



Australian Children's
Education & Care
Quality Authority

ACECQA New Finance System

Request for Proposals

October 2020



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Introduction

The Australian Children's Education and Care Quality Authority (ACECQA) is seeking proposals from qualified vendors to provide a Finance Enterprise Resource Planning (ERP) system for ACECQA.

The scope of functionality for the proposed solution is to include:

- Financial Management
- Procurement / Purchase Order Management
- Automated Workflow
- Other functionality included within the requirements section of this RFP.

ACECQA intends to implement its new Finance ERP System for a 1 July 2021 cutover.

This RFP contains background information on ACECQA and specific information that must be included in the proposals submitted.

Background

The Australian Children's Education and Care Quality Authority (ACECQA) is an independent national statutory authority that works with all governments to guide the administration of the National Quality Framework (NQF), the integrated and jointly governed national regulatory system for children's education and care services.

We facilitate the work of, and deliver support services to state and territory regulatory authorities, which have primary responsibility for regulation and quality assessment of children's education and care services. This includes regulatory functions with respect to assessing educator qualifications, second tier review of quality ratings, and determining applications for the excellent rating. ACECQA's enabling legislation is the [Education and Care Services National Law](#).

Our roles include research, education and awareness raising that inform parents and the community, as well as guiding and supporting the sector. We manage the [National Quality Agenda IT System](#) to provide an efficient and effective online business tool for states and territories and the sector and publish [national registers](#) of education and care services and approved providers operating under the NQF.

ACECQA operates from a single office in the Sydney CBD with approximately 110 members of staff.



Proposal outline

Proposals should include the following items and be organised as follows:

1. Letter of transmittal

A letter of transmittal providing an executive summary outlining a general understanding of the scope of works, a profile of the prospective vendor, and how the prospective vendor's products and services will generally fulfil the requirements outlined in the RFP.

The letter and its attachments should clearly identify the address of the prospective vendor and the name and contact details of the authorised representative.

A template letter of transmittal is provided to assist prospective vendors with this requirement.

2. Scope of services

A description of the prospective vendor's understanding of the scope of services to be provided and the proposed solution taking into account the capabilities required of the solution outlined in this document. The description should specifically refer to the capabilities described in this document.

This description should include the name/version of the product(s) proposed and highlight any parts of the solution provided by third-parties or other partners.

This description should indicate where any customisations or third-party plug-ins are required to achieve the capabilities. The description should also indicate proposed workarounds or alternatives where a required capability is unable to be met by the solution.

3. Implementation plan and schedule

A description of the prospective vendor's proposed implementation plan, testing plan, training plan and schedule, including how the vendor would propose to collaborate and communicate with ACECQA throughout the implementation.

This description should make reference to any significant risks factors and the prospective vendor's proposed risk management response.

4. Implementation team

A description of the prospective vendor's proposed implementation team, including a short description of their skills, qualifications and experience.

5. Ongoing service and support plan

A description of the prospective vendor's plan for service and support post-implementation, including a copy of the proposed service level agreement appropriate for the solution and a short description of the proposed team's skills, qualifications and experience.



6. Experience

At least two case studies of the prospective vendor's previous recent experience with implementing a solution for organisations of a similar size and/or industry sector as ACECQA.

At least two client references, preferably organisations of a similar size and/or industry sector as ACECQA. If possible, please indicate at least one reference based in NSW.

7. Cost schedule

A schedule of all estimated costs for the products, implementation, and servicing/support, including:

- licence fees
- annual maintenance costs
- implementation costs
- training costs
- customisation costs
- interface development costs
- regular hosting, processing and service fees
- other regular or one-time fees
- all third-party costs.

A description of the proposed frequency and timing of billing processes during implementation and on an ongoing basis thereafter.

A description of any assumptions made in providing cost estimates.

8. Attachments

A copy of the most recent annual report and audited financial statements of the prospective vendor.

A copy of the certificates of currency for public liability, product liability, workers compensation and professional indemnity insurance.

