

## **Request for Quotation**

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# **Overview**

**Description of company**

Westminster Foundation for Democracy (“**WFD**”) is the UK public body dedicated to supporting democracy around the world. WFD partners with UK political parties, parliaments, electoral and financial audit institutions to help over 30 developing countries make their governments fairer, more effective and accountable.

WFD’s centre is based in London, and the organisation currently has approximately 140 staff working from its head office and 25 offices worldwide.

**High level scope and backround for this Request for Quotation**

WFD is issuing this Request for Quotation (“**RFQ**”) to a range of potential suppliers of services and would welcome a proposal/quote from you/your organisation.

WFD currently uses Microsoft Dynamics Business Central to power its ERP / accounting system. WFD introduced this system in 2019, which has been supported since then by an incumbent service provider.

WFD is looking for a supplier to provide a managed help desk and technical support services to WFD Management and system users of Business Central for the next three year period.

# **What are we seeking?**

**Specification**

WFD is seeking an outsourced service provider to deliver the following services:

* Highly responsive 24/7 Help Desk advice and assistance to enable WFD Management and users to access and use all aspects of Microsoft Dynamics Business Central at all times, including but not limited to the full range of reporting functionality
* Managing the supply and provisioning of relevant licenses
* Modifying the existing Business Central custom extensions to facilitate the installation of any updates to Business Central, as required.
* Maintenance services to support continuous and reliable access to WFD’s instance of Business Central
* Training and awareness raising on best practice in using the system, for example, summaries of upcoming new features, regular webinars and other forums.
* Customer intelligence services, including analysis, insights, and recommendations for continuous improvement to ensure that WFD is extracting most value from Business Central. In particular, WFD is looking for a supplier to adopt a proactive approach to providing oversight of new/improved/key features of the system.
* Consultancy and development, as required from time to time, to configure Microsoft Dynamics to meet WFD requirements.

**Proposals/Quotes**

All proposals or quotes should be submitted in writing and include:

* The supplier’s name, status, company number, and registered office address
* An overview of the relevant experience, expertise, capability and capacity
* A description of the good(s) or service(s) to be provided and clear explanation as to how this meets the specification in this RFQ
* A transparent quotation of the charge for the good(s) or service(s), in sterling, to include: a clear breakdown of all costs; any proposed discount applied for WFD as a not-for-profit organisation; and a separate identification of any VAT charges (and/or any other applicable tax, excise or other charges.

The proposal or quote should include the RFQ Reference Number and be sent electronically and addressed to: *Luke Commander, Head of Operations,* at *procurement@wfd.org.*

The same email address should be used for any questions related to this RFQ.

**Closing date**

All proposals or quotes must be received by close of business on *Friday 13 May 2022.*

# **General information**

*General*

WFD does not warrant or represent that this RFQ is free of errors and omissions.

WFD shall not be liable for any costs incurred by the suppliers in responding to this RFQ.

*Confidentiality*

All information contained within this RFQ is confidential and must not be communicated to third parties, other than those participating in a consortium, without the written consent of WFD.

All information received from the supplier in response to this RFQ will be treated as confidential and will not be distributed without prior written consent outside WFD or its partners, save as required by applicable law or donor requirements.

*Evaluation of proposals/quotes*

Value for Money is an essential requirement of all WFD commissioned work. All suppliers must be able to demonstrate, in their proposal or quote, that they are seeking to maximise results, whilst driving cost efficiency. This includes budgeting and pricing realistically. Further, WFD expects suppliers to demonstrate openness and honesty, and to be realistic about capacity and capability, at all times.

WFD reserves the right, at its absolute discretion, not to contract with the supplier who submits the lowest value proposal or quote or to accept part of any proposal or quote, and WFD shall have no liability (in contract, tort or otherwise) to consider any proposal or quote.Further, WFD reserves the right to award the contract for which proposals or quotes are being requested in whole, or in part or not at all.

*Ethical procurement*

All WFD procurement activities must be ethical. Accordingly, WFD’s due diligence checks on suppliers may include reference checks, a supplier questionnaire, and anti-terrorism vetting. In the event that any unethical practices come to light, the supplier will be required to take remedial steps in consultation with WFD.

All contracts to be entered into by WFD will include obligations on the supplier to comply with WFD’s policy principles on key matters such as safeguarding, bribery and corruption, fraud and theft, anti-terrorism, and whistleblowing.

The supplier will be expected to disclose any known conflict of interest relating to relevant staff and this RFQ and/or any relevant staff members who have been employed by the Crown in the proceeding two-year period.

# **Thank you for your interest in working with the Westminster Foundation for Democracy**