

# **Request For Proposal: Spend Management Solutions**

**August 2012**

**World Vision**

## **STATEMENT OF CONFIDENTIALITY**

|   |
|---|
| All information within this RFP, regardless of the communication form, is given in absolute confidence and may not be disclosed without written permission from World Vision International. |
|---|



1. Introduction ..... 3

    1.1 Invitation To Bid..... 3

    1.2 Information About World Vision ..... 3

2. Project Background..... 4

    2.1 Goals and Objectives ..... 4

    2.2 RFP Timetable ..... 5

    2.3 World Vision Contacts ..... 5

3. Instructions for Submitting Proposals ..... 5

4. Required Written Response..... 6

    4.1 Company Information ..... 7

    4.2 System Hosting Services ..... 7

    4.3 Functional Requirements for Spend Management Solutions ..... 7

    4.4 Pricing & Pricing Methodology..... 7

5. Evaluation and Agreement Formation ..... 7

    5.1 Evaluation Criteria ..... 7

    5.2 Agreement Formation..... 8

# 1. Introduction

## 1.1 Invitation To Bid

World Vision International, together with its affiliated offices across the globe that make up the World Vision Partnership, ("World Vision") invites your organization to submit a proposal for spend management solutions based on the specifications, requirements and terms and conditions set forth in this Request For Proposal (RFP). World Vision is continually seeking new information systems capabilities to drive efficiency and effectiveness in the management and operations of our supply chain functions in developed and developing countries. This RFP is intended to enable World Vision to identify a vendor to supply spend management solutions to automate and streamline the processes of spend analysis, contract management, and supplier management to work in conjunction with existing purchasing systems. This RFP describes our current understanding of our needs; however these needs are subject to change.

Information provided in this RFP is confidential and should only be used for its intended purposes.

## 1.2 Information About World Vision

### **What World Vision is:**

World Vision is a non-profit, non-denominational Christian humanitarian aid and development organization that is dedicated to helping children and their communities worldwide reach their full potential by tackling the causes of poverty. With its origins in the 1950's, World Vision is backed up by more than 2.5 million supporters, 20,000 churches, hundreds of corporations, and governments in nearly 100 countries.

### **Who we serve:**

We serve poor children, families, and communities. Through means such as emergency relief, education, health care, economic development and promotion of justice, over 40,000 World Vision staff members assist impoverished communities help themselves. Our work touches approximately 100 million people in nearly 100 countries, assisting people regardless of religion, ethnic background, or gender.

### **Why we serve:**

Motivated by our faith in Jesus, we serve the poor unconditionally, recognizing their individual dignity and honoring their God-given potential.

### **Some ways in which we serve:**

**Community Development.-** Each community's needs are different. We provide the resources that enable people to discover and use their own ideas and skills to move from poverty to self-sufficiency. Communities develop such things as access to clean water, reliable food production, basic health services, educational opportunities, microfinance programs to generate income, and AIDS prevention and care.

**Emergency Response.-** We respond to natural disasters and long-term humanitarian emergencies. We track potential crises, pre-position emergency supplies for effective rapid response, and remain after the crisis to help people rebuild their communities.

**Protecting Children.-** We believe in every child's individual worth. We advocate for their well-being: for a world where orphans are cared for; where children are no longer forced to be soldiers, prostitutes, or laborers; and where they are safe and free from oppression.

For further information, we encourage you to visit our website at [www.wvi.org](http://www.wvi.org).

## 2. Project Background

### 2.1 Goals and Objectives

World Vision is continually seeking new information systems capabilities to drive efficiency and effectiveness in the management and operations of our supply chain functions in developed and developing countries. Supply Chain Management is the lifeline that enables us to provide supplies and services to beneficiaries worldwide. Ensuring integrity in supply operations is not a trivial task. Increasing operational efficiencies, e.g. reducing overhead, improving cycle times, increasing visibility, accountability and traceability will create a demonstrable impact and a corresponding increase in donor confidence. Equally important is the opportunity to build efficiency via process improvement, process standardisation and systems implementation.

