Advaiya

Making Technology Work

Statement of work for ERP implementation using Microsoft Dynamics 365 Business Central and migration from Dynamics SL

Vendor Name: Advaiya Solutions, Inc.

Client Name: Port of Olympia

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Agencies

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Statement of confidentiality and non-disclosure

Contents

1.1. Executive summary

The Port of Olympia has identified the strategic need to modernize its enterprise resource planning (ERP) system to enhance operational efficiency, reduce IT overhead, and fully leverage the capabilities of modern, cloud-based platforms. In response to this need, we are pleased to submit our proposal for the seamless migration from the Port's current on-premises Microsoft Dynamics SL 2018 environment to Microsoft Dynamics 365 Business Central.

Business Central, as part of the Microsoft Dynamics 365 suite, offers a robust, scalable, and integrated solution that aligns with the Port's vision to streamline processes, enable data-driven decision making, and support cross-functional collaboration across departments including finance, HR, procurement, asset and property management, and more.

By migrating to Dynamics 365 Business Central, the Port of Olympia will position itself for long-term digital agility—freeing staff from manual data entry, reducing duplication of effort, enhancing data accuracy, and unlocking insights across its diverse operations.

1.2. Overview of company, team, and qualifications

1.3. Overview of the Vendor

Advaiya is a Microsoft Solutions Partner focused on empowering organizations to drive effective digital transformation by aligning technology solutions with business goals. With deep expertise in consulting, implementation, and system integration, Advaiya delivers tailored, scalable, and sustainable solutions across a range of industries. We are committed to making technology work—through contextual adoption, modern user experiences, and continuous innovation.

At Advaiya, we don't just implement solutions—we help businesses transform. We work closely with our clients to understand their unique challenges and processes, and co-create solutions that enhance operational efficiency, enable data-driven decision-making, and foster long-term agility.

Our capabilities span the full Microsoft ecosystem, including Dynamics 365 Business Central, Power Platform, Azure, and Microsoft 365. Advaiya has specialized experience in Microsoft ERP platforms and especially Microsoft Dynamics 365 Business Central to enable streamlined and future-ready enterprise operations. Whether transitioning from legacy systems, QuickBooks, or other ERP platforms, Advaiya ensures seamless migration with minimal disruption. Our structured migration methodology ensures data integrity, regulatory compliance, and operational continuity.

- Microsoft Solutions Partner with proven experience across the Microsoft stack.
- Cross-functional team of functional consultants, developers, QA engineers, and support analysts.
- Accelerated delivery models, leveraging reusable IPs, templates, and automation.
- Post-go-live support and enhancements, ensuring continuous improvement and innovation.
- Customer-first approach, prioritizing contextual relevance, ease of use, and ROI.

Refer Annexure 1 for Advaiya Microsoft Solution Partner Designation certificate.

1.4.   Team & qualifications

To accomplish the project goals within the schedule described here, the Vendor will deliver the project with the following team:

Role	Description	Location
Customer success executive/practice lead	Responsible to represent Vendor in Steering Committee, Vendor's highest escalation point for project delivery. Take corrective actions at Vendor organization level. Project Status reporting at organizational level to Steering Committee.	Vendor India office
Account manager	Responsible for ensuring the timely and successful delivery of solutions according to customer needs and objectives. Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders. Assist with challenging client requests or issue escalations as needed and develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors.	Vendor US office
Project lead	Responsible for overseeing the entire project, including planning, execution, and monitoring. Project lead is responsible for defining project objectives, allocating resources, managing timelines, and ensuring alignment with business goals. They coordinate cross-functional teams, communicate progress to stakeholders, and mitigate risks. Ultimately, the Project lead ensures the successful deployment of the ERP system while adhering to budget and quality standards.	Vendor India office
Business analyst/ project manager	Responsible for managing project related communications and coordination between vendor and client team. Also, it will ensure the timely execution of project activities.	Vendor India office
Solution architect	Responsible for defining the solution structure in alignment with solution requirements and the technology environment, with determination of technology approach, application use cases, platform selection, technical specification development, and system review. Experienced in designing, developing, and implementing business applications. Expert knowledge of multiple technologies and development disciplines.	Vendor India office
Dynamics 365 functional consultant	Responsible for identifying and analyzing all aspects of business context of the technology solution, and for understanding and clarifying complete system requirements for the complete system with all use cases.	Vendor India office

Role	Description	Location
	Technology or business domain professional with knowledge of technology systems and business applications. Skilled in analysis techniques such as research, use-case documentation, and system review.	
Dynamics 365 technical consultant	The responsibilities include managing enhancements and customizations, collaborating with functional consultants to identify and define custom objects such as documents, reports, and scripts. Additionally, tasks involve preparing interface mapping and design, technical design documents, coding custom objects, modifying and testing them based on requirements, creating custom programs for data loading, developing interface programs for third-party system integration, conducting unit testing, and generating user IDs according to user authorization criteria.	Vendor India office
Quality analyst	Responsible for preparing test cases and scenarios, and for performing several types of testing on systems using standard testing tools and bug reporting. Experience in software testing and system analysis to identify potential risks and issues. Knowledgeable in testing tools and application life-cycle management.	Vendor India office
Integration consultant	Responsible for designing, developing, and implementing integrations between Microsoft Dynamics 365 Business Central and external systems or third-party applications (e.g., CRMs, marketplaces, ERPs, or custom platforms). The consultant analyzes business and system requirements, maps data flows, configures APIs or middleware solutions, and ensures secure, seamless, and real-time data synchronization. Tasks include interface design, data transformation logic, monitoring and error handling, performance tuning, and documentation. The consultant also collaborates closely with functional and technical teams, as well as external vendors, to ensure integration aligns with business objectives and industry best practices.	Vendor India office

1.5. Understanding of the project goals and objectives

The Vendor recognizes that the Port of Olympia seeks to modernize and streamline its core business operations through the migration from Microsoft Dynamics SL to the Dynamics 365 cloud-based platform. The primary objective is to leverage the capabilities of Dynamics 365 to create an integrated, efficient, and scalable ERP environment that supports the Port's evolving operational and financial needs.

The Port aims to achieve the following key outcomes through this project:

- **Seamless migration** of historical data (minimum three years, ideally full data set of 600GB) from the legacy Dynamics SL platform to Dynamics 365, ensuring continuity and integrity of financial, HR, asset, and operational records.

- **Integration with third-party systems**—Laserfiche, Molo, and Manager+—to reduce duplication of effort, eliminate manual data transfers, and improve data visibility and accuracy across departments.

- **Implementation of core ERP functionalities**, including but not limited to:

  - General ledger, accounts payable, accounts receivable, and bank account management

  - Budgeting and financial reporting with advanced analytics capabilities

  - Human resources and payroll integration

  - Property and lease management in compliance with GASB 87

  - Fixed asset and lifecycle management

  - Sales, purchasing and procurement workflows

  - Electronic payments and positive pay processing per Thurston County treasurer requirements

- **Workflow automation** for key processes such as journal entry approvals, HR-to-payroll handoffs, and asset data transfer from Manager+.

- **Improved access and reporting** across all Port business units to support financial transparency and informed decision-making.

- **A future-ready, scalable solution** that positions the Port to adapt to changing technology, regulatory, and operational requirements while reducing IT overhead and manual processes.

We understand that this initiative is not merely a technology migration but a foundational transformation of how the Port manages its financial and operational activities. Our approach is centered on aligning technology with the Port's business strategy, ensuring stakeholder engagement, operational continuity, and long-term value realization.

1.6. Summary of proposed approach and timeline

The Vendor proposes a structured, phased implementation approach that ensures a seamless migration from Microsoft Dynamics SL to Dynamics 365 Business Central, while addressing all functional, integration, and workflow requirements as outlined by the Port of Olympia.

1 Proposed approach

Our methodology is designed to minimize disruption to ongoing operations, ensure data integrity, and deliver measurable business value:

1. **Discovery & planning**

   - Conduct stakeholder workshops to validate business requirements and prioritize integrations.

   - Review existing Dynamics SL environment and associated third-party systems (Laserfiche, Molo, Manager+).

   - Finalize a detailed project plan with resource allocations, risk mitigation strategies, and change management processes.

2. **Solution design**

   - Design system architecture and workflows, ensuring alignment with Port-specific needs, such as lease management, GASB 87 compliance, and positive pay customization.

   - Define data migration and integration frameworks.

   - Identify modules to be implemented in Phase 1 (e.g., Finance, HR integration, AP/AR, Asset Management) and Phase 2 (e.g., Manager+ replacement, advanced analytics).

3. **Development & configuration**

   - Configure Dynamics 365 Business Central, set up security roles, and implement required workflows using native D365 tools and Power Automate.

   - Develop integrations with third-party applications using APIs, data exchange interfaces, and middleware.

   - Build custom reports and dashboards tailored to departmental and executive needs.

4. **Data migration**

   - Cleanse and migrate historical data (at least 3 years in detail; older data in summary), totaling approximately 600GB, from Dynamics SL.

   - Conduct rigorous data validation and reconciliation to ensure accuracy.

5. **Testing & training**

   - Execute unit, system integration, and user acceptance testing (UAT).

- o Provide tailored role-based training for end-users, finance staff, and administrators, with "train-the-trainer" materials.

- o Refine configurations based on feedback.

6. **Go-live & support**

- o Transition to the live environment with phased rollout support.

- o Offer hyper-care post go-live, ensuring smooth operations and prompt issue resolution.

- o Provide ongoing support through a dedicated SLA-backed helpdesk and documentation.

2   Proposed Timeline

Phase	Duration	Timeline
Discovery & planning	5 weeks	Sep 8 – Oct 10, 2025
Solution design	4 weeks	Oct 13 – Nov 7, 2025
Development & configuration	8 weeks	Nov 10, 2025 – Jan 2, 2026
Data migration & testing	8 weeks	Jan 5 – Feb 27, 2026
Training & UAT	4 weeks	Mar 2 – March 31, 2026
Go-live	-	April 1, 2026
Stabilization phase	4 weeks	Apr 6 – May 1, 2026
Optimization & Monitoring	13 weeks	May 4 – Jul 31, 2026

Note: Timeline may be adjusted based on Client readiness, integration complexity, and phasing decisions.

This timeline ensures that critical financial and operational functions are live early, while providing flexibility to phase in advanced features and third-party integrations in alignment with the Port's budget and strategic priorities.

1.7. Specify any foreseen challenges in meeting the Scope of Services and expectations of the Port

The Vendor has carefully reviewed Port of Olympia's requirements and recognizes the complexity and critical nature of this ERP transformation initiative. While we are confident in our ability to deliver a successful implementation, the following potential challenges have been identified:

1. Data migration volume and quality

- The Port's legacy Dynamics SL database comprises approximately 600GB of data. Migrating this volume—especially with the preference for at least three years of detailed records—poses a risk if data inconsistencies or formatting issues exist.

- **Mitigation:** We will conduct a comprehensive data quality assessment during the discovery phase and collaborate with Port staff to cleanse and structure the data prior to migration.

2. Integration with legacy and third-party systems

- Seamless integration with Molo, Manager+, Laserfiche, FSM, and other systems is essential to avoid duplicated manual work and to realize operational efficiencies.

- **Mitigation:** Our team includes specialists experienced in API-based and middleware integrations. Where APIs are unavailable or documentation is limited, we will propose RPA (Robotic Process Automation) or batch-based interfaces with a focus on reliability and maintainability.

3. Customization of positive pay format

- A specialized check format is required to meet Thurston County Treasurer's positive pay requirements. Existing details about this customization are limited.

- **Mitigation:** We will conduct technical discovery and reverse-engineering if needed to replicate or redesign the format in Dynamics 365. Our team has successfully handled similar treasury compliance customizations for other public entities.

4. Manual, disconnected business processes

- Current workflows (e.g., procurement, HR onboarding, lease billing) are largely manual or Excel-driven, which may require process redesign and stakeholder change management.

- **Mitigation:** We will provide workflow automation using native D365 tools and Power Automate, paired with staff workshops to redesign processes collaboratively and drive user adoption.

5. Adoption and change management

- Some departments have limited exposure to Dynamics SL, and expanding access to new users across all business units may introduce a learning curve.

- **Mitigation:** We will offer tailored training sessions, role-based documentation, and ongoing support to ensure users are confident and self-sufficient in the new system.

6. Budget and phasing uncertainty

- As the Port has not defined a fixed budget, prioritization of modules and integrations will be critical to align costs with available funding.

- **Mitigation:** Our cost proposal provides detailed line-item estimates, allowing the Port to make informed decisions about phasing based on functional priorities and ROI.

1.8.   Describe fully any deviation from the Scope of Services. If none, so state

The Vendor has thoroughly reviewed the Scope of Services outlined in the RFP and the accompanying Addendum issued by the Port of Olympia. Based on our current understanding, **we do not anticipate any material deviations** from the requirements specified. However, certain items that fall outside the scope have been separately outlined in Section 12, and relevant assumptions have been documented in Section 11 of this proposal.

Our proposed solution fully aligns with the Port's stated goals, including:

- Migration from Dynamics SL to Dynamics 365 Business Central

- Integration with third-party systems (Laserfiche, Molo, Manager+)

- Implementation of all requested functional areas: Finance, HR, Payroll Integration, Asset and Property Management, AP/AR, Procurement, and Budgeting

- Automation of key workflows (journal entry approvals, HR-to-payroll, payroll-to-fixed asset)

- Support for data migration (including up to 600GB), reporting, and compliance (GASB 87, Positive Pay, etc.)

- A phased approach that considers cost, integration complexity, and operational continuity

Should any clarifications or adjustments be required during the discovery or solution design phases, we will transparently communicate with the Port to ensure alignment and timely resolution.

2. Technical solution & architecture

2.1 Detailed migration strategy from Dynamics SL 2018 to Dynamics 365

2.1.1 Migration assessment:

Before migrating on-premises deployment to the cloud, its readiness has to be evaluated using the Dynamics SL Analysis and Dynamics SL Repair tools. These tools provide migration options based on your needs and detect potential migration issues based on Dynamics SL system structure.

1. Tools for Assessment

   o The **Analysis Tool** connects to a Microsoft Dynamics SL database and generates an analysis report text file. The report outlines and provides an overview of the modules in use and examines the data that can be migrated to Business Central.

   o The **Repair Tool** connects to a Microsoft Dynamics SL database. The Repair tool is used to validate Microsoft Dynamics SL data to identify any issues that require repair before using the online Business Central tool to migrate Microsoft Dynamics SL data to Microsoft Dynamics Business Central. It includes automated fixes to Microsoft Dynamics SL data and repair items that need to be addressed.

2.1.2 Cloud migration wizard – initial setup activities

The Cloud Migration Wizard facilitates the seamless transfer of your data by creating a robust pipeline between your on-premises Dynamics SL database and the Business Central online environment. This process ensures that your data integrity is maintained throughout the migration process.

Key actions in this phase:

1. Connecting business central to your Dynamics SL database:

- Configure SQL Server settings: Specify the server's name, instance, database name, and user credentials.

- Set up the Integration Runtime to manage data transfers securely between your environments

> 2. Retrieving Company Information from Dynamics SL:

- Identification and Listing of all existing companies available for migration using Wizard.

> 3. Selecting Companies for Migration:

- Selecting the specific companies' users wish to migrate through the Business Central Interface. This provides flexibility and control over the process.