Proposal evaluation

Proposals will be evaluated against the following factors. In terms of weighting, product functionality will account for 40% of the overall evaluation.

- **Product Functionality:** The suitability of the product(s) against the requirements specified in the RFP.
- **Integration:** The degree of integration across the product(s)/module(s) in the proposed solution.
- **Technical Fit:** The ability for the proposed solution to fit with ACECQA's existing technology and business systems.



- **Usability:** The effectiveness, efficiency and satisfaction of the user experience and the extent to which the proposed solution is efficient, easy to learn and use, and effective for users.
- **Cost:** Value for money of the proposed solution.
- **Vendor Profile / Implementation Support:** The level of experience and capability of the vendor and the proposed implementation scheme to implement the proposed solution within the required timeframes.
- **Vendor Governance / Performance:** The prospective vendor's financial performance, insurance arrangements, status as a legal entity, and compliance with laws generally.
- **Other** (e.g. completeness of proposal, adherence to RFP requirements, other relevant factors).

ACECQA may, at its discretion, request demonstrations by or a meeting with any or all prospective vendors to clarify or negotiate modifications to the proposal.

ACECQA may perform security, probity and financial investigations and procedures as are necessary in relation to prospective vendors, their employees, officers, partners, associates, subcontractors or related entities and their offices, employees and subcontractors. This may include discussions with or visits to customers or subcontractors of any or all prospective vendors, whether or not provided as referees by the relevant prospective vendor.

Key Dates

RFP Released	20 October 2020
Proposal Due Date	5:00pm 23 November 2020
Demos	As required
Award Notice	14 December 2020

Submission

Electronic copies of proposals must be received by **5:00pm 23 November 2020**.

Proposals should be submitted electronically via eQuote (for NSW Government IT Services Scheme suppliers) or directly to the nominated contact person below.

Contact Information

All communications, including any requests for clarification, concerning this RFP should be addressed in writing to the following:

Judy Wesley
Finance Manager
judy.wesley@acecqa.gov.au



Terms and Conditions

Information management

ACECQA's confidential information

Prospective vendors must not, and must ensure that their employees, agents or subcontractors do not, either directly or indirectly record, divulge or communicate to any person any confidential information concerning the affairs of ACECQA or a third party acquired or obtained in the course of preparing a proposal, or any documents, data or information provided by ACECQA and which ACECQA indicates to prospective vendors is confidential or which prospective vendors know or ought reasonably to know is confidential.

ACECQA may require that all written information (whether confidential or otherwise and without regard to the type of media on which such information was provided to prospective vendors) provided to prospective vendors (and all copies of such information made by prospective vendors be:

- returned to ACECQA – in which case prospective vendors will be required to promptly return all such information to the address identified by ACECQA; or
- destroyed by prospective vendors – in which case prospective vendors will be required to promptly destroy all such information and provide ACECQA with written certification that the information has been destroyed.

ACECQA may exclude from further consideration any proposal submitted by a prospective vendor who has engaged in any behaviour contrary to this notice.

Prospective vendor's confidential information

ACECQA will treat as confidential all proposals submitted by prospective vendors in connection with this RFP.

ACECQA will not be taken to have breached any obligation to keep information provided by prospective vendors confidential to the extent that the information:

- is disclosed by ACECQA to its advisers, officers, employees or subcontractors solely in order to conduct the RFP process to prepare and manage any resultant contract;
- is disclosed to ACECQA's internal management personnel, solely to enable effective management or auditing of the RFP process;
- is disclosed by ACECQA within ACECQA's organisation;
- is authorised or required by law to be disclosed; or
- is in the public domain otherwise than due to a breach of the relevant obligations of confidentiality.

Once an agreement is entered into with the successful vendor, the successful vendor's proposal will not necessarily be treated as confidential. Prospective vendors should clearly identify in their proposal the information that they consider should be protected as confidential information should a contract be entered into with them. ACECQA will only consider a request for confidentiality where:

- the information to be protected is identified in specific rather than global terms;
- the information is by its nature confidential; and
- disclosure would cause detriment to the parties concerned.

