Mercy Corps

Request for Proposal – Ariba-Navigator Data Integration Consultation

Date: January 30, 2020

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I. MERCY CORPS OVERVIEW

Since 1979, we have helped people grappling with the toughest hardships survive — and then thrive. That's the heart of our approach: We help communities turn crisis into opportunity. Throughout our history, Mercy Corps has demonstrated innovation, timeliness and the ability to adapt quickly to changing realities.

Today, Mercy Corps is working in more than 40 countries to help people recover from disasters, build stronger communities and find their own solutions to poverty. The agency consistently ranks as one of America's most effective and efficient charitable organizations. Over the last five years, more than 87 percent of resources have been allocated directly to programs that help families turn crisis into opportunity in some of the world's toughest places.

Thanks to our donors, we have provided $4 billion in lifesaving assistance to more than 220 million people over the last 40 years.

Our impact in 2018:

- Reached nearly 28 million people in more than 40 countries
- Infused more than $32 million in emergency cash to local economies
- Helped more than 7.6 million women, children and young people under age 25
- Our work in Yemen alone reached more than 3.7 million people
- Our teams in the Democratic Republic of Congo reached more than 1 million people

See more details about our impact in 2018: http://www.mercycorps.org

II. PROJECT BACKGROUND AND CONTEXT

Mercy Corps has planned the implementation of a global Source to Pay solution for the past two years. In May of 2019, SAP Ariba ("Ariba"), a cloud solution, was selected as the Source to Pay platform after a vendor RFP and evaluation process. The Shelby Group ("TSG") was selected as the Ariba implementation partner. In October 2019, the "Design and Build" phase was initiated with the intent to bring a pilot country onto the system by June 2020.   In selecting an enterprise sourcing and procurement system that is separate from the Mercy Corps existing Serenic Navigator ("Navigator") finance and grant management platform, it was understood that custom integration and other development would be necessary. Mercy Corps now seeks to engage a professional consultant with demonstrated success developing integrations for Microsoft Dynamics NAV and Serenic Navigator platforms. This Statement of Work identifies the specific project objectives, deliverables, and timeframe, for enabling the appropriate integrations between Ariba and Navigator and for developing any necessary Navigator customizations.

III. DESIRED SERVICES & SCOPE OF WORK

The purpose of this project is to build inbound and outbound master data and transactional data interfaces between Navigator and Ariba, and to develop necessary customizations in Navigator.

Data to be interfaced from Ariba to Navigator include:

- Supplier Master data (name, addresses, contacts, tax information, payment/bank information)
- Approved Purchase Invoice transactional data (PIs)

Note: This data is in .csv files exported from Ariba on a scheduled basis and stored on a Mercy Corps file share.

Data to be interfaced from Navigator to Ariba include:

- Transactional payment file for reconciling and clearing PIs in Ariba
- Several organizational and accounting master data elements to allow accounting code data entry. (This data may not require development of integrations.)

Note: Navigator data is stored in an on-site Mercy Corps Microsoft SQL Server

Customizations in Navigator:

- Schedule and automate the Purchase Invoice posting process
- Create or modify existing Navigator code, as needed

Objectives:

Support the design and development of required Inbound and Outbound interfaces between Navigator and Ariba and supporting Navigator customizations. Project consultant will:

- Work with the Mercy Corps Finance Systems Manager and Database Administrator to design and develop such interfaces and customizations as required.
- Advise Mercy Corps on the best approach for interfacing to Navigator data fields that may not be directly available via the standard Navigator interface.
- As the Ariba output data files are fixed in nature, the consultant will also need to advise on the best way to map multiple Ariba source files to existing Navigator interfaces, and support any required Navigator customizations in conjunction with any data file transformation or processing in Navigator.
- Build will require mapping Global suppliers maintained in Ariba to multiple "Companies" in Navigator. Supplier information to be integrated includes all supplier purchase and payment contacts and addresses, tax information, and payment/bank account information.

Additional outbound organization and accounting master data interfaces will be developed by Mercy Corps, but may require updates or recommendation for optimization.

