



Mercy Corps

Request for Proposal – Comprehensive Budgeting,
Forecasting, Analysis and Financial Reporting Software

Date – August 25th 2020

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I. MERCY CORPS OVERVIEW

Since 1979, we have helped people grappling with the toughest hardships survive — and then thrive. That’s the heart of our approach: We help communities turn crisis into opportunity. Throughout our history, Mercy Corps has demonstrated innovation, timeliness and the ability to adapt quickly to changing realities.

Today, Mercy Corps is working in more than 40 countries to help people recover from disasters, build stronger communities and find their own solutions to poverty. The agency consistently ranks as one of America’s most effective and efficient charitable organizations. Over the last five years, more than 87 percent of resources have been allocated directly to programs that help families turn crisis into opportunity in some of the world’s toughest places.

Thanks to our donors, we have provided \$4 billion in lifesaving assistance to more than 220 million people over the last 40 years.

Our impact:

- Reached nearly 28 million people in more than 40 countries
- Infused more than \$32 million in emergency cash to local economies
- Helped more than 7.6 million women, children and young people under age 25
- Our work in Yemen alone reached more than 3.7 million people
- Our teams in the Democratic Republic of Congo reached more than 1 million people

See more details about our impact: <http://www.mercycorps.org>

II. PROJECT BACKGROUND AND CONTEXT

Mercy Corps, today, is heavily reliant on Excel and manual processes to manage the agency’s budgeting, forecasting and financial analysis, and to produce consolidated financial reports across our legal entities. Many of our grant budgets and all of our administrative budgets are maintained outside of the agency’s financial systems. Forecasts are manually constructed and are not connected to information in other agency systems. Single individuals are responsible for manually compiling budgets, making budget adjustments, and constructing the agency’s consolidated financial statements from a number of trial balances.

Mercy Corps’ goal is to procure a cloud-based SaaS application for comprehensive budgeting, forecasting, analysis and financial reporting. The ideal solution is designed for international NGOs and will integrate data from a variety of existing databases and software applications; automatically feed grant-level budgets and forecasts into overall agency budget planning and forecasting models; allow budget owners and management self-service access to real-time comprehensive financial information and forecasting tools; increase accuracy and reliability of financial forecasts at the individual grant and agency levels; provide scenario planning capability; improve timeliness, transparency and quality of decision-making; reduce potential overspending; produce consolidated GAAP financial statements; and, replace manual processes.

Mercy Corps intends a global roll-out in less than one year, in advance of retirement of key staff.

This project is subject to confirmation of budget funding, which will be assessed after the receipt of proposals.

III. DESIRED SERVICES & SCOPE OF WORK

General System Needs

System Platform

- Cloud-based hosted (SaaS) system.
- Browser-based application (Chrome, Firefox, Safari, and Internet Explorer), with no installation footprint on our systems and servers.
- Modern, simple, user-friendly interface for finance, program and executive staff to find and manage the information they need to do their jobs.
- Integration with OKTA (Identity Management and Single Sign-On).
- Supports ~150 users simultaneously, including staff who work with intermittent connectivity and power, low bandwidth, and high-latency satellite bandwidth.
- Supports off-line capability, so standard forms/templates are used on devices during periods of non-connectivity to capture/report transactional activity, which are then easily uploaded or downloaded at future periods of connectivity.
- Single tenant architecture with our own separate *instance* of the application, in addition to our data being separately stored.
 - Provision for a separate instance for testing and user training
- Provides out-of-the-box optimized workflow, processing and reporting as part of the system's standard configuration and implementation.
- Hosting provider provides compliance certifications for HIPPA/HITECH, PCI, FERPA, and SOC 1 Type 2, SOC 2 Type 2, and SOC 3 reports, and assurance of GDPR compliance.
- All information passed, entered, or shared is encrypted via SSL/HTTPS or FTPS and, where applicable, compliant with GDPR.
- Vendor has robust incident response and disaster recovery plans that identify hosting and backup location(s).

Implementation

- Specify whether an integration partner is required. If yes, describe their SOW.
- Describe responsibilities and scope of involvement required by Mercy Corps Finance and IT staff.