ACECQA will only keep information contained in, or obtained or generated in performing, any agreement entered into with the successful vendor confidential in accordance with the terms of the



agreement. Prospective vendors should include in their proposal any request for such information to be treated as confidential following the award of contract to it.

Use of proposal documents

All proposals become the property of ACECQA upon submission. Notwithstanding this and without prejudice to anything agreed in any subsequent agreement, ownership of intellectual property in the information contained in a proposal remains unchanged.

However, ACECQA may use any material contained in a proposal, or otherwise provided by the prospective vendor, for the purposes of the RFP process and the preparation and management of any resultant agreement.

Legal compliance

Ethical dealing

ACECQA's policy is to engage in the highest standards of ethical behaviour and fair dealing throughout the RFP process. ACECQA requires the same standards from those with whom it deals.

Proposals must be compiled without improper assistance of current or former officers, employees, contractors or agents of ACECQA and without the use of information improperly obtained or in breach of an obligation of confidentiality.

Prospective vendors must not:

- engage in any misleading or deceptive conduct in relation to their proposals or the RFP process;
- engage in any collusive responses, anti-competitive conduct, or any other unlawful or unethical conduct with any other prospective vendor, or any other person in connection with the preparation of their proposal or the RFP process;
- attempt to solicit information from or influence improperly any current or former officer, employee, contractor or agent of ACECQA, or violate any applicable laws regarding the officer of inducements in connection with the RFP process; or
- otherwise act in an unethical or improper manner or contrary to any law.

ACECQA may exclude from consideration any proposal lodged by a prospective vendor that has engaged in any behaviour contrary to this notice. In addition, ACECQA may refer the matter to relevant Commonwealth, State or Territory authorities. This right is in addition to any other remedies ACECQA may have under law or in any agreement with a successful vendor.

Conflicts of interest

Prospective vendors should represent and declare whether, at the time of lodging their proposal, a conflict of interest concerning itself or a related entity exists, or might arise during the term of the agreement or in relation to the proposal.

A conflict of interest means any matter, circumstance, interest, or activity affecting the prospective vendor (including the offers, employees, agents and subcontractors of the prospective vendor) which may or may appear to impair the ability to the prospective vendor to perform the agreement diligently and independently.



A conflict of interest may exist if:

- prospective vendors or any of their personnel have a relationship (whether professional, commercial or personal) with ACECQA's personnel involved in the evaluation of proposals; or
- prospective vendors have a relationship with, and obligations to, an organisation which would affect the performance of the agreement or would bring disrepute to or embarrass ACECQA.

If at any time prior to entering into the agreement, an actual or potential conflict of interest concerning itself or a related entity arises or may arise for any prospective vendors, they should immediately notify the point of contact.

If a conflict of interest arises, ACECQA may:

- exclude the prospective vendor from further consideration;
- enter into discussions to seek to resolve the conflict of interest; or
- take any other action it considers appropriate.

Application of law

Prospective vendors are considered to have familiarised themselves with all relevant Commonwealth legislation and policies relating to the RFP process and the provision of services including:

- the *Freedom of Information Act 1982* (Cth) as applied by the *Education and Care Services National Law* which requires ACECQA to provide access to certain documents in its possession;
- the *Ombudsman Act 1976* (Cth) as applied by the *Education and Care Services National Law* which authorises the NECS Ombudsman to investigate the administrative actions of ACECQA and to investigate the actions of certain contractors; and
- the *Privacy Act 1988* (Cth) which aims to ensure that contractors and their subcontractors do not engage in an act or practice that would breach the Australian Privacy Principles if done by ACECQA. The Privacy Act also imposes obligations directly on contractors and subcontractors to comply with the Australian Privacy Principles
- the *State Records Act 1998* (NSW).

ACECQA will not enter into an agreement with prospective vendors:

- that have been named in Parliament as not complying with the *Workplace Gender Equality Act 2012* (Cth).



