



MERCY CORPS

Request for Proposal (RFP) for **Workplace Alternative for Mercy Corps Global Team.**

Reference Number: **HQ653**

Date: **January 15th, 2025**



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Mercy Corps Overview

Mercy Corps is a global team of humanitarians working together on the front lines of today's biggest crises to create a future of possibility, where everyone can prosper.

Our mission: to alleviate suffering, poverty, and oppression by helping people build secure, productive, and just communities.

In more than 40+ countries around the world, over 6,000+ team members work side by side with people living through poverty, disaster, violent conflict, and the acute impacts of climate change. We're committed to creating global change through local impact — 95% of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. And we go beyond emergency aid, partnering with local governments, forward-thinking corporations, social entrepreneurs, and people living in fragile communities to develop bold solutions that make lasting change possible.

Project Background and Context

Mercy Corps has utilized Workplace by Meta over the last five years – with meaningful engagement by our global team members. As a nonprofit humanitarian aid organization, we were able to utilize Workplace at no cost.

Now, as Workplace phases out, we are searching for an alternative, affordable platform to maintain this kind of engaging and insightful internal interaction.

Desired Services & Scope of Work

The scope of this project is to find a platform for employee engagement that will support/enhance the communication, collaboration, and connection needs of our global team. The platform should offer a positive and user-friendly digital space for employees to connect around their work, teams, communities, interests, successes, and be able post/send global invitations to upcoming events. The selection process of the new platform will be determined by the features and functionalities specified below.

Features / Functionalities:

- All Mercy Corps team members have access. Mercy Corps account is required to access/create account.
- Account provisioning, deactivation, and SSO with Okta.
- Deactivated account content is retained for 1 year. We should be able to see if anyone is deactivated.
- Tool(s) can work in low bandwidth/ challenging connectivity environments
- Language (Arabic ideally, plus English, French, Spanish) management for individuals to change in the settings for their account both for the platform interface and submitted content.

- Global invitations to virtual events should be transferred automatically to Outlook/Teams calendars including updates and cancelations.
- Integrate an event calendar for online training, livestreams, etc. that are easy for people to sign up to and add to their calendars.
- Ability to cancel events and have them removed from calendars.
- Posted content can include videos, images, captions and links to external or internal sites.
- Ability to transcribe live videos.
- Ability and space to keep videos posted indefinitely. Low or no costs associated with data retention.
- Users can create threads on other user content and share additional links and videos in comments.
- Users can tag people in posts and comments.
- Users can react (Like, Love, Care) to posts without commenting.
- Users can share posts with other members or groups.
- Content creators can cross share with different groups.
- Team members can easily set up their own groups.
- Groups can be open to anyone or private (members must ask to join).
- Clear trainings and tutorials (English, French, Spanish, Arabic) on use of the platform.
- Admin roles for moderation of the platform and within groups. Easily create automated permissions and restrictions and private or secret groups around who can create a group or have it gone through admin for approval first and requiring certain requirements are met.
- Ability for group admins to approve posting to select groups.
- Ability for admins to edit or remove inappropriate posts.
- Users can report inappropriate posts.
- Ability to create groups with all team members automatically added.
- Clear roles for group management – admins, moderators, guests,
- Ability to manage email alerts so as not to inundate email inboxes (As IC we need to make sure that everyone gets notifications but at an admin level we can determine what generates a notification).
- Users can control email notifications they receive. Except for key senders like Executives.
- Audiences can react and see other post engagement (# of seen by or clicked on content, reactions (Like, Love, Care), # of comments and # shares).
- Profiles should at minimum track your post history; and others can search for and see your profile.
- Elevated tech skills are NOT required for site admins (Internal Comms Team) and moderators to interact with the environment.
- Ability for all users to search the platform for key words without having to label or tag them.
- Ability for site admins to draft a post for another user (Sometimes an assistant or IC needs to post on behalf of Leadership).
- Ability for delegated posting activities or corporate communicators.
- Active users have access to polls/anonymous polls.
- Ability to schedule posts to go live at a later date.
- Admin to have access to backend engagement “insights” analytics and run simple reports with long-term date range: location of users; participant activity and engagement with specific groups.

- Ability to change the domain name associated with our account.

Desirable functionality but not imperative:

- Livestreaming capability with capability to host at least 1,000 MC team members.
- Dynamic profile information imported from HCM/Okta.
- Ability to attach files.
- Explore possible integration with existing systems – SharePoint, TEAMS
- The ability to import Workplace groups and content based on specific date ranges.

Professional services:

Technical partnership with the vendor for the transition period including installation, setup configuration, launch, and ongoing maintenance.

Timeframe / Schedule:

We plan to go live by August 2025.

Evaluation of Proposals

Proposals will be scored using the following technical criteria. Points for each question will range from 0- 25 the maximum technical score is 100 points. Proposals should address each evaluation criteria.

- Adherence to the RFP Requirements: Did the bidder conform to all requirements and product or service specifications in the RFQ or RFP? (0-25)
- Technical Criteria: Includes the bidder’s understanding of the service or procurement required, bidders’ management plan, supplier’s qualifications and bidders’ overall resources. Does the supplier have the right qualifications (registration, insurance, experience)? (0-25)
- Management Criteria: Includes the bidder’s experience on similar projects, bidder’s performance on similar projects, bidder’s available facilities and resources for the project and the bidder’s plan for management and control of the project. (0-25)
- Cost Criteria: Is the cost within any pre-determined price range, such as cost estimates from a market analysis? In most cases cost is evaluated using value for money unless otherwise directed by donor requirements. (0-25)

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. 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.

CONTACT FOR BID INQUIRIES

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

- Lubna Mousa / Global Procurement / lumousa@mercycorps.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) gptenders@mercycorps.org 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.mercycorps.org/tenders

RFP CALENDAR/TIMELINE

- RFP published January 15th, 2025
- Questions and Answers period January 15th, 2025, to January 22nd, 2025
- RFP responses due January 31st, 2025, at 5:00 p.m. Pacific Time Zone.
- Vendor meetings week of TBD
- Vendor selected and notified TBD

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 12 pages.

Sample Contract

This is the anticipated contract and is a condition to the tender. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.

Any deviations or justifications from this contract must be set out in the tender proposal with the proposed alternative language.