



Global Expertise. Local Solutions.
Sustainable Democracy.

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Date: December 13, 2016

Ref.: RFQ/17/040

Subject: Request for Quotations for Internal, Online Payment Processing System

The International Foundation for Electoral Systems (IFES), invites your firm to participate in this competitive solicitation for pricing, delivery, and terms of potential sale of the following goods and services for IFES' headquarters in Arlington, Virginia. IFES reserves the right to reject any and all offers, to add, delete, or modify any element of the solicitation at any time without prior notification and without any liability or obligation of any kind. This RFQ does not obligate IFES to enter into a contract nor does it obligate IFES to pay any costs incurred in the preparation of submission of any Response.

BACKGROUND

IFES is an independent, non-governmental organization (NGO) with headquarters registered in the United States of America. IFES supports citizens' rights to participate in free and fair elections. Our independent expertise strengthens electoral systems and builds local capacity to deliver sustainable solutions.

As the global leader in democracy promotion, we advance good governance and democratic rights by:

- Providing technical assistance to election officials
- Empowering the underrepresented to participate in the political process
- Applying field-based research to improve the electoral cycle

Since 1987, IFES has worked in over 145 countries – from developing democracies, to mature democracies.

DESCRIPTION OF GOODS/SERVICES

IFES requests that qualified contractors provide specifications, terms and pricing for an online, internal system for processing invoice payment requests. The proposed system should include the following capabilities:

- Integration with Deltek Costpoint 7 (on premises), Active Directory and the Office 365 suite. Ability to link files and Web Parts with Microsoft Sharepoint 2013/2016 is highly preferred.
- User-friendly, browser-based interface that is fully functional in locations with low internet bandwidth

- Multi-level review, rejection/revision, approval and record-keeping of payment requests with associated documentation (primarily in Microsoft Office, Adobe PDF and standard image formats). Ability to divide payments across multiple projects/departments is required.
- Configurable, automatic notifications of updates to the status of requests
- Ability to track, search and report on the status and history of requests, by user, vendor, project and other metadata. Ability to track payments versus contract/award ceilings is preferable.
- Field validation, including tools to prevent duplicate entries and reduce file duplication. Ability to connect payment requests with outstanding advances to vendors is preferable.
- Ability to accommodate payments in all currencies
- Capacity to make files, process history and system records unalterable, with variable retention requirements
- Scalable design enabling adjustment of workflows and extension to multiple processes with minimal cost/effort
- Compliance with Content Management Interoperability Services (CMIS) standards is preferable.

Relevant Metrics

- Estimated # of Users: 150-200 (primarily at IFES HQ)
- Estimated Monthly # of Invoices: Approximately 350

The following supporting information is attached for reference:

- A series of questions and answers developed during an exploratory process
- A sample, current invoice processing workflow
- A sample, current payment request form

REQUIREMENTS

Prospective contractors must submit the following information in the Response:

1. A detailed technical proposal, including the following elements:

- System specifications, capabilities and requirements in relation to the scope of work outlined above
- A firm timeline estimate (in calendar days) from contract signature through development, testing and launch of full implementation. Shorter timeframes are highly preferable—IFES is seeking to begin implementation in January 2017.
- Available options for user training
- Applicable terms and conditions

2. Contain a detailed cost proposal in U.S. Dollars, including the following elements:

- Cost and payment structure for the core proposed system meeting the above criteria
- Itemized costs for relevant additional features
- All applicable set-up/integration/service charges
- Estimated charges, if any, for making subsequent alterations to workflows

Please note that IFES is a tax-exempt, non-profit organization in the United States.

3. Names, addresses, and telephone numbers of three business references, and approval to contact the listed references. IFES reserves the right to request and check additional references.

4. Information on contractor experience providing similar services to comparable organizations

5. A contact name, email address, and telephone number to facilitate communication between IFES and the prospective contractor.
6. General information about the contractor's history and experience.
7. If a government, its agents, or agencies, have an ownership or managerial interest in the company, the prospective contractor must indicate this when submitting its offer. Failure to do so will result in the prospective contractor's offer being removed from consideration.
8. A brief outline of the company, including:
 - a. Full legal name and address of the company or individual;
 - b. Corporate and tax registration documents
 - c. Full name of the legal representative (president or managing director) of the company (not applicable for individuals);
 - d. Name of any individuals or entities that own 50% or more of the company;
 - e. Year business was started or established; and
 - f. U.S. companies must indicate if they are a registered Small Business (Woman owned, Veteran-owned, Minority-owned, Disabled, Service Disabled Veteran-owned)
9. The prospective contractor must disclose in writing with its Response any subcontracting that will take place under an award. Failure to disclose subcontracting relationships will result in the prospective contractor's offer being removed from consideration.
10. Prospective contractor must be legally registered under the laws of the country in which they are organized and possess all licenses, permits and government approvals necessary for performance of the work.