Finance system requirements

Overview

ACECQA requires the proposed finance system to provide full financial management capabilities, including financial accounting of all transactions through the general ledger, accounts payable, accounts receivable modules, as well as the ability to accurately track cash flow and financial resource usage in order to comply with all laws, statutory regulations, accounting standards and funding requirements.

Optimise financial controls

To optimise financial controls, the system must be able to:-

- a) ensure segregation of duties via role set up for general ledger journals, vendor and customer maintenance
- b) accommodate formal financial delegations existing in ACECQA to be accurately reflected in the system for approving of purchases at requisition, order and invoice levels
- c) define access at user profile level to ensure accurate assignment of task and visibility of financial data/information to reflect financial accountability (e.g. to restricted cost centres)
- d) maintain data integrity when exporting financial data/information out from the system (e.g. payment batch file to be imported by financial institution)
- e) provide workflows which incorporate all tasks from start to finish allowing appropriate levels of access by personnel relevant to each stage of the workflow, and that the personnel are able to easily complete their tasks once they have been adequately trained
- f) ensure efficient and easy processing of purchases from requisition to payment
- g) ensure efficient debtor management including ability to automate basic collections activity should the need arise in the future
- h) integrate payroll and financial delegations information from iChris without compromising data integrity*
- i) integrate with Salesforce for relevant goods and services sales information without compromising data integrity*

Financial reporting at consolidated and cost centre levels

The system must have an easy to use suite of standard reports which may be produced in real time and by selection of a set of relevant mandatory parameters such as date range, data pool, and cost centre. These reports must be pre-formatted to comply with Australian accounting principles and standards.

There should also be an ability to easily create custom reports specific to ACECQA's requirements and should include an ability to format to comply with the branding style guide.

All reports must be able to be created at various levels of consolidation: whole entity, department, cost centre with the ability to drill down to transaction level.



Reports must also be able to compare to budget, prior year and multiple numbers of forecasts.

Reporting should also accommodate date ranges outside of the current financial year as well as monthly, quarterly, biannually and annually.

Reports should be available in various formats at the very least PDF and excel formats.

Reports should also be able to be emailed without loss of integrity of data or format.

Enhanced ability for analysis

The system should be able to provide an enhanced analysis capability through the ability to extract transactions by department, cost centre, project with the ability to drill down to the transaction. Additionally, there should be the ability to upload multiple supporting documents that can be viewed to further verify the transaction.

There should also be the ability to create dashboards that provide real time information on relevant key matrix in an easy to understand format.

Ease of creating budgets and forecasts at consolidated and cost centre levels

Creation of budgets should be an easy process to be created at the cost centre or project levels and enable consolidation to various levels such as department or whole entity.

There should be an ability to generate a pro-forma budget based on current actuals and forecast data with a percentage change for revenue and expense items.

Forecasting should be also a prebuilt function whereby the system will drop in actuals once forecast period has been selected.

Notes and files in various formats should be able to be uploaded to line items in support of the budget/forecast set.

Budgets and forecast reporting available at all levels to be in various formats for exporting or emailing in real time. Also allow for roll up or drill down to line items.

Data management and security

The system should be cloud based with high level security in both accessing data and storage of data.

The setting up and maintenance of user access should be able to reflect the financial delegation rules present in ACECQA.

User access profile should enable limitations by function, cost centre, type of data and level of detail as well as ability to restrict to only view/read.

Data exported out of the system should maintain its integrity especially the payment file.

The system should have the ability to integrate with ACECQA's content management system (MicroFocus CM9).



Unless indicated otherwise, it is assumed that the below functions / capabilities can be carried out by the client without vendor intervention. The prospective vendor's proposal should indicate where the client is not able to perform the function without vendor intervention.