> 4. Creating Corresponding 'Shell' Companies in Business Central:

- The system will automatically generate empty (shell) companies in Business Central that match your selected Dynamics SL companies. These shell companies act as the target structures for the upcoming data migration.

    This initial setup is crucial for a structured and efficient migration process. By establishing these connections and configurations, we ensure that subsequent data migration phases proceed smoothly and securely.

2.1.3 SL company migration configuration – tailored data selection and activity-based approach

SL Company Migration phase is focused on defining **what data and modules** are brought into Business Central from your existing Dynamics SL system. The process emphasizes **control, structure, and business alignment** to ensure a clean, effective migration.

Key Action in this Phase:

> 1. Selecting Operational Modules for Migration:

- General Ledger (GL)

- Accounts Payable (AP)

- Inventory Management (IN)

- Accounts Receivable (AR)

- Specify data scope per module:
  - Migrate both Master Data (e.g., customers, vendors, items)

o Migrate Opening Balances to ensure financial continuity from Day 1 in Business Central

3. Configuring Inactive Records Handling:
This control data quality by choosing to exclude or include inactive records such as:

o Inactive Vendors

o Inactive Customers

o Inactive Item

4. Enabling "Classes" Feature for Smart Mapping: Activating the "Classes" feature for automate posting group creation in Business Central such as:

o Customer Classes → Customer Posting Groups

o Vendor Classes → Vendor Posting Groups

o Product Classes → Item Posting Groups

5. Migrating Historical Transaction Data:

o Our Recommended Approach:
A. Master Data (Customers, Vendors, Items): Full migration (all records)
B. Open Transactions (Unpaid Invoices, POs): Full migration
C. Closed Transactions (Paid Invoices, Old Journals): Partial (last 3-5 years) or archive
D. Inventory History :Last 2-3 years (if needed for reporting)
E.GL Transactions: Summary balances + last 5 years (optional

(In case of historical data migration, we can also leverage the option of Job Queue)

2.1.4 Cloud migration management & data upgrade activities

The Cloud Migration Management page in Business Central facilitates the transition from SL by enabling data replication from SL SQL tables to intermediate SL mapping tables. Once the status shows 'Ready for Replication" it confirms that company structures are created, and data replication can begin. Following this, the Data Upgrade process transfers the replicated data into native BC tables while also creating essential setup elements like accounting periods and tax groups, preparing the system for validation and go-live.

Key Action in this Phase:

1. Status Verification on the Cloud Migration Management Page.

o If it is "Ready for Replication", it means all companies have been successfully created in Business Central and now the system is ready for Replication.

2. Initiate Data Replication:

○ This Copies data from SL source tables (SQL Server) into SL mapping tables within Business Central. It includes all relevant master data and transactional tables.

3. Monitoring the replication progress

○ Check the status of the number of tables and records updated in real time. Further checking the status and logs on the Cloud Migration Page.

4. Execution of Run Data Upgrade where data is replicated from SL mapping tables into D365 Tables.

○ Check if the migration succeeded or failed, go to the Cloud Migration Management page. If the upgrade fails, go to the Migration Errors Fact Box to view the errors. If Migration succeeded, it would create Accounting Periods and Tax Groups in Business Central.

2.1.5 Disable the Cloud Migration Setup

After migrating the desired data to Business Central online, disable cloud migration in the Cloud Migration Setup page. This step is crucial because running the migration again overwrites outstanding documents (like vendors and inventory items) and other changes made in the online target company.

Data migration assumptions:

● The data migration activities will be performed twice during the project execution – one on the sandbox for system setup & UAT and other on the production as per the cut over plan.

● The data migration will be done as per the Client Requirement. However, the RFP is prepared considering the recommended approach.

● No attachments related to documents will be migrated to Business Central.

● The client must provide the data in the required templates.

● Any kind of transformation or data sanitization of master and opening balance data will be done by the client as per their need.

● The client will be responsible for the cost of any additional storage required beyond 80 GB (default storage capacity) for data migration.

● The customization will not be migrated in this whole process. Customisation has to be deployed to Business Central separately.

● The cost of tools, Azure storage, network usage, SQL licenses, or any other licenses or recurring expenses related to migration activities have not been included in this document. These costs will be charged on an actual basis through a formal Change Request.

2.1. Description of proposed Dynamics 365 modules and licensing

In this engagement, the vendor proposes implementation of Dynamics 365 Business Central to manage their process from finance and accounting to procurement and sourcing etc. The proposed solution includes several key components that work together to provide a comprehensive solution for managing your business processes as mentioned under the scope of implementation:

- **Financial management**: This component provides tools for financial management such as general ledger, financial accounting, G/L Budget management and other financial aspects.

- **Cash & bank management:** This module enables efficient handling of an organization's cash flow and bank accounts. It includes features of managing bank accounts, processing payments and receipts, performing bank reconciliations, and forecasting cash flow ensuring accurate tracking of liquidity and streamlined financial transactions.

- **Purchasing & account payable management:** This component includes features for managing the procurement process, such as purchase orders, vendor management, purchase returns, and purchase analysis.

- **Sales & account receivable management:** This component focuses on managing the sales process and customer relationships. It includes features like sales orders, sales quotes, sales returns, pricing and discounts, sales analysis, and customer management.

- **Fixed assets management:** This component helps track and manage fixed assets within the organization. It includes features like asset tracking, asset depreciation, maintenance schedules, disposal management, asset valuation, and fixed asset reporting.

- **Financial reporting and analytics:** This component will allow you to generate reports and analytics on your business data, including financial, sales, inventory, and customer data. It provides real-time insights into your business performance and helps you make data-driven decisions.

- **Inventory management:** The inventory management module within Business Central provides a comprehensive solution for managing inventory levels, tracking inventory movement, and optimizing inventory management processes.

- **Property management:** The proposed lease management functionality will enable the Port to create and maintain comprehensive lease records, including tenant details, lease types, locations, and associated revenue codes. It will automate billing schedules with capabilities for recurring rent, retroactive adjustments, pro-rated charges, and future rate changes through effective-date billing logic. The system will track critical lease milestones such as renewals, notice periods, and expirations, while also managing insurance and surety data with automated alerts for upcoming expirations. Full lease histories, including amendments, will be preserved to ensure compliance with GASB 87 via right-of-use asset tracking and amortization. Integration with Accounts Receivable and General Ledger will ensure accurate financial posting, while built-in workflows will streamline lease approvals, billing updates, and compliance alerts. Additionally, the solution will support

tenant communications, email notices, robust reporting (e.g., lease expirations, insurance status), and role-based access controls for Finance, Real Estate, and Planning teams.

- **Human resources:** This module encompasses essential Human Resource functions. This includes Employee Management, ensuring streamlined personnel records and profiles, Timesheet submission and approvals for projects and advance payment to employees and reimbursement of expenses.

Business Central Licensing Overview

As part of our proposal to implement Microsoft Dynamics 365 Business Central for the Port of Olympia, we have outlined the recommended licensing structure aligned with Microsoft's current licensing model and the Port's anticipated user roles, system usage, and workflow needs.

1. Licensing Model

Microsoft Dynamics 365 Business Central is licensed per user, with two primary license types:

- **Business Central Essentials –** Suitable for users who need access to core modules including finance, purchasing, sales, inventory, project management, and basic warehouse functionality.

- **Business Central Premium –** Includes all Essentials features, plus Service Management and Manufacturing modules. This license is not required unless manufacturing or service module is needed (currently not in scope based on the RFP).

- **Team Member License –** Ideal for read-only users, approval roles, or users who need limited access to specific data or workflows, or for reporting and read access only. (e.g., timecard entry, reporting review, approvals).

2. Proposed license allocation

Based on the RFP and Addendum inputs:

User Group	Estimated Users	License Type
Finance / Accounting	5-6	Business Central Essentials
Operations Managers	5-6	Business Central Essentials
Contracts & Planning	2-3	Business Central Essentials
Reporting / Departmental Review	15-16	Team Member
Total	16-18 15-16	Business Central Essentials Team Member

We have also accounted for the license required for the implementation partner for the implementation and for providing necessary support activities.

3. Microsoft 365 integration considerations

- The Port currently utilizes Microsoft G1 and G3 licenses under the Washington State Master Contract.

- These licenses enable Single Sign-On (SSO), Power BI, Outlook integration, and Teams approval flows, further enhancing Business Central user productivity.

4. Licensing procurement

- As a Microsoft Partner, we will resell and provision the licenses for Business Central through Microsoft's Cloud Solution Provider (CSP) program.

- All licenses will be managed and billed yearly, allowing scalability and flexibility.

- We will ensure that costs are clearly broken down in our financial proposal to reflect:

  o Base license costs

  o Add-on module costs (if any)

  o Cost implications for workflow or automation tools like Power Automate Premium (if used)

5. Optional Licensing (If required)

Should the Port elect to expand its usage beyond Business Central, additional licenses may be required for:

- Power BI Pro / Premium Per User (for advanced dashboards)

- Power Automate Premium (for integrations with non-Microsoft systems)

6. Conclusion

Our licensing plan is scalable, cost-conscious, and tailored to the Port's specific role-based access and integration needs. We will collaborate closely with the Port's IT and procurement teams to ensure compliance with state contracting policies and minimize total cost of ownership.

2.2. System architecture and deployment plan (cloud hosting, security, scalability)

2.2.1. Solution architecture

The solution will be based on Dynamics 365 Business Central, providing a centralized hub for managing financials, sales, fixed assets, and other core business processes. The high-level transition flow and solution architecture will be as follows:
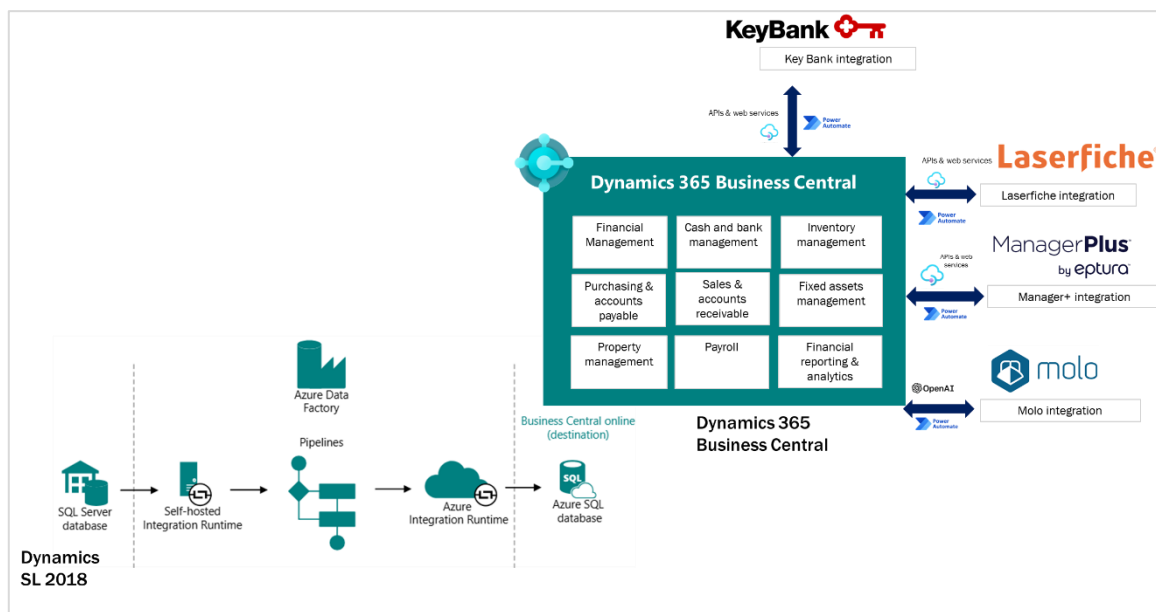
2.2.2. Solution components

- **Workflow management:** The workflow management involves automating and optimizing the business processes and tasks that the users perform in Business Central. This includes defining, executing, monitoring, and improving the workflows, such as approval, notification, escalation, and delegation. The workflow management process will use the workflow templates that enable users and administrators to create and manage the workflows for various business processes, such as sales, purchase, inventory, and financial management. The workflow services will also support various triggers and actions, such as events, conditions, expressions, and functions. Some of the key workflows covered under the implementation are purchase order workflow, purchase invoice approval, sales invoice approval, etc.

  - o **Journal Entry Approvals:** This component covers the workflow design for journal entry approvals, enabling multi-tier authorization before financial transactions are posted to the general ledger. Leveraging Dynamics 365 Business Central's native workflow tools), the solution will ensure segregation of duties and enforce internal controls by routing journal entries to designated reviewers based on amount thresholds or account classifications.

- HR to Payroll: This component covers the workflow for HR to Payroll integration, streamlining the handoff of employee information such as new hires, terminations, compensation changes, and benefits enrolment from the HR module into payroll processing. The automation ensures that once HR completes updates or onboarding, the corresponding payroll data is updated in real-time or at scheduled intervals, reducing duplicate data entry and payroll discrepancies.

- Payroll and Fixed Asset to Manager+: This component covers the workflow and integration between Payroll/Fixed Asset modules in Business Central and the SaaS-based Manager+ system (https://eptura.com/managerplus/). When payroll entries involving asset-related labor are posted or new fixed assets are added or depreciated, a Data sync between the Business Central Manager+ for internal reporting and compliance.

- **Customization and extension:** The customizations and extensions involve modifying and extending the functionality of Business Central to meet the specific needs and preferences of the customer. This includes adding new features, reports, and user interfaces, as well as modifying existing ones. The customization process will use the development tools, which are a set of tools and frameworks that enable developers to create and deploy custom solutions for Business Central. The development tools will also support various languages and platforms, such as AL, Visual Studio Code, and Azure DevOps.

- **Security:** The solution will prioritize safety, with robust access management, data encryption, and secure backups to protect your data and comply with the industry standards. This involves creating security policies, roles, permissions, and encryption, as well as monitoring and evaluating security events and incidents through audit logs. The safety process will use the Security Services, which are a group of services and features that enable administrators to regulate and guarantee secured access to Business Central.

- **Reporting and analytics:** This component will allow us to generate reports including transactional and analytics on your business data, including financials, purchasing and fixed assets modules as provided by Microsoft out of the box. It provides real-time insights of business transactions and helps you make data-driven decisions.

- **Integration:** Integration involves connecting Business Central with other systems and applications that the customer uses, such as HRMS and employee advances app. The integration process will use the integration services, which are a set of APIs and connectors that enable bi-directional data exchange between Business Central and other systems. The integration services will also support various protocols and formats, such as REST, SOAP, OData, XML, and JSON.

  - **Integration with Laserfiche:** This component covers the integration of Business Central with Laserfiche, the Port's document management system. The integration will automate the flow of financial documents such as purchase orders, invoices, and approvals between Business Central and Laserfiche.

o **Integration with Manager+:** This component covers the integration between Business Central and Manager+, the SaaS-based asset management platform by Eptura. The integration will synchronize asset-related data, including asset creation, depreciation values, maintenance schedules, and labor costs. Fixed assets recorded or updated in Business Central will be pushed to Manager+

o **Integration with Molo**: This component covers the integration of Business Central with Molo, the marina and harbor operations software. Molo handles customer slips, billing, and marina management for the Port. The integration will enable synchronization of billing transactions, customer data, and payment receipts between Molo and Business Central.

o **Integration with Key Bank:** This component covers the integration of Business Central with Key Bank's KeyNavigator platform to streamline the ACH payments process. It automates the end-to-end workflow, starting from ACH payment initiation in Business Central to final payment confirmation and documentation. ACH batch files are securely transmitted to KeyNavigator via API or SFTP, followed by an automated approval workflow involving the Finance Director. Once approved, payment confirmations and supporting documents are automatically sent to the Controller and the City Treasurer. Final payment entries are updated in Business Central, with all related documentation stored securely for audit and compliance.

