## Executive Summary

Counterhouse Consultants Ltd would like to thank the **Ministry of Finance and Economic Affairs,** for this opportunity to present our bid proposal for the Support for Digitalization, Financial Inclusion and Competitiveness (DFIC) Project: Back Office Operations Enterprise Resource Planning (ERP) systems.

We understand that The Ministry of Finance And Economic Affairs needs operational efficiency, regulatory compliance, and management excellence while improving workforce knowledge and skills, enabling stakeholders have visibility and control of daily operations while presenting a holistic and consolidated view to executive management, all from a single source of truth.

As The Ministry Of Finance And Economic Affairs embarks on this major digital transformations reform initiative, we also can appreciate the need for the technology to move lock step with the necessary change management in order to facilitate the necessary buy in and early adoption at all levels of the impacted departments within the organization.

Therefore, we bring a range of experience along with and other service capabilities that allow us to support everything from coordinated planning to operational execution. With end-to-end support, you will have the pieces in place to move ahead with speed.

We are offering **Oracle Core Human Resource (HR), Oracle Payroll, Oracle Self-Service, Oracle iRecruitment, Oracle Performance Management, Oracle Financials (General Ledger, Account Payables, Account Receivables, Cash Management, and Fixed Asset), Oracle Hyperion Planning & Budgeting, Oracle Inventory Management, Oracle iSupplier,** **18. Oracle Financials Data Quality Management, Oracle Procurement Contracts, Oracle Order Management, Oracle Purchasing Sourcing, Oracle iProcurement, Oracle Purchasing.** Our offering also include **Oracle Technologies Solution** includingOracle Database Enterprise Edition , Oracle WebLogic Suite , Oracle SOA Suite , Oracle APEX – Application Express as well as **Hardware IT Infrastructure** – for maximum efficiency and reliability.

Oracle has a long-standing reputation in providing solutions that helps businesses:

* To source right.
* Collaborate with local and foreign suppliers.
* Manage inventory and control costs.
* Manage its working capital.
* Maintain its assets.
* Provide quality services to the customer in an environmentally responsible manner.

Oracle is complete, open and integrated suite of business applications; server and storage solutions are engineered to work together to optimize every aspect of your business. Oracle solutions provide superior experiences your stakeholders are demanding and align them with smarter internal decisions and processes to build an experience platform tuned to your specific business strategy and growth objectives and help you fuel profitable growth across traditional, mobile and online commerce channels. **The Ministry of Finance And Economic Affairs** can dramatically reduce costs and increase profitability by using Oracle E-Business Suite solution to enable operational efficiencies across your enterprise.

## Getting the Right Solution for the Ministry Of Finance and Economic Affairs for Quick Return on Investment

We have carefully designed a solution for **The Ministry of Finance And Economic Affairs**, aimed at improving technological infrastructure, which will result in enhancing the processing of information, with a focus on delivering a solid ERP platform for The Ministry of Finance And Economic Affairs. Our approach ensures ease of implementation, avoiding unnecessary complications or excessive costs, while addressing the MFI Hub systems upgrade as identified in the Gap Analysis Report. This upgrade, part of the Government of Malawi's Digitalization, Financial Inclusion, and Competitiveness (DFIC) Project, will support the Ministry's objectives of enhancing collaboration, operational efficiency, and compliance with robust security protocols.

**The specific objectives of the project are:**

1. Develop a pervasive digital payment ecosystem that will improve financial inclusion, accountability, efficiency, and transparency of the payments system and reduce costs associated with a cash-based system.
2. Strengthen mechanisms to support the competitiveness of the private sector, improve access to national, and export markets.
3. Improve access to financial services among the general population with a particular focus on Small and Medium Scale Enterprises (SMEs), women, youth, people with disabilities, internally displaced, financially illiterate and rural populations.

Counterhouse is eager to work with The Ministry Of Finance And Economic Affairs to structure a phased approach for implementation, minimizing burdens and maximizing project benefits. A well-planned phasing strategy will ensure the project's success, aligning with The Ministry of Finance And Economic Affairs’ goals while ensuring the sustainability and effectiveness of the system in the long term.

### Solution Components

Counterhouse proposes a set of modules that are part of the Oracle E-Business Suite as well as other applications. The proposed solution to The Ministry of Finance And Economic Affairs consists of the following components:

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| **Stream** | **Modules** |
| * Oracle Financials | Oracle General Ledger, Oracle Account Receivables, Oracle Account Payables, Oracle Fixed Asset, and Oracle Cash Management. |
| * Oracle Supply Chain Management | Oracle Inventory Management, Oracle Purchasing, iProcurement, Oracle Sourcing, Oracle Procurement Contracts, Oracle iSupplier |
| * Oracle Enterprise Performance Management | Oracle Hyperion Planning and Budgeting, Oracle Financial Data Quality Management Enterprise Edition, Oracle Financial Data Quality Management Adapter Suite. |
| * Oracle Human Capital Management (HCM) | Oracle Human Resources, Oracle Self-Service, Oracle Payroll, Oracle iRecruitment, Oracle Performance Management. |
| * Technologies | Oracle Database Enterprise Edition, Oracle APEX – Application Express, Oracle WebLogic Suite, Oracle SOA Suite. |

The solution we have proposed for The Ministry of Finance And Economic Affairs Project combines applications for providing specific vertical solutions for its operations.

In selecting our solution footprint, we have carefully weighed each solution component to ensure there is full justification for their inclusion in order to achieve quick return on investment. Consequently, we have taken care to exclude peripheral components whose inclusion cannot be justified based on their net value to the business requirements of The Ministry of Finance And Economic Affairs.