Deliverables:

Expected deliverables will be as follows

1. Initial data and integration assessment of proposed inbound and outbound interfaces as detailed below:
    a. Inbound from Ariba to Navigator:
        i. Supplier Master data, including but not limited to Supplier Header, Supplier Location and Supplier Location Remittance records
        ii. Approved Purchase Invoice payment request file(s) (via a Purchase Invoice interface). Includes Payment Header, Payment Detail, Payment Split Accounts, and Payment Bank account information
    b. Outbound from Navigator to Ariba:
        i. Payment reconciliation (Invoice Status) file from Navigator to Ariba, containing all transactions that were paid out of Navigator and any associated exceptions (e.g. invoices not paid and associated exception codes).
        ii. Assessment/assistance with additional Org and Accounting Master Data interfaces as needed (all Outbound from Navigator to Ariba)
2. Definition of any data transformation requirements from source to target system, to enable required integration
3. Functional and Technical Integration specification documentation, including design of any necessary custom objects
4. Development of required custom objects including unit testing
5. Integration execution audit reports for records interfaced and not interfaced including detailed transaction exception reporting, and summary record counts and control totals.
6. Integration test and data validation plan in conjunction with Ariba and "The Shelby Group" implementation partner test requirements
7. System administration documentation including all run parameter definitions, submission and back-out procedures
8. Modified Navigator objects, if any

Work Timeframe / Schedule:

Due dates for deliverable completion are as follows (assumes consultant selection by March 6, 2020):

1. March 15, 2020: Integration data and interface assessment (e.g. High level integration and transformation design requirements and recommendations)
2. April 1, 2020: Functional and Technical Integration Specifications (including detailed field mappings)
3. April 21, 2020: Developed and unit tested custom objects
4. May 4, 2020: Integration tested custom objects
5. May 20, 2020: Final objects and System Administration User guide documentation
6. June 5, 2020: S2P User Acceptance Testing completed

Optional Timeline

Acknowledging that the timeframe listed above may be quite accelerated for some RFP respondents, Mercy Corps may consider an alternative schedule of deliverables that breaks the work into two streams and still meets critical project deadlines of S2P User Acceptance in June and Pilot completion by the end of July 2020.

	Mar		Apr		May		Jun		Jul	
	1 15	15 31	1 15	15 30	1 15	15 31	1 15	15 30	1 15	15 31
Stream 1										
Base Integration: Navigator Vendor and Purchase Invoice XMLPorts for Manual Import to meet minimum testing required for June										
Functional Specifications	x x									
Test	x									
Production-ready XMLPorts		x								

	Mar		Apr		May		Jun		Jul	
Stream 2										
Complete the Full Integration Automation										
Integration data and interface assessment (e.g. High level integration and transformation design requirements and recommendations)		x	x							
Functional and Technical Integration Specifications (including detailed field mappings)			x	x						
Developed and unit tested custom objects				x						
Integration tested custom objects					x	x				
Final objects and System Administration User guide documentation						x	x			
S2P User Acceptance Testing completed									x	x

IV. 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)

V. 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 description 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.
   - How many professionals do you have on staff?
   - How do you source and screen personnel?
   - If you outsource any work or support, explain the outsourcing arrangement.
   - What are your quality assurance practices?
4. Describe your general engagement model.
   - Are clients assigned an Account Representative?
   - How are Task Orders under a MSA assigned and managed?
5. Confirmation of proper license to modify and write Microsoft Dynamics NAV code.
6. 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.
7. Proposal including full pricing information. State the rates for the different types of services to be provided as part of the work.

CONTACT FOR BID INQUIRIES
All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

- Mark Spencer | Global Procurement | mspencer@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) 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 30, 2020
- Questions and Answers period   January 30 – February 14, 2020
- RFP responses due   March 4, 2020
- Vendor selected and notified   March 6, 2020

VI. 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.

VII. BUSINESS CONTEXT

Details of Mercy Corps' implementation of Serenic Navigator:

Current version:	Serenic Navigator NA 10.00.00.08, built on Microsoft Dynamics NAV 2017, a mid-size company ERP, recently rebranded as Microsoft Dynamics 365 Business Central
License:	Mercy Corps does not have a developer license; all development work to date has been done by Serenic. **We expect respondents to be licensed to develop Microsoft Dynamics NAV code**.
Databases:	One Microsoft SQL Server database, managed on-premise in Portland, Oregon
Navigator Companies:	42 active companies, including one for headquarters and 41 for individual country offices