

## INFORMATION FOR BIDDERS

### PROVISION OF UPGRADE, ENHANCEMENT OF MICROSOFT DYNAMICS NAV ENTERPRISE RESOURCE PLANNING SYSTEM TO MICROSOFT DYNAMICS 365 BUSINESS CENTRAL, SUPPORT AND MAINTENANCE

**Bid Announcement Ref: FNK-I/IUL/2022/428**

This is a re-tender of FNK-I/IUL/2022/331

**Bid Number: FNK-I/IUL/2022/428**

**Bid Submission Date: 23<sup>rd</sup> June 2022, 1100hrs.**

**Bid Submission Address:** FENAKA CORPORATION LTD.  
PORT COMPLEX, 7<sup>TH</sup> FLOOR  
HILAALIE MAGU, MALE'

Fenaka Corporation Ltd. is seeking bids for the upgrading and implementation of Microsoft Dynamics 365 Business Central; interested bidders are invited to submit their bids for supply of the items as instructed in this document. Please ensure that all bids comply with the instructions, failure to comply with the instructions may result in disqualification of bid.

**Note:**

- 1. This tender document is the property of FENAKA Corporation LTD and is not transferable.*
- 2. This bid document has 16 pages.*

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## Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Fenaka Corporation Ltd is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by Fenaka Corporation Ltd to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this document. Fenaka Corporation Ltd. makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Fenaka Corporation Ltd may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

## Terms of Reference

### Background of the company

Fenaka Corporation Limited, a multidisciplinary, state-owned utility provider in the Maldives, has operations in over 17 atolls and 150 island communities, and aims to be the benchmarked utility provider nationwide. In reaching our goals, the corporation strives to ensure that standards in services are maintained from the smallest to largest consumer base and works towards helping our consumers achieve social and economic development, side by side with our employees and other stakeholders.

Considering the scale of our services, Fenaka requires operational efficiency in power management, sales and purchasing, inventory management, and finance. Accordingly, we are planning to upgrade our current ERP solution to a newer version, in order to facilitate better management of the complete business processes, allowing to take our operations to the next level of competition in its field, and optimize, enhance, and modernize the operational capacity of the company.

Fenaka Corporation Limited has its head office currently located in Male’ city, and the company is operated with 12 major departments. The corporation’s various business processes run simultaneously

through the head office as well as decentralized via operations in the islands as well and our current ERP requirements are managed via Dynamics NAV which is an older and discontinued version of the ERP solution. In order to achieve the above objective, Fenaka has undertaken a Business Requirement Study recently to carry out a thorough evaluation of the existing processes as well as the system functionalities to identify the limitations and gaps in the current system –Dynamics NAV– that will enable the upgradation of the software to Microsoft Dynamics 365 Business Central – the current and consolidated ERP solution offered by Microsoft.

## Objectives

Fenaka Corporation Limited is looking for a vendor that can offer the services of procuring and implementing Microsoft Dynamics 365 Business Central ERP solution that fully complies with the legislative and government policies; existing Maldivian reporting requirements; and promote good governance.

Additionally, Fenaka is looking for a scalable and future-proof solution that would accommodate the company's future plans as well as enable the company to seamlessly integrate with the existing external software that are being currently used and for software that may be introduced in the future.

Lastly, Fenaka is seeking a vendor who has the capacity and capability to provide timely support and maintenance services along with functionality enhancement and process fine-tuning services that would assist Fenaka to carry out daily operations without any disruptions and would enable Fenaka to further automate and optimize its business processes in place.

## Scope of work

Under the aim to achieve the objectives specified above, the following services are defined to be delivered by the vendor under the project scope:

- a. Procure and implement Microsoft Dynamics Business Central as the ERP solution incorporating all the modules and functionalities specified under 'Functional Requirement' section. Below are the major modules that Fenaka is seeking:
  - i. Finance Management
  - ii. Supply Chain Management
  - iii. Project and Resource Management