All Responses shall be in the English language.

EVALUATION

IFES will evaluate bids based on the following criteria:

- | | |
|--|-----|
| 1. Cost Proposal | 40% |
| 2. Responsiveness to Description of Goods/Services | 40% |
| 3. Implementation Timeline | 20% |

Evaluation Criteria Grading for Each Criterion:

Highly Exceeds Expectations	5 Points
Slightly Exceeds Expectations	4 Points
Meets Expectations	3 Points
Meets most but not All Expectations	2 Points
Does Not Meet Expectations	1 Point

SCHEDULE OF EVENTS

Release of RFQ	December 13, 2016
Questions Due	December 16, 2016
Answers from IFES	December 20, 2016
RFQ Closes – Responses Due	<u>December 27, 2016, received by no later than 5:00 pm EST</u>

The schedule noted above may be changed at any time in the sole discretion of IFES. All communication must adhere to this schedule and shall be to the attention of Ms. Salima Wiggins (swiggins@ifes.org) and Ms. Jenny Xu (jxu@ifes.org).

All offers must be submitted via email to both of these addresses, with “RFQ/17/040” and the contractor’s name in the subject line. Quotations must be provided on company letterhead.

GENERAL TERMS AND CONDITIONS

1. IFES will only consider responsive Responses from responsible contractors for award.
2. Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.
3. Prices quoted must be valid for sixty (60) days during the evaluation process, and for one calendar year from the point of selection.
4. Unit prices are required and in the case of discrepancies between unit price and total price, the unit price will be taken as reference basis in the evaluation.
5. All procurement will be subject to IFES contractual terms and conditions, and contingent on the availability of donor funding.
6. IFES reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.
7. IFES reserves the right to accept all or part of the quotation when awarding the contract.
8. All information provided by IFES in this RFQ is subject to change at any time. IFES makes no certification as to the accuracy of any item and is not responsible or liable for any reliance on or use of the information or for any claims asserted therefrom.
9. IFES reserves the right to require any prospective contractor to enter into a non-disclosure agreement.
10. The RFQ does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by the prospective contractor or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of IFES.

IFES has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation. If you have concerns about potential fraud in any way related to IFES projects, contracts or activities, please contact IFES’ Compliance Hotline at compliance@ifes.org or at +1 202-350-6791.

- **Attachment A: Questions & Answers**
- **Attachment B: Sample Current Workflow**
- **Attachment C: Current Form for Payment Request**

ATTACHMENT A: QUESTIONS AND ANSWERS

The following questions and answers were developed during initial market research, in response to written submissions received from prospective contractors. Contractors participating in the current solicitation are invited to submit additional questions, if applicable, in accordance with the RFQ schedule.

Question Group 1:

- Is the IFES payment process related to Accounts Payable?
- Is the workflow automation of invoice to payment, employee payroll, etc.?

IFES Answer 1: The initial, primary focus of the desired system will be on approval and payment of invoices with supporting documentation. These payment requests are sent from various departments to IFES' Accounts Payable team. The system should not address employee payroll, which is managed separately. It is desirable, however, that the system have the capacity for efficient expansion to other workflow approval processes such as contract requests.

Question Group 2:

- Has IFES already purchased and implemented the Costpoint 7 Content Management Integration capability with Sharepoint?
- What modules do you have implemented and use with Deltek Costpoint?

IFES Answer 2: IFES does not currently license or implement the Costpoint Content Management Integration Module. IFES has Premium coverage for the following Deltek modules (not all of which may be applicable to the proposed project):

- Costpoint Core (7)
- Costpoint AP Voucher Preprocessor
- Costpoint Employee Basic Preprocessor
- Costpoint Fixed Assets
- Costpoint Human Resources with Benefits
- Costpoint Multicurrency
- Costpoint Payroll
- Costpoint Procurement
- DPM Intelligent Reporting Bundle
- DPM Enterprise Planner Contributor Premium Restricted User License
- DPM Enterprise Planner Contributor Administrator Restricted User License
- CER Developer (Restricted Use)
- Advanced CER User (Restricted Use)
- Deltek Expense
- Deltek Employee Self Service
- Deltek Time Collection

