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Tender

## **Dynamics 365 Finance & Operations Property Management Add-on/Integration**

Transport for Wales

F02: Contract notice

Notice identifier: 2024/S 000-031267

Procurement identifier (OCID): ocds-h6vhtk-04a45b

Published 1 October 2024, 8:53am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Transport for Wales

3 Llys Cadwyn, Taff Street

Pontypridd

CF37 4TH

#### **Email**

[procurement@tfw.wales](mailto:procurement@tfw.wales)

#### **Telephone**

+44 2921673434

#### **Country**

United Kingdom

## **NUTS code**

UKL - Wales

## **Internet address(es)**

Main address

<http://tfw.wales>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA50685](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA50685)

## **I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etenderwales.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk>

## **I.4) Type of the contracting authority**

Body governed by public law

## **I.5) Main activity**

Other activity

Public transport

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Dynamics 365 Finance & Operations Property Management Add-on/Integration

Reference number

C001069.00

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

TfW is looking to onboard a property management add on which can be implemented alongside Dynamics 365 to deliver all property managements functions currently carried out by a 3rd Party provider. This will ensure complete control of end-to-end processes compared to previous years of outsourcing services. TfW are looking to procure the services of a company who can support the implementation and maintenance of the add-on and align its functions to integrate our operational to finance processes with the current TfW D365 F&O instance (environments).

#### **II.1.5) Estimated total value**

Value excluding VAT: £300,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48430000 - Inventory management software package
- 48440000 - Financial analysis and accounting software package
- 48445000 - Customer Relation Management software package
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72200000 - Software programming and consultancy services
- 72210000 - Programming services of packaged software products
- 72212100 - Industry specific software development services
- 72212451 - Enterprise resource planning software development services
- 72227000 - Software integration consultancy services
- 72254000 - Software testing
- 72261000 - Software support services
- 72263000 - Software implementation services
- 72265000 - Software configuration services
- 72267000 - Software maintenance and repair services
- 72267100 - Maintenance of information technology software

### **II.2.3) Place of performance**

NUTS codes

- UKL - Wales

### **II.2.4) Description of the procurement**

Full details of the requirement available in the tender documentation.

TfW are looking for an experienced Microsoft approved add on partner to implement a Property Management add-on alongside their Dynamics 365 F&O system that meets the following requirements:

#### Operational Requirements

Solution must have:

Add and manage tenant records

Ability to raise core invoices

Ability to review historic data per property to include tenant payment history, passed events and lease details

Ability to handle renewal information.

Ad hoc Billing availability, for example ability for on-off charges and manual inputs.

Manage events for rent reviews and lease expiries and break options.

Payment capabilities for headlease rents and other charges.

Ability to view a summary of terms and conditions per agreement and tenant.

Portfolio growth ability over time.

Visibility to view property / unit / lease history and tenant information.

Task functionality to notify surveyors of required tasks.

Track overdue and time critical events to ensure they are monitored, this can be managed through a task highlight on the dashboard and a notification sent out to the surveyor.

Must have clear and fully integrated interface with Dynamics 365 Finance and Operations.

Recurrence cycle of each contract.

Manual and Automated capabilities need to be available for billing.

Ability to charge tenant for dilapidations.

Upload capability for statutory inspection results or energy performance certificates.

One stop Tennant view with an overview of key details, events, lease terms and relevant supplier links.

Provisions made for 15 – 20 operational users.

Be a Microsoft approved add-on partner.

Solution should have:

Station breakdown structure/floor plans with detail needs to be available as live data.

Mobile /Tablet app or availability to view and update while on site, offline functionality would be desirable.

Finance Requirements

Solution must have:

Ability to interface with TfW's Dynamics F&O system to produce core accounting reports such as Aged Debtors, Revenue recognition, etc.

Interlink easily with treasury function to ensure streamlines approach to cash collection.

Accounting to Project ledger & General Ledger – impacts financial statements.

Automated and Manual invoice capabilities.

Ability to handle consolidated invoices.

Direct Debit capabilities.

Deposit record keeping.

Dunning letter and chasing capabilities.

Must support IFRS, and specifically IFRS 16.

Manage invoices, calculate revenue, expenses.

Matching rent collections to the accounts receivable invoices.

Financial Dimensions

Core finance – Accounts receivable, accounts payables recharges, etc.

Support credit control. (credit limits and credit holds)

Accounting Standards Compliance.

Interest rates and Charges for Late payments.

Provisions made for 5 – 10 finance team users.

Support and interface to ensure bank reconciliation.

Testing and Implementation of the Real Estate Management module.

Data migration from current system into new module.

Security roles to be tested and implemented.

Azure Dev Ops (ADO) processes for deployment.

Upgrades to be in line with Microsoft release waves and schedules.

The ability to archive data in line with the TfW retention policy.

The supplier would need to complete the implementation / testing / staff training of the Property Management function ready for handover to TfW by 1st April 2025 at the latest.

The successful supplier will build and implement a system that satisfies the following non-functional requirements (please see ITT Volume 3 for full detailed non-functional scope)

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eTender Wales reference: project\_57382 and itt\_113362.

## **II.2.5) Award criteria**

Quality criterion - Name: Property Management Accountancy System / Weighting: 10%

Quality criterion - Name: Functional Requirements / Weighting: 20%

Quality criterion - Name: Timelines / Weighting: 10%

Quality criterion - Name: Delivery Approach / Weighting: 5%

Quality criterion - Name: Support / Weighting: 10%

Quality criterion - Name: Alignment with Wellbeing of Future Generations Act Objectives / Weighting: 10%

Price - Weighting: 35

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Option to extend for up to two periods of 12 months each.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No



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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

As per the tender documentation.

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As per the tender documentation

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

30 October 2024

Local time

12:00pm

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English, Welsh

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

30 October 2024

Local time

3:00pm

Place

Will be opened electronically through eTender Wales platform.

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: A new procurement shall not take place until the initial term and potentially the optional extensions. this will be a three year initial term with the option to extend for up to two periods of 12 months each.

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Full tender documentation can be accessed via the eTender Wales sourcing platform at:  
[etenderwales.bravosolution.co.uk](http://etenderwales.bravosolution.co.uk)

Please use project code project\_57382 and ITT code itt\_113362 to access the tender documentation and register to for this opportunity.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at  
[https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=144916](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=144916)

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

As per the tender documentation

(WA Ref:144916)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom