

Request for Qualifications
Salesforce Nonprofit Consultant
Commonwealth Corporation

Background

Commonwealth Corporation (CommCorp) is a quasi-public workforce development agency that strengthens the skills of Massachusetts youth and adults by investing in innovative partnerships with industry, education and workforce organizations.

Our primary goals are:

- to build regional industry training partnerships that prepare youth and unemployed workers for jobs in demand that lead to higher rates of employment;
- to upgrade the skills of underemployed workers to meet specific employer skill demands leading to job retention, upgrades and wage gains, and;
- to increase the share of youth engaged in education and employment pathways preparing them for post-secondary education and careers.

Commonwealth Corporation's goal is to extend Massachusetts' leadership in education and training, and its overall prosperity, by ensuring that all people benefit from our economy.

We are seeking a Salesforce Nonprofit Consultant to serve in three functions:

1. Maintenance – Troubleshoot existing problems, assist with specific goals for improvements, upgrade technology as needed, collaborate on smaller scale projects, ensure all data is accurate, reliable, and quality control procedures are in place to review and update data on a regular basis while ensuring that staff has access to the system to do their jobs
2. Staff Training & Support - Salesforce Administrator & Technical Assistance team is supported on an ongoing basis
3. Other projects to be defined and scoped separately

We are seeking a consultant that would be available to support CommCorp between approximately **May 1, 2020 – June 30, 2021**, with potential for extension.

The estimated budget for this workstream is **\$5,000-\$10,000, billed based on actual usage.**

Through this Request for Qualifications we are asking for proposals for Salesforce consultant services from those with experience working with nonprofit organizations. For more information about CommCorp, our website address is www.commcorp.org.

Deadline for submission: **No later than 5:00 p.m. on Tuesday, March 10, 2020**

Interested applicants should submit a proposal that includes:

- ✓ Resumes of staff that will be assigned to work with CommCorp
- ✓ Overview of the audit-process used to gain understanding of a client's contact management needs
- ✓ Two references of organizations for which you have provided consulting services similar to those being requested in this RFQ
- ✓ Examples/case studies of previous nonprofit clients, detailing how needs were determined and the plan for implementation

- ✓ Submit a proposal with narrative of three pages or less that includes the following information and responses to the following:
 - 1) **Salesforce Experience: A Description of Your Experience in Providing Salesforce Consulting services to organizations similar to Commonwealth Corporation**
 - Please describe your approach to working with an organization to assessing the needs for a contact management system appropriate for the organization, and the process for eliciting business processes and mapping them to Salesforce
 - Please provide a specific example of an organization that you partnered with to provide Salesforce consulting services. Experience with using FormAssembly and Conga Composer is a plus.
 - 2) **Hours, Rates & Timeline**
 - Please provide us with information about your rates
 - Please confirm that staff is available to work on the project between approximately May 1, 2020 – June 30, 2021.
- ✓ Organizations who are minority or female-owned enterprises are encouraged to apply. Please submit a copy of all relevant certification credential(s) with your application.

Submission Instructions:

- **Deadline for Submission:** No later than 5:00 p.m. on Tuesday, March 10, 2020
- **Acceptable forms of delivery:** E-mail
- **Please direct any questions to Rita Wang by email at rwang@commcorp.org**
- **Send complete proposal to: rwang@commcorp.org**

RFQ Timeline

Date	Activity
Tuesday, February 25, 2020	RFQ released
Tuesday, March 10, 2020	Deadline for submission of responses to the RFQ
End of March / Early April	Selection of vendor
April	Vendor implements scope of agreement

In deciding which proposal should be approved, the Committee will consider the thoroughness and completeness of the response, the consultant’s experience, references, and any other relevant factor.

Commonwealth Corporation reserves the right to contact applicants for clarification or negotiation, to extend or revise any deadline, and to reject any and all proposals, in whole or in part, if deemed to be in the best interest of the Commonwealth.