IFES generally uses the following modules/applications in Costpoint (not all of which may be applicable to the proposed project):

- General Ledger

- Accounts Payable
 - Accounts Receivable (Cash Receipts Processing only)
 - Fixed Assets
 - Projects (excluding Billing)
 - People (including Payroll)
-

Question Group 3:

- Does IFES have any additional descriptions of the payment process such as workflow diagrams, process flow descriptions, example documents, user roles, etc.?
- On the requirement “Multi-level review, revision, approval and record-keeping of requests”; is there a paper form that is filled out today for a request? Would IFES share that form with us?
- What workflows and business processes do you have defined for implementation and can you provide any supporting documentation for further analysis?
- What are the triggers for workflows to begin?

IFES Answer 3: A sample workflow and request form have been included in this Q&A as Attachments A and B. These examples are representative but not comprehensive. Payment requests may be for vendors, consultants, staff reimbursements, et cetera, and required documentation varies by request type, monetary value, project donor and other factors. The desired system should be flexible enough to be adapted to varying requirements and alternate workflows. Payment requests and supporting documentation are most often assembled by junior staff in requesting departments, approved by senior staff in the requesting department, then processed and approved for payment by IFES’ Finance/Accounts Payable department. The desired system should have the capacity for users to revise and/or resubmit rejected requests.

Question 4: What is the timeline for this project initiative?

IFES Answer 4: IFES envisions informal presentations in September 2016 and a detailed formal solicitation in October 2016, with selection, contracting and implementation expected to begin in November 2016. This timeline is subject to revision.

Question 5: Does the scope include a dashboard view with security trimmed to the countries/offices?

IFES Answer 5: The proposed system should include an adaptable online portal or dashboard that can be accessed both in the United States and worldwide, including low-bandwidth environments. While general information security best practices and variable user access permissions are expected, security will not need to be altered for various countries/offices.

Question 6: Are multiple languages required?

IFES Answer 6: IFES anticipates that the system will be operated exclusively in English, and system support for other languages is not a priority. Supporting documentation and file names may include text from other languages, however, including right-to-left languages such as Arabic.

Question 7: Are there any other existing or desired web applications or platforms that will require integration past Deltek CostPoint and MFST SharePoint?

IFES Answer 7: IFES does not envision integrating web applications or platforms beyond Deltek and Sharepoint at the present time. The system will need to support attachments with a wide variety of filetypes, and include internal and external hyperlinks, but is not required to explicitly integrate with other programs apart from those aforementioned. It is desirable, however, that the proposed system be compliant with Content Management Interoperability Services (CMIS) standards and have the potential for compatibility with other common enterprise software systems.

Question 8: Are you looking for a solution within an existing version of SharePoint and if so, what version do you currently have installed? If not, are you looking at SharePoint 2016 on-premise solution or Office365 SharePoint Online?

IFES Answer 8: IFES is currently using SharePoint 2013 on Office365, and envisions implementing SharePoint 2016 in Office 365 in the near-to-medium term future. Any proposed system should support both environments.

Question 9: Can you elaborate on expected reporting and usage metrics?

IFES Answer 9: IFES envisions reporting primarily on process timeframes, volume of requests, values of requests, system errors, request approval/rejection data and similar subjects, disaggregated by time period, specific users, user type, request type, project code and other request metadata.

Question 10: Are uses of the solution authenticated from Active Directory or another source?

IFES Answer 10: Users of the system will be authenticated from Active Directory with Azure AD Premium and an in-house domain controller.