The purpose of this RFP is to identify a suitable software and service partner or partners to provide solutions in the following specific areas to work in conjunction with existing purchasing systems:

1. **Spend Analysis:** Facilitating sourcing performance, reducing maverick spend, increasing compliance and generating savings with detailed visibility and classification of spend data.
2. **Contract Management:** Optimizing contracts by automating contract creation, enhancing visibility, improving compliance, and delivering rapid time to value.
3. **Supplier Management:** Gaining full transparency into supplier information and performance through a single, centralized data repository, scorecards, and dashboards, enabling more-informed, collaborative decisions.

The solutions must:

- Integrate with existing back-end systems and processes
- Be hosted in a robust data center environment or Software-as-a-Service
- Come with ongoing support and maintenance

## 2.2 RFP Timetable

| EVENT                                 | DATE                    |
|---------------------------------------|-------------------------|
| RFP Release                           | August 15, 2012         |
| Vendor's Proposal Submission          | August 29, 2012         |
| Finalist Selection                    | September 12, 2012      |
| Finalist Presentations (if necessary) | September 24 – 27, 2012 |
| Vendor Selection                      | September 28, 2012      |

## 2.3 World Vision Contacts

Vendors will submit any inquiries, clarification requests, and submissions related to this RFP to the following World Vision contacts:

Bob Wilson  
Global Procurement Manager  
World Vision International  
800 West Chestnut Avenue  
Monrovia, CA 91016-3198  
Phone: 1-626-301-7785  
[bob\\_wilson@wvi.org](mailto:bob_wilson@wvi.org)

Lindsay McHugh  
Sr. Project Specialist, Global Supply Chain Management  
World Vision International  
800 West Chestnut Avenue  
Monrovia, CA 91016-3198  
Phone: 1-626-803-5626  
[lindsay\\_mchugh@wvi.org](mailto:lindsay_mchugh@wvi.org)

Vendors may not enter into communications with other World Vision staff about this RFP without the prior permission of the individuals listed above.

## 3. Instructions for Submitting Proposals

1. Vendors need to designate the name of the person within your organization who will serve as the main contact for this process, along with his/her title, address, phone number and e-mail address. You agree to destroy any and all information in this document if you choose to decline participation in our RFP process.
2. An exploratory conference call may be arranged to assist in the preparation of your written response and presentation/demonstration. If so, you agree to absorb any costs incurred in so doing. Please contact the individuals listed in Section 2.3 should you need such a conference call. To ensure that the same level of information is conveyed equally to all



vendors, World Vision reserves the right to share questions and responses with all other vendors.

3. You must provide electronic copies of your response to the individuals listed in Section 2.3, so that it is received by World Vision by close of business on **August 29, 2012**. Any response received after this date may be considered non-responsive, and World Vision would not be obligated to engage your organization any further in our RFP process.
4. All responses and supporting documentation shall become the property of World Vision and will not be returned.
5. World Vision ultimately reserves the right throughout this process to select any servicing option that best meets its business requirements and to hold discussions with any and all respondents.
6. You must agree to the following conditions if you choose to respond to World Vision regarding this RFP:
  - a) Neither issuance of this RFP nor receipt of proposals represents a commitment on the part of World Vision International, World Vision or any office within the World Vision Partnership.
  - b) World Vision will not be responsible for, or in anyway liable for, any costs incurred by vendors in the preparation of any responses or presentations relating to this RFP.
7. This document is provided for the exclusive use of your organization and copies shall not be made available to any other party, without written consent from the individuals listed in Section 2.3. Both you and World Vision acknowledge that they may come in contact with non-public information, which is considered confidential or proprietary to the other, including this document itself. Each party agrees not to use such information for its own benefit or allow it to be released to or used by others. Each party agrees to exercise reasonable care to prevent disclosure to any third party.
8. Neither party shall use the name of the other in publicity releases, referrals, advertising, or similar activity without the prior written consent of the other.

## 4. Required Written Response

Vendors need to respond in a format that refers to the following sections and numbered items and must specifically address each and every request for information contained herein. Please provide your responses to sections 4.1-4.3 in the spreadsheet provided. You can provide any additional information you feel is relevant to our evaluation criteria, but at minimum these elements should be incorporated in the sequence/sections outlined. If you are unable to comply with any information requested, an explanation must be provided as part of the response. Vendor responses must be submitted to World Vision by **5:00 pm on August 29, 2012**.

