Partners for Democratic Change (Partners)

Request for Proposal for Replacing Partners' Finance/Accounting System

RFP- IT002

[February 27, 2015]

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1 Statement of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to replace Partners for Democratic Changes' (Partners') Finance/Accounting system. The RFP provides vendors with the relevant operational, performance, application, and requirements of required services.

2 General Information

2.1 The Organization

Partners is a Washington, DC-based international development nonprofit that works through a global network of 21 members located throughout the world (Albania, Argentina, Belgium, Brazil, Bulgaria, Colombia, Czech Republic, El Salvador, Georgia, Hungary, Jordan, Kosovo, Mexico, Peru, Poland, Romania, Senegal, Serbia, Slovakia, the United States and Yemen) to support local leaders and create partnerships that transform conflict, strengthen democratic institutions, and achieve sustainable development. Partners implements grants and contracts for a variety of donors, including: USAID, the US Department of State, the World Bank, European bilateral and multilateral aid agencies, private foundations, private sector companies and a number of USAID implementers. In addition to implementing programs, Partners helps grow independent, local nonprofits around the world, taking a leader's vision and assisting in the organization's maturation into a fully functional NGO. Currently there are two such organizations whose finances we oversee (Partners Senegal and Partners Yemen). These nonprofits are members of an international network Partners for Democratic Change International (PDCI) which is based in Brussels. Partners is also a member of PDCI but the two organizations are currently considered legally separate organizations. Because of their proximity to major donors the PDCI office in Brussels and the Partners office in Washington, DC are considered hubs of the network and are responsible for marketing the network, representing the network to the larger world, and facilitating the sharing of information within the network.

Partners has undergone incredible growth since 2007. In 2007 there was one full-time employee who managed one project of $250,000. Seven years later the organization has grown to just under 30 full time employees (FTEs) and with a budget of $8 million per year. Additionally Partners has taken more of a leadership role within the PDCI network with Partners' President also serving as the PDCI President. The growth over the next 5 years should continue to a team of about 40 FTEs located in DC and around the globe. On June 1, 2015 Partners will move offices to 1800 Massachusetts Ave NW; Suite 401; Washington, DC 20036.

As Partners experiences this growth there will likely be increased integration of PDCI's finances (Brussels) with that of Partners (DC). We envision a future in which

Partners and the PDCI office in Brussels merge finances and administration. This would require books that record expenses in two currencies (Euros and US Dollars) and probably have some integrated way of supplying and storing backup documentation for all of the expenses.

Additionally Partners finances will become more complex as we turn to making more subgrants to local partners to fund program implementation. Current grants range in size from $50,000 to $4.5 million. As much as 50% of the grant may be allocated in the form of subgrants to local institutions in the developing world. These local organizations will receive advances, submit monthly expense reports with appropriate backup to reconcile the advance then Partners make another advance. These subgrants may range in size from $50,000 to $1 million. These expenses will be in as many as 20 currencies. A sample of possible countries where we would receive expense reports from are as follows: Yemen, Nigeria, Senegal, Sierra Leone, Albania, Kosovo, Tunisia, Iraq, El Salvador, Peru, and Colombia.

2.2 Project Background and Objectives

Partners' Finance team has recently grown to four fulltime staff people (Controller, Deputy Controller, Finance Associate, Finance and HR Associate). They produce monthly, quarterly and annual reports for a variety of audiences including: Partners program teams, USG and multilateral donors, the board of directors, auditors, and government agencies like the IRS. Additionally the team manages the annual budgeting process, payroll, recruiting and onboarding new staff, as well as making all journal entries and ensuring compliance with all USG and other donor regulations regarding spending. To accomplish this, the team uses QuickBooks Professional Version 14 (a full list of Finance Applications and Partners IT Infrastructure can be found in Appendix A). QuickBooks is no longer robust enough of a solution for Partners' Finance needs.

