**INSTITUTE OF SINGAPORE
CHARTERED ACCOUNTANTS**
60 Cecil Street, ISCA House
Singapore 049709
Tel: 65 6749 8060
isca.org.sg

FIN-05-2025 – Invitation to Quote for Implementation of Oracle NetSuite

Introduction

The Institute of Singapore Chartered Accountants (ISCA) invites quotations for the implementation of Oracle NetSuite as our Enterprise Resource Planning (ERP) solution. This initiative is part of our ongoing efforts to streamline business processes, enhance operational efficiency, and drive digital transformation.

Scope of Work

We are seeking a qualified vendor to deliver the following services:

1. **Implementation and Configuration:**

   - Installation and setup of Oracle NetSuite, including all necessary modules.
   - Customization to align with ISCA's business processes.
   - Integration with existing systems and databases:
     - 2 Salesforce Applications
       - Implement real-time bi-directional sync between NetSuite and Salesforce
       - Set up automatic customer record synchronization
       - Create automated refund processing workflow
       - Automated dunning process
     - BIPO Employee claim system
       - Automated journal entry generation for approved claims
     - WooCommerce
       - Establish automated revenue recognition for online sales
       - Implement real-time order-to-cash automation
       - Create automated refund processing workflow
       - Automated dunning process
     - Direct Payment Gateway
       - Automated payment reconciliation

Module Requirements:

   - Accounts Receivables
     - Implement AI-powered invoice matching for payments
     - General functions: Invoicing, Refunds, AR Aging
     - Revenue rules and scheduling
     - Foreign currency billing

- Accounts Payable
  - General functions: Invoicing, Payments, AP Aging
  - Intelligent OCR with machine learning for invoice processing
  - Automated payment batch processing
  - Multiperiod accounting for prepayments
  - Payment automation and approval workflows
  - Employee Claims
- Fixed Assets
  - Asset creation, depreciation, transfers and revaluations
- General ledger
  - Chart of Accounts (COA) structure with various segments setup
  - Journal uploads and approval routing
  - Flexible description fields
- Cash Management
  - Bank Reconciliation
    - Automated bank feeds
    - AI-powered bank reconciliation
  - Automate Cashflow forecasting
- Financial Reporting
  - Profit and loss, cash flow, balance sheet schedule
  - GST Reporting, Fixed Assets Report
  - Unearned revenue breakdown by month
  - Customised revenue and expenditure tracking reports
  - Prepayment reports
- Procurement Functions
  - Purchase Request and approval Workflows
- Budgeting
  - Budget creation and submission
  - Budget approval workflow and validation against expenses

2. Data Migration:

- Transfer relevant data from Oracle Fusion to NetSuite.
- Data validation and verification to ensure completeness and accuracy.

3. Training and Support:

- Provide end-user training across various departments.
- Offer ongoing support and troubleshooting during the transition period.

4. Post-Implementation Support:

- Deliver assistance and maintenance for a defined period after the implementation.

Number of Users Required

- **Finance:** Full access to the above-mentioned modules for up to 10 users
- **Procurement & Budgeting:** Access for up to 60 users

Timeline:

We expect the implementation to begin in **Q2 2025.** Please outline your approach, timeline, and milestones in your proposal.

Requirements for the Proposal:

We request that your quote includes the following:

- A detailed breakdown of costs (license fees, implementation, training, support, etc.).

- Resource details including staff strength and staff roles

- A clear project timeline, including key milestones and deliverables.

- Experience and qualifications, particularly with Oracle NetSuite implementations.

- Case studies or references from similar projects.

- Details of the post-implementation support offered.

Submission Deadline:

Please submit your quote by **28 February 2025, 5pm**. Quotations should be sent to: fna@isca.org.sg

Questions and Clarifications:

For any questions or clarifications, please contact us at fna@isca.org.sg with the subject "FIN-05-2025" before the closing date.

Disclaimer:

This ITQ does not constitute a contract or a commitment to award the project to any vendor. The organization reserves the right to accept or reject any or all quotations, to negotiate with any or all vendors, to modify or cancel the ITQ, and to award the project at its sole discretion.