Co-operative housing Ireland

Request for Tenders for the provision of Reseller and Implementer Services for Microsoft Dynamics 365 Business Central Finance Management System (CHI/0005/2026)		
Question	**Query**	**Response**
1	Please clarify what is considered compliant with the following requirement: *"I confirm that our organisation is currently a Microsoft Business Partner (Business Applications) - Small and Midsize Business Management (or equivalent)"* Microsoft has 6 solution partner designations including one called Business Applications. Is this sufficient to meet this requirement?	Please note, in regard to Part 3.2.3 of the RFT, requiring Tenderers to hold *Microsoft Business Partner (Business Applications) – Small and Midsize Business Management (or equivalent)*, the Contracting Authority will consider the following to be compliant: • The organisation holds the current Microsoft Solutions Partner for Business Applications designation via the Small and Midsize Business Management or Enterprise pathway. Other Microsoft Solutions Partner designations (i.e. Data & AI, Digital & App Innovation, Infrastructure, Security, Modern Work) are not considered equivalent to this requirement.
2	***Q1. Selection Criteria - Accreditation/Certification (RFT Section 3.2.3; Tender Response Document Part A.6)*** Section 3.1 of the RFT provides that a Tenderer relying on the capacity of other entities for the purposes of fulfilling any of the Selection Criteria in Part 3.2 may do so, subject to each such entity submitting a separate ESPD and to the Tenderer providing proof that the entity will place the necessary resources at its disposal. Section 3.2.3 requires Tenderers to submit evidence that they hold Microsoft Business Partner (Business Applications) - Small and Midsize Business Management (or equivalent), and Part A.6 of the Tender Response Document provides a Yes/No confirmation expressed in respect of "our organisation".	Please note for this Selection Criteria requirement the following will apply: • the accreditation must be held by the Tenderer itself (or, in the case of a consortium, by the lead entity) in its own name.

	Please confirm which of the following applies: a) a Tenderer may satisfy the accreditation requirement at Section 3.2.3 by relying on the Microsoft Business Partner status of another entity in accordance with Section 3.1, that entity submitting a separate ESPD together with an undertaking that it will place the necessary resources at the Tenderer's disposal; b) the accreditation may be held by the Tenderer's delivery partner, where that partner is named as a subcontractor and will perform the reseller and implementation elements of the Services, without the Tenderer formally relying on that partner's capacity under Section 3.1; or c) the accreditation must be held by the Tenderer itself (or, in the case of a consortium, by the lead entity) in its own name. If (a) or (b) applies, please confirm how the Contracting Authority wishes this to be recorded at Part A.6 of the Tender Response Document, given that the confirmation there is expressed in respect of the Tenderer's own organisation.	
3	***Q2. Selection Criteria - Technical and Professional Ability (RFT Section 3.2.2; Tender Response Document Part A.4)*** Section 3.2.2 requires Tenderers to demonstrate two contracts for Microsoft Dynamics 365 Business Central Finance Management Systems completed within the last three years, at least one of which was with an Approved Housing Body, local authority, government department, registered charity or equivalent social or community housing body. Part A.4 of the	Please note for this Selection Criteria requirement the following will apply: • the reference contracts must have been delivered by the Tenderer itself (or, in the case of a consortium, by the lead entity) in its own name.

	Tender Response Document provides templates for Reference Contract 1 and Reference Contract 2 but does not identify the entity by which each contract was delivered. Please confirm which of the following applies: a) a Tenderer may satisfy the requirement at Section 3.2.2 with contracts delivered by another entity on whose capacity it relies in accordance with Section 3.1, that entity submitting a separate ESPD together with an undertaking that it will place the necessary resources at the Tenderer's disposal; b) the reference contracts may be those of the Tenderer's delivery partner, where that partner is named as a subcontractor at Part A.3 of the Tender Response Document and will perform the reseller and implementation elements of the Services; or c) the reference contracts must have been delivered by the Tenderer itself (or, in the case of a consortium, by the lead entity) in its own name. If (a) or (b) applies, please confirm how the delivering entity should be identified within the Reference Contract templates at Part A.4, and whether the sector requirement in respect of at least one contract may likewise be met by that entity.	
4	***NEC Housing Integration Scope*** Can CHI provide a detailed list of all data and transactions that must be exchanged between NEC Housing and the proposed Finance Management System, and identify which interfaces are required to be real-time, near real-time or batch processed?	The current expectation is that NEC Housing will remain a key operational housing system and that integration with the proposed Finance Management System will be required for relevant financial, banking, property, tenancy, rent, customer, supplier and transaction-related data flows. Detailed interface design, including final data mapping, frequency, controls, exception handling and reconciliation