### Critical Success Factors

The ability of Counterhouse to provide an application and technology platform to enable and support a global deployment for the Ministry of Finance And Economic Affairs Project will be a critical success element. This goes beyond system feature/function and drives to the core of the Counterhouse’s underlying architecture as well as the Counterhouse’s strategic vision. The Ministry Of Finance And Economic Affairs is already aware that selected vendor’s architecture can support and scale to the global requirements and vision that The Ministry Of Finance And Economic Affairs has.

Oracle’s **global architecture** and **global presence** enable Oracle to address these critical success elements for The Ministry of Finance And Economic Affairs. Like building a house, a strong, solid foundation is critical. Oracle delivers a strong, proven, and integrated global application foundation combined with best practices- based business processes. With Oracle, The Ministry of Finance And Economic Affairs can focus on configuring and deploying a global solution instead of identifying workarounds to compensate for limitations in other vendors’ application architectures.

Agility and the ability to generate real business insights are key to a company’s performance, making it more adaptable to market changes and improving the chances that it will gain market share. Counterhouse can help The Ministry of Finance And Economic Affairs achieve its goals by simplifying its software portfolio, unifying its enterprise, and tapping into the continual competitive advantage that comes from Oracle products and services.

**Intelligent Enterprise 2009 Editors' Choice Awa rds**

In January 2009, Oracle was named one of “The Dozen” most influential vendors in enterprise IT.

We understand that, the successful implementation of an Oracle Application is a COMPLEX exercise that does require technical competency, BUT more importantly requires the management of scope and problem solving – both cornerstones of effective management and leadership. Our continued success in delivering ERP implementation stems from understanding and mitigating these and potential causes through discipline project management and a mature implementation methodology coupled with experienced resources.

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| **Critical success factors are** | **Common Reasons for Failure** |
| 1. Executive Leadership to drive and effect change in organizational behaviour. 2. A full-time Client Project Manager | 1. Limited Executive Representation and Sponsorship. 2. **OVER DESIGN** – Trying to implement too much.   This is not a technical or resource constraint – |
| * 1. Engaged for the entire duration of the engagement.   2. Given the required authority   3. Responsible for Client Communication and   4. Driving & Managing Organizational Change Management.  1. Empowered and Enabled Super Users or Key User – Please **see note below.** 2. Clear definition of scope with limited   variability in scope. | rather driven by constraints on HOW much Change can the Organization undertake.   1. Incompetent Oracle Partner – This is not about technical capability – it is with the ability to manage complexity. 2. Poor Project Management. 3. Insufficient User Training. 4. Change Management neglected. 5. Data Migration not scoped well. 6. Change of Personnel / Team Dissonance. 7. Unnecessary Customizations. 8. Limited understanding of Business Domain. |

The **Super User or Key User** team is the primary force of action during the implementation and support. The team is represented by personnel from different departments having intrinsic functional knowledge. For each organizational part or functional area, at least one Super User must be identified as part of the team. The selected individual should assess the possible problems in their respective functional area that may arise from the implementation / support and together with End Users capable of making decisions on solutions. The responsibilities of this team include but not limited to:

1. **Serve as 1st Line of Support for the End Users include:**
2. **Guide and assist End Users with Knowledge Transfer and Ad-Hoc Reporting.**
   1. Ad-Hoc Training.
   2. Transactional processing – sitting with users in submitting transactions via the system correcting any issues live.
   3. Business process understanding – Super Users can transfer knowledge of the respective processes through existing flow diagrams.
   4. Continuing online communication and collaboration about tips and tricks.
3. **Receive the training in the software product**
4. **Implementation & Support**
   1. Guide and assist consultants during the designing of the system.
   2. Assist in document preparation.
   3. Identifying end-user groups in the functional areas.
   4. Mapping the business process into proposed product functionality.
5. **Testing**
   1. Prepare acceptance test plans and test data with assistance from Consultants.
   2. Arrange acceptance testing of software.
   3. Executing the test runs with the end-users.
   4. Recommend acceptance of deliverables.

### Why Oracle?

Based upon our understanding of the ERP Project’s requirements, we can present a strong business case for the implementation of Oracle E-Business Suite. Oracle provides the following advantages to The Ministry of Finance And Economic Affairs:

* Complete, open, and integrated products.
* Accelerated business growth.
* Lower total cost of ownership.

**COMPLETE, OPEN, AND INTEGRATED PRODUCTS**

Oracle products provide flexibility and choice to customers across their IT infrastructure. Oracle offers the industry is most complete, open and integrated full-scale infrastructure solutions.

* + **Complete:** Oracle’s complete industry solutions offer more value with less complexity because Oracle has assembled best- in-class industry portfolios and it is Oracle’s job to make them work together on an open platform. Oracle’s acquisition of market leaders such as Siebel, PeopleSoft, Hyperion, BEA, and Sun, coupled with major investments in research and development, offer The Ministry Of Finance And Economic Affairs best-of-breed products, services, and skills from a single vendor.
  + **Open:** It is not enough to just deliver complete solutions. Those solutions must be delivered on open and standards-based

architecture. They need to be flexible to change and enable customers to differentiate themselves. Standards-based architecture offers more choice at less risk, allowing easier interactions within and across enterprises. Oracle’s commitment to open standards provides The Ministry of Finance And Economic Affairs with flexibility and options.

**Integrated Products:** Integration is one of the most important aspects of Oracle’s strategy. In the past, a large portion of an IT budget was spent on integrating and maintaining disparate applications from multiple vendors. Often the integration was only partial, addressing only the business process level, for example, not the user experience or the business intelligence. Oracle wants to relieve customers of the