



RFP Title: Financial Data Architecture and Reporting Improvement Support

RFP No: Financial Data Improvement RFP # 24-OCFO-01

Date of Issuance: March 6, 2024

Questions Due: March 15, 2024

Deadline for Proposals: March 27, 2024

Shortlisted vendor interviews and presentations: Starting April 1

Estimated Award Date: May 1, 2024

Request for Proposals: Financial Data Architecture and Reporting Improvement Support

I. BACKGROUND

Pact is an international nonprofit that works in nearly 40 countries building solutions for human development that are evidence-based, data-driven and owned by the communities we serve. Our vision is thriving, resilient, and engaged communities leading their own development.

Pact is seeking proposals from qualified vendors to redesign, build, and implement its financial data architecture and reporting system as the current state system does not meet Pact's needs for accuracy, efficiency, and accessibility of financial data.

Specifically, Pact's current financial data architecture and reporting system has several challenges, including:

- Pact's financial reports and usage are not aligned with Pact's future state needs. Pact has identified its future state reporting needs but needs to identify the best reporting system and design new reports to meet these needs. A summary of these needs and requirements is included in the scope of work below
- The data flow from Pact's accounting system, Business Central, and our current data warehouse are not structured to meet Pact's financial data needs and, in some cases, no longer function with Pact's current suite of tools
- Pact currently uses a "Consolidated" company in Business Central to produce many of our end user reports causing inefficiencies in the day-to-day use of the accounting system. The new financial reports must not rely on pulling data directly from the production environment of Business Central to produce reports for most end users

Pact currently uses Microsoft Dynamics NAV, Business Central Online as its financial system (implemented by Serenic), Salesforce as its CRM, JET reports as its main financial reporting tool, and Adaptive Planning as its budgeting and forecasting tool. Pact also has a legacy data warehouse that was built to support its previous financial system,

Microsoft Dynamics NAV 2017 On-premises, and is still used with our current system of Business Central. While Pact is open to changing its reporting tool and data warehouse, the financial system and CRM will remain and are out of scope for this project. Our current Data Warehouse is a data repository of Business Central financial system, which integrates into Adaptive Planning and Salesforce to send the financial data weekly. See [Annex 1 below](#) for a visual representation of Pact's current state financial data architecture.

Outside of these financial systems, Pact uses the Microsoft 365 platform and has begun to use PowerBI in limited applications.

II. SCOPE OF WORK

A. Place of Performance

The Pact staff working on this project are all based in Pact's Washington, DC office and the vendor must be able to work either in person and/or remotely with the Pact team during Pact's normal business hours of 8:30 AM to 4:30 PM US Eastern Time, Monday through Friday. Work can be performed by the vendor outside of these hours, but Pact's staff will only be able to engage with the vendor during those hours.

B. Scope of Work

The goal of the project is to create a cloud-based data warehouse that integrates with Business Central and other data sources, to identify an appropriate reporting system, and to develop new financial reports that align with Pact's financial data needs and expectations.

The scope of work for the project includes the following:

- Propose and build a cloud-based data warehouse that integrates with Business Central and other data sources.
 - Using a Microsoft tech stack is preferred, but other suitable solutions will be considered if they provide better value for money in meeting Pact's needs
 - Data in the data warehouse must be 100% consistent with the data in Pact's financial system, Business Central
 - While the scope of this project is limited to financial data in Business Central as the source, the solution must be able to easily integrate with other data sources in the future (e.g., timesheet system, HRIS, Salesforce)
- Propose and implement (if different than Pact's current reporting systems, JET and Adaptive Planning) a financial reporting system that provides end users with access to financial data.
 - Data must refresh on a daily basis
 - Data must be available to end users both in a raw format that they can easily manipulate and also through pre-built financial reports
 - The platform must allow for Pact to easily and inexpensively provide licenses to users to access an appropriate level of data based on their need. Pact

currently has 1500 staff worldwide, although not all would need access to the reporting platform

- Propose and develop new financial reports that leverage the data in the data warehouse, allow staff to drill-down on data, and provide data to stakeholders both visually and numerically. Examples of required pre-built reports include:
 - Department, project, and subcontractor budget, actuals, forecast reports at the cost category level (e.g., salaries, consultants, travel, other direct costs)
 - Activity-based budgeting (Madagascar example)
 - Detailed transaction reports
 - Project income statements
 - Capture accrued expenses (those entered into the financial system, but where the payment itself hasn't been made)
 - Client and funder (e.g., US government) required reports
- Create and deliver training modules to selected staff on how to access and use financial data:
 - The vendor must create documentation on maintaining the financial data architecture and reports and train a limited number of key stakeholders on Pact's IT and finance teams on this system maintenance
 - The vendor must use a "training of trainers" approach to provide broader end-user training. That is, the vendor must develop training for select Pact staff to deliver end-user training on creating and using the financial reports and data
 - The vendor must also describe how they will provide post-launch support for a minimum of six months to ensure the system functions as designed

Vendors will be expected to provide a project manager or similar role to liaise with Pact's team and ensure the vendor's work is completed on time, on budget, and at an acceptable quality. Pact will also provide a project manager to coordinate Pact's work internally and who will serve as the main point of contact for the vendor. Pact will make its key IT and finance staff available as needed for the duration of the project, but the vendor must include the expected level of effort for any Pact staff in the proposal so Pact can plan accordingly.

