



Request for Proposals (RFP)
For
System upgrade of Microsoft dynamics NAV 2018
To
Microsoft Dynamics 365 Business Central

Procurement Reference Nr.	JRSIO/RFP2025/BC
Closing Date	06/15/2025

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SECTION I - REQUEST FOR PROPOSAL

Dear Sir/Madam,

REQUEST FOR SYSTEM UPGRADE TO MICROSOFT DYNAMICS 365 BUSINESS CENTRAL.

JRS invites you to submit a proposal for upgrading the current system Microsoft Dynamics NAV 2018 to Microsoft Dynamics 365 Business Central

- 1.1 The Request for Proposal (RFP) package includes the following documents:
Annex I - Request for proposals
Annex II - Proposal Submission Form
Annex III - Functional Document
- 1.2 Bidders are required to submit separate technical and financial proposal as outlined in the RFP under the instructions to bidders. Completed bid documents shall be submitted to email io.procurement@jrs.net, stating in the subject the name of the company and the RFP number:
Company name_TechProposal_JRSIO/RFP2025/BC
- 1.3 Bids must be submitted on or before **15 June 2025**

Sincerely,



Jesuit Refugee Service
International Office

SECTION II - Company Profile and background

Company Profile

The Jesuit Refugee Service (JRS) is an international non-governmental organization whose mission is to accompany, serve, and advocate for the rights of refugees and forcibly displaced people. JRS operates in 57 countries, providing services in education, reconciliation, livelihood activities, and psychosocial support. The International Office in Rome coordinates global operations and ensures compliance with donor and regulatory requirements.

For more information, please visit our website: <http://www.jrs.net>.

Background

JRS intends to upgrade its existing Microsoft Dynamics NAV 2018 to the more advanced Microsoft Dynamics 365 Business Central. JRS is committed to improving operational effectiveness and efficiency to enhance the work experience for its finance team. As part of this initiative, JRS seeks to transition to Microsoft Dynamics 365 Business Central to leverage its enhanced capabilities.

The proposed ERP system will include key modules such as project management, supply chain management, financial management, budgeting, asset management, and document management.

The new ERP solution is expected to facilitate seamless automation and integration of processes across all modules. The workflows and their integration will be carefully designed to align with JRS's operational requirements and the latest system functionalities.

SECTION III - INFORMATION TO BIDDERS

Introduction

- The Bidder is invited to submit a technical proposal and a financial proposal for the services required in the assignment outlined in the request for proposal (Section I).
- Please note that the costs associated with preparing the proposal and of negotiating the Contract, including any visits to JRS, are not reimbursable as a direct cost of the assignment.
- The submission of the bid document shall not be charged.

Clarification on RFP Documents

- Bidders may request clarifications regarding the RFP in writing via email to io.procurement@jrs.net, using in the subject the Procurement Reference Number: JRSIO/RFP2025/BC. JRS will provide responses via email.

Preparation of the Technical Proposal

- The Bidder's proposal must be written in English.
- The Technical Proposal shall provide the following information:
 - **Company presentation:** A company overview with special emphasis on previous experience working with NGOs, Non-Profit Entities, and a copy of the firm's most recent peer review report, if available.
 - **Methodology and Work Plan:** A detailed description of the proposed methodology and work plan for the assignment, including an activity schedule with expected milestones, deliverables, and the timeframe for each phase of the project.
 - **Proposed Team:** A list of proposed staff members by specialty, detailing their tasks and expected timing. The work schedule should align with the proposed timeline and include milestones for key project activities.

Preparation of the Financial Proposal

- In preparing the Financial Proposal, the Bidder should consider all requirements and conditions outlined in the RFP documents. The proposal must include a detailed breakdown of all costs related to the assignment, as specified in the financial section of the Proposal Submission Form. Where applicable, these costs should be detailed per activity.
- Proposals should be priced in Euros.

Submission and receipt of Proposals

- The proposal (Technical Proposal and Financial Proposal) shall be submitted in PDF format and as email attachment. Proposals submitted as a links will not be considered.
- Proposals must be submitted electronically to: io.procurement@jrs.net, referencing in the subject the Procurement Reference Number and the name of the Company.
- Late submissions will not be considered. Any bid received by JRS after the deadline for submission of bids shall be rejected, and not considered.
- The Proposal must remain valid for 180 days from the submission date. During this period, the Bidder is required to ensure availability of the proposed professional staff for the assignment. JRS will make every effort to complete negotiations within this timeframe.

Award Criteria

All submissions received will be reviewed and evaluated according to the following criteria:

Technical proposal: 60%

The selection criteria will include the following:

- Years of experience with Microsoft Dynamics Business Central.
- Experience of the firm in relation to the scope of the assignment for not-for-profit organisations, NGOs.
- Understanding of JRS requirements and operational context.
- Proposed methodology to deliver the required services:
 - Proposed Methodologies for analysis and implementation,
 - Implementation Plan
 - Security of Information and Data Protection Policies
- Staff Experience and qualifications
- Post-Implementation Support
- Estimated Timeframe

Financial proposal: 40%

The selection criteria will include the following:

- Cost competitiveness
- Cost breakdown and transparency
- Alignment with the technical proposal

A procurement committee will review the proposals and make a decision on the successful bidder before August 31, 2025.

Due Diligence

- JRS shall conduct due diligence to confirm and verify the qualifications and suitability of the selected bidder before awarding the contract.

Negotiations

- Negotiations will be held between JRS and the successful bidder, to finalize the contract terms and conditions.
- Negotiations might cover both the Technical and Financial Proposals, including the proposed methodology, work plan, and staffing.
- JRS reserves the right to verify references and past work performance.
- The negotiations will conclude with a review of the draft Contract that both parties must approve.

Award of Contract

- The Contract will be awarded following successful negotiations.
- The parties must sign the contract within 30 days of the award notification unless there is a request for administrative review.
- JRS may at any time terminate the procurement process before awarding the contract without any further liability.

Confidentiality

- Information related to the evaluation of proposals and award recommendations shall not be disclosed to the Bidders or to other persons not officially concerned with the process, until the evaluation is completed, and the report is approved.

Corrupt or fraudulent practices, conflict of Interest

- JRS requires that the Bidder adhere to the highest ethical standards during the selection and execution of the consultancy contract.
- The Bidder must submit a signed declaration confirming that they have not been, and will not be, involved in any corrupt or fraudulent practices.
- The Bidder must also submit a signed declaration confirming the absence of any conflicts of interest. It must promptly disclose any potential conflicts that arise during the procurement process.
- Possible templates for both these declarations are present in the Proposal Submission Form.
- JRS will reject the proposal and reserve the right to terminate the contract if it determines that the Bidder has engaged in corrupt or fraudulent practices or has a conflict of interest.