**WWF-UK Request for Proposal for finance systems and finance related systems consultancy support**

**1. Introduction**

WWF is the world’s leading independent conservation organisation and WWF-UK is one of the largest offices in the WWF Network with an annual budget of more than £90m per annum and more than 500 staff with the head office based at the Living Planet Centre in Woking.

The organisation’s income is generated across a diverse range of income streams including approximately 500,000 direct debit givers, legacies, corporate partnerships, philanthropic donors and public sector partnerships. The cost base can be broadly split between the cost of UK operations which mainly concerns staff and supplier costs and overseas operations which consist of grants to other WWF offices and other organisations.

It is also worth noting that the organisation has grown quite significantly in the last 3 or 4 years and this has put a strain on the organisation’s systems and process.

Consequently, we are planning to review our existing finance and procurement systems. In addition, we are looking to investigate the introduction of a grant management system.

At the same time, the implementation of a new CRM, Microsoft Dynamics, has recently commenced with the target of completing the implementation of a minimal viable product by December 2024.

We are looking for support in considering the basis for a business case for change (including options, costs, timelines, resourcing and the optimum technology roadmap) and potentially to help carry out tendering for potential replacement technology partners.

**2. System requirements**

**Finance system**

We currently use SunSystems V6.2.1 and the reporting module Q&A (Vision) 10.1.9 although we are about to upgrade to Sun V6.4/Q&A Vision 11 in order to satisfy IT security needs. This system with upgrades has been in place for many years and none of the optional modules are currently used.

Particular issues that we are looking to address include better integration with our CRM, better reporting functionality and budget management/planning (including resource planning) functionality.

Factors for us to consider include whether we might stick with SunSystems as the core finance system but implement and integrate reporting and budget management and planning tools or whether we should look to replace Sun with a platform that includes the reporting and budget and planning functionality that we are looking for.

The functionality that we are looking for includes:

* Cloud based and Software-as-a-Service
* Multi entity
* Multi currency
* Automated bank reconciliations
* Large number of coding dimensions (we use account code, cost centre, project code, campaign code, fund code, VAT code, payment reference, contract code).
* Several descriptive fields for further information (e.g. Transaction reference, Journal description plus multiple additional fields available for use)
* Multiple ledgers to include budget, forecasts and commitments
* Period closing
* Journal import
* Journal authorisation
* Audit trail
* Drill down functionality including drill down to transaction level
* Good ability to integrate with other systems
* Budgeting and forecasting module that reduces/eliminates the need for spreadsheets and which enables scenario analysis, variance analysis, modelling, long range planning, workforce planning, organisational planning and cashflow forecasting and has controls and audit trail
* Balance sheet reporting
* Reporting functionality which includes easy to build and flexible reporting, automated reporting functionality, easy data/report sharing, self-service reporting for non-finance staff, reporting across different financial years, dashboards, KPI reporting and data visualisation and ability to pull together data from different systems.
* Payment run functionality so that we can create a BACS file for paying suppliers and expenses
* Sales Ledger Module (potentially)

**Procurement system**

We currently use a purchase to pay system provided by Medius who purchased the original provider, Wax Digital, two years ago. This system went live 10 years ago and incorporates a supplier portal and a PO flip to invoice process as well as a contract repository.

Particular functionality issues that we are looking to address include better contract management (as opposed to repository) and better reporting and the inclusion of a sourcing module. Also, we are not able to remain with the current system because Medius have announced that they will no longer support it from 2025.

Factors for us to consider include whether we might move onto the new Medius platform or whether to implement a new system with a different supplier.

The functionality that we are looking for includes:

* Cloud based
* Source to pay functionality (ie. including a sourcing module to facilitate and keep audit trail of communications with potential suppliers during tenders) integrated credit note functionality, multi currencies (at least two) for any transaction, multi entity and ability to cater for our coding structure
* Drill down from invoice to receipt to order (preferable)
* Embedding of our procurement policy ie. so that any waiver from the policy (eg. the need to get three quotes for items of £10k plus) needs to be approved by the procurement unit and that the competitive process/quotes are recorded in the system
* Good workflow controls including segregation of duties (ideally providing for an administrator, a buyer and an approver) and full audit trail
* A contract management system that acts as a contract repository, is also integrated with the source to pay system, issues renewal alerts to contract owners and gives contract owners easy visibility of key aspects of the contract, incorporates easy to use contract templates and allows for multiple owners of a contract
* Good reporting functionality and easy to build reports. This to include compliance and performance reporting as well reporting on outstanding POs (ie commitments) and goods/services receipted but not invoiced
* Reasonable administrative rights so that simple changes can be made to the system without reference to the provider (eg. wording changes, changing approvers etc)
* Supplier portal so that suppliers register on the system and acknowledge orders and approve invoices and can attach their invoice to the electronic invoice (tbc whether this functionality is preferable or not)
* As an alternative to the supplier portal, the ability to email invoices into the system with good OCR technology to capture the data
* Ability to approve orders via email and mobile devices (preferable)
* Easy to use and good search facility
* Good ability to integrate with other systems

**Grants management system**

All grants management processes are currently performed manually although grant agreements are stored on the procurement system and instalment payments are approved on the procurement system.

