

Request for Proposals

Certinia Consultancy Services

RFI n#: 2024-8-IT-ERP
Location: Geneva, London, India
and Pakistan
Start date: 30th Sept 2024
End date: 29th Sept 2026



Better Cotton key contact:
Lakshmi Susi Alisam
Sr. ERP Coordinator

All applications must be submitted via [this form](#).

You may submit questions to tender@bettercotton.org- RFI n# 2024-8-IT-ERP" until 30 August 2024.

Questions, requests and applications sent after the deadline (5th September 2024) will only be considered in exceptional circumstances.

Description

Better Cotton is the world's largest cotton sustainability programme. Our mission: to help cotton communities survive and thrive, while protecting and restoring the environment. In difficult times, we are meeting the challenge head on. Through our network of field-level partners we have provided training on more sustainable farming practices to more than 2.9 million cotton farmers in 26 countries. More than a fifth of the world's cotton is now grown under the Better Cotton Standard and our membership network includes more than 2,400 members.

More information about Better Cotton can be found on our website: www.bettercotton.org

Background

The request for Certinia Consultancy Services is part of the wider technology strategy of the IT & Data function and sits within the scope of the IT Services Team (IST). IST's mission is to enable Better Cotton staff to succeed in their roles supporting cotton communities, through optimised and secure digital infrastructure.

As such, we are seeking proposals from skilled Certinia partners and/or consultants to provide comprehensive Managed and Development Services for our ERP platform.

The Certinia partner/consultant will fill in the gaps in support and technical know-how within the team to ensure our ERP solution is optimised and aligned with our CRM (Salesforce) and internal processes.

Key Considerations:

- **Global Impact:** Our work supports our offices in London, Geneva, Pakistan and India
- **Operational Functions:** accounting, grants/funding, budgeting and forecasting
- **Digital Tool Stack:** M365, Conga, Form Assembly, DocuSign, Salesforce, Expensify, Stripe, PISA, SEPA, Gearset
- **Industry Best Practices:** We expect the selected partner to adhere to industry standards and non-profit requirements

Scope of Work

The Scope of work can be defined in two areas:

1. **Managed Services:** to enable self-sufficiency in administering the platform (e.g. training, documentation, strategic advice, etc.) as well as any technical support (e.g. fixing bugs/issues arising from already established processes) as they arise.
2. **Development Services:** to deliver ad-hoc project/development work by responding to IST's business requirements and providing a solution that primarily leverages the out of box solutions from Certinia, Salesforce and/or any of our other tools in our stack while also adhering to IST's development processes (BRD acceptance, Solution design, end to end testing, UAT, documentation and training, etc.). Among the projects slated for this year are:
 - a. System mapping and documentation
 - b. Enhancements to the Budget upload tool
 - c. Mapping Dimensions to Accounts Receivables

High-level Timeline

5 th September 2024	Application Deadline All applications must be submitted via this link
6 th September 2024 to 20 th September 2024	Applications review & shortlisting / Interviews.
By 23 rd September 2024	The successful applicant will be notified. Unsuccessful <u>shortlisted</u> applicants will also be notified.
30 th September 2024	Start of the consultancy. The Contract will be valid for 2 years subject to service requirements.

Required Skills & Knowledge

Skills, Knowledge and Experience
<i>Essential</i>
Certinia Certified partner
Over 10 years of experience
Experience with multinational and non-profit organizations.

Application Requirements

Please note that we have changed our RFP submission protocol, and this is now in two phases;

- **Phase 1:** Initial details will be submitted on the form found in [this link](#).
- **Phase 2:** You will receive an email with live links to upload relevant documents (please check your Spam and Junk folders).

Proposals responding to this Request for Interest should be a maximum of 3 pages (excluding CVs), and include the following:

- Overview of relevant experience.
- Proposed methodology and timeline.
- Detailed and transparent budget, in EUROS, including time allocation and day rates.

We thank all applicants for their interest; however only shortlisted applicants will be contacted.

Better Cotton is committed to good practice and transparency in the management of natural, human and financial resources. All applications will be reviewed under the principles and subject to Better Cotton's policies on equal opportunity, non-discrimination, anti-bribery & corruption and conflict of interest.

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Technical Evaluation Criteria

- Demonstrated understanding of this RFP.
- Quality and clarity of the proposed approach and methodology.
- Feasibility of the proposed activity plan and timeline, and appropriateness of time allocated to delivering each task.
- Relevant professional experience of the proposed consultant(s).
- Quality and relevance of the proposal.

Financial Evaluation Criteria

- Quality and clarity of budget provided, and level of detail included.
- Alignment of the budget to the activity timeline detailed in the technical proposal.
- Value for money.
- Adherence to the available budget.