



REQUEST FOR INFORMATION



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SharePoint Intranet Uplift (Planet)

RFI Main Facts Table	
RFI Reference	FY23 0181 SharePoint Intranet Uplift (Planet)
RFI Issue date	15/02/2023
Last date for supplier questions	22/02/2023 23:59 UK time
Deadline for submission of offers	08/03/2023 23:59 UK time
RFI Presentation dates	15/03/2023 – 16/03/2023

Submission of offers to

Procurement Department
Plan International
procurement@plan-international.org

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Dear Bidder,

RE: Request for Information for an uplift project of our SharePoint intranet system

Plan Limited is currently reviewing the provision of its SharePoint-based intranet platform called **Planet**. As part of developing our plans to meet this requirement we are issuing this Request for Information (RFI). This RFI is one vehicle by which we can systematically identify similarities and differences between suppliers in the market, and additionally gain a greater understanding of specific suppliers' abilities, core business and strategic outlook with respect to the potential to improve our intranet as a main channel of internal collaboration, and efficiency. Additionally, Planet acts as the primary knowledge and information sharing repository across our global organisation.

You are invited to submit a response to this RFI. The purpose of the RFI at this stage is to prequalify suppliers based on their responses, selected suppliers will be invited to perform presentations and/or demos. This will be considered solely for the purposes of building a greater understanding of the marketplace and industry's ability to fulfil our requirements. We look forward to your response by the closing date and time provided on the cover page of our RFI documentation.

The key issues we need to address are outlined in this document, however broadly they are summarised here:

- The current SharePoint intranet has grown organically and contains a mixture of 'classic' and 'modern' SharePoint pages, resulting in a 'dual' taxonomy system that is difficult to navigate.
- Much of the content has become outdated and the content and access to the platform not configured in a way that encourages daily engagement.
- The user experience and user interface in both the content management system and for a general user requires improvement.

Yours sincerely

Procurement

PART 1: PLANET SHAREPOINT INTRANET - BACKGROUND

In 2018, our Intranet site was upgraded to SharePoint online from on-premise and given a new front page design. As part of this project, Workplace by Facebook (our global engagement tool) was also implemented.

The issues we currently face are:

- A mixture of Classic and Modern sites
- Dual-taxonomy navigation
- Too much content (which is likely out of date)
- Lack of content ownership and governance
- Bandwidth and connectivity in some of the countries we work in
- Proliferation of tools exist and causes confusion

Since the upgrade in 2018, the pandemic has changed the way staff work, with most people remote working and relying on Microsoft Teams to collaborate. We have 10,000 staff worldwide, and we need a viable solution to address the bullet points above.

1. Background Information on Plan International

Founded in 1937, Plan International is an independent development and humanitarian organisation that advances children's rights and equality for girls, working together with children, young people, supporters and partners in over 75 countries.

We have been building powerful partnerships for children for over 80 years, and are now active in more than 75 countries. Read [Plan International Worldwide Annual Review 2022](#).

1.1 Company overview

We believe in the power and potential of every child, but this is often suppressed by poverty, violence, exclusion and discrimination and its girls who are most affected. Working together with children, young people, our supporters, and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children.

We support children's rights from birth until they reach adulthood, and we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge.

To keep up with a fast-changing world, Plan International, and indeed the entire humanitarian and development sector, has been forced to adapt. We have been challenging our existing ways of working and creating new approaches to achieve maximum impact. In preparing our new five-year strategy to ensure we build on our strengths and experience, and listen to those closest to our work, we engaged thousands of staff, partners, girls and young people to contribute. The outcome is a bold, refreshed global strategy which will guide us towards our ambition to 2027.

Read Plan International's Global Strategy: [All Girls Standing Strong Creating Global Change](#)

1.2 The Opportunity

Plan Limited is considering options for a solution to improve its current SharePoint intranet, Planet. The opportunity includes, but is not limited to the following activities:

- Recommend how to integrate the classic and modern SharePoint sites and unify the taxonomy, with a roadmap vision for future growth of the intranet as a go-to platform for collaborating, communicating and improving efficiency in the organisation.
- Implement improved functionality to create a cohesive and branded experience for Plan International staff using our Planet intranet, making it a vital and informative part of their working day, as a source of news and information while fostering a sense of belonging and purpose.
- Improve the user experience and interface of our Planet intranet for both the staff users and content creators/editors. Reinforce our branding and values cohesively.

1.3 Purpose of the RFI

The purpose of this RFI is to allow Plan Limited to assess supplier responses and use the resultant assessments in future decision making in regard to supply of the Opportunity. Whilst it is the intent of Plan to compare supplier responses for the purposes of pre-qualification and possible short listing for further consideration, Plan Limited makes no obligations or undertakings in any way to:

- a) go to tender; or
- b) accept any RFI information received from suppliers; or
- c) include suppliers responding to this RFI in any future tender invitation; or
- d) any other commitment to suppliers whatsoever, including any intention to form a contract with any supplier for provision of the Opportunity.