2.2.3.   Technology stack

Dynamics 365 Business Central (Online): This is the core platform for managing financials, inventory, sales and purchase orders, project management, and other core business processes. It is a cloud-based solution that provides secure access to data from anywhere and allows for easy scalability as your business grows.

Microsoft Dynamics 365 Business Central comes with a wide set of functionalities that provide some great opportunities for deployment of supporting business processes and enhancing business productivity within the organization. The vendor suggests Full Implementation approach, with Integration of multiple other systems, required functionalities, and reports customizations.

Microsoft Excel: Microsoft Excel can be used for data mapping, validation, and analysis during the upgrade process. It is a commonly used tool for managing data in ERP migrations.

Microsoft 365: Microsoft 365 is a suite of productivity applications that will be used to collaborate and communicate within the organization. It includes tools such as Outlook, Teams, and SharePoint, which can be integrated with Dynamics 365 Business Central to improve collaboration and productivity.

Azure DevOps: Azure DevOps will be used for work management and code repository purposes. It will enable efficient task planning, tracking, and collaboration, making it indispensable for managing the migration project's workload. Additionally, it will offer reliable version control for source code, providing secure storage and facilitating code management.

Azure functions: Azure Functions is a serverless compute service that enables the execution of event-driven code without managing infrastructure. In the context of the ERP upgrade or integration process, Azure Functions can be utilized to securely connect cloud services like Dynamics 365 Business Central with on-premises systems such as legacy ERPs, databases, or file servers. By leveraging a hybrid connection via the Azure On-premises Data Gateway or VNET integration, Azure Functions can facilitate real-time data exchange and automation across cloud and on-prem environments. This enables seamless interoperability, reduces latency, and supports complex integration scenarios without exposing sensitive internal systems to the public internet.

Power Automate: Power Automate is a cloud-based service that enables the creation of automated workflows between applications and services. During the upgrade and migration process, Power Automate will be used to streamline repetitive tasks, trigger alerts, and synchronize data across systems. It supports integration with Dynamics 365 Business Central, SharePoint, Outlook, and other Microsoft and third-party services. By automating key business processes—such as approvals, notifications, and data transfers—Power Automate helps reduce manual efforts, minimize errors, and improve overall efficiency and responsiveness across departments.

SharePoint: This is a versatile platform designed for collaboration, document management, and content sharing within an organization. Integrated with Microsoft 365, it allows teams to create, share, and manage content seamlessly across departments. SharePoint enables custom workflows, secure document storage, and provides tools for automating business processes. Its integration with Dynamics 365 Business Central and other Microsoft tools enhances organizational collaboration, streamlining communication and information flow.

2.3.   Tools and methodologies for data cleansing, transformation, and migration

The Vendor understands that accurate, complete, and validated data is essential to the success of any ERP migration. We follow a proven methodology for migrating data from Microsoft Dynamics SL and other legacy systems to Dynamics 365 Business Central, ensuring data integrity, auditability, and continuity of operations for the Port of Olympia.

1. Migration Strategy Overview

Our end-to-end data migration approach includes the following key phases:
- Data Discovery and Assessment
- Cleansing and Standardization
- Mapping and Transformation
- Validation and Reconciliation
- Final Migration and Post-Go-Live Verification

2. Data Discovery and Assessment

We begin with a full audit of source systems (Dynamics SL, Molo, FSM, Manager+, Access DB for leases) to:

- Identify data entities to be migrated (e.g., GL, AR, AP, fixed assets, leases, payroll info)

- Assess data volumes (e.g., 600GB from SL) and data quality

- Document gaps, duplicates, obsolete records, and inconsistencies

Tools used: Microsoft SQL Server Management Studio (SSMS), Power BI for profiling, and Excel-based audit checklists

3. Data Cleansing and Standardization

We work with Port stakeholders to:

- Remove duplicate, outdated, or incomplete records

- Standardize formats (e.g., dates, codes, naming conventions)

- Normalize entity relationships for compatibility with Dynamics 365 schema

Tools used: Excel Power Query, Power Automate (for automated cleansing tasks), and data validation scripts

4. Data Mapping and Transformation

A detailed **source-to-target mapping document** will be prepared, showing how each field in the legacy system corresponds to its destination in Dynamics 365. We also define:

- Transformation rules (e.g., currency conversion, data type changes)

- Custom field handling (e.g., positive pay format, lease metadata)

- Master data harmonization across modules (vendors, customers, tenants)

Tools used: Azure Data Factory (ADF), Data Management Framework (DMF), KingswaySoft (for SSIS-based migrations), and custom PowerShell/SQL scripts

5. Data Validation and Reconciliation

Before final migration, we perform:

- **Test loads** into sandbox environments to validate mappings and dependencies

- **Parallel runs** for financial data to reconcile balances, ledgers, and sub-ledgers

- **Stakeholder review** of sample records and reports

We implement checksums, record counts, and data integrity validation scripts to ensure completeness.

6. Final Migration and Post-Go-Live

- Final cutover migration is timed with fiscal/calendar periods to minimize disruption

- Post-go-live, we monitor for record mismatches and offer correction support

- Data from the last three years will be migrated in detail; older data may be summarized, as discussed in the RFP

7. Documentation and Auditability

We provide:

- Complete migration logs

- Data mapping sheets and transformation rules

- Validation reports and sign-off checklists

These deliverables support transparency, audit readiness, and compliance with records retention and public sector reporting standards.

By combining automation, structured governance, and stakeholder collaboration, our data migration process will provide the Port of Olympia with a reliable, accurate foundation in Dynamics 365—free from legacy inconsistencies and optimized for future use.

3.System Integration Plan

3.1.　Integration strategy:

Advaiya proposes a secure, scalable, and API-driven integration architecture that enables real-time or scheduled data exchange between Dynamics 365 Business Central and the Port's existing third-party systems: **Laserfiche**, **Manager+**, and **Molo**.

Our integration approach will utilize Microsoft's Dataverse, Power Platform (including Power Automate), Azure Logic Apps, and/or custom connectors depending on the availability of APIs, data formats, and integration frequency requirements. The objective is to reduce manual entry, enable bi-directional data flows where needed, and ensure auditability of transactions across systems.

3.1.1.　Laserfiche

Objective: Enable bi-directional integration with Laserfiche to support automated document management, approval workflows, and access to financial and operational records.

Strategy:
- Implement a **bi-directional integration** where applicable, enabling Dynamics 365 to send documents (e.g., invoices, purchase orders, journal entries) to Laserfiche for storage, while retrieving scanned and indexed documents for user access and compliance review.

- Utilize Laserfiche SDK or Web Services API to automate document routing and metadata tagging based on Dynamics transaction types.

- Utilize Laserfiche's RESTful API and Microsoft Power Automate connectors (or custom middleware if required) to:

  o Auto-archive financial reports, purchase orders, and invoices generated in Dynamics 365

  o Retrieve relevant documents (e.g., lease agreements, supporting documents) into Dynamics workflows

- Implement event-driven workflows that trigger document uploads or retrievals based on actions in D365 (e.g., journal posting, approval completion)

- Estimated Interfaces and Entities:

Interface Name	Entity in D365	Direction
AP Invoice Archival	Purchase Invoices	D365 → Laserfiche
PO & Contract Archival	Purchasing Documents	D365 → Laserfiche
GL Journal Entry Logs	Journal Entries	D365 → Laserfiche
Document Search & Access	Linked record metadata	Laserfiche → D365

Assumptions:

- The integration scope is considered based on the current understanding and only for one legal entity only.

- The integration approach will be designed after detailed discovery while implementing the solution as per the need of the business process.

- The client will arrange the necessary integration details like API, access to credentials, necessary account, test environment for the integration purpose on the third party application/platform/database.

- Laserfiche API or integration endpoints will be accessible and documented for secure data exchange.

- Necessary permissions and user roles for accessing Laserfiche documents and uploading files will be provisioned by the Port.

- Document metadata fields (e.g., document type, vendor name, invoice number) will be standardized to enable reliable automation.

- Port will define the document types and business events (e.g., invoice posting, lease creation) that should trigger document archiving.

- Any required Laserfiche licensing or API access upgrades will be procured by the Port if needed for integration.

Benefits:

- Centralized, searchable document repository

- Paperless workflows and audit readiness

- Eliminates manual uploads and improves compliance

🔗 Reference: [Laserfiche API Documentation](#)

3.1.2.   Manager+

Objective: Support either integration or potential functional replacement of Manager+ for asset maintenance tracking, work order management, and preventive maintenance scheduling.

Strategy:

- In Phase 1, establish **data synchronization** from Manager+ to Dynamics 365 for asset usage and maintenance costs using APIs or structured data exports, therefore, we propose a **bi-directional integration** to synchronize asset master data and maintenance schedules with Dynamics 365's Fixed Asset module.

- If Dynamics 365 Asset Management (or third-party ISV) is deemed capable of replacing Manager+, offer a Phase 2 plan to transition maintenance workflows entirely into D365.

- Ensure asset lifecycle, depreciation, and financial tagging (e.g., GL code) remain aligned between systems

- **Estimated Interfaces and Entities:**

Interface Name	Entity in D365	Direction
Asset Master Synchronization	Fixed Assets	Bi-directional
Maintenance Schedules	Maintenance Plans	Manager+ → D365
Work Order Completion Status	Asset Journal Updates	Manager+ → D365
Depreciation & Disposal Sync	Depreciation Transactions	D365 → Manager+

Assumptions:

- The integration scope is considered based on the current understanding and only for one legal entity only.

- The integration approach will be designed after detailed discovery while implementing the solution as per the need of the business process.

- The client will arrange the necessary integration details like API, access to credentials, necessary account, test environment for the integration purpose on the third party application/platform/database.

- Manager+ will remain operational and accessible throughout Phase 1 of the implementation for integration purposes.

- Data exchange with Manager+ will be limited to defined asset and maintenance fields necessary for reporting and financial tracking.

- Port will identify key asset types and maintenance activities that need to be synchronized with Dynamics 365.

- If Manager+ is to be replaced in Phase 2, business process redesign and Port approval will be required before decommissioning.

- Asset master data (e.g., asset ID, location, depreciation group) will be consistent across both systems to enable reconciliation.

Benefits:

- Consolidated asset view across finance and operations

- Opportunity to phase out Manager+ and reduce system overhead

- Enables proactive maintenance budgeting

🔗 Reference: [Eptura (Manager+) Integration Info](#)

3.1.3.   Molo

Objective: Enable streamlined transfer of AR, billing, and customer data between Molo and Dynamics 365 to eliminate manual re-entry and reduce reconciliation errors.

Strategy:

- Build a **unidirectional integration** from Molo to Dynamics 365 for the following modules:

    o   Invoicing and recurring charges

    o   Credit card and ACH payments

    o   Slip, marina, and storage billing details

- Data will be transferred via secure APIs or scheduled batch uploads (e.g., monthly Excel file transformation into journal entries)

- Validate tax (e.g., leasehold excise), payment types, and GL mappings before posting in D365

- Consolidate daily transactions into monthly batch entries for AR ledger updates.

- **Estimated Interfaces and Entities:**

Interface Name	Entity in D365	Direction
AR Invoice Batch Import	Customer Invoices	Molo → D365
Credit Memo Posting	Credit Notes	Molo → D365
Payment Transaction Log	Customer Payments	Molo → D365
Revenue Categorization Mapping	GL Entries (by Service)	Molo → D365

Assumptions:

- The integration scope is considered based on the current understanding and only for one legal entity only.

- The integration approach will be designed after detailed discovery while implementing the solution as per the need of the business process.

- The client will arrange the necessary integration details like API, access to credentials, necessary account, test environment for the integration purpose on the third party application/platform/database.

- Molo will continue to be the system of record for marina-specific customer transactions (e.g., slips, storage, guest dock).

- Data required for AR, invoicing, and payment posting will be made available from Molo in a structured format (e.g., API or Excel extract).

- GL account mapping and tax code mapping from Molo to Dynamics 365 will be defined and validated by the Port.

- Data imports from Molo will follow a consistent schedule (e.g., monthly batch uploads or weekly sync) as agreed during implementation.

- Molo system access and testing sandbox (if available) will be provided to support development and validation activities.

Benefits:

- Reduced workload for Marina operations staff

- More timely revenue recognition and financial reporting

- Audit trail maintained from Molo through to GL entries in Dynamics

🔗 Reference: Molo Connect APIs

3.1.4.   Middleware and tools

We will use Microsoft-native integration tools where possible:

- **Power Automate** for low-code workflows

- **Azure Logic Apps** or **custom middleware** for complex data orchestration

- **Data Management Framework** for import/export pipelines

All integrations will be documented, version-controlled, and monitored post-go-live to ensure performance, accuracy, and auditability.

3.2.   APIs, connectors, middleware, or RPA tools proposed

Microsoft Dynamics 365 Business Central supports a wide range of integration technologies, making it versatile for various business needs. Here's a list of the key integration technologies supported:

- Business Central web services
Business Central supports three types of web services: (REST) API, SOAP, and OData. Web services are a lightweight, industry-standard way to make application functionality available to various external systems and users. You can create and publish functionality as REST API web services for reading and/or writing data back to Business Central.

RESTful web services are typically created to interchange data between Business Central and external systems. The acronym REST stands for REpresentational State Transfer. Any coding language capable of calling REST APIs can be used to use this feature. The Business Central API stack is optimized for performance and is the preferred way to integrate with Business Central.

Business Central comes with an extensive list of built-in APIs that require no code and minimal setup to use. When using the built-in APIs, please choose the highest API version available. You can also develop your own custom APIs using the AL object types *API pages* and *API queries.*

- Business Central with Microsoft Power Platform
Integrating Business Central with Microsoft Power Platform offers a solution that enhances business productivity and efficiency. It provides a set of tools that enable you to analyze data, build solutions, automate processes, and create virtual agents. By integrating Microsoft Power Platform with Business Central, you can apply the data and business logic of Business Central, and benefit from the analytical and automation capabilities of Microsoft Power Platform.

