



Invitation to Tender: Organisational systems review, design and implementation

Instructions to applicants

1. Submission requirements

Please structure your proposal using the headings below:

About you

Please provide:

- An overview of your organisation.
- Your experience in organisational systems, CRM implementation and digital transformation.
- Experience working with charities, social enterprises, CICs or public sector organisations (where applicable).
- Details of the team who would deliver this project.

Understanding of GCMH's requirements

Please describe your understanding of:

- The challenges we are seeking to address.
- The opportunities you believe this project presents.

We are interested not only in your understanding of the brief, but also any observations or insights you have identified.

Proposed approach to solution design

Rather than prescribing a particular technical solution, we are interested in understanding how you would work with GCMH to identify the most appropriate solution for our organisation.

Please describe:

- How you would approach the discovery phase.
- How you would gather and analyse organisational requirements.
- How you would engage with staff throughout the process.
- How you would evaluate potential platforms or systems.
- How you would support implementation and organisational change.

Where appropriate, please include indicative timescales for each stage.

You are welcome to reference platforms or systems you have experience implementing where this helps illustrate your approach. However, we do not expect applicants to recommend a specific solution prior to undertaking discovery work with GCMH.

Relevant experience

Please provide details of relevant projects that demonstrate your experience delivering similar work.

For each example, please include:

- client/organisation;
- scope of the project;
- your role; outcomes achieved;
- client reference (where available).

Costs

Please provide a breakdown of costs, including (where applicable):

- Discovery and consultation.
- System design.
- Software licensing.
- Configuration and implementation.
- Data migration.
- Staff training.
- Ongoing support and maintenance.
- Please clearly identify any ongoing annual costs or subscription fees.

2. Evaluation criteria

Proposals will be evaluated against the following criteria. The highest-scoring applicants may be invited to present their proposal and answer questions before a final decision is made.

Criteria	Weighting
Understanding of GCMH's organisational needs	25%
Quality of the proposed approach and methodology	35%
Relevant experience and expertise	20%

Criteria	Weighting
Added value, innovation and organisational insight	10%
Value for money	10%

3. Clarification questions

Applicants are welcome to submit clarification questions during the tender period. Please send all questions to: **Kim Taylor [Kim@globalcmh.org]**

The deadline for questions is **Monday 13th July at 12pm.**

Responses to clarification questions may be shared with all applicants where the information is considered relevant to the wider tender process.

4. Submission instructions

Proposals should be submitted as a Word or Powerpoint document and should not exceed 3000 words.

Please submit your proposal to: **Kim Taylor [Kim@globalcmh.org]**

Submission deadline: **Friday 24th July at 5pm.**

5. Terms

- GCMH reserves the right to request clarification or additional information from applicants during the evaluation process.
- Information provided as part of this tender will be treated confidentially and used solely for the purposes of evaluating submissions.