



REQUEST FOR PROPOSAL IT: ERP Maintenance contract

ANNEX I

REQUEST FOR PROPOSAL

1. Scope and requirements

Background Information

- **Company Overview:** Geneva Call works to improve the protection of civilians in armed conflict by promoting respect among armed groups and *de facto* authorities for international humanitarian norms and principles. The Head Quarter is based in Geneva, Switzerland, with country offices all over the world in conflict areas like Myanmar, Sudan, Burkina Faso, DRC Congo, Colombia, with a total of 270 employees worldwide
- **ERP System Details:**
 - ERP System: Microsoft Dynamics 365 Business Central
 - Modules in Use: Continia, Swiss Salary, (SwissHRM)
 - Current Version: 25.2.27733.28869
 - Users: 270
- **Current Maintenance Arrangement:**

2. Scope of Work:

The selected vendor will be responsible for providing the following services:

- **System Maintenance**
 - Regular system health checks.
 - Application of updates, patches, and upgrades.
 - Proactive monitoring to identify potential issues.
 - Implement backups and recovery processes to maintain data integrity and business continuity.
- **User Support and Troubleshooting**
 - Level 1, 2, and 3 support for user issues following the SLA.
 - Provide resolution for technical and functional errors encountered by end-users, including critical incident management.
 - Root cause analysis and implementation of corrective actions.
 - Support and advises on best practices.
 - Escalade issues to the applications providers (Continia, Swiss Salary)
- **Customization, configuration and Optimisation**

- Modifications to existing functionalities based on business requirements.
- Development and deployment of minor customizations or integrations as needed.
- Optimisation of system performance and response times.
- Recommendations for system improvements.

- **Integration Management**

- Support and maintain integrations with third-party applications (Continia, Swiss Salary and Swiss-HRM)

- **User Training and Documentation**

- Training sessions for key users on updates or new features.
- Detailed documentation of maintenance activities.

- **Compliance and Security**

- Ensure ERP system compliance with regulatory standards.
- Implementation of robust security measures to protect sensitive data.

3. **Service Level Agreements (SLAs)**

- **Provide a Service Levels Agreement (SLA) including:**

- Response Time: [e.g., Within 1 hour for critical issues, 4 hours for high priority, etc.]
- Resolution Time: [e.g., Critical issues resolved within 8 business hours, etc.]
- Availability: Support hours [e.g., 24/7, 9 am–5 pm Monday to Friday, etc.].

- **Monitoring and Reporting:**

- Monthly reports on SLA adherence, including:
 - Number of incidents resolved by priority level.
 - Average response and resolution times.
 - Root cause analysis of critical issues.

- **Penalties for SLA Breach:**

- Repeated SLA breaches may result in financial penalties or termination of the contract. Specific penalties will be negotiated during the contracting phase.

4. **Vendor Requirements**

Interested vendors must meet the following criteria:

- Proven experience in maintaining MS Dynamics 365 Business Central, Continia and Swiss Salary.
- Strong references from similar projects (preferably in the humanitarian world).
- Availability of certified professionals in MS Dynamics 365 Business Central.
- Demonstrated ability to meet defined SLAs.



- Capacity to provide on-site and remote support.

5. Guidelines Proposal:

Vendors must include the following in their proposals:

Technical Proposal: send to rfp@genevacall.org.

- **Executive Summary:** Brief introduction and overview of the proposed solution.
- **Company Profile:** Background, certifications, and experience in Dynamics 365 Business Central, Continia and Swiss Salary maintenance.
- **Proposed Solution:** Detailed description of services offered and how they meet the scope of work.
- **Team Information:** Key personnel and their qualifications.
- **Service Level Agreements (SLAs):** Confirmation of ability to meet or exceed SLA requirements.
- **References:** Contact details for at least three current or past clients.

Financial Proposal: send to rfpfinance@genevacall.org.

- **Proof of registration company**
- **Detailed pricing structure, including any additional costs**
- **Financial stability company**
 1. Liquidity ratio, debt-to-equity ratio, profitability ratios used to assess financial performance.
- **Management:** Provide the resumes of the key members of the management team of the company.

6. Eligibility Criteria:

Proposals will be evaluated based on:

- **Compliance with RFP Requirements:** Ability to deliver the required services.
- **Experience and References:** Relevant experience and client feedback.
- **Cost Effectiveness:** Value offered for the proposed cost.
- **Service Approach:** Quality and practicality of the proposed solution.
- **Experience and feedback from references**
- **Proof of registration**



7. Terms and Conditions:

Invoicing needs to be issued in original format with unique invoice numbers.
Payment term is 30 days net.

8. Third Party Performance Reviews and Audit

- **Performance Review.** In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of Contractor performance. Geneva Call may, contract with independent third parties to audit the contract service levels. The Contractor will cooperate fully with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third-party contractor.
- **Financial Audit.** Geneva Call requires the Contractor to retain all financial documents related to the costs and revenues of its account for the standard financial data retention period in the country of incorporation.

9 The Contract

- **Term of Agreement.** [Example: The Agreement resulting from this solicitation shall be for an initial period of three (3) years with an option to extend, at the sole discretion of Geneva Call, for an additional two (2) two-year period.
- **Termination** Geneva Call may terminate the Agreement resulting from this solicitation, or any services under this Agreement, without prejudice to any other rights or remedies, by giving ninety (90) days written notice to the Contractor.