providers to develop detailed implementation estimates/fixed price quotes?

SPC expect the ToR to outline high level technical and functional requirements for each functional area. Enough detailed is needed to ensure that the skeleton of the system is well define and that the upgrade can be then implemented almost independently for each functional area. Then the implementation partner will map in detail the detailed process flows/requirements.

SPC don't need full requirement for each module at this stage.

Are you expecting a fixed price quote for this TOR work, or will an estimate with assumptions suffice and we can finalise the approach and final cost once appointed?

SPC expect fixed price quote (Lumpsum) as specified in the RFQ. Multiple offers or modular offers can be done to suggest different scenario/assumptions.

To be discuss

Nothing in there for the moment.