

**INVITATION TO TENDER**

**Finance Software Provider**

**Date: 7th February 2025**

**Version 1.0**

**Executive Summary:**

This is an Invitation to Tender (ITT) for the provision of the Herefordshire & Worcestershire Chamber of Commerce (HWCC) finance software. Companies are invited to quote for the development and implementation of a new finance system and thereafter its ongoing monthly support.

**Background Information:**

HWCC is a not for profit, membership organisation that is looking to change their finance software from its current system that has reached end of life. The current software is an on-premise SQL system where the sales function integrates with the Chamber cloud based CRM system (Microsoft Dynamics). This current integration is an on premise service which uses both the Dynamics and Finance Software APIs’.

All sales are captured initially within the Chamber CRM system which integrates with the finance system to generate a sales invoice. This integration is two way, meaning specific data in Dynamics must be replicated in the finance software such as account and contact details and specific data is passed back to the CRM system such as sales invoice reference numbers.

Along with accounts receivable, the current software manages the general ledger and accounts payable, enabling the production of monthly management accounts for the Leadership Team and the Board of Directors.

Members who choose to pay their membership fees by either monthly or annual direct debit currently do this via Go Cardless, and Fixed Assets are managed via a separate system, both of which are not integrated with the finance software.

**Scope of Work:**

HWCC is looking for new finance software that will provide process efficiencies and seamlessly integrate where necessary with other systems.

**The key objectives for the finance software are:**

* To seamlessly integrate with the Chamber CRM System.
* To provide process efficiencies via the automation of accounting treatments such as deferred income and prepayments.
* To provide all or some integration with Go Cardless (or another provider) to assist with the management and collection of monthly and annual direct debit payments.
* To provide monthly management reports.
* To assist with the preparation of budgets and forecasting.
* To assist with the management of debtors and debt collection.
* To have an integrated accounts payable approval process.
* To manage and account for HWCC fixed assets.

# ****Business requirements:****

* Must offer a cloud based, futureproof solution with options for customisation.
* Must have extensive experience with Azure and third party API.
* Must provide comprehensive support and training.
* Must adhere to industry standards such as ISO27001 and GDPR.
* Must have proven track record of high system performance, robust data backup and disaster recovery plans.
* Must have the ability to provide an archive solution for current financial data.

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| **Action** | **Date** |
| Invite to Tender released | 14th February 2025 |
| Tender deadline | 28th February 2025 |
| Shortlist | 3rd March 2025 |
| Notification of results of shortlisting | 3rd March 2025 |
| Interviews | w/c 10th March 2025 |
| Preferred supplier chosen | 21st March 2025 |

**Specifications:**

Suppliers must meet all requirements listed in the ‘Business Requirements’ section above, which should be evidenced in their quote/proposal.

# ****Supplier Background:****

# Each supplier must provide relevant references.

* If applicable, appropriate qualifications.
* To provide several case studies/testimonials from previous clients.
* A short professional bio.

# ****Chamber Membership:****

# As the Chamber is a local business support, not-for-profit membership organisation, it is preferred that all suppliers must hold a valid Chamber membership throughout the duration of managing the Chamber finance system.

The successful supplier to the tender will also be required to sign a Chamber Supplier Contract, detailing provision of the fee and other general terms and conditions.

# Submission Process:

# Each tender submission will be processed after the deadline date, with successful candidates shortlisted and invited to the Chamber for an informal interview to discuss the tender application further. Successful shortlisted candidates are asked to bring with them examples of previous work and testimonials along with any other relevant supporting data to their interview. A demonstration of their recommended solution will also be required.

# All applicants will be contacted via email if successful and have made it through to the shortlisting stage.

# All tenders should include your estimated price for the developing, maintenance and support of the system, including all relevant licencing requirements, plus a daily rate for future development work.

**Contacts:**

Responses to the tender should be sent to Tanya Cunningham, Director of Finance [tanyac@hwchamber.co.uk](mailto:tanyac@hwchamber.co.uk)