- iv. Warehouse Management
  - v. Reporting Services
  - vi. Integrations with existing software
- b. Propose and assist Fenaka in hosting the Microsoft Dynamics Business Central solution as cloud and edge solution.
- c. Propose functional as well as technical solutions to optimize the current business functions of Fenaka with close stakeholder engagements as well as that aligns to the business objectives of the company.
- d. Closely assist in the data migration process by providing data migration templates to ensure data integrity and arrive at structured datasets.
- e. Develop minimal and low-code customizations that would enable Fenaka to execute all of their operations.
- f. Ensure all existing systems are seamlessly integrated at a level that is determined by Fenaka ICT team.
- g. Provide the necessary end-user training and user reference materials to help all users gain the technical expertise to carry out all day-to-day functions.
- h. Carry out capacity building training/exercises specific to Microsoft Dynamics Business Central targeted towards Fenaka ICT team
- i. Provide support and maintenance services (both on site and off site) for at least **three year** under a Support Services Agreement related to:
  - i. Troubleshooting errors/issues on a daily basis
  - ii. Conduct training and user empowerment exercises
  - iii. Develop user reference materials
  - iv. Refining existing workflows
  - v. Assist in future functionality enhancements
- j. The ERP implementation should be carried out as cloud and edge solution, where Fenaka Corporation has option to move the users from on premise server firm to cloud with minimal effort.
- k. The vendor should propose a high availability and disaster recovery mechanism for all ERP related services deployed on premise servers.
- l. The proposed implementation should include configuring database backups as required by Fenaka ICT team.

- m. A separated database must be configured in sync or near real-time with ERP database for reporting purpose

## Contract

- a. The project will be granted as a Consultancy Contract with the goal of procuring and implementing Microsoft Dynamics Business Central as an ERP solution as per the scope of work specified under the terms of reference.
- b. Once the vendor successfully completes the procurement and implementation of Microsoft Dynamics Business Central, the vendor may raise an invoice regarding the service fulfillment in parallel to initiating project signoff where Fenaka Corporation Limited would proceed to check and verify the receipt of the promised deliverables by the Vendor and provide acknowledgement to the fulfillment of vendor services.
- c. The contract signed under the project will come to an end once the ERP solution is successfully implemented, all deliverables shared and once a project signoff is signed with Fenaka.
- d. Followed by this Fenaka would transition to a Support Services Agreement for a duration of three years (subject to renewal based on the vendor performance)

## Functionality Requirement

The goal and scope of this implementation is to deliver to the functionalities required by the client as specified under the Statement of Work (SOW). Accordingly, the following functionalities will be rolled out under the software implementation process, also we have included a detailed methodology on how the implementation process will be carried out in the following section.

### 1. Finance Management

- General ledger
- Accounts Receivable and Accounts Payable
- Planning and budgeting
- Right of Use (ROU) asset management
- Budget transfer and control
- Bank reconciliation
- Cash management
- Petty cash management

- Fixed asset management
- Fixed asset transfer
- Check printing
- Goods and Service Tax (GST) reporting and apportionment

## 2. Supply Chain Management

- Vendor onboarding and registration
- Vendor management
- Purchase Requisition
- Purchase Quote Comparison (with multiple parameters)
- Inventory management
- Asset management
- Tender management

## 3. Project and Resource Management

- Job management
- Jobs analysis
- Project Costing
- Work in Progress
- Capacity management

## 4. Warehouse Management

- Advance warehouse functionality
- Tracking via handheld devices
- Warehouse registers
- Item movements – inventory transfers

## 5. Reporting

- Default Business Central Reports
- Power BI dashboard for Executive management

## 6. Integrations

- G/L integration of SCADA software
- G/L integration of HR software

- G/L integration of Billing software

## 7. System Management and Maintenance

- User management
- User creation/deletion
- User access control
- Super user training for IT personnel
- 1<sup>st</sup> level system support training for IT personnel
- User manuals and training guides
- Database setup
- Installation on virtual server and maintenance
- Maintenance and upgrades
- Version control and configuration management

## Deliverables

The following deliverables are anticipated from this project:

- a. Detailed project timeline and activity-level schedule
- b. Functional Requirement Document (FRD) and Functional Requirement Specification (FRS) document along with signoff
- c. User Acceptance Testing (UAT) ready system environment along with UAT signoff
- d. End-user and administrator trainings
- e. User reference materials and other resources (i.e. process manuals, user guides, etc.)
- f. Support and maintenance services terms
- g. List of customizations/developments
- h. Project closure signoff

## Eligibility

- **Vendor has to comply with each and every line item of this RFP.**
- Maximum Delivery and implementation Time: 180 Days, delivery timeline over this will be disqualified.
- The bidder must have executed single order of Maldivian Rufiyaa 2 Million or more for the installation of Microsoft ERP solution, in any ministry or government company or commercial business in Maldives during the last 3 financial years. An authenticated / verified copy of the



Purchase Order and Completion Certificate(s) should be submitted along with the technical details.

- The vendor shall not assign or transfer this project or part thereof to any other supplier.
- The vendor should be an established Microsoft ERP solution provider being in this business for a period exceeding five years as on 31.03.2022.
- The vendor must be a registered business in the Maldives.
- The vendor must have successfully completed at least three recent (within the last three years) implementations of Microsoft Dynamics 365 Business Central. Ideally, at companies with a similar profile and scale as Fenaka Corporation Limited.
- The vendor must be a registered Microsoft partner with Gold status in Microsoft Enterprise Resource Planning.
- The vendor should submit a valid letter from Microsoft confirming the following:
  - The vendor is an authorized Microsoft partner for the solution(s) they propose that have reached Gold Status
- The vendor should comprise of a local-based implementation, development and support team that will be available for:
  - consultations/meetings on site
  - localized experience in developing system functionality; and
  - Providing continuous support services during and post to the implementation services.
- The vendor should have at least 2 certified engineers of Maldivian Nationality or In case the engineers of foreign nationality they should have valid work visa issued from Maldives immigration (certification of the engineers must be up to date and valid), on their payroll specific to the Microsoft Dynamics Business Central. CV's of the engineers are mandatory to be attached with the proposal.
- The vendor should hold extensive expertise and experience specific to Microsoft Dynamics 365 Business Central and its implementation/maintenance services.
- The vendor must provide all codes and customization details that are carried out under this tender along with the other detail documents. The final system and solution should be implemented in such a way that upgrading to a newer version of the total system shall be executed with minimal effort.
- The vendor must provide a list of organizations where such systems have been installed and/or are being maintained by the vendor currently with their configuration along with relevant references can be attached with the proposal as proof of service. The vendor shall provide

assurance to arrange for a visit at such place in case the Fenaka ICT team requires to evaluate the performance of the installation.

## Proposal Guidelines

Below are the specific requirements that the vendor must adhere to in developing the technical proposals for this bid. Please note that the documentation requirement specified under would be considered as mandatory and will be checked during the bid opening process. Failure to submit any document specified below would result in disqualification of the bid.

As for the details and the specificities of each component that is to be included in the proposal will be checked during the evaluation stage and scored as per the evaluation criteria specified under the Evaluation section.

## Technical Proposal

The Technical proposal must be aimed at covering all the ERP implementation-related processes and must cover all the details from project initiation, Go live and till transition to support services.

Accordingly, all vendors must ensure that the technical proposal includes the following:

- Cover letter declaring that all information enclosed with the proposal is true and correct.
- Bid security document as per the specifications stated in the terms of reference.
- A complete company profile with official company registration documents; relevant achievements; certificates/letters of competence; and reference letters from past projects.
- Team profile including detailed profiles of the lead consultants and solution engineers who will be responsible for the deployment of the software.
- The technical proposals must cover the following components related to the implementation process:
  - Scope of work and the proposed functionality to be implemented
  - Implementation methodology
  - Technical drawings
  - Proposed project timeline and work effort
  - Support Services

## Withdrawal / amendment to RFP contents

Fenaka Corporation Ltd. reserves the right to accept or reject any / all proposal(s), to revise the tender, to request one or more resubmissions or clarifications from one or more vendors, or to cancel the process in part or whole without assigning any reason. Fenaka Corporation Ltd. also reserves the right to amend the RFP or put clarifications/explanations/ additions/modifications/amendments on accounts of issues arising at any point of time on various aspects of RFP. Amendment will be notified by email to participating bidders. In order to provide prospective bidders reasonable time to take the amendment into account for preparation of their bid, Fenaka Corporation Ltd. may, at its own discretion, extend the last date for bid-submission

## Delivery and Installation

Vendor has to deliver the full solution specified in the scope of work within 180 days.

If at any time during performance of the contract, the successful bidder should encounter conditions impeding timely delivery of the agreed solution(s) and performance of services, the bidder shall promptly notify Fenaka Corporation Ltd. in writing of the fact of the delay, its likely duration and its causes(s). As soon as practicable after receipt of the vendor's notice, Fenaka Corporation Ltd. shall evaluate the situation and may at its discretion extend the vendor's time for performance, in which case the extension shall be ratified by the parties by amendment of the contract. Counting of delivery / implementation dates will start on the day the bid is awarded and award letter is handed over to the vendor. Inclusive of letter handover day.