A connector is a proxy or a wrapper around an API that allows the user of the connector to talk to the underlying service. Business Central has its own connector that allows Power Platform products such as Power Automate, Power Apps, and Logic apps to communicate with Business Central through REST APIs.
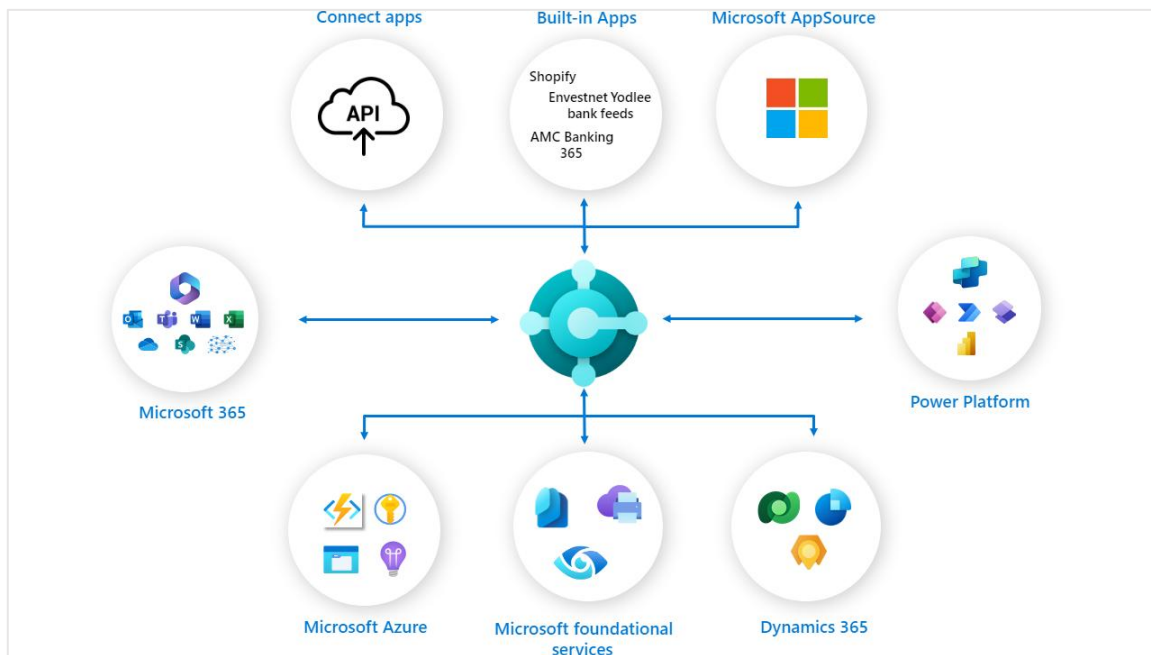
- Business central with Office apps and Microsoft 365

Business Central supports multiple integrations to Microsoft 365. Enabling integrations to Microsoft 365 augments the functionality in Business Central with extra features. It also augments Microsoft 365 apps with new features so that users can stay in the flow of work and get access to the right data at the right time from the app they prefer working with. Along with built-in integration, Business Central offers more ways for you to integrate with Microsoft 365 apps using API apps.

Business Central also supports integrations with Dataverse, Shopify, Azure services and infrastructure services.

Integrations	Technologies
Web services	Business Central supports three types of web services: 1. REST API, 2. OData, 3. SOAP
Power Platform	Business Central integrates to the following Power Platform products and services: • Power Apps • Power Automate • Power BI • Power Pages
Dataverse	Business Central offers built-in ways to integrate with Dataverse, including data synchronization, data

Integrations	Technologies
	virtualization, data change events using webhooks, and business events
Shopify	Integrate Business Central with Shopify by installing and configuring the Shopify Connector app.
Dynamics 365 Sales	Integration with Dynamics 365 Sales allows users to view Business Central information while working in Dynamics 365 Sales
Microsoft 365	Business Central integrates to the following Microsoft 365 products and services: • Microsoft Excel • Microsoft Graph • OneDrive for Business • Microsoft Outlook • Microsoft SharePoint • Microsoft Teams • Microsoft Word
Other External Systems	With external systems from custom AL code is possible by calling external services using the HttpClient.
Azure services	Integrations between Business Central and Azure services: • Azure Application Insights • Azure Blob Services • Azure File Services • Azure Functions • Azure Key Vault • Azure Virtual Networks • Azure Open AI Service
Copilot/AI	Integrate Business Central apps and extensions with the Azure OpenAI Service to extend Copilot in Business Central with new generative AI capabilities.

3.3. Data mapping and synchronization processes

The Vendor places significant emphasis on **accurate data mapping and seamless synchronization** between Dynamics 365 and the Port's legacy systems and third-party applications. This process is central to ensuring reliable data migration, real-time updates, and consistent operational performance across the integrated ERP environment.

1. Data Mapping Approach

Our data mapping process will follow a collaborative, iterative methodology to ensure fidelity and alignment with the Port's operational logic:

- Discovery & Assessment:

  - Review data structures in Dynamics SL, Molo, FSM, and Manager+

  - Identify key entities (e.g., tenants, invoices, work orders, GL entries, asset records)

  - Conduct stakeholder interviews to understand field usage and business dependencies

- Mapping Design:

  - Create detailed **source-to-target mapping sheets** covering:

    - Entity names

    - Field names and data types

    - Transformation logic (e.g., currency formatting, date normalization, ID mapping)

    - Validation rules and lookup references

  - Align GL account structures, sub-accounts, departments, and project codes with the D365 COA model

- Approval & Versioning:

  - Mapping documents will be version-controlled and signed off by Port stakeholders before implementation begins

2. Synchronization Processes

To ensure data consistency across Dynamics 365 and integrated platforms (e.g., Molo, Laserfiche, FSM), we will implement the following synchronization strategy:

- Synchronization Methods:

  - **API-based integration** for real-time or near-real-time updates (e.g., Laserfiche, Molo)

  - **Batch data loads** via secure file exchanges (e.g., monthly Molo AR data)

  - **Webhooks or event-driven triggers** for time-sensitive workflows (e.g., document archiving upon approval)

- Data Flow Examples:

  - **Molo → D365:** Customer billing → Journal entries → GL

  - **Laserfiche ↔ D365:** Document metadata → Document retrieval in workflows

- o **FSM → D365:** Fuel dock transactions → AP/AR entries → Reconciliation

- **Conflict Handling:**

  - o Rules to resolve record duplication or conflicts (e.g., latest modified wins, master system designation)

  - o Logging and exception handling for any synchronization failures

- **Scheduling:**

  - o Critical financial updates: Daily or real-time

  - o Operational data (e.g., marina transactions): Daily batch

  - o Maintenance records: Weekly or as-needed basis

3. Tools and Technologies Used

- **Microsoft Data Management Framework:** For bulk data loads during initial migration

- **Power Automate / Azure Logic Apps:** For low-code and scalable integration workflows

- **SQL-based ETL tools or middleware** (if required): For custom transformation and staging

- **Data validation scripts:** To ensure referential integrity, format compliance, and completeness

4. Validation and Testing

Before go-live, we will conduct:

- **Data validation reports** comparing source and destination record counts, balances, and key field values

- **Reconciliation checklists** to ensure financial data integrity

- **User acceptance testing** (UAT) with real data samples to verify mapping logic and field behavior

By applying a meticulous and transparent data mapping and synchronization process, Advaiya will ensure that the Port of Olympia's financial, operational, and compliance-related data flows smoothly across its ecosystem, enabling reliable reporting, automation, and decision-making.

3.4. How system dependencies will be handled

Advaiya acknowledges that successful implementation of Dynamics 365 at the Port of Olympia requires careful planning and coordination across multiple interdependent systems. Our

approach to managing system dependencies focuses on **risk mitigation, sequencing, and controlled integration**, ensuring that each system functions as part of a cohesive ecosystem.

1. Dependency Identification & Documentation

- During the discovery and design phase, we will identify all upstream and downstream dependencies involving:

  - **Third-party systems:** Laserfiche, Molo, FSM, Manager+

  - **Internal tools and manual processes:** Excel-based reports, Access databases

  - **Data and workflow timing:** Payroll cycles, monthly closes, tenant billing, AP/AR schedules

- Each dependency will be logged in a **System Dependency Matrix**, documenting:

  - Trigger/source system

  - Dependent target system(s)

  - Type of dependency (data, timing, process)

  - Required integration or workflow alignment

2. Sequenced Implementation and Phasing

- We will implement system modules and integrations in logical, **phased order**, prioritizing core finance functionality (GL, AP/AR, budgeting) before operational modules (property management, asset tracking).

- System integrations will follow a "**stabilize then integrate**" strategy:

  - Validate Dynamics 365 core functions independently

  - Introduce integrations in a staggered fashion (Phase 1: Laserfiche, Molo, FSM; Phase 2: Manager+ if retained)

3. Dependency Testing and Simulations

- We will run **end-to-end integration tests** to simulate real-world scenarios, such as:

  - Receiving a Molo invoice and syncing it with Dynamics 365 AR

  - Submitting an approval in Dynamics 365 that triggers document archiving in Laserfiche

  - Updating an asset's depreciation schedule and verifying it links to financial reports

- Tests will include both **functional and timing validation** (e.g., does sync occur hourly, daily, or upon transaction?)

4. Error Handling and Contingency Planning

- Dependencies will be protected with:

  - **Transaction logs** and audit trails for all data exchanges

  - **Failure notifications** and retry mechanisms for critical processes

  - Contingency plans to switch to manual entry temporarily if an integration is disrupted

5. Governance and Change Control

- Any change to a system or process that affects another will follow a **change control protocol**, ensuring:

  - Impact assessments are done before changes are deployed

  - Updates are tested in staging environments

  - Stakeholders are informed of changes affecting their processes

6. System Ownership and Collaboration

- For each dependency, a primary **business owner and technical contact** will be identified

- Regular cross-functional sync meetings will be conducted to manage overlapping timelines, resolve blockers, and align configurations across platforms

By anticipating and controlling system dependencies through structured governance, sequencing, and testing, Advaiya will ensure that the Port of Olympia's transition to Dynamics 365 is smooth, stable, and scalable.

4. Functional requirements

- Legal entities covered under scope are as follows:

Sr. No	Legal entity names	Geography
1	Port of Olympia	United States America (USA)

In order to address the solution approach and requirements described above in an optimal way, we propose the following scope of work with a brief description of each functionality, emphasizing that this engagement covers exclusively the following outlined elements.

Business functionality	Description/approach	Assumptions
Financial accounting	**Covered with configurations:** - General Ledger and the Chart of accounts - Dimensions for reporting – Department - Setup and Use E-Documents - Create G/L Budgets - Post Transactions Directly to the General Ledger - Reverse Journal Postings and Undo Receipts/Shipments - Allocate Costs and Income - Defer Revenues and Expenses **General functionality:** - Accounting periods - Posting groups - Tax setup	- The data migration will be done for the opening balances as closing chart of account on the cut-over date including migration of open customer and vendor transaction. - Dimensions will be used for the financial transactions and reporting purposed. Dimensions will be created and utilized throughout the Business Central viz Department etc. - The Vendor will provide data import templates for master records. - The Client will provide all the required information to set up the mentioned features. - There will be a maximum of up to five standard workflows for the Finance module will be configured under current scope. Any additional configuration of workflow will be handled via Change management.
Cash and bank management	**Covered with configurations:** - Reconciling Bank Accounts - Manage Cashflow - Analyzing Cash Flows & cash flow forecasting.	- Only Key Bank's statement import shall be configured under this scope of work as per initial scope. Configuration of any additional bank shall be handled via Change management. - The Vendor will provide data import templates for master records. - The Client will provide all the required information to set up the mentioned features.
Accounts payable	**Covered with configurations:** - Create Vendors - Vendor payment terms - Suggest vendor payments.	- The Vendor will provide data import templates for master records. - The Client will provide all the required information to set up the mentioned features.

Business functionality	Description/approach	Assumptions
	• Vendor invoices and payments	• There will be a maximum of up to five standard workflows for the account payable module will be configured under current scope. Any additional configuration of workflow will be handled via Change management.
Accounts receivable	**Covered with configurations:** • Create Customers • Customer payment terms • Customer invoices and payment • Customer item catalogue	• The Vendor will provide data import templates for master records. • The Client will provide all the required information to set up the mentioned features. • There will be a maximum of up to five standard workflows for the account receivable will be configured under current scope. Any additional configuration of workflow will be handled via Change management.
Financial reporting & Business intelligence	• Out-of-the-box financial report and layouts • Configurable Balance Sheet • Configurable Profit & Loss account • Customer ageing report • Vendor ageing report. • Cash Flow	• Out-of-the-box financial report and layouts will be available for users as provided by Microsoft. • No customization has been considered under this scope of work. Any customization required for the same will be handled via Change management.
Sales	**Covered with configurations:** • Make Sales quotes. • Blanket sales orders • Pre-payment functionality • Ship items against sales order • Posting sales invoices • Correct or cancel unpaid Sales Invoices • Process sales returns or Cancellations • Combine shipments on a Single Invoice • Delivery date calculation for Sales	• The Client will provide all the required information to set up the mentioned features. • The Vendor will provide data import templates for master records. • There will be a maximum of up to five standard workflows for the Sales module will be configured under current scope. Any additional configuration of workflow will be handled via Change management.

Business functionality	Description/approach	Assumptions
	• Merged duplicate records • Enter external document Number • Deferred revenue recognition • Setting up and Invoicing Sales Prepayments	
Purchasing	**Covered with configurations:** • Record purchases • Purchase quotes • Purchase orders • Blanket purchase order • Receive Items against purchase orders. • Posting purchases invoices • Correct or cancel unpaid purchase invoices. • Process purchase returns or cancellations. • Workflow approval	• The Client will provide all the required information to set up the mentioned features. • The Vendor will provide data import templates for master records. • There will be a maximum of up to five standard workflows for the Purchasing module will be configured under current scope. Any additional configuration of workflow will be handled via Change management.
Fixed assets	**Covered with Configurations:** • Acquire Fixed Assets • Depreciate or Amortize Fixed Assets • Dispose of or Retire Fixed Assets • Manage Budgets for Fixed Assets • Revalue Fixed Assets • Fixed Asset Reports and analysis	• The Client will provide all the required information to set up the above-mentioned features. • The Vendor will provide data import templates for master records.
Inventory management	**Covered with Configurations:** • Register New Items • Categorize Items • Work with Bills of Material • Manage Product Variants • Work with Item Attributes • Count Inventory Using Documents • Count, Adjust, and Reclassify Inventory Using Journals • View the Availability of Items • Reserve Items	• The Vendor will provide data import templates for master records and the customer will provide the data in the required format. • The Client will provide all the required information to setup the mentioned features. • No configuration of standard workflow has been considered under current scope. • A maximum of 5 location setup has been considered

Business functionality	Description/approach	Assumptions
	• Use Item References • Work with Responsibility Centers	under this scope of work. Any additional configuration of locations will be handled via Change management. • Assembly module is not covered under the scope of work. • No integration with third-party application has been considered under the scope of work.
Property management	• Create and manage detailed lease records, including tenant info, lease type, use, location, and revenue coding • Automate billing schedules with support for recurring rent, retroactive adjustments, and pro-rated calculations • Track lease milestones such as renewal options, notice dates, and expiration dates • Maintain insurance and surety information with alerts for upcoming expirations • Generate and manage lease amendments and maintain full lease history • Comply with GASB 87 through right-of-use asset tracking and amortization schedules • Integrate billing and lease transactions with Accounts Receivable and General Ledger modules • Enable effective-date billing logic for future rate adjustments • Manage tenant communications with ability to generate notices and email reminders • Generate reports such as Lease Expiration, Insurance Status, Rent Renewal, and Active Tenants • Configure role-based access and permissions for Finance, Real Estate, and Planning teams	• The Port will provide a complete and validated lease master data set, including tenant details, lease terms, billing schedules, and historical adjustments, in a structured format (e.g., Excel, CSV, or Access export). • The volume of active leases is approximately 100. • Property billing will integrate directly with the Accounts Receivable and General Ledger modules in D365. • All lease-related transactions will be tracked using consistent GL codes, dimensions, and revenue recognition rules provided by the Port. • Workflow configurations will be based on Port-defined approval hierarchies and lease lifecycle triggers. • The Port will provide samples of all critical reports currently used (e.g., Lease Expiry, Rent Renewal, Insurance Status) for replication or enhancement in the new system. • Standard D365 or Power Automate tools will be used to configure alerts (e.g., lease expiration, insurance renewals).

