Terms of Reference

Subject: Support for Salesforce database maintenance
Date: 18/02/2020
Deadline for submission: March 15th, 2020

Context
Rikolto is an international NGO with more than 40 years’ experience in partnering with farmer organisations and food chain stakeholders across Africa, Asia, Europe and Latin America. Rikolto runs programmes in 14 countries worldwide through seven regional offices. We’re a close-knit network of accessible and knowledgeable colleagues, willing to share experience and eager to inspire others. This network of Rikolto offices is supported by a global support team, which fulfils key advisory roles and offers shared services such as finance, monitoring & evaluation, people & organisation, communication and fundraising.

Rikolto is using Salesforce for 3 main purposes: as a Customer Relationship Management tool, as a tool to manage and collaborate on fundraising opportunities, and as a database that keeps track of its programmes through network-wide and region-specific progress reports.

Scope of work
Since our Salesforce system has undergone several developments throughout the past years to customise it properly to Rikolto’s needs, and the developments have been carried out by a number of different service providers, we are now looking for an apt partner to support us with the maintenance of the system to make sure it remains fit for purpose in the long-term.

In addition to standard maintenance support upon request, we wish the consultant to proactively assess the regular updates launched by Salesforce for their implications and/or relevance for Rikolto and advise us on necessary steps to take, if any.

Apart from standard maintenance support, we are also looking to clean up our database from past development traces, which have become redundant in the meantime. This will be tackled following a step-by-step approach, with relatively low hourly efforts per months and will have to be further defined together with the consultant.

Requirements
We are looking for a consultant who is licensed to make changes in Salesforce databases and preferably has experience with customers in the NGO sector, giving Salesforce comparable use as mentioned above. Usually support and maintenance needs would only be a few hours per month, upon request. The process of cleaning up the database will still have to be discussed and defined together with the consultant.

As the service will serve two separate legal entities (Rikolto International S.O.N. and Rikolto België VZW), contractual arrangements will have to be made with both entities and the cost of services split between both of them.
**Selection process**

Candidates are requested to submit their proposals to michaela.boyen@rikolto.org by March 15th, 2020, detailing:

- Relevant experience in relation to the work at hand
- Proposed offer, incl. fixed rates (for the regular assessment of updates launched by Salesforce) and hourly rates (for services upon request)

We expect to identify the selected candidate by March 27, 2020 to start the collaboration from April 1st.