Request for Proposal (RFP)
Time & Expense Solution for TechnoServe
8/2/19

SUBJECT: REQUEST FOR PROPOSAL

TechnoServe Inc. (TNS) - Washington DC, invites your firm to participate in this competitive solicitation for pricing, delivery and terms of potential sale on the following services for TNS office in Washington DC headquarters.

INTRODUCTION

TechnoServe is an international nonprofit organization that has been working to build business solutions to poverty since 1968. Our mission is to help entrepreneurial men and women in poor areas of the developing world to build businesses that create income, opportunity and economic growth for their families, their communities and their countries. We believe that a hand up is far more powerful than a hand-out. With more than 1,300 people working in about 28 countries, our team is a skilled, passionate group of professionals from both private-sector business and international development fields.

GENERAL REQUIREMENTS

TechnoServe is looking for a user friendly time entry and expense system that will support all 28 of our field offices (US, India, Africa & Latin America) and 1,300 employees.

The solution should:

- Be a comprehensive SaaS solution for time and expense entry with ability to function in the currencies of our field office, Euro, British Pounds and Dollars
- Have an easy to use interface that works with low bandwidth connections
- Have ability to handle the complex leave & PTO plans for the various 28 offices
- Have multi-language capabilities (English, Spanish, French, & Portuguese)
- Have sophisticated workflow approval processing for time, vacation and expenses
- Have an excellent Mobile App for time & expense entry and approval
- Have the ability for bi-directional integrations between Ultipro HRIS and Serenic Navigator 2017
- Have a robust reporting system with both standard and custom reporting capabilities

TIME SYSTEM REQUIREMENTS

The Time Entry solution must be able to fulfil the below requirements:

- Timesheet coding based on typical project management Project:Task hierarchical structure
- Optional additional code(s) independent from Project/Task hierarchy

- Prepopulate timesheets with the appropriate country holidays based by field office location
- Have the ability to manage sick and PTO accruals for the 28 field offices with the options for enforcement of balances based by employee seniority and by the office country location
- Ability allocate gross salary based on hours worked
- Ability to set specific billing rates for certain projects based on position/task
- Delegated project-level security (project managers can assign staff to the project they manage)
- Organizational units based on country with delegated security right to local HR managers
- Full audit trail from entry through export
- Managing staff exempt & nonexempt
- Effective Mobile Phone App for time entry and time approvals
- Once leave is approved then the leave balance reflects approved leave
- Ability to track intermittent and continuous FMLA with various leave types as needed

Time Entry Options Required:
- Manual weekly by day entry.
- Track in and out working for the few non-exempt employees in the US including lunch breaks etc.
- Hourly entry - no limits on days or hours
- Enter time in 15 minute increments
- Time allocation combination of dimensions for entered hours
  - Time Type
  - Fund (project) - limited to funds where employees have assignments
  - Task filtered by Fund
  - Ability to add optional activity code, delinked from fund/task
  - All dimension codes will be pushed from Serenic NAV accounting system to timesheet system
- Overtime must be approved for all nonexempt employees
- Supervisor option to delegate timesheet approval to another supervisor or administrator for a fixed time period
- Copy from prior week's dimensions for easy entry

Displayed Information:
Ability for employees to see their:
- Vacation accrued, taken and balance
- Sick time taken and balance remaining
- Personal leave taken and balance remaining
- Holidays taken
- Floating holidays taken and balance remaining

- A visual representation of the time entered for the month and the time expected to be entered based on holidays and approved vacation
- Manager level reports showing burn rate for individual and team of direct reports and indirect reports.

Time Workflow:
Once all the hours for the month are entered the users manager may approve the time. The manager has the following options for each employee.

Manager Role:
- Approve the time:
    - Flexible workflow based on approval logic. Workflow by supervisor and project manager (if different/required)
    - Review current leave balance so both employee and supervisor can make informed decisions about requesting and approving leave
    - Approved time is locked and cannot be changed by the employee
- Reject the time:
    - When rejecting time a manager is presented with a text box and may enter comments.
    - Rejection comments are emailed to the employee
    - Employees may then make changes for review

Finance Role:
- Export approved time (or expense allocation), after which exported time is fully locked
- Ability to export allocated hours to excel for reporting purposes

Reminder emails:
- Flexible and multiple reminders sent based on our defined requirements
- Missing time notice is sent to employees each weekday until they complete their time for the previous month
- Missing approval notices are sent to managers each weekday until they have approved all employees time for the previous month
- Rejected time alerts are sent each weekday to all employees who have had time rejected for the previous month

EXPENSE SYSTEM REQUIREMENTS
- Integrate in NAV Expense Report functionality
- Expenses are limited to Expense categories based on Expense Commodities in NAV
- Anyone can enter expenses for any field office requiring approval workflow
- Flexible workflow based on approval logic. Workflow by supervisor and project manager (if different/required)

- Expense must be entered and allocated the dimensions of Fund, Task, Activity, Responsibility Center
- Ability to create expense reports in any field office
- Expenses require upload a receipt following guidelines per country
- Ability to select currency per transaction, and set default currencies based on location of employee
- Reminders emails for approval
- Configured with per diem rules for each country office and updates from a reference site (currently USAID) on per diem amounts
- Mobile App for expense entry with simple interface for uploading receipts and approval
- Linkage to Visa card / Amex programs for automated population
- Output of Approved expenses go directly into NAV either via integration or import of the accounting staff
- Ability for users/approvers to comment on expenses & reports
- Expense Categories need to be mapped to NAV GLs during the nightly import

SYSTEM INTEGRATION REQUIREMENTS

TechnoServe uses UltiPro as its HRIS, Serenic Navigator 2017 (DynamicsNAV 2016) as its accounting system, and Okta for Single Sign On. New Time entry and Expense System will need to integrate with these systems.

