

APEC SECRETARIAT

Request for Quotation for Payment Automation and Accounting System Upgrade

About APEC Secretariat

The Asia-Pacific Economic Cooperation, or APEC, is a regional economic forum established in 1989 to leverage the growing interdependence of the Asia-Pacific. APEC is an intergovernmental grouping that operates on the basis of non-binding commitments, open dialogue and equal respect for the views of all participants. Decisions made within APEC are reached by consensus and commitments are undertaken on a voluntary basis. APEC's 21 member economies are Australia; Brunei Darussalam; Canada; Chile; People's Republic of China; Hong Kong, China; Indonesia; Japan; Republic of Korea; Malaysia; Mexico; New Zealand; Papua New Guinea; Peru; The Republic of the Philippines; The Russian Federation; Singapore; Chinese Taipei; Thailand; United States of America; and Viet Nam.

The primary goal of APEC is to support sustainable economic growth and prosperity in the Asia-Pacific region. APEC's 21 member economies aim to build a dynamic and harmonious Asia-Pacific community by championing free and open trade and investment, promoting and accelerating regional economic integration, encouraging economic and technical cooperation, enhancing human security, and facilitating a favorable and sustainable business environment. Initiatives by APEC have been propelling policy goals, churning concrete results and fostering agreements into tangible benefits.

The APEC Secretariat is based in Singapore and operates as the core support mechanism for the APEC process. It provides coordination, technical and advisory support, information management, as well as communications and public outreach services. Performing a central project management role, the Secretariat assists APEC member economies and APEC fora with overseeing more than 250 APEC-funded projects.

Background

The APEC Secretariat is the core supporting institution of APEC. It provides analytical and policy support, institutional coordination in support of up to 80 APEC fora, technical and advisory support as well as financial management and communications, public information and stakeholder engagement.

APEC Secretariat is the gatekeeper of the members' funds. It manages APEC Central Fund which comprises the Secretariat Account, General Project Account, Trade and Investment Liberalization and Facilitation Account, and APEC Support Fund Account.

The Secretariat Account focuses on the operation and administrative operation of the organization. There are also three fund accounts for APEC Projects which are vital part of APEC's efforts to support sustainable economic growth and prosperity in the Asia-Pacific region.

In a year, the Secretariat processes around 3,000 payment transactions covering both projects and administrative operations.

Purpose

The purpose of this Request for Quotation (RFQ) is for the APEC Secretariat to solicit quotations from vendors interested in proposing solutions and costs for the project described below, with a view to engaging a professional, qualified and reliable vendor to perform the scope of work as specified in this RFQ.

Specifically, they are expected to accomplish the following tasks:

- To replace the SAGE 300 accounting system and the Project Job Costing (PJC) Inquiry, which is a platform to view and generate project reports, currently in use by the APEC Secretariat;
- To automate the payment disbursement processes for APEC Secretariat operations and APEC-funded projects;
- To automate accounting processes which include accounting entries and generating reports for submission to stakeholders;
- Real-time budget checks for better visibility and control; and
- Fixed Asset maintenance.

The System needs to be able to take over the current manual processes and be automated to promote efficiency, effectiveness and productivity.

The information provided in this document is to help the vendor understand our requirements and assist them in providing a reasonably accurate estimate of costs and timeframes involved in the development, implementation, maintenance, and ongoing support for such a system.

Scope of Services

This RFQ contains instructions for submission of proposal by interested vendors, relevant requirements that must be met, and the vendor's responsibilities before and after implementation.

Deliverables

The vendor must be able to provide a system that is able to integrate and automate processes including, but not limited to, the following:

A. MAINTAIN 4 MAIN ACCOUNTS

ACCOUNTS	FUNCTIONAL CURRENCY	REPORTING CURRENCY
1. Secretariat Account (SA)	SGD	USD
2. General Project Account (GPA)	USD	USD
3. Trade and Investment Liberalization and Facilitation Account (TILF)	USD	USD
4. APEC Support Fund Account (ASF)	USD	USD

B. MAINTAIN COST-CENTERS AND SUB COST-CENTERS/ BUSINESS UNITS

ACCOUNT	COST-CENTERS / FORUM	SUB COST-CENTERS OR SUB-FUNDS
SA	1) Admin Unit	- Finance - Executive Office (EO)
	2) HR Unit	NA
	3) IT Unit	NA
	4) Communications Unit (CPAU)	NA
	5) Project Management	- Project Management Unit - Program Executives (PEs)
	6) Executive Director (ED)	NA
	7) Secondees	- Program Directors (PDs)

