

Request for Proposal

Date: 8/12/2022

Subject: Caging firm to process donations for private fundraising

Reference #: P0012855

Introduction: TechnoServe is an international nonprofit organization that helps people lift themselves out of poverty by harnessing the power of the private sector. Operating in almost 30 countries, we work with hardworking women and men in the developing world to build competitive farms, businesses, and industries. By linking people to information, capital, and markets, we have helped millions to create lasting prosperity for their families and communities.

General Requirements: The requirements for TechnoServe's anticipated contract are listed below. A more detailed Statement of Work is also attached.

In support of TechnoServe's Marketing department, TechnoServe is seeking a caging firm to assist in donor engagement. The caging firm will be responsible for receiving mail and processing donations from private donors. The vendor must be able to perform the tasks listed below while ensuring a high standard of quality control as well as clear security measures to protect donor information.

Period of Performance: The period of performance of any contract resulting from this solicitation is anticipated to be between the start and end dates listed below.

Start Date: 9/12/2022

End Date: 9/30/2023

Proposal Content Instructions: In addition to responding to the Statement of Work, all proposals must:

- Describe the qualifications, experience, and capabilities of the firm or consultant in providing the type of services being requested. Resumes or CVs of the consultant or any key personnel of the firm shall be submitted as an attachment.

- Estimate the length of time required to accomplish all requirements, with detail on individual activity implementation dates, as referenced in the Statement of Work.
- Contain a detailed cost breakdown with applicable taxes and other charges clearly identified (and be presented in conformity with any further instructions included in the Statement of Work). Consultants should provide their daily or hourly billing rate, or their proposed fixed fee for the requested deliverables.
- Provide at least 3 references for similar contracts with a description of the services provided, value of the contract, and the contract periods of performance.
- Include a contact name, email address, and telephone number to facilitate communication between TechnoServe and the submitting firm or consultant.
- For proposals from a firm, provide a brief outline of the company and services offered, including:
 - Full legal name, jurisdiction of incorporation, and address of the company.
 - Full legal name and country of citizenry of company's President, Chief Executive Officer, and/or all other principal officers of the company.
 - Year the business was established.
- If a consortium of firms or a team of consultants submits a proposal jointly, the above information should be provided for each member of the team.

To ensure consideration, all quotes must be submitted in the following language and currency, and by the due date noted below:

Language: English

Currency: USD

**Submission
Instructions:**

All proposals must be emailed to the address below with your proposal attached in one or more files (PDF preferred). You will receive an auto-confirmation upon receipt. DO NOT email your proposal to any employee of TechnoServe or deliver your proposal in hard copy to a TechnoServe office. **Failing to adhere to these instructions may make your proposal ineligible for consideration.**

Email: buy+US+P0012855@tns.org

Order of Events:

This procurement will be administered in accordance with the following dates (subject to change at TechnoServe's sole discretion):

Date	Event
8/19/2022	Last date that questions and notice of intent to bid will be accepted. Questions and answers will be distributed to all known interested parties, so questions should not disclose confidential information, and all interested parties should submit a notice of intent to bid by this deadline to ensure they receive a copy of TechnoServe's response to questions.

Questions and/or notice of intent to bid should be emailed to:

dlape@tns.org

8/23/2022 Date that answers to questions will be distributed to all known intended bidders.

9/6/2022 Last date that proposals will be accepted by TechnoServe.

**Terms and
Conditions:**

- The Request for Proposal is not and shall not be considered an offer by TechnoServe.
- All responses must be received on or before the date indicated on the RFP. All late responses will be rejected.
- All unresponsive proposals will be rejected.
- All proposals will be considered binding offers. Your proposal must be valid for acceptance for a minimum period of 90 days from the closing date of this solicitation.
- All awards will be subject to TechnoServe contractual terms and conditions and contingent on the availability of donor funding.
- TechnoServe reserves the right to accept or reject any proposal or cancel the solicitation process at any time, without assigning any reason, and shall have no liability to any vendors submitting proposals for such rejection or cancellation of the RFP.
- TechnoServe reserves the right to accept all or part of the proposal when awarding the purchase order/contract.
- All information provided by TechnoServe in this RFP is offered in good faith. Individual items are subject to change at any time and all known intended bidders will be provided with notification of any changes.
- TechnoServe reserves the right to require any bidder to enter into a non-disclosure agreement.
- Bidders are solely obligated to pay for all costs which may be incurred by the bidder or any third parties in connection with preparing the proposal.
- All proposals and supporting documentation shall become the property of TechnoServe and shall be treated confidentially.
- Bidders are required to identify and disclose any actual or potential Conflict of Interest.

**Criteria for
Selection:**

TechnoServe's evaluation of proposals will be based on the factors set out below. At the sole discretion of TechnoServe, bidders may be selected for follow-up questions or to provide an oral presentation. TechnoServe reserves the right to award the contract to the bidder whose proposal is deemed to be in the best interest of TechnoServe. TechnoServe will not award a contract to any bidder where there is indication of a lack of business integrity.

Max Points	Criterion
30	Price, inclusive of all delivery fees and taxes
30	Experience and reputation of the firm (includ. reference check)
20	Ease and efficiency of the firm's proposed processing system
15	Firm's ability to maintain regular communication with TNS staff
5	Payment terms (net 30 preferred)

The attached Statement of Work represents an integral part of this solicitation.

EXHIBIT 1: Statement of Work

Performance Location

TechnoServe HQ

Background and Objective

Founded in 1968, TechnoServe harnesses the power of the private sector to benefit the world's poor. We help people in developing countries improve the value of what they produce and strengthen their role in larger markets—because when people have the skills and connections to improve their own incomes, the benefits last a lifetime. More information can be found at www.technoserve.org.

TechnoServe seeks a vendor to perform the tasks listed below ensuring a high standard of quality control as well as clear security measures to protect donor information.

Working with Faircom NY, TechnoServe has an active direct mail program sending out monthly appeals for support which include a reply device and return envelope. In 2021, TechnoServe received 16,714 gifts through direct mail, totaling \$1,512, 861. Additionally, we estimate approximately 2,500 annually in non-monetary mail. The highest mail volume occurs between December 1-January 15th.

Contractor Tasks

- Daily mail pick up from PO Box
- Cage mail
- Process gifts
- Capture and record key data on reply device
- Send TNS data file
- Deposit Gifts
- Process tax receipts and acknowledgment letters

Deliverables

Contractor will be expected to maintain regular communications with a designated TechnoServe staff member to ensure timely and accurate gift processing, including sending gift files and completing deposits on a daily basis. Contractor is expected to maintain donor confidentiality and clear security measures.

Deliverable Acceptance Standards

TechnoServe will review performance on a weekly basis and provide timely feedback regarding quality or timeliness of service

Operation and Logistical Considerations

For the duration of the contract, the contractor will stay current with industry standards, including best practices for maintaining security and new technologies.