***Denotes a desirable capability.**

Group A – Requisition / Purchase Order and Accounts Payable capabilities

Capability A1 – Managing requisition and purchase order process

The system must:

- a) have workflows for raising procurement requisitions, managing approval based on financial delegation limits, and automatically generating appropriate purchase order upon approval
- b) allow one requisition to have multiple vendors, which means the system will generate multiple purchase orders (i.e. a purchase order for each vendor)
- c) providing configurable purchase order template for ACECQA logo and branding
- d) have capability for setting up data validation on selected fields (e.g. mandatory on description, purchase amount and cost centre)
- e) have capability to duplicate recurring POs, input multiple lines by copy and paste function or using a template
- f) allow multiple files (e.g. emails, PDFs, pictures) to be attached to the requisition as supporting documents
- g) have reporting capability on purchase orders raised, pending, approved, received, etc. by user, by date range, by vendor, by amount
- h) allow customisation on requisition or purchase order to include additional fields for reporting (e.g. a yes/no tick box to indicate a formal contract was signed).

Capability A2 – Managing vendor master file

The system must:

- a) have workflow for adding new vendors or updating existing vendor data which takes into consideration of segregation of duties (i.e. review and approval process)
- b) recognise possible duplicate vendor
- c) have capability for setting up data validation on selected fields (e.g. ABN, email address, etc.)
- d) allow multiple files (e.g. emails, invoices) to be attached to the workflow as supporting evidence
- e) have capability to automatically inactivate vendor base on its last transaction date
- f) have capability to delete inactive vendor and maintain system data integrity
- g) have audit trail report on changes to vendor master file (e.g. vendor creation, existing vendor amendment)



- h) have reporting capability on vendor summary, vendor details, the date of vendor's last transaction with the client, etc.

Capability A3 – General Accounts Payable capabilities

The system must have the capability for the client to:

- a) input vendor invoices and credit notes, both by purchase order conversion as well as direct invoice entering
- b) automatic match of invoice with receipts if a vendor invoice is purchase order based
- c) input the cost allocation of invoice via a template or via copy and paste function
- d) duplicate recurring invoices
- e) have GST calculated by default based on GST profile in vendor master file, and also allow for manual overwrite
- f) allow multiple files and in various formats (e.g. emails, invoices) to be attached to the invoice as supporting evidence
- g) process payment run either by invoice due date automatically or by manual selection
- h) send out remittance advice manually or automatically after the payment run
- i) generate posting batch, provide a configurable data validation report, allow segregation of duties (i.e. reviewing and approval of the batch) before posting
- j) generate various configurable reports on summary and detailed aged trial balances, invoices, payments, purchase analysis etc.

Capability A4 – Managing GST and Business Activity Statement (BAS) reporting requirement

The system must be capable of:

- a) supporting all Australian taxation requirements on GST, including producing necessary documentation and reports ready for submission as required
- b) maintaining GST tax tables
- c) allowing for manual adjustments to correct taxation.

***Capability A5 – OCR (optical character recognition) capabilities**

The system is capable of:

- a) reliably and consistently scanning, capturing and extracting information from vendor digital invoice files (either PDF or Word / Excel documents) and automatically populating the related data input fields
- b) matching up the correct general ledger codes to a specific vendor or transaction type
- c) validating invoice data for greater accuracy
- d) triggering alerts (e.g. missing vendor ABN) for manual intervention.

Group B – Accounts Receivable capabilities

Capability B1 – General Accounts Receivable capabilities

The system must be capable of:



- a) allowing the client to enter / void sales invoices and debit notes, both sales order based and direct invoices
- b) allowing multiple files (e.g. emails, PDF, Word documents) to be attached to sales orders and invoices as supporting evidence
- c) providing configurable invoice template for ACECQA branding
- d) allowing sufficient number of characters in the invoice description and item description
- e) generating invoices in PDF format and allow emailing without affecting data integrity
- f) allowing invoice data input using a template or via copy and paste function
- g) allowing for duplicating recurring invoices
- h) have GST calculated by default based on GST profile in debtor master file, and also allow for manual overwrite
- i) generating posting batch, providing configurable data validation report, allowing segregation of duties (i.e. reviewing and approval of the batch) before posting
- j) providing configurable reports on summary and detailed aged trial balances, invoices, receipts, sales analysis etc.

Capability B2 – Managing debtor master file

The system must:

- a) have workflow for adding new debtor or updating existing debtor data which takes into consideration of segregation of duties (i.e. review and approval process)
- b) recognise possible duplicate debtor
- c) allow multiple files (e.g. emails, invoices) to be attached to the workflow as supporting evidence
- d) have capability to automatically inactivate debtor based on its last transaction date
- e) have capability to delete inactive debtor and maintain system data integrity of past activity
- f) have audit trail report on changes to debtor master file (e.g. debtor creation, existing debtor amendment)
- g) have reporting capability on debtor activity summary and in detail, the date of debtor's last transaction with the client, etc.

Capability B3 – Managing GST and Business Activity Statement (BAS) reporting requirement

The system must be capable of:

- a) supporting all Australian taxation requirements on GST, including producing necessary documentation and reports ready for submission as required
- b) maintaining GST tax tables
- c) allowing for manual adjustments to correct taxation.

Group C – Cash Management capabilities

Capability C1 – Integration capabilities

The system must be capable of integrating seamlessly with:



- a) Accounts Payable module to process vendor payments and allocating payments to the related vendor invoices
- b) Accounts Receivable module to process debtor receipts and allocating receipts to the related debtor invoices
- c) General Ledger to update bank balances for transactions processed within this module, e.g. stand-alone payments / receipts.

Capability C2 – Banking capabilities

The system must be capable of:

- a) maintaining at least one operational bank account, which is linked to General Ledger, Accounts Payable, Accounts Receivables modules
- b) processing vendor payments by creation of EFT files and Bpay files based on the details contained in the vendor master file, and in a format which can be uploaded into the banking portal (i.e. Westpac)
- c) having security controls in place to prevent file tampering
- d) processing debtor receipts
- e) importing transaction files from bank to facilitate receipting and bank reconciliation.

Capability C3 – Cash flow reporting capabilities

The system must be capable of providing analytical information relating to cash flow for any given period and its source for both past and future dates.

Group D – Managing Fixed Assets

Capability D1 – Integration capabilities

The system must be capable of integrating with:

- a) Accounts Payable module to facilitate the creation of new assets by linking assets with related vendor invoices and purchasing value
- b) General Ledger module to post journals for depreciation, sales of asset, evaluation with preconfigured journals. The journals should be compliant with relevant Australian accounting standards.

Capability D2 – Managing Fixed Assets

The system must be capable of:

- a) handling asset registration, including asset identification codes, descriptions, serial numbers, values, locations, dates, custodian, depreciation methods, GL codes, and asset life periods
- b) providing choice of user-defined codes for classification, e.g. category, department, class for reporting purposes
- c) allowing multiple files and in various formats (e.g. emails, invoices) to be attached to assets



- d) handling assets revaluation, including bulk updating net book value, residual useful life, etc.
- e) calculating / recalculating and projecting depreciation based on useful life
- f) projecting and reporting the retirement of assets based on their useful life to facilitate assets replacement management
- g) providing preconfigured reports including the fixed assets register, depreciation table, asset assignment, entries for addition and disposal of assets with reasons (e.g. sale, write off, obsolescence, end of life, etc.)

Group E – General Ledger capabilities

Capability E1 – Flexible Chart of Accounts

The system must be capable of:

- a) providing a flexible multi-dimensional Chart of Accounts structure to cater for natural accounts, department / cost centres, project codes, funding sources etc.

