REQUEST FOR EXPRESSION OF INTEREST

Service provider for technical support to salesforce platform

January 2023 – December 2024

Organisational Context
ECPAT International is a global network of organisations working together for the elimination of the sexual exploitation of children in all its manifestations i.e. exploitation of children in prostitution, online child sexual exploitation, sale and trafficking of children for sexual purposes, sexual exploitation of children in travel and tourism and some forms of child, early and forced marriage. The ECPAT Network currently consists of 122 members working at national and local levels in 104 countries. The ECPAT Secretariat coordinates the global work of ECPAT and is based in Bangkok, Thailand.

Background and purpose
ECPAT International is hosting The Code (short for The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism) that is a multi-stakeholder initiative with the mission to provide awareness, tools and support to the travel and tourism industry to prevent the sexual exploitation of children. The Code is a voluntary set of criteria that members commit to, to keep children safe.

ECPAT International is a seeking a company to provide technical support for maintenance of The Code Salesforce.

Scope of Work
The scope of work expected is up to 200 hours per year.

- Identifying and fixing process errors within The Code's Salesforce environment
- Responding to requests for improvements to both back-end and front-end user interfaces and functionality
- Support the links between Salesforce and The Code's public website
- Suggest possible improvements or alternatives for existing processes
- Support the management of user accounts, including amending access level, adding and restricting users
- Assisting in The Code's engagement with external service providers (website, billing, agreement creation)
- Other task needed to ensure the functioning of the Salesforce

Company's profile
- The company should be able to demonstrate extensive experience in customer support to Salesforce platforms

Additional Information
- Expression of interest is open to individual companies.
- The company should be available online to have meetings with the ECPAT’s team in Bangkok (GMT+7) and in Costa Rica.
- The company is expected to act at all times in a manner consistent with the values of ECPAT International and in compliance with the organisation’s policies and procedures including Child Safeguarding Policy and the Staff Code of Conduct.

Expression of interest: please send to vacancy@ecpat.org

- Company’s profile with demonstrated experience in Salesforce management
- Financial proposal as hourly rate in USD.

Mention in the subject header: your name and “Service provider to support the salesforce for The Code”

Deadline: 5 January 2023