Data

- Data integration via API or automated FTP from Mercy Corps' existing systems and data sources. No changes should be required to Mercy Corps' current systems, including:
 - Serenic Navigator (core financial system) - uses Microsoft NAV platform
 - Sun Systems (MC Europe core financial system)
 - MYSQL database (custom developed grant management system and database)
 - Ultipro HRIS (core HCM system)
 - Databasics (timekeeping and attendance)

- Active Directory
- Google Drive
- Excel files
- SAP Ariba (sourcing and procurement system)
- SQL
- Describe process, LOE and timeline to map/upload/validate Mercy Corps data to the solution.
- Uses an authentication method for data interfaces.
- Ability to track and analyze extended grant-specific data, e.g. ICR rate, co-fi, retention, etc.
- Data exportable to PDF, MS Office products, other databases.
- Allows file attachments for budget requests, reports and/or forecasting templates and ability to link attachments to data points.
- Budgeting and forecasting capability at all management levels that roll up to the corporate level.
- Supports non-hierarchical dimensions/data organization.
 - Mercy Corps budgets at the Entity (MCG/MCE/MCNL, with ability to add new entities in the future), Country, Fund, Department, LIN, and Office dimensions. To support this, solution must have:
 - Ability to define permitted dimension combinations
 - Ability to set dimension availability dates
- Ability to create and save unlimited scenarios per budget year including at the daily, weekly, monthly, yearly and multi-year levels.
- Workflow management.
- Master data management (including dimension/codes effective/availability dates).

Reporting

- Automated report capability without having to go into the system and pull reports.
- Users can create reports / queries without knowledge of any reporting language.
- Report / query capability combines different data sources to report on all levels.
- Self-service / ad-hoc reporting capability in addition to standard out-of-box reporting.
- Report / query outputs include data visualizations (graphs, etc.).
- Reports / queries can be private or public, shared or not shared.
- Drill down capability into underlying detail data from reports, queries, dashboards, etc.
- Ability to create / house tables within solution.
- Ability to add user-defined fields at the line item level, without requiring coding or IT skills, (e.g., add a field for tracking strategic initiatives). Fields may be designated as mandatory, numeric, dropdown, free format. User-added fields may be displayed on reports and are available for filtering, searching, sorting, and grouping.

Foreign Exchange

- Ability to budget and report in multiple currencies.
- Application of different rates for financial reporting, donor reporting, and budgeting.

Administration and Audit

- Mercy Corps administrators maintain workflow, alerts, reports, roles and role-based security.
- Access to system and to data assignable based on departments/organizations or groups.

- Administrators have the ability to restrict access to fields, as required.
- Built-in audit trail with history / reports that show all data modifications and user histories.

End-User Functionality

- Integration with MS Office Suite.
- Has copy and paste features.
- Limited use of scripting for data modelling.
- Allows alternative ways to enter data, including entry into a cell using formulas.
- Allows users to add components such as text, pictures, notes, and PDFs.
- Propagates changes across dimensions and hierarchies.
- Supports an e-mail based notification system (Mercy Corps uses G Mail).
- Exports data and reports to multiple formats (PDF, Excel).
- Provide a link to a pre-recorded demo to see software functionality.

Specific Module Needs

Operating Budget

- Operating budget data import from Excel spreadsheet or direct data input via browser.
- Database architecture (vs. spreadsheet-based system).
- Change (version-control) management.
- Collaborative, multi-user budget process.
- Budget approval workflow.
- Record budget notes (explanations) at the line-item (object code) level.
- Attach budget support documents to departmental budget worksheets.
- Supports global (across the board) budget adjustments.
- Justifications stored with budget.
- Use variables (e.g., enrollment, square footage, inflation rate) for revenue and cost drivers for operating and position budgets.
- Ability to define and capture Key Performance Indicators within the budget.
- Ability to record and report on changes made between budget versions.

Position Budgeting

- Partial-year position budgeting (start/end dates, term, ten month, etc.).
- Positions fully burdened with all benefit and position-related costs.
- Rule based salary and benefits calculations and forecasts (longevity increases).
- Supports split-coded positions (across different departments).

Budget Projection and Forecasting

- Rule-based scenario modeling.
- Multi-year forecasting.
- Unlimited versioning and what-if scenarios.

Performance Monitoring

- Dashboards
- Customizable Key Performance Indicators (KPIs)

Financial Statements

- Compile trial balances from different sources and produce consolidated US not-for-profit GAAP financial statements in USD including:
 - Statement of Financial Position
 - Statement of Activity based on fund class code
 - Statement of Cash Flows (indirect method)
 - Statement of Functional Expenses
- Allows adjustments to the trial balances including elimination and re-class adjustments for financial statement purposes and the ability to send these adjustments back to the originating system, if necessary
- Consolidation of ledgers with elimination/adjustment capabilities
- Predetermined native functions that are applicable to the Financial Statements
- Produces variance analysis at both the entity and consolidated levels

Post-Implementation

- User training, ongoing support, external user groups
- Warranty period and scope
- Software upgrade / patch frequency

Pricing

- one time
- ongoing
- enterprise license or per seat license (license levels)
- contract term (years)
- non-profit pricing discount

IV. EVALUATION OF PROPOSALS

Phase One: Proposals will be scored in phase one using the criteria below. Points for each question will range from 0- 25, with 100 points the maximum score. Proposals must address each evaluation section and conform to all requirements and product or service specifications in the RFP. Proposals deemed unresponsive will not be considered.

- Corporate Criteria: Bidder's qualifications, experience with international NGOs, performance on similar projects, resources for the project, financial condition, disaster recovery, future roadmap for this product. (0-20)
- Functionality: Bidder's understanding of the product and service required, functionality of the product and service relative to needs. (0-25)

- User Experience: Product flexibility, data mapping process, user interface, ease of use, pre-recorded demo. (0-15)
- Implementation and Project Management: Bidder’s plan for management and control of the project, including data mapping, testing, go-live and overall timeline. (0-15)
- Post-implementation Support: Ticket resolution, online support, training tools, user groups, upgrade and patch frequency. (0-10)
- Cost: Cost estimates will be assessed in the form of a market analysis taking into account one-time and ongoing costs inclusive of licensing and the warranty period (0-15)

NDA: Vendor to provide current certifications/reports at time of proposal and annually thereafter.

Phase Two: Short-listed vendors will be invited to a phase two to present an online, interactive demonstration of their software to a cross-agency panel of Mercy Corps team members that will also be scored. Mercy Corps will provide the required scenarios for the demonstration.

V. PROPOSAL FORMAT & REQUIREMENTS

In order to secure information in a form, which will ensure that your proposal will be properly evaluated, you are asked to submit your proposal in the format listed below. Standard proposal formats are acceptable provided the following information is included:

1. Name, address, telephone number and email address for principal contact.
2. A brief outline of your organization and services offered, including:
 - Full legal name, jurisdiction of organization or incorporation and address of the company
 - Full legal name and country of citizenry of company’s President and/or Chief Executive Officer, and all other officers and senior managers of the company
 - Year business was established
3. Name and professional qualifications of personnel who would provide the services
4. Full proposal inclusive of:

Company overviews (Product Vendor and Implementation Partner if applicable)– Describe the company’s history, financial strength and all questions [No more than 5 pages]

Systems (Platform & Application) overview – Describe the proposed system, history, overall functionality [No more than 10 pages]

Specific NGO experience – Provide Description of the proposed system and implementing partners experience with international NGOs and their particular challenges [No more than 4 pages].

References and Case Studies Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.[No more than 5 pages]

Project approach – Provide description of proposed project scope, phasing, staffing [No more than 10 pages]

Requirements Questionnaire – Complete Attachment A

Supplier information Form - Complete Attachment B

NDA - Complete Attachment C

A copy of the proposed subscription contract and MSA templates

CONTACT FOR BID INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

- Mark Spencer | Global Procurement | [mspencer@mercy corps.org](mailto:m Spencer@mercy corps.org)

Please email an electronic version of your response (via e-mail), including all supporting documentation, and direct questions about the RFP to each of the designated contacts.

All questions should be submitted in writing (via email) citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question and Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at www.mercy corps.org/tenders

RFP CALENDAR/TIMELINE

- | | |
|--|-----------------------------------|
| • RFP published with NDA | August 25th 2020 |
| • Questions and Answers period | August 25th to September 3rd 2020 |
| • RFP responses due | September 11 th 2020 |
| • Short-list Vendor (virtual) demonstrations | ASAP in September |
| • Vendor selected and notified | September 2020 |

VI. OTHER TERMS & CONDITIONS

WITHDRAWAL OF RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

RFP COSTS

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become

property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

AWARD BASIS

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

CONTRACTUAL DEVELOPMENT

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP, or developed subsequently during the selection process.

CONTRACT TERMS

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

EQUAL OPPORTUNITY

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

LIMITATIONS

Mercy Corps, reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 40 pages.