Capability E2 – Managing general journals

The system must be capable of:

- a) providing various pre-designed journal entry formats to speed up entry and simplify the posting process. These include recurring journal entries, automatic allocation journal with a preconfigured allocation perimeter (e.g. %), template journal entries, and having automatic reversal option. Journals may also be populated directly or by using copy and paste function
- b) allow multiple files and in various formats (e.g. emails, invoices) to be attached to the journal as supporting evidence
- c) allowing segregation of duties by separating data entry and approval/posting tasks to different user roles / profiles which can be predefined in the system
- d) providing data validation on journals (e.g. debits must equal to credits, block manual journal entry to system linked accounts, for example, into Trade Debtors or Trade Creditors) before saving and posting
- e) allowing journals to be posted to future periods
- f) keeping full audit trails on journal creation, approval/ posting by user, date and time
- g) keeping a fiscal calendar, accounting period control and closing which can prevent journals being posted to any closed period, automatic year-end posting to retained earnings account
- h) Providing 'drill down' inquiries from any balance to source transactions and documents (for example: invoices, purchase orders, or projects)

Capability E3 – Reporting

The system must be capable of:

- a) providing 'drill down' inquiries to source transactions and documents (for example: invoices, purchase orders, or projects)



- b) providing a set of preconfigured financial reports, including trial balance, P&L, Balance Sheet and Cash Flow statement
- c) providing a self-contained financial report writer under user control for flexible single or multiple period reporting, divisional consolidation capable of roll-ups and drill downs, project tracking, period comparatives, budget vs actual comparative, budget vs forecast comparative reports using user-defined periods
- d) *providing report format and branding capability using various logos, and being formatted using font and shading which reflects ACECQA's style guide
- e) previewing reports on screen and exporting reports in various formats, e.g. CSV, Excel, PDF etc.

Group F – Budgeting and forecasting capabilities

Capability F1 – Budgeting and forecasting building

The system must be capable of:

- a) building a consolidated budget / forecast by consolidation of individual department / cost centre, project budgets / forecast
- b) allowing multiple notes, files and in various formats (e.g. emails, invoices) to be attached to budget line items
- c) building / repopulating forecasts from the combination of actuals and budget, facilitating a rolling forecast process using user defined period (e.g. months and years)
- d) calculating budget items in system using key matrix such as headcounts, FTE, output units such as hours, number of items, signed contracts, etc.
- e) being included in General Ledger reporting regime, reportable for single or multiple periods, comparing with actuals, and providing various levels of rolling up and drilling down based on chart of accounts.

Group G – Administration and user management capability

Capability G1 – Managing users

The system must be capable of:

- a) creating user accounts and linking accounts to Active Directory profiles for single sign-on purposes
- b) locking out, deactivating and reactivating user accounts by an administrator
- c) configuring user privileges through security profiles for roles/positions within the organisational structure, groups of users or individual users
- d) Bulletin board and/or dashboard for posting messages visible to users
- e) *enabling dual authentication security on logging in.

Capability K2 – Managing workflows

The system must be capable of:

- a) providing built-in approvals for multiple hierarchy levels



- b) providing for approvals by role, where anyone assigned to the role can approve incoming requests
- c) allowing reallocation or delegation of tasks from one approver to another
- d) allowing assignment of observers and email recipients to workflow processes
- e) sending email notices to approvers to alert a request requires attention
- f) sending email notices to the initiator once a request is approved
- g) viewing outstanding workflow transactions in various states such as pending or complete
- h) out of office designations to automatically manage workflows during absences
- i) cancelling pending workflows
- j) using audit trails to capture all modifications to debtors' and creditors' master files
- k) capturing user, date and time data as the workflow progresses through stages
- l) viewing summary statistics about workflow activity.

Capability G3 – Technical and security requirements

The system must be capable of:

- a) being provided to ACECQA as a cloud based solution with its security standards complying with the Australian Government Information Security Manual
- b) integrating with Active Directory to provide single-sign on functionality.

The vendor must be able to:

- a) provide assurances as to the availability and responsiveness of the system and support services during ACECQA's core operating hours between 7am and 7pm on Monday to Friday
- b) provide assurances as to their compliance with privacy legislation, including measures implemented within the system and hosted environment in support of compliance, including any certifications or compliance with relevant standards such as ISO27001 and ISO27002
- c) in the event of a disaster affecting the vendor's operations, restore the system and support services within 48 hours (matching the requirements of ACECQA's Business Continuity Plan).