The quality of the response submitted by a vendor will be viewed as a basic indication of the vendor's general capability and technical competence. Quality is interpreted as: (1)

completeness; (2) thoroughness; (3) accuracy; (4) compliance with response instructions; (5) the organization and conciseness of descriptive text material.

ALL COSTS/PRICES MUST BE PROVIDED IN **US DOLLAR** CURRENCY.

#### **4.1 Company Information**

Please provide your responses to this section in the spreadsheet provided – specifically on the “4.1 Company Info” tab.

#### **4.2 System Hosting Services**

Please provide your responses to this section in the spreadsheet provided – specifically on the “4.2 Hosting” tab.

#### **4.3 Functional Requirements for Spend Management Solutions**

Please provide your responses in the spreadsheet provided – specifically on the “4.3 Functionality” tab.

#### **4.4 Pricing & Pricing Methodology**

Please provide a **3 year cost of ownership** for all functionality and services, including up front costs and maintenance and support, indicated in the RFP. Please provide a price breakdown by module/service as well as by year.

We will consider all “best price” pricing models and we are interested in receiving non-profit pricing as our budget is limited.

To give you a basis for the expected spend size, the initial roll-out is expected to be with World Vision’s Global Procurement Office (GPO), whose role is to drive global commodity strategies to yield greater economies of scale savings and improved service levels to clients. We expect to pilot this solution with approximately \$32 million dollars in annual spending, and if successful, expand to approximately \$420 million over the next five years.

### **5. Evaluation and Agreement Formation**

#### **5.1 Evaluation Criteria**

World Vision will evaluate proposals and select a vendor, at its discretion. A few criteria it may use, include, but are not limited to the following:

1. Quality, reputation and performance of providing spend management solutions in a global environment. World Vision requires an opportunity to evaluate models/samples for testing.

2. Thoroughness of proposal preparation.
3. Demonstrated excellence in service, support and extended warranties on a global basis.
4. Competitive pricing with the capacity to provide advance and locked global pricing as part of a very demanding marketing schedule. Non-profit pricing requested.
5. Ability to deliver the requested goods/and or services by the required dates.
6. Ability of the selected vendor to work with World Vision to develop a co-marketing program directed at the global World Vision offices and capacity to creatively sustain the marketing strategy over the duration of the relationship with World Vision.
7. Capability of vendor to identify all elements leading to understanding of the actual landed costs by region/country and establish lead-time and fulfillment objectives.
8. Demonstrated ability to provide International account coordination and consolidated purchase reporting for World Vision management while enabling use of local accounts, support and services in our global areas of operation.

World Vision may require an oral presentation by vendors after written proposals are received and reviewed by World Vision. If we require such a presentation, World Vision will schedule a time and place. Each vendor should be prepared to discuss and substantiate any of the areas of the proposal that is submitted, its qualifications for the services required and any other area of interest relative to its proposal.

World Vision reserves the right to make an award based solely on the proposals received, to modify the requirements prior to awarding, or to negotiate further with one or more vendors. World Vision reserves the right to award a contract to the vendor who, in their sole opinion, provides the best combination of cost and quality benefits.

## **5.2 Agreement Formation**

All proposals received will be carefully evaluated by World Vision. World Vision will then select two or more firms deemed to be fully qualified and best suited among those submitting proposals, on the basis of evaluation criteria described above. World Vision will then conduct negotiations with the selected vendors. After negotiations have been conducted, World Vision will select the vendor or vendors that, in its opinion, have made the best overall proposal and execute a written agreement based on this RFP, the proposal submitted, and the negotiations concerning these.

Issuance of this RFP, the preparation and submission of responses by vendors and the subsequent receipt and evaluation of responses by World Vision shall not commit World Vision to award a contract to any vendor. Furthermore, in no event shall choosing a specific vendor for presentation, negotiations or otherwise be construed to create any legal obligations on the part of World Vision. Only the execution of a written agreement by World Vision International, World Vision or an office within the World Vision Partnership and a vendor will be binding on the relevant parties in accordance with the terms and conditions contained in such agreement.