Delivery period should be stated in calendar days, inclusive of weekends and public holidays (not only working days). If delivery deadline for the final module falls on a working day (Sunday-Thursday) latest delivery time should be 3:00pm. If delivery deadline falls on a public holiday delivery deadline will be extended to next working day 3:00pm without penalty. Failure to deliver the total solution or last module within set deadline of 180 days will result in the following penalties.

1. 1.5% of total price as awarded will be deducted per day starting on the date after delivery deadline date.
2. If delivery delays are longer than 30 days from the agreed period, Fenaka Corporation Ltd. has the right to terminate the contract as non-delivery of items.
3. If bid is cancelled due to non-delivery, vendor may be disqualified from future contracts and purchases due to non-performance, for a period of up to 3 years.
4. If the successful bidder decides to withdraw from the bid, they will be suspended from participating in any future project initiated by FENAKA Corporation Ltd. for a period of up to 3 years.

## Financial Proposal

The Financial proposal should reflect all costing for all items specified in the technical proposal. In the case it is not directly linked or specified it shall be assumed to be included in the prices of other activities or items. The proposal must state all costs related to the implementation at a functional or activity-level.

**All prices and costing must be quoted in Maldivian Rufiyaa inclusive of all applicable taxes.**

The financial proposal submitted by the vendors must enclose the following:

- Cover letter declaring that all information enclosed with the proposal is true and correct.
- A detailed breakdown of costs highlighting the following components:
  - Implementation or one-time fees for module deployment
  - Customization/development costs if any
  - Monthly recurring subscription fees
  - Support service and maintenance fees

### Payment Terms

- No advance payment will be made or no letter of credit will be issued by Fenaka Corporation Ltd. to the supplier/implementer
- 15% payment will be released/issued upon start of implementation of the solution.
- The remaining payments will be released on partial basis based upon completion of each module (go live). This includes inspection, integration/merging the services to the existing environment
- Final payment, 5% will be made after 11 months from the date of supply, installation, acceptance and verification of responsiveness towards complain.
- The final payment will be subject to fulfillment of warranty obligations.
- The Successful Bidder will have full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc. now or hereafter imposed.
- Payment shall be made within 30 days of the submission of invoices.

### Warranty and Support

- Warranty Terms all applications / software shall be supplied and implementation of the solution shall be carried out strictly in accordance with the specifications given in this document. All the works and implementations by the Vendor shall be guaranteed to be of the best quality (according to industry standards) of their respective kinds and shall be free from faulty design, bugs, workmanship and materials. The Vendor shall be responsible for the warranty support and also for the post warranty support and as required by the Fenaka Corporation Ltd.
- **Vendor must provide 3 year warranty and support services for the implementation under this tender and any charges/fees for the support service must be included in the financial proposal.**

- In case of failure of module /software, the Vendor needs to replace or redeploy the faulty module to restore the services within 2 days including weekends and public holidays.
- The cost of the repairing or replacement of faulty module or software has to be entirely borne by the Vendor during the paid warranty and support period.
- In the event of fault originating with the design or code arising at any time during the warranty period, the Vendor shall replace as may be warranty period, necessary to ensure the module should function in accordance with the specification and to fulfil the foregoing Warranty without any delay.
- The Vendor shall warrant that every work executed under the contract shall be free from all defects and faults in material, workmanship etc. during warranty period.
- The vendor should provide name, address and telephone number of the contact person in Male' who shall be available 16 hours 7 days to be contacted. It is desirable to provide Office & mobile telephone numbers of site engineer.
- The vendor should attend the call immediately on receipt of the complaint and repair the system within 6 hours of the receipt of the complaint.
- Proposer shall provide the cost details for providing System Warranty and Support Services outside of the manufacturers one year warranty. This includes all equipment, software and services. Proposer shall describe manufacturer and installer warranties that are provided as part of your proposal. Any required maintenance of the system during the warranty period shall be detailed. Maintenance responsibilities and services with related costs should also be detailed.