In addition, the vendor must address the follow questions in its submission:

- a) As a part of the proposal, what type of data and how many years of history will the vendor import into the system?
- b) Is the vendor on the Australian Government ICT Procurement Panel (hosted by DTA)?
- c) Where the vendor's data centres are located and where is the data stored?
- d) How does the vendor comply with Australian privacy requirements?
- e) Are there any industry standards that the vendor is certified as meeting?
- f) What external security audit and certification processes is the vendor subject to?
- g) What level of availability and redundancy does the vendor have for their data centres and the data they hold?
- h) What capability does the vendor have to integrate the system with ACECQA's HR system (i.e. iChris) to receive organisational structure information to facilitate the user setup for financial delegations and approvals in its work flows?



- i) What capability does the vendor have to integrate the system with ACECQA's content management system (MicroFocus CM9)?
- j) How does the vendor give assurance that it has not retained any records or information after the termination of the contract?

Group G – *Other capabilities

The system is capable of:

- a) separately managing employee expenses
- b) separately managing travel expenses
- c) project management capabilities for revenue and expenses, including workflow for internal order of resources, salary recharge, project reporting, etc.

***Denotes a desirable capability.**

TEMPLATE LETTER OF TRANSMITTAL

[Insert date]

Ms Angela Buchanan
Chief Operating Officer
ACECQA
Level 6, 175 Liverpool St
SYDNEY NSW 2000

FINANCE SYSTEM AND RELATED SERVICES PROPOSAL

Dear Ms Buchanan

Please find attached our proposal from the entity/ies defined in **Attachment A** in response to ACECQA's Request for Proposal (RFP).

Our proposal deals with the following capabilities outlined in the RFP document [\[delete as applicable\]](#):

- Group A – Requisition / Purchase Order and Accounts Payable: [\[insert brief details / references\]](#)
- Group B – Accounts Receivable: [\[insert brief details / references\]](#)
- Group C – Cash Management: [\[insert brief details / references\]](#)
- Group D – Fixed Assets: [\[insert brief details / references\]](#)
- Group E – General Ledger: [\[insert brief details / references\]](#)
- Group F – Budgeting and forecasting: [\[insert brief details / references\]](#)
- Group G – Administration and Technical Requirements: [\[insert brief details / references\]](#)

Our proposal is an offer to provide services on the terms and conditions set out in the proposed agreement, subject to any exceptions noted in **Attachment B**. This offer remains open for acceptance by ACECQA for three months.

In submitting this proposal, we request that the information outlined in **Attachment C** is treated as confidential through the RFP process and after the award of any agreement.

Yours sincerely

[Insert signature block]

ATTACHMENT A

Prospective Vendor's Details

Full name of prospective vendor:
Trading or business name:
Type of entity:
Length of time in operation:
Contact who is authorised to represent and legally bind the prospective vendor (including name, address and other contact details):
If a company
The registered office:
The principal place of business:
The date and place of incorporation and the Australian Company Number (or equivalent, if not registered as a company in Australia):
Individual shareholders holding 20 per cent or more of any issued share capital:
Any related companies within the meaning of section 50 of the Corporations Act 2001 (Cth) (or equivalent, if not registered as a company in Australia):
If a trustee

Provide details of the relevant trust including a copy of the relevant trust deed (including any variations to that deed):

If a partnership

Provide details of the relevant partnership including a copy of the relevant partnership agreement:

Subcontractors

Please include a full explanation of any part of the Services which the Applicant intends to subcontract to another entity, including the entity to which it intends to subcontract, the services the subcontractor would perform, any existing or past relationship between the subcontractor and any particular expertise or experience of the subcontractor.

ATTACHMENT C

Request to Keep Information Confidential

Prospective vendors may request that information be treated as confidential during the RFP process and following the award of an agreement to it.

Item	Period of Confidentiality	Reason why it is necessary to keep information confidential