III. SUBMISSION INSTRUCTIONS

A. Technical Proposal

The technical proposal in response to this solicitation must address how the offeror intends to carry out the scope of work contained in Section II. It should also contain a clear understanding of the work to be undertaken and the responsibilities of all parties involved. Please note that technical proposals will be evaluated based on the evaluation criteria set forth in Section IV. Offerors shall provide all documentation in English.

1. Company information including:

- i. Total number of employees in your company
- ii. What is the primary location of the team that will support this project?
- iii. What is your average client size?

- iv. A description of your data security and privacy policies and practices
 - v. Descriptions of the experience and qualifications of the staff who would be assigned to this project. CVs can be provided as annexes to the proposal
- 2. **Technical Approach:** The technical approach should state clearly the offeror's understanding of the requirements in Section II as well as the proposed approach and timeline to accomplish the contract objectives and achieve results. Clarity, completeness, and directness are imperative. Elaborate formats are not desirable. This section should be limited to five pages.
- 3. **Past Performance.** Describe the organization's previous experience within the technical area with organizations of the same or similar scope and size. Previous experience with other international NGOs and/or organizations operating under U.S. Government funding is preferable. This section should be limited to two pages.
- 4. **References.** Offeror shall list at least three major contracts its company has held over the past five years for the same or similar work. This section should be one page. Provide the following information for each contract:
 - a. Customer's name, address, and telephone numbers of customer's lead contact and technical personnel;
 - b. Date of the contract, place(s) of performance, and period of performance;
 - c. Contract size and dollar value;
 - d. Brief description of the work, including responsibilities;
 - e. Comparability to the work required under this solicitation;
 - f. Brief discussion of any technical problems and their resolutions;
 - g. Brief discussion of any terminations (partial or complete) and the type (convenience or default) as well as any show cause notices or cure notices (provide explanatory details).

B. Price

The pricing must clearly describe the proposed prices for the services offered. If prices vary based on a certain factor, please indicate accordingly. Cost proposals must be broken down in the following ways:

- Deliverable/phased payment structure organized by the following phases and broken out by labor rates and estimated hours:
 - Inception and additional information gathering
 - Design
 - Build, implementation, and testing
 - Training and initial post-launch support for at least six months
- Any proposed ongoing support costs provided by the vendor after this initial project is completed

- One-time and on-going software, hardware, or licensing costs that Pact would be required to pay to another third-party vendor as part of the proposed solution. If any of these third-party costs are required during one of the phases listed above, that must be noted
- C. Submission of Proposals: The deadline for submission of proposals is **11:59PM EDT on March 27, 2024**. Submissions must be sent in electronic format only (either PDF or Microsoft Word and Excel) to info@pactworld.org.
- D. Offeror's proposals should not contain any unnecessary promotional material or elaborate presentation formats. Offerors must not submit zipped files. Please reference the RFP Number and RFP Name in the e-mail subject line. Offerors are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Late offers may be considered at the discretion of Pact. Pact cannot guarantee that late offers will be considered.

IV. EVALUATION CRITERIA

- A. Review Process. Pact will establish a selection committee that includes representatives from various company departments and external professionals if necessary. All technical reviewers will be subjected to a screening process to eliminate any conflict of interest. Evaluation will be based on the criteria set forth in Section B. Evaluation Criteria.
- B. Evaluation Criteria. The award will be decided on Best Overall Value as determined by a Selection Committee on the basis of the criteria set forth below, based on the offeror's proposal. Only proposals conforming to the solicitation requirements will be considered.

Evaluation Criteria	Expectations	Score
Quality and feasibility of the proposed approach and methodology	The technical approach will be reviewed for alignment with Pact's requirements and scope of work	50%
Cost-effectiveness and value for money of the proposed budget.	The price will be reviewed for completeness, to ensure the services and fees are clear, and evaluated based on competitiveness	25%
Experience and qualifications of the vendor and the team	The company information will be evaluated based on the experience and qualifications presented and how they	15%
References and samples of previous work	References and past work will be evaluated based on similarity to Pact and Pact's scope of work	10%
TOTAL AVAILABLE POINTS		100%

V. TERMS AND CONDITIONS

- A. Disclaimers

- Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time
- Pact may reject any or all proposals received.
- Issuance of solicitation does not constitute award commitment by Pact.
- Pact reserves the right to disqualify any application based on applicant's failure to follow solicitation instructions.
- Pact will not compensate applicants for their response to the solicitation.
- Pact reserves the right to issue an award based on initial evaluation of applications without further discussion.
- Pact may choose to award only part of the scope of work in the solicitation or to issue multiple awards the scope of work.
- Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
- Pact may contact offerors to confirm contact person, address, and that the proposal was submitted for this solicitation.
- Pact may contact listed past performance references without notice to the offeror. Pact also reserves the right to contact other past performance information sources that the offeror did not list in the proposal.
- By submitting a proposal, the offeror confirms they understand the terms and conditions.
- Information pertaining to and obtained from the Offeror as a result of participation in this solicitation is confidential. The offeror consents to the disclosure of the documents submitted by the offeror to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.

VI. ANNEX 1: CURRENT STATE OF FINANCIAL DATA FLOW

Current State of Data Flow from Serenic Business Central (BC) to Data Warehouse

