

Request for Proposals: Technical Support on Implementation of Shared Services (Consultancy)

What we are seeking:

Shared and integrated business services, supported by common processes are a potential key enabler in the delivery of efficient and effective operations of a 'One CGIAR'. The CGIAR System Organization (System Organization or SO) is seeking a consultant (team or firm) to provide technical support and guidance to the CGIAR Shared Services Task Force with respect to a Shared Services Workshop that will be held in 24-26 of September 2019 in Montpellier, France.

Background

Building on the *Draft* recommendations from the CGIAR System Reference Group (SRG)¹ and numerous previous assessments, reports, and discussion papers - the CGIAR Shared Services Task Force² has agreed to sponsor a CGIAR Shared Services Workshop. The externally facilitated workshop will include representatives from a cross-section of functions within the system and will be additionally supported by technical consultants with expertise in implementing Shared Services. The objective of the workshop will be to further explore and develop a potential detailed roadmap for the implementation of 'Shared Services' or 'Integrated Business Services' within the CGIAR. For purposes of this workshop, shared services may include the following:

- Finance and Accounting
- Human Resources and Personnel Management
- Information Technology
- Staff Safety & Security
- Procurement
- Grants Management, reporting and compliance
- Communications and branding

¹ [Interim Report of the System Reference Group \(SRG\) 22 July 2019](#)

² As agreed and created during the [Third General Assembly of CGIAR Centers](#) held in Bogor, Indonesia on 30 and 31 January 2019

Deliverables and timeline:

Process:

The workshop will be professionally facilitated and will host a team of up to 25 participants drawn from the different functions within the CGIAR System. The consultant will provide technical support and guidance to the organizer of the workshop during the planning stages to ensure that proper planning and scoping of the objectives is completed. They will then attend and work with the workshop participants to guide the discussion and provide ground truthing and realtime examples of Integrated Business Services functioning in the public and private sector. During the workshop the consultants will be assisting the participants in creating a roadmap for the creation of workplan and framework for the creation of a new shared services across the CGIAR. recommendations

Location of workshop – Montpellier, France

Date of Workshop – 24-26 September 2019

Duration of Workshop – 3 days

Duration of this Assignment - planning phase of 1 September – 15 October 2019. There is potential for future phases in support of implementation, but those are beyond the immediate scope for this consultancy.

Description of Tasks and Deliverables:

The consultants are expected to provide strategic, technical support to the CGIAR Shared Services Task Force, and wider stakeholder group for the design of a roadmap for the implementation of integrated business services across the CGIAR. They will engage closely with the CGIAR System Organization and support the Task force in the following;

- a) Planning of the workshop
- b) Scoping of objectives
- c) Workshop – (technical support)
- d) Final Report from workshop
- e) Roadmap for the creation of a workplan and framework for integrated business services

Expected Outcomes:

The deliverables from the workshop (September 2019) will be provided first to the CGIAR Shared Services Task Force and the CGIAR System Reference Group for onward development and integration within ongoing organizational design initiatives in the CGIAR.

Timeline:

August 09, 2019 – Publish RFP Notice

August 20, 2019 - Deadline for submission of proposals.

August 27, 2019 – Service provider selected and informed by SO

August 30, 2019 – Agreement with Consultant signed

September 01, 2019 – Consultancy starting date.

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September 24-26 – Shared Services Workshop
September 30, 2019 – Preliminary Report and Roadmap
October 15, 2019 – Final Report and Roadmap

Knowledge, skills, and abilities:

- Credible and referenced track-record for the team or firm responding to the RFP;
- Senior leadership and change management experience in business or public administration, international development or affairs, or another relevant field;
- Significant experience in implementation of shared services or integrated business process models, experience in organizational and change management an advantage;
- Demonstrable experience in providing strategic and technical support in large and complex organizations with diverse stakeholders;
- Proven excellent written and oral communication and facilitation skills in English, including in multi-cultural settings;
- Experience working with the non-profit sector and familiarity with the CGIAR preferred, and
- Open to individuals (teams) or corporate clients.

Evaluation Criteria:

All proposals will be evaluated on a value-for-money, 2-step basis with the technical proposals and the financial proposals each being evaluated separately in the first round and then combined to determine best value for price. Bidders whose proposals have been short-listed may be contacted with questions for clarification.

The Evaluation Criteria to select the service provider will be as follows:

Technical Proposal: 70%

Financial Proposal: 30%

The Technical Proposal should include:

- Approach or methodology
- Composition of team allocated for the services (including qualifications & experience)
- List of three clients for which a similar set of services are currently being provided. Please include contact details for reference check.

Who we are:

CGIAR is a global research partnership for a food-secure future. CGIAR science is dedicated to reducing poverty, enhancing food and nutrition security, and improving natural resources and ecosystem services. Its research is carried out by 15 CGIAR Centers in close collaboration with hundreds of partners, including national and regional research institutes, civil society organizations, academia, development organizations, and the private sector. These 15 Centers have close to 10,000 staff based in over 50 countries.

The CGIAR System Organization, which is an international organization headquartered in Montpellier, France, provides governance to the CGIAR System in collaboration with the Request for Proposal Template (SO FN 01 PL 01 TL 02)
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System Council and has about 40 staff. The Organization is committed to cultivating a work environment that reflects teamwork, gender equality, and respect for diversity. We endeavor to foster a multi-cultural environment that is free of any form of harassment and discrimination; and that embraces and values individuals regardless of age, ethnicity, race, gender, national or social origin, marital status or any other form of personal identity.

Please find more information about CGIAR at www.cgiar.org

How to submit a proposal:

Please submit a narrative proposal and a budget proposal as two separate documents to smo-procurement@cgiar.org. Both documents can be attached to the same email.

Narrative proposal will consist of no more than 10 pages using Microsoft Word or similar format, font size 11pt., margins no smaller than one-inch. Proposals must include the team composition and experience and clearly breakdown each team member's estimated contribution to the proposal.

Budget proposal will be presented using Microsoft Excel or similar format and consist of, at a minimum, the following line items: consultant time, resources, travel. The budget will be presented in US dollars.

All proposals must be received no later than 17:00 Paris time, 20 August 2019 . Only electronically submitted proposals will be considered. Late proposals will not be considered.