## Evaluation

- All vendors are expected to meet the eligibility requirements specified under the 'Eligibility' section of this Terms of Reference. Failure to meet the eligibility requirement will result in disqualification of the submitted bid.
- The bids will be reviewed and evaluated by the Bid committee of Fenaka Corporation Limited and Fenaka intends to apply the following criteria in evaluating the bids:

Criteria	Weightage
Financial proposal	80%
Professional competency	10%
Experience	10%

- c. Price quoted shall be deemed as the gross commitment on the part of the vendor in deploying the complete solution and must be quoted in Maldivian Rufiya inclusive of all applicable taxes and any other fees.
- d. Implementation process shall be split based on the modules specified under the 'Scope of work' and 'Functionality Requirement' section of this Terms of Reference and the prices should cover all services rendered by the vendor in deploying individual modules.
- e. The experience category will only consider projects undertaken by the client that involves the implementation of Microsoft Dynamics Business Central as an ERP solution and as a minimum requirement vendors must have provided implementation services of Microsoft Dynamics Business Central in the Maldives to a minimum of 3 clients within past 3 years will only be eligible, failure to meet this requirement will result in the disqualification of the bid.
- f. Vendors shall provide reference letters and completion certificates or work order/purchase order as proof of experience from previous or ongoing clients.
- g. The delivery period must be quoted in the number of calendar weeks that it will take for the ERP solution to be implemented once the contract is awarded and signed.
- h. The maximum delivery period of the full solution should not exceed 6 months unless a major change request is
- i. Fenaka Corporation Ltd reserves the right to disqualify any bid with a delivery period which is either unrealistically short or illogical when compared to market norms.

## Order Cancellation

Fenaka Corporation Ltd. reserves the right to cancel the purchase order in the event of one or more of the following situations:

- Delay in supply, installation and implementation of the system, beyond the specified period of 180 days without written approval from Fenaka Corporation Ltd for such extension.
- Serious discrepancy in quality work and implementation that are being carried out by vendor.
- In the event of order cancellation, the vendor shall be responsible to take back the faulty equipment at their cost & expenses.

## For Qualified Bidders

Any single firm (sole proprietorship, partnership, company, joint venture or other legal entity registered in the Republic of Maldives but should not be a Foreign Subsidiary Company or a Foreign Company) is eligible to participate Vendor's Understanding of the Bid.

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Fenaka Corporation Ltd, as necessary to gain such understanding. Fenaka Corporation Ltd. reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, FENAKA Corporation Ltd. reserves the right to determine, in its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Fenaka Corporation Ltd.

Each proposal for this bid will be evaluated by Fenaka Engineers in various evaluation stages and will be awarded in according to the score based on the evaluation criteria described in this document.

## Communication

Applicable terms and conditions herein shall govern communications and inquiries related to this RFP between Fenaka Corporation Ltd. and vendors.

Inquiries, questions, and requests for clarification are to be directed via email to: **tender@fenaka.mv**

Any other form of communication shall be considered informal and shall have no weight, bearing, or influence in this RFP process.

Fenaka Corporation Ltd. will respond to requests for clarification and queries on the RFP, received no later than the bid submission date specified in the tender. Any responses/clarifications (including the query, but without identifying the source of inquiry) will be emailed to all vendors.

## Key events and dates

The following schedule will apply for this RFP but may change in accordance with the organization's needs or unforeseen circumstances. All changes will be informed to the bidders in advance.

- RFP Submission Date: 23<sup>rd</sup> June 2022, 1100hrs
- RFP must be valid through 60 days from the date of submission
- **Location of Clarification Meeting**  
**FENAKA Corporation Limited**  
**PORTS COMPLEX, 7<sup>th</sup> FLOOR,**  
**HILAALÉE MAGU, MALE'**

Please note that both pre-bid attendees and registered parties are eligible to participate in the tender. Also, it is in Fenaka Corporation Limited's discretion to cancel this bid invitation at any time. All inquiries shall be emailed to [tender@fenaka.mv](mailto:tender@fenaka.mv)

## Submission of Bids

- All bids must be submitted in a sealed envelope.
- The envelopes must bear the name of the company submitting the bid and must be addressed to the bid submission address indicated below.
- Vendors must submit original document comprising the BID as described and clearly marked it as “ORIGINAL” with all pages stamped with company seal and signed by a person duly authorized to sign on behalf of the bidder. In addition, the bidder should submit one copy of the document comprising the BID as described along with a soft copy of the document. In the event if any bidder fails to submit the documents as stipulated, FENAKA Corp. reserves right to reject the proposal from the vendor. If any discrepancy between original and copies, the original shall prevail.
- Any interlineation, erasures or overwriting shall be valid only if they are signed or initiated by the person signing the bid.
- All Bids should be addressed as follows:

**FENAKA Corporation Limited**  
**PORTS COMPLEX, 7<sup>th</sup> FLOOR,**  
**HILAALEE MAGU, MALE’**  
**BID REFERENCE: FNK-I/IUL/2022/428**