Questions & Response for the Time & Expense RFP:

Do you have some examples of your "complex" leave & PTO plans for the various 28 offices that you can share?

> For expatriates they are paid from US but observe in-country holidays, accrue vacation at 1.67 days/month (20 in a year) and 15 sick days. They are also covered by the new parental leave policy which provides 8 weeks paid for mothers and 8 weeks paid for fathers. They have up to 5 days bereavement for death of immediate family members and 1 day for non-immediate family members.
>
> See attachment for Latin American Leave Schedules.

Is Serenic Navigator 2017 really just Dynamics NAV or something different?

> Serenic Navigator (NAV) use Dynamics NAV core financials but has developed and integrated other modules, like Award Vision, to allow Dynamics NAV function as a Fund Based accounting system. Navigator 2017 is build on top of Dynamics NAV 2017.

Would you be looking for the T&E solution to allocate the gross salary based on hours worked and feed dollars to NAV, or are you expecting to feed hours over and allow NAV to make the appropriate cost allocation calculations?

> Currently we are feeding hours allocated by Project and task into Serenic Navigator, and Serenic does the allocation. We could keep that way or we could have the T&E expense solution allocated and then load the allocated expenses in NAV.

Similar question or bill rates. Are you looking for the solution to calculate the project costs and feed dollars to NAV, or just the hours (and dollars for expenses)?

> We have a handful of grants that use daily bill rates. It would be helpful to have this functionality within the timesheet system, with options for different rates on different grants.

Sounds like you have a monthly time entry period?

> US payroll is semi-monthly and run out of Ultipro. Everyone else in the organization is paid monthly. However, ideally staff should entering time daily or weekly for compliance purposes.

I assume that non-exempt employees that need to enter in/out times also need to enter time against the projects/tasks, etc. that they work on throughout the day?

Yes, non-exempt employees need to enter in/out times. We only have around 3 non-exempt employees and they are only part of the US Arlington workforce.

Are you looking for the solution to calculate the OT, or will OT be a separate pay code that the employee will select?

We are open to review the best solution to this. Again we have very few non-exempt staff.

For manager reporting, can you expand on your definition of burn rate for an individual?

Ability to see paid time off taken and remaining.

For expenses, can you provide more information about your Per Diem rules?

Per diem rates, which include lodging, meals and incidental (M&IE) expenses, are established by the US Government (specifically, by the General Services Administration (GSA) for travel within the United States, and by the US State Department for international travel). These rates are used for both domestic and foreign travel.
A per diem is provided to employees traveling on official TechnoServe business to cover lodging, meals, and incidental expenses incurred in their work. Travelers are required to use per diem and as such do not have to document each individual meal expense. When per diem is claimed, travelers must substantiate that the trip took place by providing an airline ticket or hotel receipt.Travelers may be reimbursed for other expenses (for example transportation, Internet, phone costs) and must provide receipts for any expense of $75.00 or more. It is TechnoServe policy to set daily per diem rates at 50% of the current US State Department per diem rate (M&IE -Meals and Incidental Expenses) for each country/city. Lodging costs cannot exceed 100% of the listed US State Department rate for that country/city. For travel within the United States, TechnoServe sets daily per diem-M&IE rates at 75% of the current GSA per diem rate for US locations.Lodging costs cannot exceed 100% of the listed GSA rate for that city/location.

When breakfast, lunch, or dinner is provided during travel, use the following websites to prorate the total daily per diem rate:
Domestic travel: GSA-Meal and Incidental Expense Breakdown
International travel: DOS-Allocation of M&IE Rates to Be Used in Making Deductions from the M&IE Allowance

What behavior would you expect to see regarding Per Diems?

Each country has different Per Diems allocation. The system should be able to manage multiple Per Diem rates based on the country the employee is from.

With demos scheduled for the first week on September, a possible go-live of November 1st is at best very aggressive (and possibly not realistically achievable), how hard is that desired go-live timeframe?

Understood, go-live will depend on the project plan developed after discovery. We want to be aggressive, but realistic based on the implementation plan.

Do you have the option to add these functionalities from an existing vendor? If so, are you required by policy to look at outside vendors?

We currently use a home-grown timesheet system that we need to replace. We do not have a global expense system.

Are you able to expand on what's driving the urgency of the project?

The home-grown time system is difficult to maintain, support and modify and needs to be replaced as soon as possible.

Expenses in the field office is mostly a time consuming manual process. Looking to automate the process to improve accuracy and efficiency of the expense process.

Is there any available material describing what your process is like today?

Attached is our Time Recording Policy.

Can you share a complete list of the countries you are operating in?

Africa: Benin, Botswana, Cote D'Ivoire, DRC, Ethiopia, Ghana, Kenya, Malawi, Mozambique, Nigeria, Rwanda, South Africa, Tanzania, Uganda, Zambia, Zimbabwe

Asia:India

Latin America: Brazil, Chile, Colombia, El Salvador, Guatema, Honduras, Mexico, Nicaragua, Panama, Peru, Puerto Rico

USA

In the scoring portion, we don't see any considerations for statutory compliance. Is that an important requirement to TechnoServe? Are you evaluating a vendor's ability to keep you statutorily compliant?