		requirements, will be confirmed during discovery and design with the successful tenderer. Tenderers should set out their proposed approach for real-time, near real-time and scheduled batch integration, including assumptions, dependencies and any constraints.
5	***NEC Technical Architecture*** Can CHI provide API documentation, interface specifications and technical architecture details for NEC Housing, including any existing integrations with Castleton Financials?	CHI is not providing detailed NEC Housing API documentation, technical architecture, security configuration or legacy interface specifications through the public clarification process. Relevant non-confidential information on the expected integration scope is set out in the tender documentation and related clarification responses. Tenderers should base their proposals on the requirement to integrate the Finance 6Management System with NEC Housing and to support appropriate data exchange, controls, validation, reconciliation and exception handling. Detailed technical design, API documentation, data mappings, interface specifications and any information relating to the existing Castleton Financials interfaces will be confirmed during discovery and design with the successful tenderer, subject to NEC/vendor constraints, security requirements and appropriate confidentiality arrangements. Tenderers should clearly state any assumptions, dependencies, licensing implications and recommended integration components, including where optional APIs, connectors or middleware are proposed.
6	***Ownership of Master Data*** Can CHI confirm which system will be the system of record for tenants, properties, units, suppliers, customers and rent accounts following implementation?	NEC Housing will be the primary system of record for tenants, properties, units, and rent accounts. Housing Asset Maintenance Contractors will be cross-referenced/integrated to the FMS vendor/supplier onboarding platform. The target operating model is that each master data set will have a clearly defined system of record, with integration used to share

		approved data where required. At this stage, CHI expects housing-related records such as tenants, properties, units and rent accounts to remain primarily managed within the housing system, while finance master data required for statutory accounting, procurement, payments and financial reporting will be managed within the Finance Management System. Final ownership, data stewardship, approval workflows and integration rules will be confirmed during design.
7	***Loan Management Expectations*** Does CHI expect the Finance Management System to provide a complete loan management capability, including loan administration, repayment schedules, covenant monitoring, interest calculations and lender reporting, or would simple loan tracking using dimension tags to show all payments with calculations happening outside the system suffice?	CHI requires the solution to support effective loan visibility, control, reporting and auditability. Tenderers should set out the extent to which their proposed solution can support loan administration, repayment scheduling, interest calculations, lender reporting and associated controls. CHI has a separate system for loan covenant reporting, so covenant reporting is not required to be delivered within Business Central. CHI is open to proposals that use core system functionality, configuration, reporting, dimensions, integrations, APIs or complementary tools, provided the proposed approach is robust, supportable and clearly explains what is delivered within the Finance Management System and what, if anything, remains outside it. Where an API, connector or integrated component is the recommended approach, tenderers should include this as optional pricing within the pricing schedule, with the associated purpose, assumptions, licensing implications, implementation dependencies and ongoing support requirements clearly identified. For further information, please see *Appendix to Clarification 7 and 8 – Loan Management Notes*.
8	***Loan Portfolio Complexity*** Can CHI provide details of the current loan portfolio, including the number of active loans, lenders, loan types and covenant arrangements currently managed?	CHI is not providing detailed confidential loan portfolio information through the public clarification process. Tenderers should assume that CHI requires a scalable loan management and reporting capability suitable for a growing approved housing body with multiple funding

		arrangements, lenders, repayment profiles and reporting obligations. Further detailed portfolio information may be provided to the successful tenderer during implementation under appropriate confidentiality arrangements. For further information, please see *Appendix to Clarification 7 and 8 – Loan Management Notes*.
9	***Treasury Management Scope*** Can CHI clarify whether treasury management requirements (cash pooling, investments, debt management, cash forecasting and bank treasury reporting) are expected to be delivered entirely within the new Finance Management System or through an integrated specialist solution?	Tenderers should outline the available options for meeting CHI's treasury management requirements, including cash visibility, bank-related reporting, debt tracking, cash forecasting and forward-looking financial information. This should include a clear explanation of what can be delivered within the proposed Finance Management System, what would require configuration, reporting or integration, and where an API, connector or integrated specialist solution is considered the more suitable approach. Where an API, connector or integrated external/third party component is recommended/proposed, tenderers should include this as optional pricing within the pricing schedule, with the associated purpose, assumptions, licensing implications, implementation dependencies, controls and ongoing support requirements clearly identified.
10	***P&A Agreement Management*** Can CHI provide further detail on the P&A Agreement Management process, including volumes, lifecycle management requirements, approval workflows, review cycles and income forecasting requirements?	CHI requires the solution to support the effective recording, management, approval, review and reporting of P&A agreements (approx. 300 No. Agreements). Tenderers should assume that P&A agreements may be managed at project phase level and may be aligned to the relevant loan term, commonly over long-term periods such as 25 or 30 years. The solution should support CPI-linked review cycles at varying intervals depending on the agreement, together with review reminders, income tracking against budget, cashflow predictions, forecasting based on current agreements, planned reviews and development pipeline additions. Tenderers should also describe

		how the solution would support monthly invoicing batch postings, including the ability to manually review and amend invoice batches to reflect new agreements or income reviews before posting. Detailed process volumes, approval workflows and final configuration requirements will be confirmed during discovery and design with the successful tenderer.
11	***P&A Reporting Requirements*** Can CHI provide examples of existing P&A reports and clarify which P&A reporting requirements are mandatory at go-live?	Mandatory go-live reporting will focus on statutory, operational, financial control, budget variance, management reporting and implementation-critical outputs required to operate safely from go-live. Tenderers should describe their reporting capability, approach to prioritisation, report development methodology, self-service reporting options, and how reports can be phased without compromising business continuity or compliance.
12	***Reporting Prioritisation*** Can CHI identify which reports are considered business-critical for go-live and which reports could be delivered in subsequent phases?	Business-critical reports for go-live will include those required for statutory reporting, financial control, month-end and year-end processes, payments, audit, governance, budget monitoring and essential management reporting. Additional analytical, enhancement or optimisation reports may be delivered in later phases, subject to agreed prioritisation, dependencies and project governance.
13	***Historical Data Strategy*** Can CHI clarify whether a reporting archive or data warehouse solution would be acceptable for historical Sage and Castleton Financials data, rather than migrating all history directly into Business Central?	CHI is open to considering a reporting archive, data warehouse or other controlled reporting solution for historical Sage and Castleton Financials data, where this provides appropriate access, auditability, reconciliation and reporting capability. Tenderers should clearly set out their recommended historical data strategy, including the balance between data migrated into the new Finance Management System and data retained in an accessible archive or reporting layer. Tenderers should provide pricing for both options, where applicable, including

		the costs, assumptions, dependencies, benefits and limitations associated with each approach.
14	***Data Migration Scope*** Can CHI confirm the required level of migration detail, including the number of historical years required, whether full transaction history is mandatory and the reconciliation tolerances expected?	All historical data is required to be available for reporting purposes, including Balance Sheet and P&L information from the relevant legacy finance systems. This includes the historical data required to support statutory, management, audit, reconciliation, operational and other reporting requirements. Tenderers should refer to the data volume details already provided as part of the tender documentation. The volumes in both legacy systems are considered low; however, tenderers should clearly state their proposed migration and/or reporting access approach, including assumptions regarding transaction-level detail, reconciliation controls, validation approach, reporting availability and tolerances.
15	***Existing Integration Landscape*** For Graphite Connect, Pamwin, MRI Housing BRIXX and Capture Expense, can CHI confirm which applications will remain in place following implementation and provide details of all integration requirements for each system?	CHI expects a number of existing business applications to remain relevant following implementation, subject to final design and implementation planning. Graphite Connect is CHI's new supplier onboarding solution, where supplier data is approved before being shared with Business Central and, where required, onward to NEC. Pamwin is used for development pipeline planning and tracking, and CHI requires the ability to import relevant data to support cashflow and budget forecasting. MRI Housing BRIXX is used for long-term financial forecasting, including 30-year forecasting required for regulatory reporting. CHI would like the ability to produce the required information feeds for this process from Business Central, and may provide a blank sample report or template where appropriate through the procurement process. Capture Expense is a recently implemented expenses solution and CHI expects to continue using it for at least the next two years. The required solution should support the import of

		expense data for reporting and payment processing. CHI's payroll is operated by an external payroll agency. A payroll interface is not required, provided that monthly payroll information can be supplied in a format suitable for upload into Business Central for payment processing. Tenderers should set out their proposed approach to integration, data import, validation, controls, reconciliation, exception handling and reporting for each relevant application, including any assumptions, dependencies, licensing implications or third-party components. For further detail and sample reports, p**lease see the following appendices:** • *Appendix to Clarification 15 - BRIXX Sample Blank Report Plan* • *Appendix to Clarification 15 - MRI Housing BRIXX 30yr Forecasting* • *Appendix to Clarification 15 - PAMWIN Finance Pipeline Report*
16	***Banking and Payment Requirements*** Can CHI provide details of the banking partners, payment methods, direct bank integration requirements and any existing banking technology currently used?	CHI is not providing detailed banking partner or sensitive banking technology information through the public clarification process. Tenderers should assume that the solution must support secure, controlled and auditable banking and payment processes, including payment file generation or bank integration options, approvals, segregation of duties, reconciliation, controls and reporting. Tenderers should describe supported banking integration methods, security model, implementation requirements and any bank-specific dependencies.
17	***Budget and Phasing Expectations*** Can CHI clarify whether the estimated contract value of €785,000 is intended to include implementation services, software licensing, third-party products, support services and	The estimated contract value should be treated as an indicative procurement value and not as a detailed budget breakdown. Tenderers should provide transparent pricing for implementation services, software licensing, third-party products, support, maintenance and any optional or phased elements, in line with the tender requirements. The

	optional contract extensions, and whether phased delivery of non-core requirements would be acceptable?	pricing schedule also allows for optional pricing of recommended APIs or integration components, where resellers consider these to be more suitable for meeting CHI's requirements. CHI is open to phased delivery of non-core requirements where this supports value for money, delivery confidence and business continuity, provided core go-live requirements are met and any proposed phasing is clearly described.