Partners seeks to implement a new finance/accounting system as part of a large upgrade in Partners' Information Infrastructure. The new finance/accounting system should allow the Finance Team to improve the timeliness of financial activities (produce real-time financial reports, reduce the number of manual processes, and make more timely decisions. It should also increase the technical staff's access to financial data (link finance information with contractual/technical information and provide access to financial reports and records to all necessary users within Partners). Partners is seeking a cloud-based or hosted solution so that we would not have to maintain terrestrial servers. Partners would like to store purchase requests, travel authorizations, subgrants, subcontracts, payment requests, grants reports and other related documents including necessary back up in the Content Management System. Meta-data including: Name, Amount, Date, Authorizations, Purchase-order Numbers, Payment Numbers will need to transfer back and forth between the Finance/Accounting System and the CMS.

In addition to developing this new finance/accounting system, we also want to redesign our intranet. It is likely we would use SharePoint (Office 365) as the platform for our intranet. We would be interested in knowing if your company has the skills, past performance and capacity to redesign our intranet. Should the vendor be able to provide that work as well they should so indicate during the question phase, as we are interested in possible economies of scale that can be achieved.

2.3 Project Specifics

With this RFP Partners seeks the support of consultants who can guide the selection of a finance/accounting system, manage its customization to Partners' needs, implement the program and provide training and support.

Specific activities include but are not limited to:

- Consultation with Partners' staff including the Finance team and some program managers,
- Set up a practice environment for identified staff to test out solution(s),
- Produce a timeline for implementation,
- Design all workflow customization,
- Implement changeover of finance/accounting systems,
- Provide trainings to finance and non-finance staff, and
- Provide at least one year of support.

2.4 Challenges

- The cost of new hardware and software, including implementation, customization and maintenance.
- Having the necessary IT support available: to provide training to new users when the system had been implemented; to address users' questions when the system malfunctions or when they need to use tools that are in the system but that are not used frequently.
- Involving stakeholders in the process who are outside of the US and are not Partners staff (Partners Yemen, Partners Senegal, Partners for Democratic Change International)

2.5 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited bidders.

Issuance of RFP	February 27, 2015
Technical Questions/Inquiries Due	March 13, 2015 11:00 am
RFP Closes	April 10, 2015 6:00 pm
In-person Interviews	April 20-24, 2015
Complete Initial Evaluation	May 4, 2015 6:00 pm
Final Award Notification	May 8, 2015

3 Proposal Preparation Instructions

3.1 Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Partners as necessary to gain such understanding. Partners reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Partners reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Partners.

3.2 Good Faith Statement

All information provided by Partners in this RFP is offered in good faith. Individual items are subject to change at any time. Partners makes no certification that any item is without error. Partners is not responsible or liable for any use of the information or for any claims asserted there from.

3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by person in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

3.3.1 **Vendors' Inquiries.** Applicable terms and conditions herein shall govern communications and inquiries between Partners and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

Partners for Democratic Change
Information Technology Team
1779 Massachusetts Ave, NW, Suite 515
Washington, DC 20036

Attention: *Nilanka Seneviratne*
Telephone: *202-469-3663*
Fax: *202-939-0606*
E-mail: *nseneviratne@partnersglobal.org*

3.3.2 **Informal Communications** shall include, but are not limited to: requests from/to vendors or vendors' representatives in any kind of capacity, to/from any Partners employee or representative of any kind or capacity with the exception of Nilanka Seneviratne for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the named above at any time.

3.3.3 **Formal Communications** shall include, but are not limited to:

- Questions concerning this RFP must be submitted in writing and be received prior to March 13, 2015 11:00 am.
- Errors and omissions in this RFP and enhancements. Vendors shall recommend to Partners any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to Partners any enhancements, which might be in Partners best interests. These must be submitted in writing and be received prior to March 13, 2015 11:00 am.
- Inquiries about technical interpretations must be submitted in writing and be received prior to March 13, 2015 11:00 am. Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
- Verbal and/or written presentations and pre-award negations under this RFP.
- Addenda to this RFP.

3.3.4 **Addenda**: Partners will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within three (3) business days. All questions, answers, and addenda will be shared with all recipients via email.

Partners will not respond to any questions or requests for clarification that require addenda, if received by after March 13, 2015 11:00 am.

3.4 Proposal Submission

Proposals must be delivered in Word via e-mail to:

Nilanka Seneviratne – Senior Manager
Partners for Democratic Change
nseneviratne@partnersglobal.org

on or prior to April 10, 2015 6:00 pm. Partners shall not accept proposals received by fax or hand.

