Comprehensive Budgeting, Forecasting, Analysis, and Financial Reporting Software RFP - Questions and Answers Document – September 4th 2020

Q. For the requirement of Daily, weekly, Monthly, etc… forecasting

- What is your current planning processes? Time frames, frequencies, length of time to complete each cycle? We have an annual budget/planning process that culminates with approval of the annual budget by the Board. It takes 6 months from the initial distribution of Excel templates until the Board approves the budget each June. This FY we are instituting a formal review of the budget two times a year (Oct and Feb)
- Bottoms up or top-down? Bottom up.
- For the weekly requirements will you follow a standard calendar (ex: 4-4-5) or custom? Standard

Q. How often would you like to refresh actuals data? (Daily, weekly, monthly?)

A. Daily

Q. With all of the various sources, how much data transformation will be needed?

A. Minimally there will be mapping between the Sun Chart of Accounts (COA) and the Navigator COA

Q. Is there currently a Standard COA?

A. The Navigator COA is the standard. Sun maps to it.

Q. What does the true user demand look like? Is it 150 users in year one with the potential to grow to a larger audience?

A. User count more detailed in question below

Q. How many total users will be using the system?

- How many users will be doing the actual planning and forecasting? approx. 150
- How many will just be consuming the data via reports? approx 400

Q. Can you confirm the number of full time, part-time, contingency workers Mercy Corps has?

A. Over 4,500

Q. How many years of historical data do you expect to keep?

A. 10 years

Q. For your MDM requirement, do you have a preferred tool or are you looking for a recommendation?

A. We're looking for how the vendor structures data within its product

Q; How many local currencies do you anticipate?

A. Approximately 50

Q. How many reporting currencies do you anticipate?

A. Approximately 10

Q. Besides Operational and Workforce Budgeting & Forecasting, any other needs?
- Ex: Projects, Capex, Other

A. Projects

Q. Confirming that Workforce will be down to the employee level?

   A.   Yes.

Q. Do you currently own a BI tool?

   A.   No.

Q. How many users will need to be trained?

   A.   All of them.

Q. Can you give us a general number of members for each dimension:

- Country 40
- Fund 3,000
- Department 250
- LIN 76,000
- Offices 450

Q. Would you please clarify your thinking in the following components of the RFP?

- Single-tenant architecture with our own separate, "instance" of the application, in addition to our data being separately stored. Our own copy of the software running independently from your other clients.
  - Provision for a separate instance for testing and user training A second copy per above
- Warranty period and scope. Please tell us what you offer.

Q. Can you clarify this requirement?

Predetermined native functions that are applicable to the Financial Statements

A. System functions and or/fields that support the production of the statement of activities (based on fund class code), statement of financial position, statement of cash flows, and statement of functional expenses without workarounds. These basic financials should be part of data and system design vs. managed through reporting.

Q. Are you looking for budgeting and reporting only or also the ability to update actual financials from the solution?

A. Budgeting and reporting only

Q. What are some of the types of reports you are looking to receive from a system?

A. Statement of Financial Position, Statement of Activity based on fund class code, Cash Flow, Statement of functional expenses, Budget vs Actual Reports, various analysis using various data sources, forecast reports, snapshots with dashboards

Q. We follow ISO standards. Will ISO suffice, or is SOC and GDPR compliance a must-have?

A. Either ISO or SOC will suffice. Tell us your GDPR approach and status.

Q. Can you define the requirements/vision for Workflow Management as defined in the RFP Section III and listed in Attachment A (row 27)?

Q. We do not currently have workflow other than email. We are interested to know what your product offers.

Q. Can you share any sample reports/outputs from your current FP&A process?

    A. Our current process produces standard reports. We are interested to see what you offer.

Q. Is there a steward/application sponsor who will own this solution?

    A. The CFO will be the business process owner of this solution.

Q. Do you envisage the ongoing maintenance of the system being performed in-house?

A, Yes, this is our preference.

Q. "System Platform", for the 150 users identified in the RFP:
How many users will need full functions and rights, be able to model calculation objects and build and further develop applications (i.e., Admin/Power user rights)

Admin rights ~5
Power users ~145

How many of users will need read/write access to input data, enter comments, build and use forms and/or create and manipulate reports? (i.e., read/write user uploading budgets, custom data-entry, dashboard creation, comment on budget or reports) ~400

How many users will need view only access with the ability to analyze, drill down, view reports and dashboards (no modeling and no write-back/comment capabilities)? ~200

Q. Ability to track and analyze extended grant-specific data":

How many open projects/grants is Mercy currently operating and planning/tracking / reporting?

    A. ~500

Q. "Admin & Audit - Access to system and to data assignable based on departments/organizations or groups":

How many legal entities, locations, and departments does Mercy Corps report on?

    A. Legal Entities 11
    B. Locations / Offices 450
    C. Departments 250

Q. "Position Budgeting": Is position-level budgeting required at the Grant level in addition to department level? Is named employee budgeting desired?

    A. Person to be connected to position if known at time of budget.

Q. Is there one HR/HCM central system in place across Mercy Corps that holds relevant salary and benefit information? If so, what solution is in use? If not, what types of solutions/databases are used?

    A. We currently use Ultipro HRIS (core HCM system) and Databasics (timekeeping and attendance).

Q. Do any additional users outside of the named 150 users need view-only Dashboard access?

    A. Users doing the actual planning and forecasting - approx. 150
    B. Users consuming the data via reports - approx 400