PART 2 – INSTRUCTIONS

This Part sets out instructions regarding submission of responses to this RFI.

2.1 RFI key dates

The following key dates apply to this RFI:

RFI Issue Date: As stated on the RFI Cover Page

Last date for supplier questions: As stated on the RFI Cover Page

RFI Closing Date and Time: As stated on the RFI Cover Page

RFI Presentation Date: As stated on the RFI Cover Page

2.2 Company contact

The following individual is the nominated Plan contact for this RFI.

Name	Mohammad Anwar
Title/Position	Strategic Procurement Specialist
Email address	procurement@plan-international.org
Postal address	Dukes Court, Duke Street, Woking, GU21 5BH, United Kingdom

2.3 Queries and questions during the RFI period

Suppliers are to direct any queries and questions regarding the RFI content or process to the Company contact. All questions should be submitted by email to procurement@plan-international.org. Plan may choose to convey responses to submitted questions and queries to all suppliers so that each is equally informed.

2.4 Response lodgement methods and requirements

Suppliers must submit one copy of their response to Plan by the following method:

- a) By email to: [procurement@plan-international.org). The subject heading of the email shall be **"RFI FY23-181 Sharepoint Intranet Uplift – Response - [Supplier Name]"**. Electronic copies are to be submitted in PDF and native (e.g. MS Word) format and suppliers may submit multiple emails (suitably annotated – e.g. Email 1 of 3) if attached files are deemed too large to suit a single email transmission.

Responses must be prepared in English and in the format requested in Part 3 of this RFI.

2.5 Late responses

Suppliers are responsible for submitting their response prior to the RFI closing date and time in accordance with the acceptable lodgement requirements described in Clause 2.5. There will be no allowance made by Plan for any delays in transmission of the response from supplier to Plan. Any Proposal received by the Company later than the stipulated RFI closing date and time may be removed from further consideration by Plan.

2.6 Suppliers to inform themselves

Plan has taken all reasonable care to ensure that the RFI is accurate; however, Plan gives no representation or warranty as to the accuracy or sufficiency of the contained information.

2.7 Costs of preparing the response

All costs relating to the preparation and submission of a response are the sole responsibility of the supplier. Plan shall not pay the supplier, wholly or in part, for its response.

2.8 Confidentiality

Except as required for the preparation of a proposal, suppliers must not, without Plan's prior written consent, disclose to any third party any of the contents of the RFI documents. Suppliers must ensure that their employees, consultants and agents also are bound and comply with this condition of confidentiality.

2.9 Acceptance of these Conditions

Suppliers, by submitting a response to this RFI, are deemed to have acknowledged and agreed to the conditions set out in this RFI and have read and agreed to Plan's general Terms and Conditions included in this RFI.

PART 3 – INFORMATION TO BE PROVIDED

This Part details all the information suppliers are required to provide to Plan. Submitted information will be used by Plan as set out in Clause 1. 3. The following minimum information is to be provided. If this information, or any additional information, is available on your website please provide the address to enable Plan to undertake further analysis.

3.1 Supplier details

- a) Supplier name (Trading and Registered), ABN, registered address.
- b) Details of supplier operations and operating locations.
- c) Supplier ownership information, including details of Directors and other key office bearers.
- d) Details of any current legal actions pending against the supplier or its directors and/or office bearers.
- e) Relationships with any parent company (if applicable).
- f) Details of joint venture arrangements (if applicable).
- g) Details of when the supplier organisation was founded, including origins and historical development of the organisation (if needed).
- h) Total number of employees.

3.2 Supplier capabilities and experience

- a) A description of the core supplier business, listing relevant case studies or examples (a maximum of three) that support this description. Where possible, include case studies that may relate to activities consistent with the Opportunity. Within necessary boundaries of confidentiality, please be as specific as you can.
- b) Additional services, products and works provided outside of your core business.
- c) Examples (if any) of services that supplier has provided to Plan including the name of the Company representative/s concerned.
- d) Details of key health and safety, environmental and other performance measures
- e) Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply.

3.3 Supplier financials

- a) Details of supplier's financial background in particular latest annual report or latest financial statements.
- b) Details of held insurances relevant to the Opportunity.
- c) Supplier market share in terms of turnover, revenue and volume output.

- d) Details of potential funding arrangements, lines of credit etc. to support investment in the Opportunity (if relevant).

3.4 Certifications and awards

- a) Details of all certifications held (e.g. ISO 9001) including date of last certification/recertification and details of the certifying body (copies of certifications may be appended to your response).
- b) Details of any recent external corporate awards, including the awarding body, if relevant to the Opportunity.

3.5 Policies

- a) Details of all major supplier policies, including Health and Safety, Environmental/Sustainability, Employee Relations and Local Participation. Copies of policies are to be appended to your response.

3.6 Indicative Pricing

- a) Details of indicative rates and prices to perform the Opportunity.

3.7 Other Information

- a) Any further information you believe Plan may require in support of its RFI review