3.5 Criteria for Selection

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, value for money and organization. The purpose of this RFP is to identify those suppliers that have the interest, capability, and cost offer to provide the information technology services and support to Partners as identified in the Scope of Work. We are going to redesign our intranet and will likely use SharePoint as the platform for that. Any solution for the Finance/Accounting System must operate and integrate seamlessly with SharePoint.

Evaluation Criteria:

1. Capability of vendor to meet or exceed requirements set forth in Scope of Work.
2. Ability of the Finance/Accounting System to integrate with SharePoint
3. Value for money
4. Ability of vendor to demonstrate program planning and skills with emphasis on predicting accurate timelines and adhering to timelines and budgets.

3.6 Selection and Notification

Vendors determined by Partners who possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to vendors via email.

4 Scope of Work

4.1 Finance/Accounting System Installation

Partners seeks to implement an Integrated Finance/Accounting System and anticipates awarding a 1-year contract. The solution that is proposed must operate seamlessly with our new intranet (likely to be a SharePoint platform). Ideally the system would be a cloud-based or hosted solutions. The firm who will be selected will:

- propose a new finance/accounting system which is SharePoint compatible,
- customize the system for Partners based on our high and medium priority functional requirements (see appendix a),
- install this system on in-office or virtual servers,
- migrate all existing finance data (from QuickBooks and Black Baud),
- provide support over the year to ensure a smooth transition, and
- provide at least one training to the Finance staff and one training to non-finance staff (preferably in person using experiential training methods).

5 Vendor Qualifications & References

All vendors must provide the following information in order for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:
   - Full legal name of the company and location of registration
   - Year business was established
   - Number of people currently employed
2. Qualifications and experience of persons who are proposed or available to provide services. This may include, but is not limited to, resumes, documentation of accreditation, and/or letters of reference.
3. A description of their geographic reach.
4. An outline of their partnerships and relationships to date.
5. Information on its current clients
6. References: Contact information for three references (if possible) from organization similar in scope and a brief description of their implementation.
7. Implementation/Migration Approach
8. Training Approach (who, how, and by whom)
9. Support Approach (end user support, addressing enhancements and defects, etc.)
10. Support Coverage (days/hours) & SLA
11. Understanding and Experience with Government Contracting, International Development Contracting
12. Nonprofit Sector Understanding
13. Role of Product in the Company Portfolio (% of revenue, etc.)
14. Vendor/Solution Common Competitors
15. Direction and Ownership Structure

6 Budget & Estimated Pricing

All vendors must fill out the following cost breakdown for the implementation of their services for Partners as described in this RFP. The vendor must agree to keep these prices valid for 365 days as of April 10, 2015.

6.1 Estimated Costs

	Cost description	Hourly rate
1		
2		
..x		

7 Additional Terms & Conditions

7.1 Non-Disclosure Agreement

Partners reserves the right to require any Respondent to enter into a non-disclosure agreement.

7.2 Costs

The RFP does not obligate Partners to pay for any costs, of any kind whatsoever that may be incurred by a Respondent or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of Partners, subject to claims of confidentiality in respect of the Response and supporting documentation.

7.3 Intellectual Property

The Respondent should not use any intellectual property of Partners including, but not limited to, all logos, registered trademarks, or trade names of Partners, at any time without the prior written approval of Partners, as appropriate.

7.4 Governing Law

This RFP and the Respondent’s Response shall be governed by the laws of Washington, DC.

7.5 Entire RFP

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.

PARTNERS
for Democratic Change

8 Vendor Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to RFP- IT002 issued by Partners. The undersigned is a duly authorized officer, hereby certifies that:

____

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 365 calendar days as of April 10, 2015.