Business functionality	Description/approach	Assumptions
	• Automate workflows for lease approvals, billing cycle changes, and insurance compliance alerts	• Reports will be delivered using either D365-native reports or Power BI, based on agreed design specifications. • Integration with GIS systems is currently not in scope. • If standard Dynamics 365 functionality does not meet a specific need (e.g., complex rent escalation clauses, layered billing cycles), potential ISV solutions or low-code customizations will be proposed with impact assessments. • GASB 87 compliance will be handled using either standard features available in Dynamics 365 Business Central
HRMS and Payroll	• Employee master data management, including personal details, job titles, departments, and compensation details • Leave and absence tracking with configurable leave types and approval workflows • Payroll processing including earnings, deductions, taxes, and direct deposit capabilities • Generation of pay slips, tax filings, and year-end statements • Integration with Dynamics 365 Business Central for seamless GL posting and financial reporting • Time entry and validation workflows, with support for hourly and salaried employees • Benefit management including retirement plans, health coverage, and flexible spending accounts • Position and employment history tracking for internal movement and compliance reporting	• The integration scope is considered based on the current understanding and only for one legal entity only. • The integration approach will be designed after detailed discovery while implementing the solution as per the need of the business process. • The client will arrange the necessary integration details like API, access to credentials, necessary Data-integritiy account, test environment for the integration purpose. • Average frequency for the integration will be 4-5 times every month and aggregates data for all employees will be fetched form Payroll applications under the payroll cycle. • The standard ADP Integration for Microsoft Dynamics 365 Business Central connector

Business functionality	Description/approach	Assumptions
	• Automated compliance with federal and state payroll regulations, including tax table updates • Employee self-service portal for accessing pay stubs, updating information, and submitting leave requests • Integrity Data's HRP for BC ISV solution (https://www.integrity-data.com/hrp-for-bc-pricing) will be utilized as the HR and Payroll application • This ISV solution will be mapped to the Port of Olympia's existing HR and payroll processes to minimize change management and ensure business continuity	will be used for payroll integration. (Link: https://www.integrity-data.com/hrp-for-bc-pricing) • The Integration connector is compatible with the current version of Business Central. • The integration will only cover standard payroll data transfer. • No customizations or modifications to the ADP connector will be undertaken. Also, any updates or maintenance to the connector will be handled by ISV Partner, not by the Vendor. The client will be responsible for any fees or subscriptions associated with the Integration Connector. • Any limitations of the standard app will be accepted as part of the integration scope. • If the standard connector does not fully meet the integration requirements, API-based integration will be addressed through a formal change management process.

5. Workflow & automation requirements

5.1.   Journal entry approvals

Business functionality	Description/approach	Assumptions
Journal Entry Approvals	**Covered with configurations:** • Objective: Streamline and control the financial journal entry process by enforcing approvals before	• Journal Entry approval workflows will be implemented using native D365 Business Central workflow builder.

Business functionality	Description/approach	Assumptions
	posting entries to the General Ledger. **Design Approach:** - Configure an approval hierarchy based on entry origin, amount thresholds, or department - Include roles such as Finance Analyst (preparer), Finance Manager (reviewer), and Finance Director (approver) **Implementation:** - Use native D365 workflow builder to initiate, route, and track approvals - Configure automatic notifications (email or Teams) to approvers with approval links - Audit trail maintained for all actions (approved, rejected, modified)	- Approval will be triggered on submission of General Journal lines, based on rules such as amount thresholds and account type. - Port of Olympia will provide an approval matrix (e.g., who approves what based on amount or department). - Email notifications and task assignments will be configured using standard workflow alerts. - All users involved in the approval process will have appropriate D365 licenses and security roles. - Audit trails and approval history will be stored within D365 for compliance and traceability. - Workflows will be tested and verified during User Acceptance Testing (UAT) phase.

5.2. HR to Payroll

Business functionality	Description/approach	Assumptions
HR to Payroll Workflow	**Objective:** Automate the flow of personnel data from HR to payroll, ensuring accurate and timely payroll processing. **Design Approach:** - Triggered by HR events such as new hires, pay changes, terminations, or leave updates - Workflow validation based on effective dates and role-based review **Implementation:** - Use **Power Automate** to integrate HR data (entered in Dynamics	- Workflow assumes HR master data (new hire, salary change, termination) will be maintained within D365 or an integrated HR module. - Data validation steps and approvals will be included to ensure correct hand-off from HR to Payroll. - Port of Olympia will define all data fields and handover points necessary for payroll processing.

Business functionality	Description/approach	Assumptions
	365 HR or linked module) with the payroll system • Automate updates such as salary changes, benefit deductions, and leave balances • Include approvals from HR Manager and Payroll Administrator before changes are applied	• Workflow will use Power Automate to push validated HR data to payroll module or integrated third-party payroll system. • Any payroll-impacting changes (e.g., FSA, retirement contributions) will follow an approval flow before reaching payroll. • Email notifications and status tracking will be embedded in the workflow. • The solution assumes integration with payroll is either native or accessible through an API or secured file transfer method.

5.3. Payroll and Fixed Asset to Manager+

Business functionality	Description/approach	Assumptions
Payroll and Fixed Asset to Manager+	**Objective:** Synchronize payroll and asset-related data with Manager+ (or internal D365 replacement if selected) to support asset maintenance planning and labor cost tracking. **Design Approach:** • Automate the transfer of employee time, labor costs, and asset assignments • Trigger updates when payroll batches are finalized or new assets are capitalized **Implementation:** • If **Manager+ is retained**, build a **Power Automate flow** or custom middleware to send relevant data (e.g., cost center, hours, asset ID) to Manager+ • If **Dynamics 365 Asset Management** replaces Manager+, use **native D365 workflow tools** to	• Workflow assumes Manager+ has bidirectional integration capability (e.g., API or import interface). • Payroll and fixed asset data (e.g., compensation costs, asset acquisitions/disposals) will be sent to Manager+ using Power Automate or custom integration connector. • Port of Olympia will identify data mapping between D365 and Manager+ for each workflow step. • Triggers for data exchange will include posting payroll batches and registering or modifying assets. • Workflow logic will include error handling and confirmation of data sync between systems.

Business functionality	Description/approach	Assumptions
	associate employee cost records with asset maintenance schedules	• If Manager+ is replaced by D365 Asset Management, workflow design will be adjusted accordingly. • End-user training will include how to monitor and troubleshoot integration status. • Workflow logs will be retained for compliance and reconciliation purposes.

5.4.   Preferred tools (e.g., Power Automate, native D365 workflow builder)

To ensure the efficient and scalable delivery of these workflows, we will leverage a combination of advanced tools, automated processes, and optimized infrastructure. This approach will enable us to handle increased workloads seamlessly while maintaining high performance and reliability. Key components will include:

Tool	Use Case
Power Automate	Cross-platform workflows, third-party integrations
Native D365 Workflow Builder	In-app approvals and business process flows
Azure Logic Apps (if required)	Complex or large-volume integrations

All workflows will be documented, tested during UAT, and configured with notification, escalation, and error-handling mechanisms.

6. Experience and Qualifications

6.1.   Team bios and certifications (especially with Microsoft Dynamics)

Refer Annexure 2 for team bios and their Microsoft certification showing ERP and Power Platform expertise.

6.2.   Case studies or examples of past Dynamics 365 implementations, especially with similar integration complexity

Refer Annexure 4 for Advaiya ERP case studies.

6.3.   At least three references from similar projects

Refer Annexure 3 for customer references.

7. Project Management & Timeline

7.1.   Implementation methodology (Agile, Waterfall, Hybrid, etc.)

7.1.1.   Agile & CBEA (Composable business and execution architecture) based methodology:

Each of the above business functionalities described in section *#3 Scope of work* will involve the following work items as applicable, leading to the project backlog:

1. Business specification – This shall be the first stage, having discovery sessions with business team to understand the business process and articulating the details regarding current scenarios and processes, required features and workflow automation as well as future roadmap. It includes:

   - Meeting with key stakeholders to understand overall business processes and current system.
   - Comprehensive functional specification document having
   - Process flows/ workflow description as per requirements.
   - Role matrix
   - Business rules and validation
   - Wireframes for all features and forms
   - Overall information flow design/taxonomy
   - Review and final approval on FRSD document by client.

2. **Technical specification:**
   - Set up the new environment with necessary setups and configurations.
   - Base configuration of Finance, Sales, Purchasing, and Fixed assets module.
   - The base configuration will include the mapping of all business processes in ERP with application best industry-based practice and application in the reports.

3. **Interface development (Frontend)** – Development of user interface to support application features.

4. **Backend development** – It will include the following tasks:

   ▪ Development of the data access layer for interacting with the database. This often involves Entity Framework, stored procedures, and functions to handle database operations.

   ▪ Implementation of the business logic layer to handle complex business processes, data validation, and other application-specific functionalities.

   ▪ Creation of APIs or web services to expose the backend functionalities, allowing the front-end or external applications to communicate with the backend server.

   ▪ System enhancements to accommodate the business scenario if covered under the Scope of work.

5. **Integration** – Integration with other line-of-business application for data sync if covered under the Scope of work. It involves multiple activities:

   • Data transfer

   • Data preparation

   • Connection and authentication

   • Data transformation and mapping

   • Error handling and logging

   • Data validation and verification

6. **Workflow & notifications** - Implement workflow automation by defining and executing sequential or state machine workflows within the application.

   ○ Define any workflows for alerts and notifications.

   ○ Define approval workflows if any.

7. **Role based access /user management** – Design and implement role-based access control mechanism which includes - Assigning roles/ permissions/ User access management.

8. **Verification (QA) –** Identify and develop test plan, appropriate test cases, verify and assess the test approach and then execute the tests, log results, report the defects.

9. **User acceptance testing (UAT) –** Plan and deliver UAT sessions with identified business users to verify developed application, collect UAT feedback and address them to meet the business user goals.

10. **User adoption assistance** – Plan and deliver comprehensive training session for two major roles – Administrator and End Users. Also design and share detailed step-by-step user manual and admin guide to effectively manage developed application.

11. **Production release** – This will include preparing the production environment, deploying new applications in the production environment and verifying all functionality before handover to client IT team.

12. **Hyper care –** Provide dedicated and immediate assistance during the Hyper Care period following the application's production release. Focuses on tasks related to addressing user concerns, monitoring the application's performance, and ensuring a smooth transition from deployment to stable operations. It will include the following:

    ○ Establish clear channels of communication for users to report issues, such as a dedicated helpdesk, email, or a support ticketing system.

    ○ Respond promptly to user inquiries and issues, providing timely updates and resolutions as necessary.

o Conduct regular performance monitoring and analysis to identify any performance bottlenecks or system anomalies, taking proactive measures to address them.

7.1.2. Approach for adoption and value realization

The vendor's approach to adoption and value realization is designed to ensure a smooth transition and maximum utilization of the implemented solution. The approach places a strong emphasis on the relevance to the organization's specific business objectives and the usability for end-users.

The following tactics constitute a guiding framework for the vendor team, directing their efforts to promote adoption of the implemented solution. Each tactic is thoughtfully selected and executed as appropriate for the implemented solution and project, with no additional tactics or activities being performed.

- Ensuring that the implemented solution directly addresses and aligns with the unique requirements of key stakeholders.

- Implementing a phased rollout strategy to carefully introduce the solution across relevant departments or functionalities.

- Developing role-based (administrators, end-users) training material or instructional videos that promote effective learning and system understanding.

- Designing a training program and conducting "train the trainer" workshops to empower change champions. These champions will communicate the relevance of the solutions to their peers and advocate for successful adoption.

- Integrating usability considerations across the system design and architecture to ensure a user-friendly experience at every stage.

- Communicating the relevance of the solutions to end-users by highlighting the positive impact on their workflows.

- Establishing a process for users to request support related to their unique use cases and scenarios during adoption phase.

7.1.3. Transition approaches

The transition phase will layout and cover the tasks and activities that need to take place to efficiently move from the client's current solution/application to the vendor's proposed solution. The Vendor will apply consistent processes and gives the "what," "when," and "how" of events to reduce risks.

Transitioning Strategy

Our transition approach and structured set of tools, methodologies, architecture, and most importantly – the experience to plan and manage the project to ensure minimal impact on your business. The following tactics constitute a guiding framework for the vendor team, directing their efforts to promote transition to the vendor's proposed solution. Each tactic is thoughtfully selected and executed as appropriate for the transition phase, with no additional tactics or activities being performed.

- System testing and quality assurance: Perform thorough QA of transformed service delivery solution to assure the quality meets the requirements. Conduct user acceptance testing (UAT) to validate that the system meets the organization's requirements and expectations.

- User training and knowledge transfer: Provide comprehensive training sessions for end-users to ensure they understand how to use the proposed solution effectively. Additionally, offer knowledge transfer sessions to key administrators to ensure they can manage the system post-implementation.

- System handover and go-live support: Coordinate the official handover of the system from the implementation team to the organization's operational team. Provide go-live support to ensure a smooth transition and address any immediate concerns or issues that may arise.

- Data migration verification: Verify the accuracy and completeness of data migrated to the proposed solution. Conduct data validation exercises to ensure that all essential data is successfully transferred and accessible within the new system.

- Support and helpdesk setup: Establish a support infrastructure, including a helpdesk system or ticketing system, to address user queries and issues post-implementation. Define escalation procedures and response times to ensure timely resolution of issues.

7.1.4. Status reports, meeting requirements, and communications

Item	Requirements	Frequency
Project kick-off	Provide a slide deck outlining the project delivery plan, including communication plan, resourcing plan, milestone schedule, project team, key stakeholders, risks, issues, assumptions, dependencies, QA plan, and deployment plan.	Once, at start of project
Weekly progress meeting	Weekly meeting for 30 minutes along with weekly status reports and 1 to 2-day turnaround for questions	Weekly
Daily checkpoint call	Conference call with core project team, as required by the company's project manager.	As required
Backlog work item tracking	Comprehensive day-to-day backlog work item tracking is established on DevOps	Daily
Weekly status report	To be sent once a week to all project stakeholders, typically on Friday	Weekly

7.1.5. Responsibility matrix

The roles and responsibilities of the Vendor and the Client team will be as follows.

Tasks	Vendor	Client
Arrange for key business users for Requirement Gathering Phase	-	Perform
Requirement Analysis	Perform	Assist
Prepare Plan	Perform	-

Tasks	Vendor	Client
Environment setup/ System configuration / Develop feature / Fix issues	Perform	Assist
Create System Test Plans & System Testing	Perform	-
Provide Business Case scenarios	-	Perform
Prepare Acceptance Test Cases	-	Perform
Prepare UAT and Production Environment	Perform	Assist
UAT Business Central process implemented	Assist	Perform
Address UAT feedback, Resolve / Close Defects	Perform	-
Signoff UAT acceptance of application	-	Perform
Providing master data and opening balance migration template	Perform	--
Data preparation in provided templates and data cleansing	-	Perform
Identify early adopters	-	Perform
Identify users for training based on "Train the Trainer" approach	-	Perform
Deliver training based on train the trainer approach	Perform	Assist
User Demo and Training	Perform	Assist
Deployment Activities	Perform	-
Go-Live	Perform	Perform

Any changes to the roles and responsibility matrix may have cost and schedule implications which will be mutually discussed and agreed.

