



Request for Proposal

Certinia License and Support

TERMS OF REFERENCE FOR PROVIDER

September 2023

1 BACKGROUND

The Crop Trust, officially known as the Global Crop Diversity Trust, is an international non-profit organization that works to conserve crop diversity to protect global food security. The Crop Trust was established in 2004 through a partnership between the United Nations Food and Agriculture Organization and CGIAR, acting through Bioversity International.

The Crop Trust is requesting proposals from qualified Certinia (Formerly known as FinancialForce) implementing partners who provide managed services and reselling Certinia licenses.

The Crop Trust is currently using Accounting and Supply Chain Management modules within Certinia.

2 DEFINITION

RFP – Request for Proposal

SLA – Service Level Agreement

Supplier – Software firm who provides Certinia management services and resells Certinia licenses

EMEA – Europe, the Middle East and Africa

3 SCOPE OF WORK

The Crop Trust invites proposals from licensed and qualified Certinia partners to support maintenance and enhancement of Certinia at Crop Trust.

The RFP contains two elements, the first being licenses for a five year period as listed. The Second a Support Retainer. The supplier can bid for one or both elements.

3.1 Certinia Subscription

The Crop Trust would like to procure the following Certinia Products for the duration of five years (Starting Date of 29/04/2024 and Expiration Date of 28/04/2029):

Product	Quantity
Accounting Engine SMB	1
Financials Full User	9
Billing and Invoice View for CRM User (Financials Views, Approve, CRM User)	3
Order Procurement & Inventory (Spend & Inventory) Full User	1
Order Procurement & Inventory (Spend & Inventory) View & Approval User	13
Self-Service Requisition User	26
Conga for Financial Management	1
Financial Reporting User	9
Access Sandbox	1

The supplier must be able to resell Certinia products as requested. Additionally, the offer must include all costs for the duration stated above, we will not accept any additions on invoices.

3.2 Support Retainer

The selected provider will support the continuous development of Certinia, including, but not limited to:

- Extend existing modules with new functionality as documented in system changes
- Assist in bug fixings as necessary
- Assist in maintenance and regular updating Certinia modules

Change requests and issues are initiated by the Crop Trust and registered in institutional Salesforce.

The estimated average workload is in the range of 20-40 hours per month. However, this can go up to over 100 hours a month.

3.3 Inquiries

The supplier can submit inquiries in writing by 6th October 2023. Please send your inquiries via email to procurement@croptrust.org. Responses will be provided within two working days.

4 PROPOSAL COMPONENTS

The proposal submitted by a supplier should comprise all the information requested as indicated below

4.1 Technical Proposal

Please address the qualifications and expertise of your firm including the following:

- The number of years the supplier has provided the products and services outlined in the RFP
- Description of experience of similar projects for non-profit/international organizations
- Key staff members/consultants resume

In your project proposal we would like to see a description of your approach to manage collaboration with the Crop Trust, working hours availability (with time-zone), communication channels, language for support, response time, etc.

4.2 Financial Proposal

4.2.1 Certina subscriptions

Please complete the table below for the licenses. Price per year per licence for the next 5 years.

Product	Quantity	Price per year per User	Price per year Total
Accounting Engine SMB	1		
Financials Full User	9		
Billing and Invoice View for CRM User (Financials Views, Approve, CRM User)	3		
Order Procurement & Inventory (Spend & Inventory) Full User	1		
Order Procurement & Inventory (Spend & Inventory) View & Approval User	13		
Self-Service Requisition User	26		
Conga for Financial Management	1		
Financial Reporting User	9		
Access Sandbox	1		
Total Per Year			
Grand Total over 5 Years			

4.2.2 Support Retainer

Please provide a fixed hourly rate that covers all applicable costs for the services as described in section 3.2. We would like to have a fixed hourly rate for the retainer service. Please only provide a single rate.

4.3 Signed Supplier Self Assessment and Declaration of Undertaking.

5 GENERAL TERMS AND CONDITIONS

Suppliers must prove their financial, technical and professional capacity to carry out the work subject to this RFP.

5.1 Language

All responses to this RFP must be written exclusively in English. The working language at the Crop Trust is English.

5.2 Award of the Contract

The contract shall be awarded to the supplier offering the best value for money. See evaluation criteria. The Crop Trust reserves the right not to select any supplier if the amounts tendered exceed the budget envisaged for this project. Where applicable, the Crop Trust may ask the supplier to provide clarification about the tender. This request, as well as the response, shall be in writing.

Each supplier shall be informed about the decision by the evaluation team.

5.3 Payment Terms

Payments for work under the retainer will be made on a monthly basis upon approval of the timesheet report.

Subscriptions are paid on an annual basis.

Payments will be made solely by bank transfer after receipt of the invoice and approval of the work provided.

6 EVALUATION CRITERIA

6.1 Certinia Subscriptions

Licences proposals will be evaluated on the basis of:

- The total cost of subscription per year over a 5-year period – 100%

6.2 Support Retainer proposals will be evaluated on the basis of:

- Total cost of retainer over 5-year period: An estimated 40-hrs/month will be calculated – Only a single rate will be accepted – 45%
- Supplier expertise, demonstrated experience, strength, resources, ethics and financial stability – 30%
- Previous experience with Crop Trust – 8 %
- Supplier and implementation partners presence in the EMEA region/Time-Zone Difference – 7 %
- Supplier Self Assessment and DoU – 10%

These criteria serve to assess the supplier’s level of qualification and competences. The supplier is requested to provide information on similar projects performed for similar entities, especially to other International Organizations and/or to public entities.

7 VAT

The Crop Trust has tax exempt status in Germany and is eligible to claim back VAT directly from the Government. Please indicate clearly in your proposal if you will accept our tax exempt status by not charging VAT, and please budget accordingly. If you are not able to accept our tax exemption, the assessment of your offer will be based on gross amounts. Assessments of quotes from German companies are generally based on offers excluding VAT.

8 PROPOSAL APPLICATION & SUBMISSION REQUIREMENTS

- Tender documentation should demonstrate that the interested supplier satisfies the conditions stated above and is capable of meeting the specifications and timeframes listed in the Terms of Reference. Documentation must also include supporting examples to address the evaluation criteria.
- Tender application forms must be **completed in full** – DO NOT refer us to your CV, Technical Proposal or website. Failure to complete the forms in full will mean your application will not be eligible.
- Interested applicants are requested to submit their proposals based on the outlined above to the procurement office no later than 23:59 CEST on 13 October 2023.
- The bidders accept to be bound by their proposals for a period of 60 days following the deadline of submitting proposals as indicated above.
- Only emails, including proposal documents, sent solely to: procurement@croptrust.org will be considered. **Please note, any documents sent (even in copy) to individual members of the Crop Trust, will be automatically excluded from the tender process.**

9 GENERAL BIDDER INFORMATION

Please note: for information or feedback on the procurement process, please address your email to procurement@croptrust.org

Please be advised that the Crop Trust is not bound to accept any proposal, nor award a contract or purchase order, nor be responsible for any costs associated with bidder’s preparation and submission of a proposal, regardless of the outcome or the manner of conducting the selection process.