GPA	1) Committee on Trade and Investment (CTI)	NA
TILF		NA
ASF	2) Economic Committee (EC) 3) SOM Steering Committee on ECOTECH (SCE) 4) SOM Task Force (SOM-TF) 5) Senior Finance Officials (SFO)	17 ASF Sub-Funds (full list may be updated from time to time)

C. PROJECT PROFILE AND MAINTAINENCE

i. PROJECT PROFILE (ASF, GPA, TILF)			
a) Creation of project profile			
<ul style="list-style-type: none"> ➤ Project is assigned to main fund and/or sub-fund ➤ Project belongs to a Forum and a Working Group. ➤ Add information on Project Owner/Overseer (PO) ➤ Start date and completion date 			
b) Projects are submitted according to the responsible Working Group, which should be identified in the project profile. List of working groups is as follows-			
Forum / Committee	Sub-forum or Working Group	Forum / Committee	Sub-forum or Working Group
CTI	BMG DESG ECSG GOS IEG IPEG LSIF MAG SCSC SCCP AD CD	SCE	ATCWG ACTWG EPWG EWG EGILAT HWG HRDWG OFWG PPSTI PPWE SMEWG TELWG TWG TPTWG
EC	CPLG		
SOM-TF	HLPDAB MTF PPFS		
		SFO	FMP
c) Special Format Report			
<ul style="list-style-type: none"> ➤ Every quarter, the Expenditure Report (in P&L) presented according to Working Group is submitted to the governing Budget and Management Committee (BMC). 			
ii. PROJECT MAINTAINENCE			
a) Maintenance and updating of projects			
<ul style="list-style-type: none"> ➤ Allow budget amendment/reallocation ➤ Allow change of PO 			
b) Track project terms			
<ul style="list-style-type: none"> ➤ Allow adding the start and completion date ➤ Allow tagging of project as withdrawn ➤ Track completion date, such that payment is barred if the project has been tagged as completed and withdrawn. ➤ Allow re-opening of project tagged as closed or completed, with additional approval required 			
c) Project Status Report (individual project)			
<ul style="list-style-type: none"> ➤ Each Project will have a report showing Approved Budget; Revised budget; Uncommitted Exp; Committed Exp; Paid; Balance 			

D. PURCHASE / PROCUREMENT PROCESSES

i. VENDOR/CLAIMS MANAGEMENT	SA, ASF, GPA, TILF
<ul style="list-style-type: none"> a) Upload initial vendor/claimant profile through csv file b) Alert for any possible duplicates (same last & first name and email address) for addition of new vendors/claimants c) Alert for any outstanding advances d) Update vendor/claimant's bank details in the profile without manual intervention from the Secretariat, with default bank details being the latest updated/uploaded info e) Assign user rights for segregation of duties (e.g. PE user to upload vendor/claimant details, finance user to verify) 	ASF, GPA, TILF for PEs SA for Corporate Units
ii. PROCUREMENT – PROJECT	ASF, GPA, TILF
<ul style="list-style-type: none"> a) Process procurement request (e.g. travel entitlement; approved hosting quotation and other event costs; contract milestone payments) b) Able to process either before the event (advance payment) or after the event (reimbursement) c) Payment will be processed when the following documents are received from travelers/contractors/providers - <ul style="list-style-type: none"> ➤ Signed Travel Undertaking- For the participant and speaker's travel (advance payment and/or reimbursement) ➤ Contractor, Vendor or Service Provider's Invoice - For the Contractor's fee, hosting and other costs ➤ Signed contractor's travel claim form – For the travel of contractors d) Allow uploading of supporting documents (as attachments to the PR) and process either for payment or for liquidation of the advances made for travel expense e) PE to mark clearly the completion of tasks and upload the related supporting doc (PO certification and means of verification for milestone payment) f) Allow editing to enter the actual amount for payment 	PE
iii. PURCHASE REQUISITION AND ORDER – SA	SA
<ul style="list-style-type: none"> a) Process purchase requisitions b) Approval routing for requisitions of 1 or 2 levels of approval for purchases over S\$2,000 c) System to set controls for corporate units' approvers d) System to send out notifications to requisition approvers once requisition has been raised e) System to allow attachment of CSV, Excel, PDF files etc whilst raising a requisition [submission of PR] f) System to generate purchase order g) Approval routing for purchase orders as per delegation of authority (if applicable) h) System to set controls for corporate units' approvers i) System to send out notifications to purchase order approvers once purchase order has been generated j) Able to send purchase order directly to suppliers / vendors / service providers 	Corporate Units Procurement Officer