7.1.6.   Expectations from Client

To achieve the project timelines and budget objectives, Vendor expects the following support from the Client team during the engagement and project execution:

- Assign a Single Point of Contact (SPOC) for the duration of engagement for the Vendor team for project related communication, reviews, and approvals. Ideally a person with authorization to make decisions in these regards should be assigned as a SPOC for effective project execution.

- Ensure the business team involved in the requirements phase is available till the user acceptance phase to ensure consistent understanding of project scope, requirements, and approach. In case of change in the business team, required handovers must be provided to the new team members to avoid communication gaps and difference in interpretation of requirements.

- Provide comprehensive and complete requirements during the initial part of the requirement gathering phase to ensure effective requirement analysis and design activities and timely completion of requirement analysis and design phase as per agreed schedule.

- Provide response to queries raised within 1-2 working days and ensure that the queries backlog is effectively managed to ensure requirement analysis and design is completed effectively and timely.

- Active participation in project reviews / demos and provide timely feedback and approvals as per agreed schedule.

- Resolve dependencies as per expected dates and priority to ensure that project can be completed as per agreed timelines.

- Provide user acceptance tests, test data and test scenarios that enable high quality deliverable for user acceptance testing.

- Perform user acceptance testing as per schedule and share feedback in defect tracker on timely basis to ensure project can be completed as per schedule.

- The Client user team is required to provide the data into the templates provided by the Vendor team. In case, Vendor team needs to provide any support on data fetching from the existing system or work on the data cleansing or any other related activities which is not in scope then Change Request will be raised for the efforts required in this activity.

- Effective change management to ensure changes are avoided during the project execution to ensure project schedules are met and provide timely approvals for changes and revised schedule in case changes are necessary for the project go live.

- Ensure required 3rd party vendor team availability as per the schedule for integration discussions, if applicable. If any delay in getting the API from the 3rd party vendor impacts the schedule, then Vendor will raise the Change Request for the same.

- Ensure timely availability of APIs/environment access, test data, user acceptance scenarios, etc. as required by the project team for project execution.

- Data cleansing of the Master Data and opening transactions data is to be done by the Client core team. Vendor will assist them from the system validation point of view only and will not be involved in correcting the data.

- Opening balance and master data should only be in the templates provided by the Vendor team.

7.1.7.   Project acceptance process

- **Project milestone (Phase) review and acceptance**

At completion of each project phase (or sprint) as identified above (or via change requests) Vendor would request milestone acceptance, which will be reviewed jointly by Vendor and Client. As described below, Client may provide specific feedback during review, the same once reasonably addressed by Vendor would trigger acceptance. Once the milestone is accepted, work towards the next milestone of the project will be executed. Feedback supplied after the review period or acceptance will be evaluated as a potential change of scope to be addressed through the Change Management Process.

- **Acceptance criteria**

To facilitate proper execution, and effective review, as part of the initial project activities, Vendor and Client will jointly define Acceptance Criteria based on the designs and scope. If such Acceptance Criteria is not defined, the scope defined herein would constitute Acceptance Criteria.

- **Acceptance / Rejection**

After reviewing the milestone status, Client will accept or provide a reason for rejection. The reasons for rejection should provide a full explanation for the rejection identifying the areas which are deficient and why.

- **Correction of deliverables**

    In-scope problems found with the milestone will be corrected. Out-of-scope changes will be managed according to the Change Management Process. The schedule and dates for correcting in-scope problems will be agreed upon with the customer and corrections will be resubmitted for review accordingly. The milestone would be considered as accepted on reasonable addressal of the rejection reasons as provided with milestone review.

- **Project exit criteria**

    o All the agreed milestones are accepted and/or acceptance criteria are achieved.

    o All outstanding issues (as identified during milestone reviews) have been identified, documented, and an action plan agreed.

    o Any Change Requests that affect the project have been accepted, either as in scope and completed, or deferred and will not be done.

7.2. Project timeline with major milestones and deliverables

The scope of work will be as per this proposal and would be deemed to be frozen at the engagement. Vendor's responsibilities would be contingent on assumptions enumerated above, and fulfilment of Client's responsibilities as specified herein.

Any change in scope, or any change in the work context including as identified as assumptions, limitations, or Client's responsibilities, would be identified and dealt with as per the following process/protocol.

All changes identified by Vendor will be documented in a Change Request. Change Requests are then reviewed for cost or schedule impacts. If a cost or schedule impact is identified, the Change Request is submitted to Client for review and approval. A Change Request is only executed once it is approved explicitly by the client. Once a Change Request is approved, it becomes an addendum to the agreed scope.

7.3. Risk management approach

At Advaiya Solutions Inc., we recognize that effective risk management is vital to the success of any ERP implementation. Our approach proactively identifies, assesses, and mitigates potential risks throughout the project lifecycle to ensure on-time, on-budget delivery and a stable post-go-live environment.

1. Risk Management Strategy

We apply a structured and collaborative risk management methodology based on industry best practices. Our strategy includes:

- **Early Risk Identification** through discovery workshops, system assessments, and stakeholder interviews

- **Continuous Risk Assessment** during each project phase using a standardized risk matrix

- **Mitigation Planning** with defined preventive and contingency actions for each risk category

- **Transparent Communication** with Port of Olympia stakeholders via a Risk Register and regular project status reports

2. Key Risk Categories & Mitigation Plans

Risk Category	Potential Risk	Mitigation Strategy
Data Migration	Incomplete or inaccurate migration from SL and other systems	Conduct pre-migration data audits, mapping validation, and utilization of tool provided by Microsoft.
Third-Party Integrations	API limitations or compatibility issues with Molo, Laserfiche, FSM, Manager+	Early API testing, use of proven middleware/RPA, phased rollout with fallback options
User Adoption	Resistance to change, lack of familiarity with new system	Role-based training, train-the-trainer approach, change management support
Scope Creep	Uncontrolled addition of requirements leading to delays or budget overruns	Strict scope control with change request process and Port approval for adjustments
Configuration Errors	Incorrect setup of financial or property modules leading to operational disruption	Detailed validation scripts, user acceptance testing, and administrator training
Timeline Risk	Delay due to resource availability or unexpected complexity	Buffer built into timeline, weekly progress tracking, early issue flagging
Compliance Gaps	Risk of failing to meet security, audit, or regulatory requirements	Microsoft compliance frameworks, audit logging, security and privacy assessments

3. Risk Register & Governance

A **centralized risk register** will be maintained throughout the project, documenting:

- Risk description

- Likelihood and impact

- Owner and mitigation/resolution strategy

- Status updates and closure date

This register will be reviewed and updated during weekly status meetings with the Port's project team, ensuring full visibility and shared accountability.

4. Escalation and Response Protocol

We implement a clear escalation path to rapidly address critical risks:

- Tiered escalation from technical leads to project managers to executive sponsors

- 24–48 hour response SLAs for high-priority risks

- Predefined criteria for invoking contingency actions (e.g., rollback, module re-sequencing)

5. Post-Go-Live Risk Monitoring

Even after go-live, our hyper care support phase will include:

- Monitoring performance issues or user errors

- Incident management and root cause analysis

- Reinforcement training for high-risk process areas

Our proactive, transparent, and collaborative risk management process ensures that potential issues are addressed before they can impact project outcomes, enabling the Port of Olympia to confidently move forward with its digital transformation.

7.4. Change control process

The scope of work will be as per this proposal and would be deemed to be frozen at the engagement. Vendor's responsibilities would be contingent on assumptions enumerated above, and fulfilment of Client's responsibilities as specified herein.

Any change in scope, or any change in the work context including as identified as assumptions, limitations, or Client's responsibilities, would be identified and dealt with as per the following process/protocol.

All changes identified by Vendor will be documented in a Change Request. Change Requests are then reviewed for cost or schedule impacts. If a cost or schedule impact is identified, the Change Request is submitted to Client for review and approval. A Change Request is only executed once it is approved explicitly by the client. Once a Change Request is approved, it becomes an addendum to the agreed scope.

8. Cost Proposal

The following cost proposal outlines the estimated Total Cost of Ownership (TCO) across a five-year period, based on current pricing and the scope defined in the RFP.

8.1.   Licensing

Item	Per user per year	Quantity	Duration (Years)	Total estimated cost over 5 years
Dynamics 365 Business Central Essential – Full user	$840	18	5	$ 75,600
Dynamics 365 Business Central – Team Member license	$96	16	5	$ 7,680
Integrity Data HRMS and Payroll Solution - Core (including first 50 employees) per employer	$9,600	1	5	$ 48,000
Integrity Data HRMS and Payroll – Additional users	$132	5	5	$ 3,300
Dynamics 365 Business Central Database Capacity 100GB	$4,500	1	5	$ 22,500
Dynamics 365 Business Central Database Capacity Overage	$45	500	5	$ 112,500

Power Automate	$180	5	5	$ 4,500
Total estimated licensing cost for 5 years				$274,080

Please note:

- The pricing is based on currently available rates and Microsoft/OEM license prices. Any changes in pricing by OEMs in the future will be handled separately.

- Any additional technology components or requirements identified during the course of execution will be estimated and charged separately as per actuals.

- For the HRMS module, the Essential package has been considered in alignment with the scope defined in the RFP. Any additional features or customizations beyond this scope will be addressed through the formal change management process.

- The Vendor will make reasonable efforts to secure the best possible discounts at the time of purchase, subject to availability and the Microsoft licensing policies. Any applicable discounts will be communicated and applied before finalizing the purchase.

- For any future scalability in licenses, the cost will be subject to the latest Microsoft rates at the time of scaling.

- The annual license cost must be paid in advance at the beginning of the engagement to procure licenses as per Microsoft's New Commerce Experience (NCE) model.

- The proposed license prices are applicable for annual commitment and upfront payment.

8.2.   Implementation

Item	Duration (Years)	Total estimated cost
Dynamics 365 Business Central core implementation (all functional modules as per RFP document)	One time	$87,950

8.3.   Data migration

Item	Duration (Years)	Total estimated cost

Data migration from Dynamics 2018 SL to Dynamics 365 Business Central	One time	$13,500

8.4.   Integration development

Item	Duration (Years)	Total estimated cost
Integration of Dynamics 365 Business Central with third-party systems (4) • Key bank • Laserfiche • Manager+ • Molo	One time	$22,800

8.5.   Support and training

Item	Duration (Years)	Total estimated cost
Training, adoption, and documentation	One time	$8,250
Managed services (48 months)	4	$49,200

8.6.   Estimates of total cost of ownership (TCO) for 3– 5 years

Item	3-Year TCO	5-Year TCO
Licensing	$164,448	$274,080
Implementation	$87,950	$87,950
Data migration	$13,500	$13,500
Integration	$22,800	$22,800

Item	3-Year TCO	5-Year TCO
Support and training	$37,050	$57,450
Total estimated TCO	$325,748	$455,780

9. Support, training & documentation

9.1. Plan for training end-users and administrators

The Vendor understands that effective training is essential to ensure adoption, maximize productivity, and reduce resistance to change during ERP transformation. Our training approach for the Port of Olympia will be hands-on, role-based, and aligned with the specific workflows and responsibilities of each user group.

Training Objectives

- Empower users to confidently and accurately perform tasks in Dynamics 365

- Ensure administrative staff can manage users, permissions, reports, and system settings

- Support a "train-the-trainer" model for long-term self-sufficiency

- Minimize post-go-live support needs through early skill-building

1. Training Strategy

Our training plan is structured across three tiers:

a. End-User Training

- Delivered by functional area (e.g., Finance, HR, Operations, Property Management)

- Role-based sessions tailored to low, medium, and high interaction users

- Real-life scenarios from Port operations (e.g., processing journal entries, running lease reports, submitting timecards)

b. Administrator Training

- For IT and system support staff

- Covers configuration, user access management, environment setup, integration monitoring, and routine maintenance tasks

- Emphasis on diagnostics, change control, and audit/reporting tools

c. Train-the-Trainer Program

- Identify Port Champions who will receive deeper instruction

- Provide reusable materials (presentations, recordings, guides) to enable internal onboarding for new staff over time

2. Delivery Modes

To accommodate the Port's hybrid work model and operational schedule, we will offer flexible training formats:

- **Live Virtual Sessions:** Instructor-led training via Microsoft Teams or Zoom

- **On-Site Sessions:** Optional in-person workshops for high-touch departments (if preferred by the Port)

- **Self-Paced Materials:** Recorded videos, user manuals, quick reference guides, and FAQs

- **Follow-Up Clinics:** Open office hours post-go-live for Q&A and refresher sessions

3. Training Schedule

Phase	Audience	Timing
UAT Familiarization	Key users & testers	~6 weeks before go-live
Role-Based Training	End users by department	~3–4 weeks before go-live
Admin Training	IT & system owners	~2–3 weeks before go-live
Train-the-Trainer	Power users	Ongoing from UAT onward
Post-Go-Live Support	All users	First 4 weeks after go-live

4. Training Materials Provided

- Role-specific user guides

- Step-by-step process documentation with screenshots

- Training decks and recording archives

- Admin and IT support manuals

- Checklists for recurring activities (e.g., period closing, vendor onboarding)

9.2. Support model post-implementation (e.g., SLAs, ticketing)

9.2.1. Support activities

The Vendor proposes a time and material-based engagement for this work, post go-live and will provide assistance across the following activities on a monthly basis, as needed:

- Regular system health check and engagement calls
- Consulting support on new feature requirement
- Technical support in troubleshooting operational issues.
- Help with basic 'How to' queries.
- System performance optimization
- Customizations, developments, enhancements, fixes in the existing functionality.
- Reports and dashboards updates
- Scheduling updates/upgrades
- License procurement – scale up/scale down.
- System backup and restore.
- Scheduled learning or training events, or any other support activity

9.2.2. Support process

To ensure a structured and efficient support engagement, the following steps will be followed:

- Some of the above support activities like regular system health checkup, upgrades, performance optimizations, etc. will be initiated by the vendor through system-generated tickets, eliminating the need for the client to raise the tickets. The estimated tickets are 5 per month.

- For any on demand requests, including enhancements to existing features, new feature development, or any other minor updates, must be logged by the client team using the vendor's customer service portal. Each request will be considered as a ticket.

- Upon receipt of a client ticket, our development team will promptly send an email, aligning with the client's request understanding. The entire communication and updates will be conducted through emails/portal, and the ticket will be officially closed with an updated summary."

- The vendor team will analyse the ticket and determine the estimated efforts required to complete the request, broken down by role and timeline. This information will be communicated to the client team.

- The client team will review the timeline and effort estimates provided by the vendor. Once satisfied, they will provide approval to proceed with the support request.

- After receiving approval, the vendor will resolve the support request and provide updates to the client team. Additionally, the actual hours consumed in supporting the request will be reported to the client team for transparency and tracking purposes.

