

**WEConnect International  
Request for Proposals  
Customer Support Services**

**Background**

WEConnect International is seeking proposals for the provision of customer support services.

About WEConnect International

WEConnect International is a member-led, global non-profit that brings motivated, large corporate, multilateral and government buyers together with qualified women-owned suppliers around the world. It works with more than 130 multinational buyers, with over \$1 trillion in combined annual purchasing power, that have committed to sourcing more products and services from women-owned businesses based in over 125 countries. WEConnect International identifies, educates, registers and certifies women’s business enterprises based outside of the U.S. that are at least 51% owned, managed and controlled by one or more women.

**Scope of Work**

**1.0 General**

Contractor shall provide customer support services on behalf of WEConnect International. It will cover 24 hour time zones across the globe, covering more than 100 countries. This would be a 24x5 operation with the language needs following the time zone of the market.

Provide support to women-owned businesses and member buyers wishing to engage with WEConnect International including:

- assistance registering their business on an SAP Ariba-based platform, via a proprietary portal;
- responding to queries related to certification of their business as woman-owned; membership and re-directing them to business support services, e.g. training

**2.0 Customers**

WEConnect International customers include the following:

<b>Customer</b>	<b>Locations</b>	<b>Description</b>
Women-Owned Businesses	All countries of the world with the exception of those comprehensively sanctioned by	Businesses that are at least 51% owned, managed and controlled by one or more women.

	<p>the United States Government, but concentrated in the countries below.</p> <table border="1" data-bbox="480 306 919 1073"> <tr><td>Nigeria</td></tr> <tr><td>South Africa</td></tr> <tr><td>Mexico</td></tr> <tr><td>India</td></tr> <tr><td>United Kingdom</td></tr> <tr><td>Canada</td></tr> <tr><td>Peru</td></tr> <tr><td>Sri Lanka</td></tr> <tr><td>Colombia</td></tr> <tr><td>Turkey</td></tr> <tr><td>Chile</td></tr> <tr><td>Brazil</td></tr> <tr><td>Singapore</td></tr> <tr><td>China</td></tr> <tr><td>Australia</td></tr> <tr><td>Costa Rica</td></tr> <tr><td>Argentina</td></tr> </table>	Nigeria	South Africa	Mexico	India	United Kingdom	Canada	Peru	Sri Lanka	Colombia	Turkey	Chile	Brazil	Singapore	China	Australia	Costa Rica	Argentina	
Nigeria																			
South Africa																			
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Sri Lanka																			
Colombia																			
Turkey																			
Chile																			
Brazil																			
Singapore																			
China																			
Australia																			
Costa Rica																			
Argentina																			
Prospective Women Business Enterprises	The following countries (which will increase in number over time). South Asia and Southeast Asia	Businesses that are a candidate to be certified as women business enterprises that are 51% owned, managed and controlled by one or more women.																	
Women Business Enterprises	The following countries which will increase in number over time. <a href="http://weconnectinternational.org">WEConnect International Certification   weconnectinternational.org</a>	Businesses that are a certified as women business enterprises which are 51% owned, managed and controlled by one or more women.																	
Member Buyers	Member buyers are still largely headquartered in the US but the organization has a significant focus in Europe and has local members Asia and Latin America, Canda and growth plans in South Africa.	Large corporations or other organizations that want to increase their spend with women-owned businesses and pay a fee to be a member buyer with WEConnect International and have access to women-owned business suppliers.																	

### **3.0 Process & Design**

Contractor shall prepare for WEConnect International approval, a detailed plan on how to deliver customer care services including at least the following:

- triage protocols;
- escalation protocols;
- process flows;
- RASCI;
- interaction scripts;
- FAQs; and
- customer care performance metrics.

### **4.0 Ongoing Services**

Contractor shall provide customer care services that shall include, but shall not be limited to, the following:

- Provision of inbound customer care services to all customers:
  - Volume of in-bound inquiries is initially anticipated to be in the range of 40-50 per day, but is anticipated to increase. Pro-active, out-bound support is also expected in situations where registration or certification is partially complete. Out-bound volume will vary but is initially anticipated to be in the range of 5-10 engagements per day.
  - Via email, phone, text and chat
  - Within customary business hours of customer around the clock
  - In at least the languages of: English, Spanish, French, Portuguese, German, Chinese, Japanese, Turkish, Italian, Polish and Bahasa
- Reporting on each customer interaction, and trend analysis of customer interaction, in sufficient detail to allow identification of opportunities for improvement of WEConnect International offerings
- Ongoing process improvements to enhance efficiency and effectiveness of customer care service, including methods for interaction such as IVR, chat bots and other proven tools
- Ticketing system
- Satisfaction surveys

The services shall include, but shall not be limited to:

- Technical support for WECommunity which is an SAP Ariba- based portal for WEConnect International that allows for the connection of women-owned businesses and member buyers, plus an SAP custom portal for large member buyers
- Guidance on becoming certified as a woman-owned business;
- Guidance on becoming a member buyer;
- Guiding women-owned business to support services available to them via WEConnect International; and
- Guiding member buyers to support services available to them via WEConnect International.

## **Evaluation Criteria**

Proposals will be evaluated on the following criteria:

- Methodology and Processes for Service Delivery – 40 points
- Quality Control of Service – 30 points
- Pricing – 30 points

## **Submission Requirements**

The anticipated timeline for this RFP is:

- Issue Date: October 4, 2021, EST
- Proposal Response Deadline: November 4, 5:00 pm local time (EST) to: [procurement@weconnectinternational.org](mailto:procurement@weconnectinternational.org)
- Vendors must submit any written questions concerning this Request for Proposals via email to: [procurement@weconnectinternational.org](mailto:procurement@weconnectinternational.org) no later than 5:00 pm EST on October 21, 2021

Submission should include the following:

- Company experience in providing customer care services
- Specific experience in providing technical support/help desk services for a customized SAP Ariba based platform
- Proposed help desk system to be used
- CV of dedicated client relationship/project manager (s)
- Proposed Service Levels and capacity of Firm to meet capacity requirements
- Client References
- Pricing Proposal for a three year contract award  
Proposal, not including pricing proposal, should not exceed 20 pages