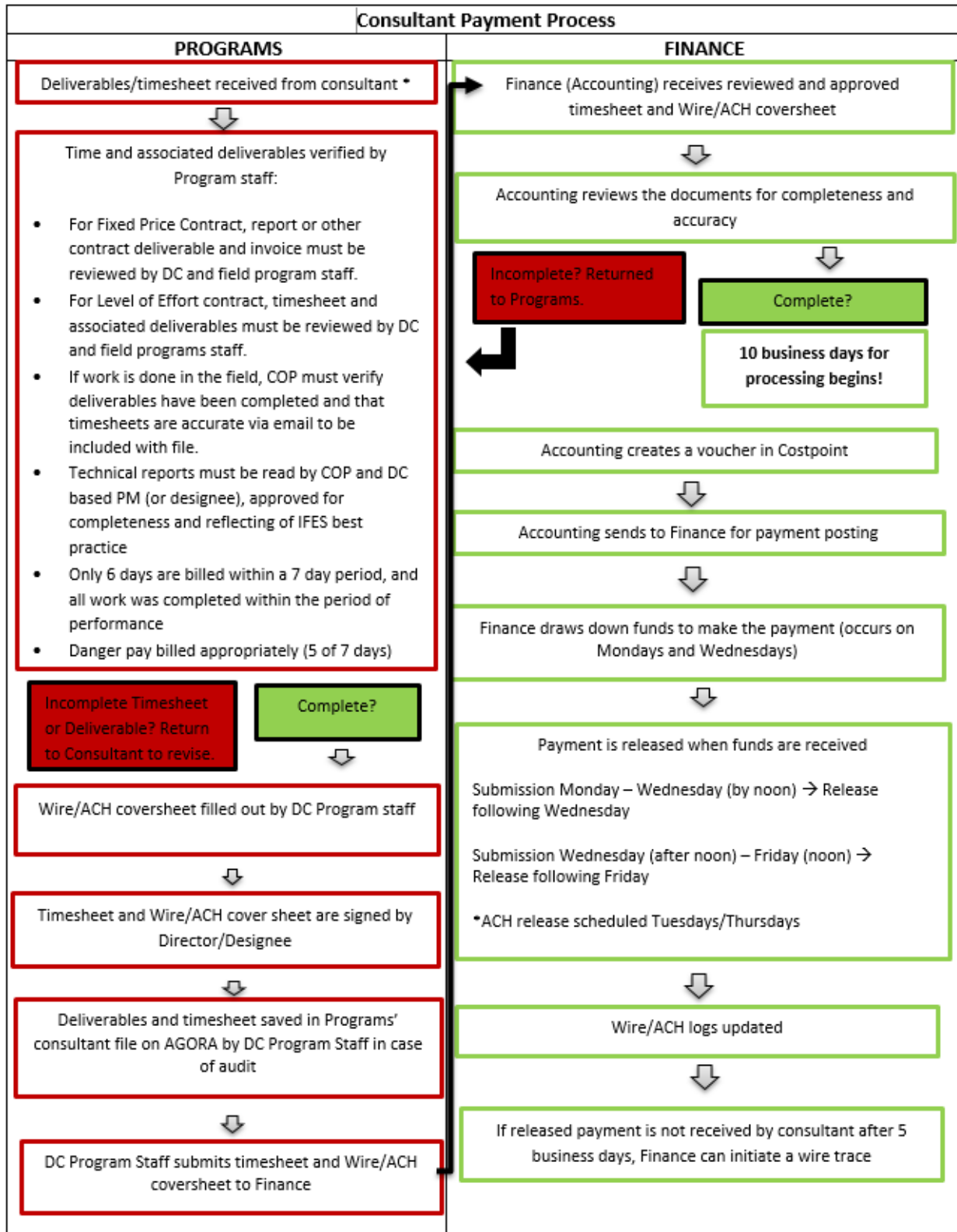
Question 11: Is mobile and tablet based design desired functionality for the solution?

IFES Answer 11: Mobile and tablet-based design is a low-priority functionality for the desired system. Users will primarily access the system from desktops and laptops. The proposed system should be adaptable, however, to future developments in enterprise information technology systems.

Question 12: Regarding scheduling and agenda for the presentation, would you be open to a discussion in preparation?

IFES Answer 12: IFES does not plan to hold discussions with potential contractors in advance of the current presentations, which are for general informational purposes only in advance of a formal solicitation. IFES will contact vendors separately to schedule presentations.

ATTACHMENT B: SAMPLE CURRENT WORKFLOW



*Contracts state that payment must be made within 30 days of approval of timesheet and deliverables

ATTACHMENT C: CURRENT FORM FOR PAYMENT REQUEST



Wire Transfer Request & Authorization Form

Contact Name/Ext. Number _____
Payment Request date: _____
Amount (USD/LC) _____
Payment Description: _____
Project Code: _____
Expense/Transaction Code: _____
Auto-Notification _____

****DESTINATION:**

Bank Name:	
Bank Address:	
ABA Number or SWIFT Code:	
Beneficiary:	
Beneficiary Account Number:	
Beneficiary Address:	
Beneficiary Email Address:	

INTERMEDIARY BANK:

Bank Name:	
Bank Address:	
Account #	
SWIFT Code	

**If new U.S. payee, provide SSN or EIN:

****APPROVAL:**

Approved (Designated) by (Name/Title): _____

Signature: _____

Date: _____

** All fields **MUST** be field before submitting payment request for Finance.

END OF RFQ