- The effort mentioned in the support matrix are estimated efforts that will be provided to the client under the managed services for eight months. Any consumption of hours over and above shall be handled via Change management.
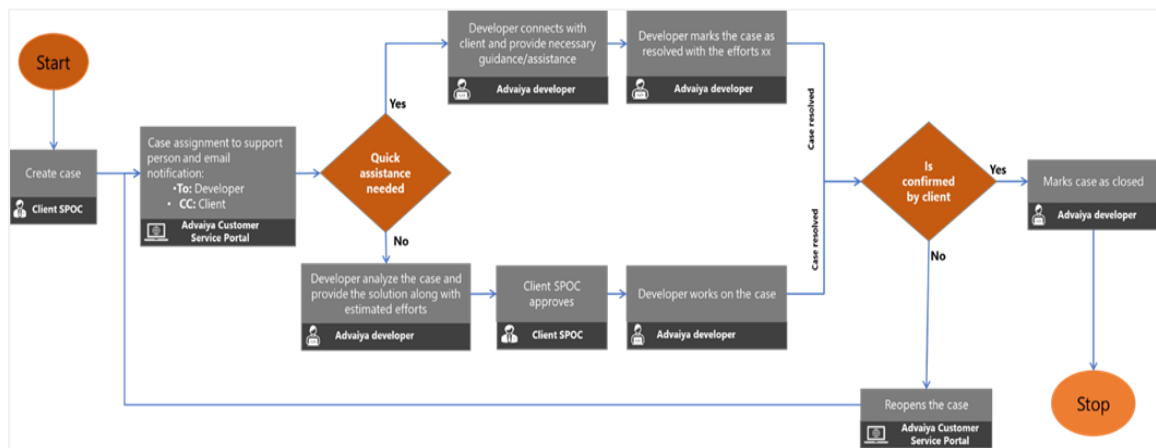
9.2.3. Priorities and SLA

Each support request received will be classified under defined categories as per the definition below and the resolution time will be in accordance to that.

P#	Priority level	Description	Response time	Resolution time
P1	Urgent (Critical Impact)	• Any issue impacts a significant group ofusers. • Any showstopper issue	1 business hour	6-8 business hours
P2	High (Significant Impact)	• Noncritical but significant issueimpacting system use. • Issue degrading the performance or reliability of application	3 business hours	10-12 busines shours
P3	Normal (Minor Impact)	• Any issue which is important but doesnot require immediate attention or action. • Issue that does not hinder/block the normal operation of the system	8 business hours	20-25 busines shours
P4	Low (Informational)	• Issues consisting of any how-to queries,general assistance, etc.	12 business hours	30+ business hours

* 8 business hours = 1 working day

Normal Business Hours: The normal business hours for the helpdesk shall be from Monday to Friday, 8 AM to 6 PM excluding public holidays.

9.2.4. Support matrix

Activity	Support role	Estimated efforts (hours) from month 13 to month 60
System monitoring support activities	Dynamics 365 Functional and Technical developer	168
On Demand support	Dynamics 365 Business Central Solution Architect	48
	Dynamics 365 Business Central Functional/Technical Consultant	192
	Dynamics 365 Business Central Functional/Technical Associate	432
	Dynamics 365 Integration consultant	144
Total hours for 48 months		984

Please note: The above mentioned hours has been estimated based on the current understanding and support hours are calculated as a total across the four years. The actual usage may vary—being higher immediately after go-live and tapering in later years.

9.2.5. Warranty

After completion of user acceptance, the system will be configured to be production as per the agreed schedule. Vendors will provide the required support to facilitate production movement and go live. In case of delays in user acceptance tests due to reasons not within Vendor's purview, implications on warranty commencement date and warranty period will be mutually discussed and agreed.

- Post Go Live Hyper Care of 1 Week immediately after data migration on Production instance & then Warranty Support is planned for 3 Weeks. If the end users are not available due to any reason, not in control of Vendor, post Go-Live, then Hyper care time will not be extended or adjusted.
- Core User handholding will be done during warranty support in addition to resolving bugs in the implemented system.

9.3. Documentation deliverables (user guides, configuration records)

The Vendor recognizes that high-quality documentation is essential for the long-term success and maintainability of the ERP system. As part of our engagement with the Port of Olympia, we will deliver a comprehensive documentation package to support system adoption, compliance, training, and future scalability.

Our documentation deliverables will include the following:

1. User Guides

We will provide role-based user guides tailored to the Port's departments and user types. These guides will include:

- Step-by-step instructions for day-to-day tasks across modules (Finance, HR, AP/AR, Procurement, Property Management, etc.)

- Screenshots, navigation tips, and field descriptions

- Common troubleshooting tips and FAQs

- Specific guides for timecard entry, invoice processing, budget tracking, lease management, and reporting

Format: PDF can be uploaded to internal portals or training systems.

2. Administrator Guides

For IT and administrative staff, we will deliver:

- System administration procedures (user management, security role assignment, workflow maintenance)

- Backup and recovery instructions

- Instructions for managing integrations (Laserfiche, Molo, Manager+)

- Licensing management and environment health check procedures

3. Configuration Documentation

We will provide a complete record of all configurations applied during the project, including:

- Dynamics 365 module setup (chart of accounts, dimensions, approval workflows, fiscal periods, tax settings)

- Customizations and extensions (e.g., positive pay formatting, property management enhancements)

- Workflow logic and automation design (Power Automate and native workflows)

- Integration configurations (API endpoints, field mappings, transformation logic)

This documentation ensures continuity and clarity for future maintenance, upgrades, or audits.

4. Data migration logs and mapping sheets

Detailed logs and mapping documents will be provided, including:

- Source-to-target mapping of fields from Dynamics SL, Molo, and FSM to Dynamics 365

- Data validation checklists

- Summary of any data cleansing or transformation rules applied

5. Training materials

In addition to user guides, we will provide:

- Presentation slides and handouts for end-user and train-the-trainer sessions

- Video recordings of live training

- Printable quick reference cards for common processes

6. Change log and deployment records

A consolidated log of:

- All major configuration done during the implementation project

- Deployment records and versioning for any customizations or integrations

10. Security & compliance

10.1. Data protection and privacy measures

Security architecture: The security architecture of Microsoft Dynamics 365 Business Central is designed to protect data, ensure compliance, and provide robust controls over user access and operations. This architecture leverages the broader Microsoft security ecosystem, incorporating multiple layers of security to safeguard business data from unauthorized access, breaches, and other cyber threats.

Business Central uses a layered approach to application security, as outlined in the following diagram.
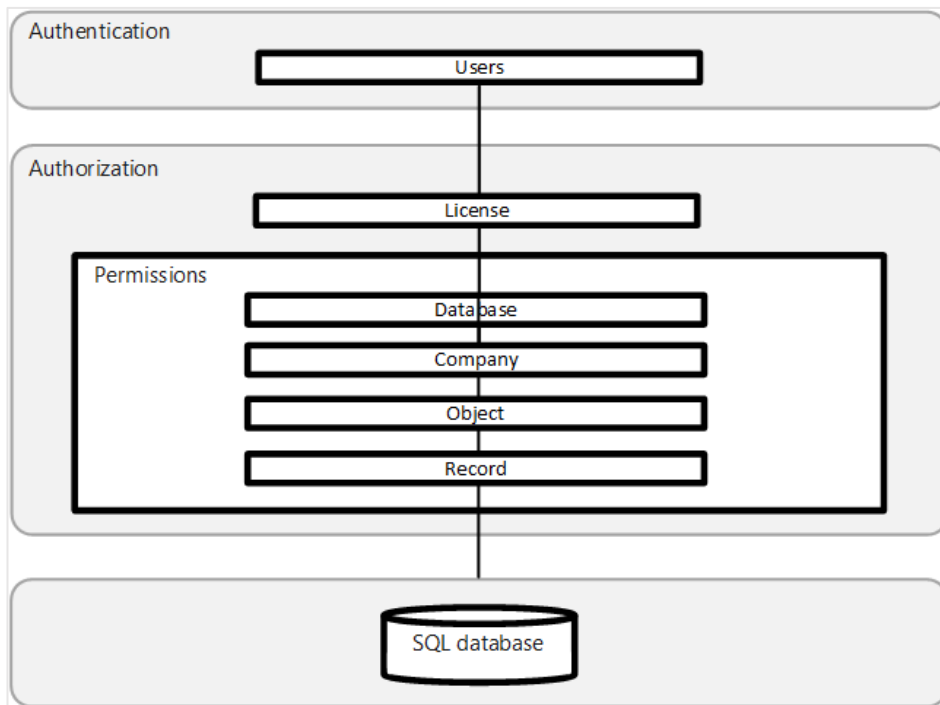
Before users can sign in to the Business Central application, they must be authenticated as a valid user in the system. Business Central (on-premises) supports several authentication methods, such as Windows and Microsoft Entra ID. Business Central online deployments use Microsoft Entra ID only. For more information, see the following articles.

An Azure service tag represents a group of IP addresses from/to which traffic from a specific service may come, which allows you to set up firewalls for a specific service to allow only traffic from certain services. The Dynamics365BusinessCentral service tag enables administrators to restrict access from/to Business Central using firewall and network security group rules.

The Business Central security system allows you to control which objects or tables a user can access within each database. You can specify the type of access that each user has to these objects and tables, whether they are able to read, modify, or enter data.

You can specify which records are stored in the tables that each user is allowed to access. This means that permissions can be allocated at both the table level and the record level.

10.2. Compliance with standards (e.g., GDPR, SOC 2, HIPAA if applicable)

Compliance with Standards (GDPR, SOC 2, HIPAA)

The Vendor recognizes that regulatory compliance, data privacy, and security are critical to the Port of Olympia's operations—particularly when migrating to a cloud-based ERP platform. As a certified Microsoft Partner, we leverage Microsoft Dynamics 365 Business Central, which is built on the secure and compliant Microsoft Azure cloud platform.

We confirm that the proposed solution is fully compliant with the following standards:

1. GDPR (General Data Protection Regulation)

Microsoft Dynamics 365 supports GDPR compliance by enabling organizations to:

- Discover, manage, and secure personal data

- Export and delete data as required by data subject requests

- Maintain detailed audit trails and consent records

🔗 **Microsoft documentation:**

- https://learn.microsoft.com/en-us/compliance/regulatory/gdpr

- https://www.microsoft.com/en-us/trust-center/privacy/gdpr-overview

2. SOC 2 (Service Organization Control 2)

Microsoft Dynamics 365 and Azure have undergone independent third-party audits and are compliant with SOC 1 Type 2 and SOC 2 Type 2 standards. These attestations ensure that systems are designed and operated securely with appropriate controls for:

- Confidentiality

- Availability

- Processing integrity

- Security and privacy

🔗 **Microsoft documentation:**

- https://servicetrust.microsoft.com/viewpage/SOC

- https://learn.microsoft.com/en-us/azure/compliance/offerings/offering-soc-2

- https://learn.microsoft.com/en-us/azure/compliance/offerings/offering-soc-1

3. HIPAA (Health Insurance Portability and Accountability Act)

While HIPAA is not explicitly required for the Port's current scope, Microsoft Dynamics 365 can support HIPAA-compliant implementations through the use of Business Associate Agreements (BAAs), encryption protocols, access control, and audit logs.

🔗 Microsoft documentation:

- https://learn.microsoft.com/en-us/compliance/regulatory/offering-hipaa-hitech

Our implementation approach will ensure that all features, user access, workflows, and data integrations are configured to maintain the security, integrity, and compliance of the system. We will also support the Port in preparing the appropriate audit documentation and configuring Dynamics 365 to meet future compliance needs.

10.3. Access control and audit trail approach

Access Control and Audit Trail Approach

The Vendor prioritizes secure system access and traceability of actions within the ERP platform. As part of our Dynamics 365 Business Central implementation for the Port of Olympia, we will leverage Microsoft's enterprise-grade identity and access management capabilities along with built-in auditing features to meet internal control, compliance, and operational security requirements.

1. Role-Based Access Control (RBAC)

Dynamics 365 provides robust **role-based access control**, allowing administrators to:

- Define access at the user, role, department, or function level

- Restrict or permit actions such as read, create, update, delete (CRUD)

- Configure granular access to specific entities (e.g., Finance, HR, Purchasing)

This ensures that users only have access to the data and functionality required for their job responsibilities, reducing risk of data exposure or misuse.

🔗 Microsoft documentation:

- https://learn.microsoft.com/en-us/dynamics365/business-central/ui-security-groups

- https://learn.microsoft.com/en-us/dynamics365/business-central/dev-itpro/developer/devenv-permissionset-object

2. Multi-Factor Authentication (MFA) and Azure AD Integration

Access to Dynamics 365 is managed through Microsoft Azure Active Directory (Azure AD), which provides:

- **Single Sign-On (SSO)** across all Microsoft 365 and Dynamics services

- **Multi-Factor Authentication (MFA)** for enhanced security

- Integration with conditional access policies for location/device-based access

🔗 **Microsoft documentation:**

- [Multi-factor authentication with Azure AD](#)

- [Conditional access in Azure AD](#)

3. Audit Trail and Logging

Dynamics 365 includes built-in **audit logs** and change history tracking that:

- Record user activities such as logins, data updates, record deletions, and permission changes

- Maintain a chronological trail of changes to key records for compliance and internal review

- Provide secure logs for review during investigations or audits

Audit logging can be configured per entity, and data can be exported for retention or archival as needed.

🔗 **Microsoft documentation:**

- https://learn.microsoft.com/en-us/dynamics365/business-central/across-log-changes

4. Permissions Reporting and Monitoring

Administrators can access detailed reports on:

- Who has access to what data

- What actions were performed and when

- Role assignments and privilege inheritance

This supports compliance efforts such as segregation of duties (SoD), internal controls, and routine audits.

In our implementation for the Port of Olympia, we will:

- Design role hierarchies and permissions tailored to each department

- Set up audit policies for high-risk data entities (e.g., financials, payroll)

- Deliver access control documentation and training to system administrators

Together, these capabilities will ensure data security, accountability, and compliance with internal and external standards.

10.4. Backup, disaster recovery, and rollback plans

Security and data governance: Business Central is designed with enterprise-grade security, compliance, and data governance features to protect sensitive business information, ensure regulatory compliance, and maintain system integrity. The platform leverages Microsoft's robust cloud security framework, providing businesses with a secure and compliant ERP solution. Business Central is built on Built upon a foundation of trust, security, and compliance. On the [Service Trust](#) site, review the available independent audit reports for Microsoft cloud services. Find information about compliance with data protection standards and regulatory requirements:

- International Organization for Standardization (ISO)
- Service Organization Controls (SOC)
- International privacy standards

Business Central enforces security through role-based permissions, ensuring users can only access data relevant to their job functions. It also supports multi-factor authentication (MFA) through Azure Active Directory, enhancing login security and preventing unauthorized access.

Data is encrypted at rest and in transit using industry-standard encryption protocols to protect against unauthorized interception. Business Central maintains audit trails for key transactions, allowing businesses to track changes and ensure accountability.

Microsoft provides automatic daily backups for Business Central cloud deployments, ensuring that data can be recovered in case of accidental deletion or system failure. Built-in disaster recovery ensures minimal downtime, with redundancy across multiple data centers for business continuity.

Business continuity and disaster recovery (BCDR)

Business Central online architecture and administration capabilities ensure uninterrupted access to your critical business data and processes. Automatic backups, built-in redundancy, and high availability protect your data and keep it accessible during and after a disruptive event. Business Central has proactive BCDR strategies, processes, and technologies that minimize downtime and preserve important assets.

Business Central online financially guarantees 99.9% up-time for its paid production environments, where customers are entitled to financial compensation if the service doesn't deliver on this promise. Historical data shows that the Business Central online service has been able to consistently maintain this level of availability.