k) System able to generate procurement reports i.e. Open Order report, Conversion of requisitions to purchase orders report, requisition and purchase order approval report.	
iv. RECEIPT OF GOODS OR SERVICES – SA	SA
a) Allow purchase requestor to perform receipt of goods delivered (matching of the items received) / services rendered against Open Purchase Orders b) Once goods receipt is performed, this will be posted and the related expenditure entries will correspondingly be recognized in the system	Corporate Units
v. INVOICE PROCESSING (WITH PURCHASE ORDER)	SA
a) The system can perform a 3-way match process of matching the purchase order to vendor invoice to goods receipt, thus ensuring what needs to be paid and when b) Ensure no duplicate invoices sent for the same purchase by mapping the purchase order to goods receipt to invoice c) Post the vendor invoices once amount and entries are confirmed and complete	Finance
vi. INVOICE PROCESSING (NON-PURCHASE ORDER)	SA
a) Invoice will be entered/created/uploaded in system for expenditure without a purchase order e.g. rental, utilities b) Allow uploading of documents as attachments to the Supplier's invoice c) Allow editing to enter the actual amount for payment d) Post the vendor invoices once amount and entries are confirmed and complete	Corporate Units
vii. INTERNAL STAFF TRAVELS	SA
a) Process Travel Request Form (advance payment) b) Calculate per diem c) Identify or match expenses paid by corporate credit card d) Calculate total entitlement including official expenses paid by personal credit card, corporate credit card and account the items receivable from the Staff for personal expenses paid through corporate credit card	PDs CPAU ED EO

E. PAYMENT PROCESSES

PAYMENT – PROJECTS & SA	SA, ASF, GPA, TILF
a) Generate Accounts Payable/Vendor Aging report with invoices due date b) Select invoices for bill payment due c) Process payment d) Process Electronic Fund Transfer (EFT) e) Accounting entries automatically run at back-end f) Check the attached documents g) Confirms the actual/final amount for payment	Finance
AFTER PAYMENT	SA, ASF, GPA, TILF
Auto generate emails sending remittance advices directly to inform vendor/claimant on payment amount and details.	

F. ADVANCE PAYMENT RECONCILIATION

RECONCILIATION – SETTLED OR WITH EXCESS	ASF, GPA, TILF
<ul style="list-style-type: none"> a) Allow PR with signed travel undertaking to be paid in advance and uploading of documents to process the liquidation including PEs indication of the completion of attendance to the event as presented in D.ii above. [After verification and checking of documents by Finance] b) If the actual travel cost is lower than the advances made, the system can send email or notice of collection of the excess to the vendor/traveler. c) Send email reminders regularly to travelers until settled. d) Tag the transaction as outstanding if not yet settled and tag accordingly if reconciliation/liquidation is completed. 	Finance

G. BUDGET CHECKS AND MANAGEMENT

PROCESSES	SA, ASF, GPA, TILF
<ul style="list-style-type: none"> a) Enter annual budget for respective corporate units and able to track actuals versus year-to-date utilization of budget-by-budget votes b) Clearly show Approved Budget; Revised budget; Uncommitted Exp; Committed Exp; Paid; Balance for both SA and Project accounts – applicable to each project and Corporate Unit’s budget. c) Allow approvers to see the budget status d) Allow adding new budget either by uploading or manual input at any time of the year e) Allow revision of budget (budget reallocation) f) Alert if over budget g) Unable to proceed with the payment if exceed the total or overall budget 	Corporate units PEs Finance

H. FIXED ASSET MANAGEMENT

<ul style="list-style-type: none"> a) Purchases with value of S\$500 and above b) Generate asset ID for new assets in sequence c) Track asset useful life d) Depreciation – straight line on a monthly basis e) Tagged to Corporate Unit as asset owner f) Assets reconciliation with the general ledger g) Asset register report that can show the location, user, serial number, depreciation amount, useful life remaining and carrying value h) Asset tracking report for performing asset verification i) Able to transfer from work in progress assets to fixed assets module and start depreciation upon 100% completion 	SA
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I. GENERAL LEDGER