Yes remaining statutory compliance is important and will be considered.

Are you paying staff at statutory levels in each country? Potentially above?

Yes, each country program's HR & Finance team determine the statutory compliance obligations in their country. Periodic internal and external audits are completed to ensure compliance.

Are you able to share PTO policies by country?

During the discovery, we will compile the list of all the PTO policies per country. We have provided some examples earlier in these questions.

On page 3, can you expand on "visual representation of the time entered"? Reporting / Dashboard?

TechnoServe is looking for an appealing UI that displays the necessary information for time entry and expense entry with a reporting feature. The hope is the solution will have both standard management reports / dashboards to manage time and expenses in the system. Some of our donors require evidence of time reporting so we will need to be able to download and print out information on time reporting, supervisory approvals, and associated audit trail.

On page 3, Is there detail you can provide on the Nav Expense Report Functionality you require integration with? Or do you just require an import?

At this point, we will look to import the expense data unless direct integration is practical.

Can you share how many vendors have been invited to participate in your process?

7- 2 dropped out. Expecting 5 responses.

Can you provide a breakdown of your employees by exempt and non-exempt status?

We have 3 non-exempt employees, the rest ~1200 exempt

Do you require an export to a payroll provider? If so please provide insight per country if not all the same provider.

We will only export time and accruals to Ultirpo for US based employees

Is there a requirement for the solution to send time / billing information to an external application for invoicing?

> Yes, we will be linking data to Serenic NAV for hours and expenses and paid time off to Ultipro for the employee self service.

Please confirm that responses can focus on either Time or Expense requirements, and that a successful response must not address both sets of capabilities.

> Ideally the solution will be able to handle both. If the time and expenses, but we are accepting responses for systems that only meet one of the two required functionality.

The RFP includes a desired go live date of November 30, 2019. Can TechnoServe expand on the rationale for this go-live? Due to the integrations that need to be designed/developed, the configuration decisions to make, along with the training (and possible process/policy changes) that will be required, our Team recommends a longer implementation time frame. Is TechnoServe open to shifting the go-live date to reduce risk?

> While we want to move quickly, the actual go-live schedule will be based on a realistic detailed project plan not on a specific date.

Do labor costs need to be tracked and reported in multiple currencies, or will labor costs be calculated in a single currency? If multiple currencies are required, are these identified as Euro, British Pounds and US Dollars, or are there other labor cost currencies required? If multiple labor costing currencies are required, is TechnoServe open to multiple application instances, one for each currency ?

> Labor costs do not need to be calculated within the timesheet system. Hours will be imported to our accounting system and the labor allocation is handled there.

Does TechnoServe expect to have a primary system admin(s) that will support and have visibility to data across all 28 of your field offices? Or will there be separate admins whereby a single person cannot have access to data from all offices? Depending on the answer, we may recommend multiple instances as opposed to consolidating all TechnoServe users in to a single application.

> Ideally, the solution will provide user security that allows TechnoServe to give specific Admin permissions to only specific countries based on the Admin's location. US based administrators can have access to all the countries data.

Approximately how many active projects and/or charge codes does TechnoServe currently have?

> Approximately 200 active projects at any given time. Projects range in length from a few months to 5+ years.

Please explain the types of projects that will be managed. For example, are they all managed as Cost Type projects, whereby funding is received up-front and then earned down? Are invoices ever sent, similar to a Time & Materials or Fixed Price project?

> We have all types of projects. Many projects receive up-front and then earned down, many projects will be paid out after expenses are incurred similar to Time & Material, and several projects are Fixed price. Invoicing is not a requirement for the timesheet or expense system. Our financial system will handle this.

Please explain/provide details about the various sick and PTO accrual plans for TechnoServe's 28 field offices? For example, are the accrual plans based on hours worked (e.g., accrue X hours per Y hours worked), years of service (e.g., accrue X hours per month), or something else?

> See other questions for this answer.

Any historical time data? What is your vision for reporting on projects within the system? Do you want to see data starting from application go-live, or must it include data going back to a specific date or project start? If historical project data is required, how far back must it go?

> Not necessary. All historical time entry is stored in our accounting system. If import is easy, we may do that on a project-by-project basis.

Who are TechnoServe's primary funders?

> USG, other Governments, foundations, corporations, among others.

Does TechnoServe receive Federal funds? Is OMB/DCAA compliance a Timekeeping consideration?

> Yes

Do your funders have any specific timekeeping considerations?

> Some funders require supporting documentation of time reporting and supervisory approval.

Under the TIME SYSTEM REQUIREMENTS, please further describe the "Optional additional code(s)" and the "optional activity code, delinked from fund/task" that TechnoServe desires. Please explain what these codes identify and how they will be used.

> At the moment, some projects use a project code, task cost, and activity code. If needed, we will limit these to two (project and task). However, if a system allows the third code, that would be ideal.