The undersigned further certify that their firm (check one):

☐ IS
☐ IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify Partners of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person[s] authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name:	____________________	Title:	________________
Signature:	____________________	Date:	________________
Name:	____________________	Title:	________________
Signature:	____________________	Date:	________________

Appendix A: Current IT Infrastructure

I. **Finance Applications:**

a. QuickBooks
   i. Record data entry: expenses, invoices and adjustments
   ii. Report income and expenses by project
   iii. Record Partners' financial reports (Profit and Loss and Balance Statements)
   iv. Print checks

b. Excel
   i. Calculate payroll distribution
   ii. Compare expenses to budgets per project
   iii. Compare total expenses to Partners' budget
   iv. Record Sub-awardees' Expense Reports (There is a template for it)

c. Replicon
   i. Timecard keeper

d. Paychex
   i. Payroll

e. Financial Institutions (Western Union/Capital One Bank/Citibank)
   i. Wire transfers
   ii. Other Banking

II. **Servers:** Two Dell PowerEdge servers:

- PDC1, Dell PowerEdge T100, Intel Xeon CPU X3360 2.83GHz, 4GB RAM– Windows Server Standard 2003 R2 - DC, DHCP, DNS, Backup Exec, Symantec Antivirus
- TSERVER, PowerEdge 2600, Intel Xeon CPU 3.20GHz, 4GB RAM – Windows Server 2008 Standard SP2 – Terminal Server, DNS secondary.
- Plans exist to move the servers to the cloud.

III. **Firewall/Spam:**

- Firewall – SonicWALL TZ100
- Postini external spam filter

IV. **Workstations:** Approximately 30 domain workstations that are a mix of desktops (Dell OptiPlex) and laptops (Lenovo ThinkPads and one MacBook). All PCs run Windows 7. Most desktops are being replaced by Lenovo ThinkPads.

V. **Remote Access:** Microsoft Remote Desktop Connection (RDP services) to external IP.

VI. **Handheld Devices:** Mostly iPhones with some Android devices and iPads as well as one Blackberry are being used.

VII. **Internet / ISP:** Partners’ Internet access is via Allied Telecom, at a speed of 20 Mbps down and 20 Mbps up.

Functional Needs Assessment Template

Partners for Democratic Change

March 2014

Functional Requirements

Key for Priority: H = High: Must have; **M** = Medium: Important, though not for immediate use; **L** = Low: we can wait on this capability, or the need might be met in other ways.

Req. #	General Requirements	Priority	Comments
1.	Automatically calculate and allocate indirect costs by activity	H	
2.	Allocate costs (direct and indirect) by activity	H	
3.	Allocate costs (direct and indirect) by timesheet/resource	H	
4.	Allocate billable and unbillable time	H	
5.	Attach documents to the related transaction (i.e., receipts, invoices)	H	
6.	Multilevel chart of accounts	H	
7.	Fully integrate transactions (AP/AR) with general ledger	H	
8.	Allocate costs (direct and indirect) by disbursement	H	

9.	Keep track of the vetting for all recipients of money (individuals, businesses, hotels)	H	
10.	Integrate administrative tasks (sequence transaction approvals, store templates, communicate with stakeholders) with financial tasks (disbursements, invoicing, payroll)	H	
11.	Manage several companies and several currencies in one set of books	H	
12.	Support multiple users with different profiles/levels of access	H	
13.	Easy to use reporting system where users can produce customized reports.	H	
14.	Import information from other applications (QBooks, Internet, Excel, Salesforce) and export information to other applications (Salesforce, Banks)	H	
15.	Update the system automatically when new information is entered	H	
16.	Keep an audit trail of all operations	H	
Req. #	**Procurement (Approximately 2000)**	**Priority**	**Comments**
17.	Terms of reference for the services or goods to be purchased with an estimate budget and project number are entered in the system.	H	

18.	Terms of reference are approved in the system by technical or administrative supervisor and contracting officer/controller.	H	
19.	The system manages processes depending on the ranges of cost of purchases	H	
20.	Acceptance of service or goods is documented in the system.	H	
21.	System generates automatic Project Codes	+	
22.	Purchases are automatically numbered by the system	H	
23.	Program tracks all key order info including: the vendor, purchase quantities, item or service purchased, delivery timeframes, payment terms, and costs	H	
24.	Link between procurement and contracting database to share information about consultants and contractors	H	
25.	Reports of purchases by vendor	H	
26.	Keep evaluations of consultants, vendors and sub-contractors	+	
Req. #	**Budgeting**	**Priority**	**Comments**
27.	Calculate costs for new program proposal	H	