The manual processes are highly inefficient added to which the processes are quite complex and embedding them in an electronic system will make them easier to follow.

Factors for us to consider include whether we might look to piggy back off the Grant Management System (Microsoft Dynamics) that is currently being implemented by WWF International for its programme offices or whether to implement a new system.

The functionality that we are looking for includes:

* Cloud based
* Multi entity
* Multi currency
* Good workflow controls including segregation of duties and full audit trail covering grant agreement process and payment process.
* Large number of coding dimensions (we use account code, cost centre, project code, campaign code, fund code)
* A comprehensive repository from beginning to end of a grant including grant design, risk management including due diligence, grant award, contract/agreement management (including renewal alerts), relationship management and reporting and monitoring
* Easy to use and good search facility
* Excellent reporting and tracking (including financial and project tracking) functionality
* Good ability to integrate with other systems including finance system and finance tools to facilitate, for example, budgeting and forecasting and including tools such as DocuSign and Bridger Insight
* Ability to easily upload data and information from other tools including Excel
* Reasonable administrative rights so that simple changes can be made to the system without reference to the provider
* Grantee portal (potentially desirable)
* Management of incoming grants (potentially desirable)

**3. Consultancy requirements**

The services needed to support the WWF change programme are described below. WWF-UK would like you to please provide a fixed price quotation (but with a breakdown of estimated time charges and charge out rates) for the provision of the following:

## **Assistance in the development of the WWF-UK business case and technology roadmap to give confidence in the areas below:**

* **Development of the Business Case**: Options for the replacement or enhancing of the current systems to meet the WWF’s strategic goals with estimated costs for each.
* **Requirements** for each system set out:
  + The core functional requirements, objectives, and pain points that they should resolve
  + Clarity over which functional aspects are most

critical, and those which are aspirational/future-focussed

* + Requirements for integration between other systems
* **Project and Technology options:** Based on WWF’s requirements, provide a profile of any additional technology options, costs, approaches, and implications for:
* Enhancing the current technology
* Replacing of technology
* Required integrations
* **Optimum arrangement of projects**: Provide clarity on what order the interlinked projects should be delivered in to minimise risk or duplicated spending.
* **Timescales:** Provide clarity and confidence on the timescale for upgrade or replacement of the current technologies.
* **Resourcing:** Identify staff resourcing requirements.
* **Risk Analysis:** Clarification of benefits and short, mid, and long-term risks and potential steps to mitigate them.
* **Presentation to the management team:** Support the Director of Finance Transformation in presenting the business case, discussion of the options, answering questions and providing decision-support.

## **Invitation To Tender (ITT) creation services**

This piece of work and item (c) will only apply in the event that the business case decision determines that we should go to tender for any of the above systems.

**Deliverables include:**

• Creation of an ITT for each system which will be used as part of a partner selection process including technical specifications and deliverables and a clear, defined timetable.

• A list of relevant potential technology partners to invite to tender, all of which are capable of delivering the specific requirements

## **(c) Partner selection support services**

**Helping the WWF-UK team for each ITT:**

• In evaluating tender submissions and creating a shortlist

• Setting up a process and methodology for the evaluation of the shortlisted suppliers

• Facilitate the decision for a preferred technology partner

• Help in the contracting with the preferred technology partner

**4. Proposal requirements**

**In their response, an external partner must be able to demonstrate and evidence:**

1. Understanding of the brief and propose options for the approach.
2. Depth and breadth of expertise in this field with knowledge of the market for each of the systems and preferably knowledge of the systems needs of the charity sector and some brief details of similar services provided to clients.
3. A strong team that can provide a responsive service with brief details of individuals and their relevant experience.
4. A strong alignment with WWF’s vision and mission with values that respect diversity, equality and inclusivity and evidence of partnership working. *Please provide a short statement on this and how you evidence your values in your work.*
5. Value for money; competitive pricing for expertise. *Preferably fixed fee for each of the three sections with a breakdown of number of hours and charge out rate by individual.*

Proposals should be no longer than 10 pages maximum.

**5. Timelines**

All proposals to be sent to Adrian Warburton, Director of Finance Transformation ([awarburton@wwf.org.uk](mailto:awarburton@wwf.org.uk)) by 31 March 2023

Timeline for completion of the business case 28 April 2023