<ul style="list-style-type: none"> a) Process recurring and ad hoc journal entries, tagging to cost center/business unit, funds code (if applicable) 	SA, ASF, GPA, TILF
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<ul style="list-style-type: none"> b) Able to set auto-reversal of journal entries e.g: revaluation entries in the following accounting period for unrealized gain/loss; prepayment entries etc. c) Posting of journal entries 	
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J. FINANCIAL AND MANAGEMENT REPORTS

<ul style="list-style-type: none"> a) Generate financial reports per business unit / cost center / fund codes b) Ability to generate financial reports in the operating currency of SA (in SGD) and project accounts (in USD) respectively c) Reports of all transactions including Budget variance, Reconciliations, Trial Balance, Aging Reports, General Ledger per business unit / cost center d) Balance sheet, income and expenditure statement (accrual basis) based on accounting standards as well as special format Statements for reporting to the BMC d) Generate the income and expenditure statement on cash basis for budget allocation purposes e) Management accounts which include comparison of actual expenditure to budgeted expenditure for current period (monthly), year to date and also forecast period f) Able to present variances in values and percentage form g) Option to upload Excel or CSV files for journal entries, budgets and forecasts. h) Export financial reports (General Ledger, Trial Balance, etc) in excel or CSV file i) Drill down trial balance items to GL, to sub-GL and to journal entries j) Secretariat expenditure reports in accordance to Corporate Unit budget votes, comparing year to date actual expenditure versus year to date budget, and the utilization rate k) Reconciliation of accrual basis to cash basis income & expenditure l) Detailed listing of Budget Vote items (Per Secretariat's format) m) Generate monthly Project Financial Status Report by Main Fund presented by Forum n) Generate Accumulated Profit and Loss Report per Sub-Fund o) Generate Uncommitted Fund Balances of GPA, TILF, ASF Sub-Funds including closed projects and approved projects based on the start dates 	SA, ASF, GPA, TILF
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K. TAX MANAGEMENT

<ul style="list-style-type: none"> a) Able to capture the GST codes in relevant transactions posting in AR/AP sub-ledger module (ie. Input tax- 9% standard rated; 0% standard rated, zero rated, Output tax, exempt supplies etc) b) Provide GST reports, reflecting customer/vendor name, invoice number, tax code, tax rates, tax-based transaction amounts and GST amounts that can reconcile to General Ledger of Input Tax and Output Tax 	SA
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L. SYSTEM CONTROLS

<ul style="list-style-type: none"> a) Administrator rights to “open and close” the period, modify user’s access b) Able to generate audit trial reports on modifications made by users, reflecting on last change date c) Segregate the user roles access as per the workflow d) System should be able to detect any duplicate payment (unable to process those already processed EFT files) 	SA, ASF, GPA, TILF
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M. MONTH END CLOSING ACTIVITIES

System to perform month end revaluation for non-SGD currency accounts e.g. bank accounts etc	SA
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N. MEMBERS’ CONTRIBUTION

i. Mandatory/Annual Contribution	SA
<ul style="list-style-type: none"> a) Send letter to request contribution from members b) Invoice as attachment c) Run the AR aging upon receipt of the funds 	
ii. Voluntary Contribution	SA, ASF, GPA, TILF
<ul style="list-style-type: none"> a) Invoice issued to members upon request b) Record the revenue upon receipt/collection of the funds 	

O. OTHER INFORMATION

POSSIBLE INTEGRATION WITH E-HR	SA
<ul style="list-style-type: none"> a) Salaries are processed through E-HR and payment is prepared/made by Frontier (Payroll agent). System to map the pay elements in Frontier with the system GL accounts and interface these entries for posting in the system. b) Staff reimbursement claims (e.g. medical claims) are submitted through the E-HR and payment is made together with the payroll. Reimbursements submitted this month will be processed on the following month’s payroll run. 	

