

Tender Addendum and Clarification No.2

Project: Microsoft Dynamics 365 Functionality Review and Core Issues Rectification

Date: 13 May 2026

Reference: RFT/SO36/ECOGOV/26/15

This Tender addendum 2 is issued to inform all prospective tenderers of the following:

A. Response to the Questions

- 1. Question: If tenderer has an existing agreement with SIG, do we need to sign the subcontract agreement?**

Response: yes, the subcontract agreement must be signed by the preferred tenderer. The work is in support of SIG; however, the contracting arrangement will be with DT Global, on behalf of SIG and DFAT. DT Global representatives will negotiate the agreement with the preferred tenderer. Questions about the provided T&C may be submitted with the proposal.

- 2. Question: Would a data warehouse be considered for the reporting requirements?**

Response: A data warehouse may be considered if identified as suitable during the scoping process. This phase will assess needs and propose the most appropriate data architecture for SIG.

- 3. Question: Does any part of SIG have a data platform (e.g. Microsoft Fabric or Data Warehouse), and if so, can it be utilised?**

*Response: No formal enterprise data platform is currently in place. However, a need has been identified, and **options will be investigated as part of the scoping exercise.***

- 4. Question: Do you have an idea of the number of reports that will be required?**

Response: Not at this stage. Reporting requirements will be identified and prioritised during the scoping exercise.

- 5. Question: Are there any other systems, apart from D365, to be assessed in the reporting review?**

Response: Yes—but only systems that integrate with D365 and it will only cover the integration

- 6. Question: How many external systems are expected to be involved with API integrations?**

Response: This will be determined during the scoping exercise. Phase 2 will document all current and required integrations and propose an integration strategy for future phases. There are approximately 6 systems that have an integration requirement with D365

7. Question: Are these external systems existing, in development, or proposed?

Response: This will be clarified during discovery. The scoping phase will map all existing, planned, and proposed systems to inform the integration approach.

8. Question: Would you be able to describe the current integration landscape at a high level (platforms, maturity, scale)?

Response: This information will be established during the scoping exercise. Phase 2 includes documenting the current integration landscape, maturity, risks, and opportunities.

9. Question: Roughly how many employees are to be assessed in the Skills and Capability audit?

Response: The number will be confirmed during the scoping phase. This project will define the scope, methodology, and sampling approach for the audit but it will be limited to D365 users..

10. Question: Do you prefer people to come onsite for the process review?

Response: This will depend on the agreed approach. A blended model (onsite and remote) may be used, subject to SIG requirements and logistical considerations.

11. Question: Can we go through the modules / processes being used in a single session or would we need to go to multiple different locations at different times to meet with different people?

Response: This will be determined during planning. Phase 2 will define the engagement approach, including workshops, interviews, and site visits as required.

12. Question: Do you currently only use reports that are accessed from within the D365 menu (ie “embedded PowerBI” reports)? No reports that you access outside of D365 but which use data that comes from D365?

Response: No but the intent will be to utilise PowerBI but this will be confirmed during discovery. Phase 2 includes documenting all reporting sources, embedded and external, and recommending a future reporting architecture.

This project (Phase 2) is focused on scoping, discovery, and documentation of requirements to inform SIG’s next steps. As part of this work, the successful tenderer will be expected to:

- assess the current digital, data, and integration landscape
- identify gaps, risks, and opportunities
- propose strategies and options (e.g., system upgrades, data warehousing, API strategy, reporting architecture, capability uplift)
- and develop the Scope of Works for the next implementation phases, based on an agreed approach with SIG.

All other items and conditions of the request for proposal remain unchanged.

The Tender Addendum and Clarification No. 2 shall be considered an integral part of the Tender document for the above stated project. In case of conflict between the existing provisions or stipulations in the Request for Tender and this Tender Addendum, the latter shall prevail.