Ultipro:
- System of record for all employee data
- The origination of employee data for nightly update into the time & expense system
- System of record for all offices, office locations and addresses for nightly updates
- All PTO balances to be transferred back to Ultipro for Self Service

Serenic NAV 2017 (Dynamics NAV 2016):
- System of record for all key financial dimensions updated nightly to the time & expense system
  - Fund Codes (similar to a project)
  - Task
  - Activities
  - Responsibility Centers (similar to department)
  - Up to 2 more codes
- Key linkages & rules of financial dimensions originate in NAV
- Time Allocation flows back to NAV for cost allocation
- Expenses flow to NAV for review and posting

Okta:
- Single Sign On integration
- Account provisioning and deprovisioning using Okta provisioning tools

SCOPE OF WORK
1. Design Phase
    a. Detail Requirement Validation & Documentation
        i. Through a series of meetings with Finance Department, Field Office and IT to validate & finalize the system requirements
    b. Document the solution
        i. Document key configuration setup
        ii. Document and plan the details of the integrations
    c. *Deliverable*: Requirements document & the designed solution
2. Implementation Phase
    a. *Deliverable*: Create a detailed project plan including resource requirements for both organizations
    b. The Project Plan should include end to end testing prior to going live
    c. Train TechnoServe staff on configuration and maintenance
    d. Assist TechnoServe to develop a training plan leveraging the materials of the solution provider
3. Training, Go Live & Support Phase
    a. Supervise the go live of the solution
    b. Provide ongoing support as needed for the first 40 days
    c. Access to additional support time as needed for Time & Materials.

PERIOD OF PERFORMANCE
TechnoServe is looking to start the project September 1. If possible, go-live November 1st for an end of project November 30th 2019

OTHER CONSIDERATIONS
The vendor should submit their experience related work in non profit vertical market.

RFP SUBMISSION REQUIREMENTS
All prospective bidders must complete the following steps:
1. A breakdown of tasks, their LOE and estimated costs per activity
2. A total cost of project by the phases outlined in the scope of work
3. Cost estimates should not include tax because TechnoServe is tax exempt
4. Submit company documentation including but not exclusively:
    a. History of the company
    b. Key engineers who will work on the project
    c. International non-profit experience
5. Submit an explanation of project implementation method and estimated timeline based on the requirements and scope in this document
6. References of current clients preferable international non profits included

CRITERIA FOR SELECTION
The evaluation of each response to this RFP will be based on the requirements set out in the solicitation and any addenda thereto. At the sole discretion of TNS, the top proposals may be selected for follow-up questions or to provide an oral presentation.

The following weighting and points will be assigned to the proposal for evaluation purposes:

Experience of the company – including company's longevity and length of time providing time & expense solutions	15%	15 points
Clarity of project method & plan	25%	25 points
Successful demonstration of the solution of listed requirements	25%	25 points
Price for services & deliverables & SLA	25%	25 points
References that attest to excellent system and service to similar multinational clients	10%	10 points
TOTAL		100 POINTS

TechnoServe reserves the right to award the contract to the organization whose proposal is deemed to be in the best interest of TechnoServe.
TechnoServe will not award a contract to any bidder where there is a lack of business integrity.

TERMS AND CONDITIONS
1. The Request for Proposal is not and shall not be considered an offer by TechnoServe.
2. All responses must be received on or before the date and time indicated on the RFP.
3. All unresponsive offers will be rejected.
4. All proposals will be considered binding offers. Prices proposed must be valid for entire period provided by respondent.
5. All awards will be subject to TNS contractual terms and conditions and contingent on the availability of donor funding.
6. TNS reserves the right to accept or reject any proposal or cancel the solicitation process at any time, and shall have no liability to the proposing organizations submitting proposals for such rejection or cancellation of the request for proposals.
7. TNS reserves the right to accept all or part of the proposal when award is provided.
8. All information provided by TNS in this RFP is offered in good faith. Individual items are subject to change at any time, and all bidders will be provided with notification of any changes. TNS is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
9. TNS reserves the right to require any bidder to enter into a non-disclosure agreement.
10. The bidders are solely obligated to pay for any costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All responses and supporting documentation shall become the property of TNS, subject to claims of confidentiality in respect of the response and supporting documentation, which have been clearly marked confidential by the bidder.
11. Bidders are required to identify and disclose any actual or potential conflict of interest.
12. Small Businesses and small disadvantaged businesses are encouraged to bid.

SCHEDULE OF EVENTS

1. Email jmckinney@tns.org by 8/9/19 informing whether your firm will or will not be responding to the RFP.
2. Questions regarding this RFP should emailed to Jim McKinney, jmckinney@tns.org, and must be received no later than 5pm EDT 8/16/19 . Responses will be published/communicated by end of day 8/21/19.
3. Final proposals in response to the RFP be should be addressed to the attention Jim McKinney, jmckinney@tns.org and must be received no later than *5pm EDT Wednesday* 8/28/19
4. Each company submitting a response to the RFP, may be asked to prepare a demo of their solution based on the requirements in this document. Demos will be remote (Zoom meetings) and scheduled the week of 9/2/19.
5. Follow up questions & meetings maybe required after submission
6. After selection, contract and license negotiations will take place

End of RFP