P. USERS AND ROLES

<p>Finance – 6 users Program Executive – 9 users Corporate Unit Executives – 4 users Corporate Unit Directors – 4 users Procurement Officer – 1 user Project Report Viewer (other than Program Executive) – 1 user Internal staff travelers (optional as their submission may be kept outside system) – 30</p> <p>Please refer to Annex A for details.</p>

Evaluation and Selection Criteria

The main evaluation and selection criteria for proposals include:

Attributes	Weighting
Functionality – Level to which the proposed solution meets or exceeds required functionality	50%
Estimated price – The overall price of the proposed solution	35%
Timeliness/availability – Availability of sufficiently skilled staff to implement a solution within the APEC Secretariat	5%
Security feature – PDPA compliance, system/software updates to patch or detect or address any vulnerabilities, bugs, and defects.	5%
Support, future development/integration, and training – The level of support offered; proven commitment to ongoing development of the solution; and level and expertise of training offered	5%

Timeline

The APEC Secretariat’s timeline for this RFQ is as follows:

Events	Timeline
Publication of this RFQ	16 January 2025
Deadline of tender submission	5pm, 7 February 2025
Notification of successful vendor	February/ March 2025
Contract signing	March / April 2025
Start of development	August 2025
Go Live	Beginning-2026

Format for Proposal Submission

The quotation document shall comprise the following parts:

1. Company Information
 - ✓ Company Profile
 - ✓ Outline prior experience in implementing the potential solution
2. Solution Overview
 - ✓ Product(s) functionality and features
 - ✓ Components of the solution, including any third-party products or tools that form part of the solution, with any associated licensing costs.
 - ✓ Services offered (development, implementation, integration, training, support, maintenance, etc.).
 - ✓ Description of a successful implementation(s).
 - ✓ Outline the details of data security of the system.
 - ✓ Estimated timeframe for development and implementation.
 - ✓ Product documentation and training

3. The total fee proposed.

FEE DESCRIPTION	PRICE & CURRENCY		
	Full year	Upon renewal (Year 2, 3, 4 onwards)	
Software subscription (License)			
- Users with access for all modules			
- Users with limited access			
- Users to view reports only			
Professional/Implementation/Development			
Hosting (Cloud)			
Training			
Support			
Others (please specify)			
TOTAL			

Questions

All questions regarding this Request for Quotation must be submitted in writing via email to procurement@apcc.org

Address for Proposal Submission

Please send the proposal via email to the attention of the Procurement Officer, APCC Secretariat, at: procurement@apcc.org no later than 5:00pm sharp Singapore time, 7 February 2025 (Friday).

Annex A

In relation to the RFQ for Payment Automation and Accounting System Upgrade, possible users in the new system are as follows-

Unit/Department	Possible Users	Qty	Role	Company or Main Fund Account
Project Management Team	Program Executives	9	-Create vendor or employee record including bank details (raw data submitted by the travelers are uploaded/imported onto the system) -Submit payment claims indicating the actual amount for funding/payment -View and generate project status reports (budget vs actual)	PROJECT ACCOUNTS (ASF, GPA, TILF)
	Program Directors (19)		-Approver of payment claims <i>(may be excluded as approval can be done offline. All claims submitted by PEs are considered already approved by PD, related email correspondences may be uploaded as part of supporting docs).</i>	ASF, GPA, TILF
	PMU	1	View project reports	ASF, GPA, TILF
Corporate Units – Admin CPAU ITU HRU	Executive or Manager	4	-Submits PR -View budget availability	Secretariat Account (SA) [SGD]
	Directors	4	-Approver (either 1 st level, 2 nd or 3 rd level) -View budget availability	SA
Executive Office	ED		-Approver for PR memo of 10K above -View budget availability <i>(Approval will be offline).</i>	SA
	Procurement Officer	1	-Verify proper procurement / tendering process	SA
Finance Unit	Assistant Accountants	3	-Processor of payment claims received up to uploading payment files to DBS Ideal. -Do invoices for the contributions received -Do bank reconciliation -Prepare Journal entries -Generate reports	SA, ASF, GPA, TILF
	Deputy Accountant	1	-Review the payment claims (1 st approval for project claims) -Review the journal entries (1 st approval) -Generate reports	SA, ASF, GPA, TILF
	Senior Accountant	1	-Review the payment claims (1 st approval for SA[SGD] claims) -Approve journal entries (final approval) -Generate reports	SA, ASF, GPA, TILF

Annex A

	Finance Director	1	-Approve payment (final approval for all claims – SA, ASF, GPA, TILF) -Approver for PR (either 1 st level, 2 nd or 3 rd level) -Generate reports	SA, ASF, GPA, TILF
19 PDs 4 CPAU 1 ED 1 EO 2 PEs 3 PMUs 5 Corporate Unit Directors	Travelers		-Submit Travel Request Form -Submit Documents <i>(may be excluded as processing and submission of documents could be done offline by email (as is). Finance will submit the documents on behalf of the travelers into the system, then proceed processing the advance and liquidation thereafter).</i>	SA