Business Central uses the Azure cloud computing platform for its robust business continuity options that protect your critical workloads against disruptions. The Azure global network of regions keeps your data close to your geographic location and provides options for recovering data in another region. Your data is available despite regional outages or disruptions.

Administrators can use the Business Central admin center to find the Azure region that their environments are in.

Database and backups

Business Central uses Azure SQL Database as the database technology for its environments.

Azure SQL Database, Microsoft's cloud-based relational database service, is used as the best-of-breed service for transactional workloads of Business Central. Azure SQL Database is always running on the latest stable version of the SQL Server database engine and patched OS, with 99.99% availability. Azure SQL Database works behind the scenes to provide Business Central with the following benefits:

- High availability
- Rich business continuity and disaster recovery options
- Local and regional redundancy
- Backup and restore options
- Advanced performance analyses and tuning capabilities
- Schema management
- Efficient resource utilization
- Dynamic scalability features to accommodate fluctuating workloads
- Robust security protocols to safeguard sensitive data

Azure SQL Database protects Business Central production and sandbox environments by taking automatic backups that it keeps for 28 days. Administrators can use the Business Central admin center to restore the environment to any specific point in time in the past 28 days.

Administrators can also use the Business Central admin center to recover deleted production or sandbox environments within 14 days of their deletion.

High availability through geographical redundancy

Each Business Central environment is also protected by automatic geo-redundant backups. If a region experiences a full outage, Azure restores your data from the backup in another Azure region within the same Azure geography. Although it's rare, recovering data into another Azure region is a fully automated internal procedure that we practice regularly. It's a standard part of our internal audits and disaster recovery drills. Learn more about backups in Automated backups in Azure SQL Database.

Azure availability zones provide extra resilience by offering physically separate data centers within an Azure region. Learn more in Azure availability zones. Distributing resources across multiple availability zones achieves high availability for the compute and storage resources for Business Central. During local failures or planned maintenance in one or more zones, tenants in the available zones aren't affected. Other tenants are automatically redirected to resources in the available zones in the same region. This option is enabled for all Business Central production environments with paid Business Central subscriptions.

Business Central is also designed with built-in redundancy, autoscaling, and automatic load-balancing capabilities for its compute resources. To remain available if one or more of its compute instances fail, Business Central runs on other instances. Business Central supports rolling upgrades and automated OS image updates to apply patches, security updates, or new platform versions without downtime. Compute instances are always up to date and secure, which reduces vulnerability to threats and service interruptions.

11. Assumptions and considerations

11.1. Scope considerations

- This proposal is based on the information provided by the client during various discussions / calls. If during the workshop it is found that the Business Requirement Document did not suitably cover the scope of work, it will be explained to client & a revised proposal will be shared with client.

- Any limitations (entity, size, process, access, etc.) might require business process/ technical approach changes.

- Any changes and additional requirements will be addressed via the Change Management Process.

- Language for development, communication & development will be limited to English.

- Deliverables will be limited, by what can be reasonably accomplished within the technical capabilities of products and platforms used. The implementation details, features available, performance, etc., (including non-functional requirements) would depend on the products (both hardware and software products and platforms), and Vendor would not be responsible to accomplish beyond such limitations.

- Application UI Language will be limited to US-English.

- Only authorized user (business user) can have access to this application.

- The vendor will implement all out-of-box features in Business Central for the modules specified in the Scope of Work. Any additional modules and customizations, which has not been considered under this scope of work will be handled via change management process.

- This proposal and statement of work is applicable for only one legal entity as mentioned in the scope of the work. Any implementation process of legal entity other than this will be taken up via change management process.

- The legal entities will be considered in the US geography and will be set up in a single Dynamics 365 Business Central environment.

- There might be additional features and functions available in Dynamics 365 that the customer might want to take advantage of. If such additional features are out of scope, then these will be handled via change management process.

- The client will provide appropriate access to any existing system, data source, and environment as required.

- The Vendor recommends the "customizations" be controlled to the strictly necessary ones. Any additional customizations or custom reports can be developed under the support phase, strictly based on the business needs & urgency.

- Addition report/forms will be customized by the Vendor for maximum up to 5. Any further customizations or development of report will be handled via Change management.

- All submitted deliverables will be approved by Client within 1 week of submission. If there is no communication regarding the submitted deliverable within this period, the deliverable will be deemed as accepted. Any request for change beyond this period of 1 week will be treated as a change request and will be handled as per the procedure for Change Management.

- The discovery sessions will be conducted online through Microsoft Teams.

- The vendor will be building the solution based on wireframes/documents approved by customers. Additional requests and updates will be addressed via the Change Management Process.

- The proposed solution will work only on latest browser versions (Edge, Chrome, IE, Firefox).

- The client will facilitate at least three (functional/technical/testing) user accounts and licenses for the vendor team to work on the proposed solution.

- Only issues identified in the existing system will be covered by the vendor during this phase. Any new functionalities/changes would be handled via the change management process.

- Any findings (new features, feature enhancements, change etc.) during UAT except the issues/bugs will be handled via change management process.

- Any changes or enhancements requested after UAT sign-off will be handled via change management process.

- The client team will validate the module/ process/ solution component and accordingly the solution component will be ready for Production move.

- The vendor will move the UAT approved/signed-off module/ process/ solution components to the production environment.

- Training and documentation will include the user manual/documentation (Admin/User guides) for each module and major processes implemented in the system.

- The vendor will provide user guides with steps to operate the system. The documentation or material will be in the form of user guides (Word/PDF/PPT). No other mode of material will be covered under this scope.

- All the training sessions will be conducted online.

- The integrations covered within this scope have been estimated to require a timeframe as defined in the Scope of Work. Any additional complexities or requirements will be addressed through the change management process.

- The estimated efforts and implementation cost are based on the current understanding of the scope defined in this document. Any deviation in the scope in terms of complexity and depth identified after discovery sessions will impact both the timeline and budget estimates and will be handled.

- The following requirements must be met to fulfil the scope of this SOW:

- The Client and The Vendor must enter into a Non-Disclosure Agreement.

- The Client must agree and grant permission via signed Proof of Execution to allow The Vendor to claim CPOR (Claiming Partner of Record) for any Microsoft 365, Azure and/or Business.

- Applications workload that the customer deploys internally or consumes as part of their Microsoft product usage where The Vendor has provided design/deployment/configuration guidance and/or knowledge transfer to use software/ cloud services/ subscriptions. The Vendor will associate with the customer's Microsoft 365, Azure, Dynamics 365 tenant, as applicable.

- The Client must identify and assign an individual at the senior leadership level who can be an escalation point for issues and risks, in addition to helping to drive necessary change management and programmatic initiatives led by The Vendor.

- The Vendor must assign a Sponsor to be our primary day-to-day point of contact and resource at your organization. This individual will help schedule meetings, provide access to additional stakeholders and team members, and aid in other internal tasks as required by the services in this SOW.

- The Vendor permits Vendor to use their name and/or logo, listing them as Vendor's clients for marketing and PR purposes.

11.2. Technologies considerations

- The proposed solution will work only on the latest browser versions (Edge, Chrome, IE, Firefox).

- For all the external system integration Client will provide the required APIs and SDKs.

- Custom ID and password generation are not included in the current scope.

- Anonymous access will not be allowed on the system.

- Client to provide appropriate access to existing APIs, data sources and required environment.

11.3. Work execution considerations.

- The estimated number of working days is based on 8 hour working day, 5 days a week (Monday to Friday).

- Any delay such as information access from client, approval on deliverable, availability of Core Teams etc. may have an impact on schedule and price. It has not been covered in above estimation. Cost and schedule implications of such delays would be on Client's account.

- We will be building the solution based on wireframes/documents approved by customer.

- The vendor will suggest the applicable tools and technologies and licenses (if required)

- All implementation, customization, support, and maintenance services will be delivered remotely from vendor office in India and shall be supervised from office in US.

- The schedule and resource mix may be adjusted to meet the dynamic requirements or timeline. This will be discussed and mutually approved before adjusting.

- A single point of contact will be provided by the client for all communications and support required for implementation of the recommended solution.

- The estimated efforts and implementation cost are based on the current understanding of the scope defined in this document. Any deviation in the scope in terms of complexity and depth identified after discovery sessions will impact both the timeline and budget estimates and will be handled through change management process.

- The vendor generally requires 3 weeks lead-time for team formation and project initiation from date of SoW approval or Purchase Order however Vendor may agree to an early start date based on mutual agreements.

- Deployment of resource onsite will be contingent on resources availability and willingness in context of travel facilities, quarantine requirements, pandemic situations, and health concerns. Vendor will not be liable to enforce deployment mode in such condition.

- Force Majeure: Vendor would not have any liability or be obligated to perform in case of situations beyond vendor's control (including but not limited to natural disasters, epidemics, government regulation changes, or such acts-of-God). In such cases, vendor and the client would attempt to resolve any outstanding aspects in good faith in a way that it does not cause them to cause further costs upon themselves.

- Due to unavoidable reasons, if travel is not feasible, vendor team will stay away from visiting client office and will conduct the meetings, development, support etc. remotely using web meetings.

- By providing order for services based on this SOW or proposal, Client accepts this SOW, and the Terms and Conditions located at https://www.advaiya.com/client-terms-and-conditions/. Refer to the Terms and Conditions for details on Term and Termination, Proprietary Rights, Warranties and Disclaimers, Indemnification, Limitation of Liability, and Dispute Resolution, as well as other important terms. This SOW, the Terms and Conditions, and any approved Change Requests are the entire agreement ("Agreement") between Client and The Vendor for this project. This Agreement supersedes and replaces any other agreements between Client and The Vendor regarding the project. No amendment to this Agreement will be effective unless made in writing and signed by Client and The Vendor. The Agreement is effective on the date signed below ("Effective Date").

11.4. Support and maintenance (Hypercare, Warranty and AMC

- The vendor team will start working on any support request only upon approval of estimations (time/cost) from the client.

- The Hyper care period will start from the date when the system is been released to all he business users. Extension / Adjustment of the Hyper-care support time will not be done in the case of the non-availability of the business users.

- All the efforts will be pre-approved and payable by the client as per actuals at the end of each month.

- The Client must provide the required access to the Vendor team on existing system as well as to the code repository including custom code being utilized within current application setup. The access should provide the read, download, and write access to the latest code available and utilized.

- In case customer makes changes to the code, The Vendor shall provide assistance for it but will not be responsible for any issues that may occur. In case the customer does not make any changes to the code then The Vendor will be completely responsible for its correct working.

- In the event of unforeseen technical challenges or complexities, it is possible that providing support for a request may necessitate more effort than originally estimated by the vendor team. In such situations, the vendor team will proactively notify the client team and provide a comprehensive summary of the additional efforts expended upon completing the support request.

- This will be remote engagement where the vendor team will work remotely from the vendor office in India.

- All meetings and discussions efforts will be considered as a part of support hours.

- The client will provide appropriate access to any existing system, resources, data source, and environments as required. In case needed client will need to provide delegated admin access to vendor (for raising any support tickets to Microsoft on customer's behalf)

- The client will provide the required login accounts and licenses for The Vendor team to execute the support activities.

- A single point of contact will be provided by the client for all communications and support required for implementation of recommended solution.

- The support is subject to the request priority level, criticality and availability of resources.

- This engagement will cover the standard support and managed services; it will not cover any critical or system outage related issues.

- In case, service outage or system shutdown, to recover and make it live again, separate efforts estimation would be required and covered separately.

- Any new feature, functionality, scope change beyond as mentioned in this statement of work, will be processed through fresh scoping and commercials for the same will be agreed by both client and vendor.

- Vendor's responsibility during warranty support

  - It will be restricted only to rectifying defects related to the deliverables as per the scope of work in this proposal.

  - Vendor will not work on suggestions and / or enhancements or defects reported in parts of application on which Vendor team has not made any changes as per the scope of the project during the warranty period.

  - In case code changes are made to incorporate changes during user acceptance or code changes are made by any third-party during warranty period, then the warranty will be terminated.

  - Warranty support will be provided remotely.

12. Out of scope

The scope of vendor's responsibility would be limited to activities and/or deliverables described under the Scope of Work. Any other work, even if ancillary to the purpose of the engagement would be out-of-scope of services covered in this proposal. These would include the following:

- Any work requiring for a complete overhaul system or rebuilding any application is not included in this engagement.

- Developing any new feature, capability except listed in #3 scope of work section.

- Integration with third-party system / application integration or any other database or third-party solution or LOB applications to pull/ push any data except mentioned in scope of work

- Backward compatibility with old browser.

- Development of any native mobile application.

- Operational and legal reviews

- Provide support to any on-premises infrastructure.

- Process re-engineering like designing of functional business components of the solution unless specifically included in the scope.

- Implementation of any other third party (ISV) plug-in modules, product customization or interfacing systems integration requirements not explicitly listed in the Scope section.

- Modules not mentioned in the functional scope in section under scope of work above like relationship management, Warehouse management, Assembly management, Manufacturing and Production Planning and Service Management.

- Legal entities not mentioned in the implementation scope above.

- Additional reports/forms, except up to 05 as mentioned above, identified for development during the project execution phase will be handled via change management.

- Any additional instances/interfaces are required to be implemented; they will be undertaken as a Change Request and separate commercials will be submitted.

- Migration of old data or existing date or historical transactions data for all legal entities using excel migration / configuration packages or manual migration

- The scope & boundaries defined in this proposal is based on our current understanding of requirements. Any functionality / extension / customization / task which exceeds the scope of

the current proposal, will undergo the change management mechanism, and will have an impact on the proposed cost and schedule.

- The vendor will follow "train the trainer" concept and will provide training to the Core User Team. Training of all end users is excluded from the current scope.

- User acceptance testing (UAT) is limited to support (user acceptance tests will be performed by the Client Core Team). And any further UAT, which is required to be performed on 3rd party application, will be done by the Client's core team.

- Performance and load testing

- Hardware, software, infrastructure procurement & support thereof

- Purchase of third-party software, application & APIs

13. Vendor's contact details

S. No.	Details
Vendor Name	Advaiya Solutions, Inc.
Vendor Address	14575 Bel Red Rd, Suite 201, Bellevue WA 98007
Key Contact Name	Dharmesh Godha
Title	CTO & President
Email	dharmesh.godha@advaiya.com
Telephone	+1 (425) 256 3123
Mobile	+1 (425) 761 3450
URL	http://www.advaiya.com

14. Authorization

By providing order for services based on this SOW or proposal, Client accepts this SOW, and the Terms and Conditions located at https://www.advaiya.com/client-terms-and-conditions/. Refer to the Terms and Conditions for details on Term and Termination, Proprietary Rights, Warranties and Disclaimers, Indemnification, Limitation of Liability, and Dispute Resolution, as well as other important terms. This SOW, the Terms and Conditions, and any approved Change Requests are the entire agreement ("Agreement") between Client and The Vendor for this project. This Agreement supersedes and replaces any other agreements between Client and The Vendor regarding the project. No amendment to this Agreement will be effective unless made in writing and signed by Client and The Vendor. The Agreement is effective on the date signed below ("Effective Date").

Vendor   Client

Advaiya Solutions Inc.   Port of Olympia

Name: Authorized signatory   Name: Authorized signatory

Title: Title:

Date: Date: