

**REQUEST FOR PROPOSAL (RFP) FOR IT SUPPORT SERVICES-
Navision Migration and Update**

May 2025

RFP_ICMCHQ_CY25_02b

Background

The International Catholic Migration Commission (ICMC) protects and serves uprooted people, including refugees, asylum-seekers, internally displaced people, victims of human trafficking, and migrants — regardless of faith, race, ethnicity or nationality. ICMC is a Swiss-based non-profit organization registered under section 60ff of the Swiss Civil Code. ICMC has offices in 5 countries.

ICMC is transitioning the responsibilities of its existing IT Manager position and rebidding its existing IT Support Services contract. Doing so is part of an overall cost realignment, but the transition has created the opportunity to not only improve efficiency but increase data security and facilitate adaptation.

ICMC's financial system is currently Dynamics NAV / Microsoft Dynamics 365 Business Central 14.18, housed on a Dell server in the Geneva headquarters. Navision has, since installation, been adapted to fit ICMC needs. Data groups to migrate as the transition happens are listed in Annex 1. ICMC seeks a vendor to lead the conversion of the on-premises Navision data and software to cloud MS Dynamics 365 Business Central latest version. This work must be completed by October 15, 2025.

Scope of Work

Activities:

1. Assess ICMC's use of Navision and business requirements, and make recommendations about potential adoption of Business Central functions
2. Assess historical adaptations of Navision, including master data, transactional data and historical records, and compile Navision "objects". Make "cleaning" recommendations.
3. Develop a plan for moving from the current Navision version on premises to Business Central in the cloud. Solicit ICMC feedback on the plan and adapt it accordingly.
4. Implement the approved plan, including incorporating ICMC input into configuration and data manipulation decisions.
5. Test the new version and incorporate user feedback on design.
6. Conduct remote computer configuration and training for 12 users.
7. Provide other post-migration support.
8. Organize and lead project progress meetings w/ ICMC every two weeks at minimum.

Deliverables:

1. A list of recommendations about which Business Central functionality is needed for ICMC, with license and other post-migration costs
2. A list of recommendations about potential efficiencies in cleaning up existing data, including disposition of customizations
3. A project plan with ICMC sign off.
4. A test plan.
5. Documented curriculum for user training.
6. At least one month of remote user support access/help desk. Access to a user-friendly Business Central "Manual".
7. Documented action points from progress meetings.

Bidder eligibility

This RFP is posted publicly on ICMC's website and is being mailed directly to multiple audit firms presumed to meet the following qualifications:

1. Microsoft certified Solutions Partner, preferably with the Business Applications area
2. Scale to assign staff to the ICMC project for completion in the designated timeframe.
3. Breadth of experience in on prem Navision to cloud Business Central conversion and migration
4. Breadth of experience in working with small, international partners like ICMC

Direct mailing of this bid does not in any way prejudice ICMC against consideration of firms whose bids are based on the website posting. All compliant submissions will be reviewed as part of this process.

All bidders must be willing to sign both a non-disclosure agreement (NDA) and a Security compliance agreement if successful.

Submission of Proposals

1. Question and answer option: Questions about the contents of this RFP or the Scope of Work may be submitted by authorized representatives of service providers. Mails must be sent to info@icmc.net with the subject line referring to "RFP_ICMCHQ_CY25_02b". Questions received by June 3, 2025, at 5pm UTC+2 (Geneva time) will be consolidated and anonymized. All questions and corresponding responses will be shared with all participating service providers by June 5, 2025.
2. Content of submissions: RFP respondents must submit a proposal that includes:
 - a) Technical proposal:
 - a. Company background and relevant experience
 - Expertise in Navision to Business Central conversion and migration
 - Individual/Team to be assigned to the SOW, with qualifications
 - b. Proposed project management approach and timeline including milestones.
For example:
 - Master and historical data migration by xxx date with zero data loss
 - 100% of threshold UAT issues addressed by xxx date.
 - 90% users evaluating vendor-led orientation as "good" or "excellent"
 - c. Three client references from organizations of similar scale and technical profile as ICMC worldwide
 - b) Financial proposal: Should be *separate from and exclusive of the technical proposal* and contain:
 - 1) Pricing structure with all potential costs detailed. This should include fixed and ad hoc costs by service stage.

	Unit	Unit Price	Total Price
Project Planning			
Plan implementation			

Post-migration support			
Total			

- 2) Bid validity period
 - 3) Payment terms
 - 4) Important service level agreement (SLA) terms, caveats if any. Sample SLAs are welcome.
3. Mechanics of submission: RFP respondents must submit their proposal in two mails with PDF attachments.
- a) The first should be sent with the Technical Proposal pdf and the subject line “RFP_ICMCHQ_CY25_02b- Technical Proposal”.
 - b) The second should be sent with the Financial Proposal pdf and the subject line referring to “RFP_ICMCHQ_CY25_02b- Financial Proposal”.
- Both mails must be sent to info@icmc.net. Submissions must be in English and received by June 18, 2025, at 5pm UTC+2 (Geneva time) to icmc.net. Late submissions will not be considered.
4. All information submitted by respondents related to this RFP will be held in strict confidence within ICMC and with related donors.

Review Process and Standards

1. Factors that ICMC’s Bid Evaluation Committee will consider in evaluating each proposal for services, and the weight that will be assigned to them, include:
 - a) Proposal responsiveness to the Scope of Work (20%)
 - b) Professional credentials of principles (25%)
 - c) Proposed plan appropriateness for ICMC needs (20%)
 - d) Quality and relevance of references from clients (15%)
 - e) Competitive pricing and clarity of fee structure price (20%)
2. ICMC reserves the right to reject all submissions when in the interest of the Commission.
3. RFP respondents will be notified of the Evaluation Committee decision by July 11, 2025.

ICMC upholds the highest ethical standards, including management of fraud and bribery violations. Known violations of these standards which are related to this RFP should be reported to staffcomplaints@icmc.net.

Annex 1: ICMC Companies Stored on Dell Server

Companies ▾

Name	Display Name
CRONUS (Suisse) SA	
ICMC CONSO 2023	ICMC CONSO 2023
ICMC Consolidation	ICMC Consolidation
ICMC Consolidation Test	ICMC Consolidation Test
ICMC EUROPE	
ICMC EUROPE USD C2022	ICMC EUROPE USD C2022
ICMC EUROPE USD C2023	ICMC EUROPE USD C2023
ICMC EUROPE USD C2023ok	ICMC EUROPE USD C2023test
ICMC EUROPE USD C2024	ICMC EUROPE C2024 USD
ICMC GENEVA	
ICMC GREECE Branch	
ICMC GREECE Branch USD C2022	ICMC GREECE Branch USD C2022
ICMC GREECE Branch USD C2022ok	ICMC GREECE USD 2022 test
ICMC GREECE Branch USD C2023	ICMC GREECE Branch USD C2023
ICMC GREECE Branch USD C2023ok	ICMC GREECE Branch USD C2023te
ICMC GREECE Branch USD C2024	ICMC GREECE Branch USD C2024
ICMC INC	
ICMC SYRIA	
ICMC SYRIA POM	
JORDAN	
LEBANON LLC	LEBANON LLC
LEBANON PRM	
MALAYSIA	
MALAYSIA ICMC GI BERHAD	MALAYSIA ICMC GI BERHAD
MALAYSIA ICMC SDN. BHD	MALAYSIA ICMC SDN. BHD
PAK ISLAMABAD	
TURKEY	
X ICMC SYRIA TDH	
X INDONESIA	
Z ICMC TEMPLATE EMPTY	Z ICMC EMPTY