28.	Update budgets and forecasts based on actuals	H	
29.	Re-allocate budget based on program execution	H	
30.	Allocate budget across activities	H	
31.	Keep track of Budgets for programs and budget of the Company	H	
32.	Project expenses based on historical expenses	H	
33.	Compare % of time remaining with % of money in the balance of the budget	H	
34.	Budget for indirect expenses	H	
35.	Dynamic reports of budgets per project and per companies (Partners and PDCI)	H	
36.	Graphic report of budgets versus actuals	H	
37.	Manage approval of budgets for sub awards and clients	H	
38.	Flag over expenditures	H	

Req. #	Travel (Approximately 200)	Priority	Comments
	Solution shall provide this capability:		
39.	Manage the process to request and approve travel budgets, approval of travel expenses and keep travel reports.	H	
40.	Manage approvals of different users. Technical, financial, administration or security. (See annex 1 for more details about this process)	H	
41.	Manage different policies for travel (US Government Agencies and Other counterparts)	H	
42.	Assist travelers with calculations of travel budgets and travel expenses based in the policies or regulations, to be approved by supervisor	H	
43.	Manage travel authorization process where there is a request, a technical approval and a finance approval.	H	
44.	Track the expenses approved in the travel authorization form and actual expenses	H	
45.	Travel authorization form is shared with travel agency or counterparts to book flights, reserve hotel rooms, rent vehicles, etc.	H	
46.	Track travel per project and per Company	H	
47.	Have a database of travelers with security information (emergency contact, travel insurance, vaccination records, copy of passport, copy of ID)	+	

48.	Assign a number to the travel authorization form and link all expenses related to each trip with the assigned number.	H	
Req. #	**Events (Approximatel 300)**	**Priority**	**Comments**
	Solution shall provide this capability:		
49.	Manage the process to request and approve event budgets, approval of event expenses and keep event reports.	H	
50.	Assist users to create budgets for events that includes flights, hotel reservations, room reservations, transportation, incidentals, etc.	+	
51.	Assign a number to each event and track actual expenses for each event. Event Number can be linked to travel number.	H	
52.	Assist event managers to keep tracking of attendees or have a link to other software that manages information of attendees of events. (Name, IDs, Vetting results, phone #, address, age, gender, etc.)	H	
Req. #	**Contracting (Approximately 500)**	**Priority**	**Comments**
	Solution shall provide this capability:		
53.	Manage process to contract consultants, sub awardees, employees, interns, vendors.	+	
54.	The process includes the request and approval of contractors.	+	
55.	Manage templates for each category of contract – Sub grants, sub contracts,	+	

	Cooperative agreements, consultants, employees, services and goods providers.		
56.	Manage numbers for contracts.	H	
57.	Assist in the creation of budgets for sub awards	H	
58.	The system has numbers for each project	H	
59.	All transactions in the system should be approved before they are posted. The system should keep track of the users who process the transactions and who approved them.	H	
Req. #	**Payroll**	**Priority**	**Comments**
	Solution shall provide this capability:		
60.	Track time for employees and consultants	H	
61.	Share information with payroll software (Paychex) and with the timekeeper (Replicon) to calculate and automate the data entry of the salary distribution per project.	H	
62.	Assist with the projection of salaries for budgets	H	
63.	Allocate costs (direct and indirect) by timesheet/resource	H	

64.	Allocate billable and unbillable time	H	
Req. #	**Cash Flow**	**Priority**	**Comments**
	Solution shall provide this capability:		
65.	Make projections based in the historic expenses and taking in account the length of the projects	+	
66.	Users can modify the automatic projections	+	
Req. #	**Reports**	**Priority**	**Comments**
	Solution shall provide this capability:		
67.	Users can customize and save reports that are updated when new information is entered	H	
68.	Report system should be user friendly	H	
69.	Reports by project	H	
70.	Reports by month, years, etc.	H	
71.	Reports by department	H	

72.	The system produces graphic reports. Like column or pie reports of expenses by project, by Company; income had by Company/Agency/Government and no Government donors, etc.	H	Simple bar graphs and pie charts
73.	Financial statements based in Fiscal years	H	