Invitation

To Tender

Table of Contents

1. Background Information on Plan International 2
2. Summary of the Requirement 2
3. ITT Overview and Instructions 2
3.1 Overview 2
3.2 Instructions to Tenderers 3
4. Specification and Scope of Requirement 4
5. Selection Criteria 5
6. Evaluation of offers 6
7. Terms & Conditions 7
8. Plan International's Ethical & Environmental Statement 7
9. Submission Checklist 8

1. Background Information on Plan International

Plan International is an independent development and humanitarian organisation that advances children's rights and equality for girls.

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.

We have been building powerful partnerships for children for over 85 years and are now active in more than 75 countries.

Read more about Plan International's Global Strategy: **Girls Standing Strong** at https://plan-international.org/strategy

2. Summary of the Requirement

Plan International is seeking one or more supplier(s) to provide the following services to our staff based in the Global Hub in Woking and those working remotely as internationally based employees from the regions and countries where Plan International operates (locations can be found here: https://plan-international.org/where-we-work/

- LOT 1 Travel Health, Medical, Psychological services
- LOT 2 Occupational Health services
- LOT 3 Safety and Security Services.

Plan International operates in more than 75 countries globally, engaging in both development projects and programmes, as well as responding to emergencies. As such, a approximately 1,700 of our workforce travel internationally to support this ongoing work where required and needed per year.

Additionally, it is estimated that per year, we have approximately 480 internationally assigned staff and their dependents, as well as approximately 100 staff per year for pre-assignment online medicals, and around 22 for face-to-face medicals.

Our organization has an obligation and Duty of Care to ensure that those who travel on behalf of Plan, have access to health, medical and psychological support, and that they are safe and secure at times.

3. ITT Overview and Instructions

3.1 Overview

Plan International are inviting interested parties to submit a Proposal as part of a competitive process for the provision of one or more of the following Lots of services:

- LOT 1 Travel Health, Medical, Psychological services
- LOT 2 Occupational Health services
- LOT 3 Safety and Security Services.

Successful Bidder(s) will be expected to enter into a Long-Term Agreement on a non-exclusive basis with our organisation. Plan International reserves the right not to award a contract as a result of this Invitation to Tender, or to award to multiple successful Bidders.

3.2 Instructions to Tenderers

These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is the Bidders responsibility to ensure their offer is complete and that you provide all the necessary information asked for in the format specified, or risk your offer being rejected. Further details can be found in section 9 of this ITT document, **'Submission Checklist.'**

Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply. We are also happy to accept Proposals for one or more individual Lots per Tenderer.

Documents comprising this tender pack are as follows:

- ITT FY24 - 0192 Plan Tender Dossier
- ANNEX A - Supplier Questionnaire
- ANNEX B - Non Staff Code of Conduct

Tenderers are required to submit their proposal, inclusive of all required annexes, via email to procurement@plan-international.org. must be received by the deadline specified in the section **'3.3 Key Dates and Timelines.'**

The offer and all correspondence and documents related to the tender must be written in English.

Each Tenderer or member of consortium or sub-contractor may submit only one offer.

Unless stated otherwise, all communications from Bidders in relation to this tender, including Clarification Questions, must be directed to procurement@plan-international.org and must include the ITT reference number**: ITT FY24 – 0192.**

3.3 Key Dates and Timelines

The following table outlines the key dates and timelines associated with this tender process. Plan International reserves the right to change these at any time as the tender progresses. To maintain transparency, fairness, and adequate time to prepare your offers, Plan International will inform all interested Parties of any changes to these key dates and timelines simultaneously and in a timely fashion.

Activity	Deadline Date
Issue of Invitation to Tender	**17h April 2024**
Deadline for supplier submission of clarifications questions	**24th April 2024**
Deadline for Plan to respond to clarification questions	**1st May 2024**
Deadline for submission of offers	**23.59 BST 15th May 2024**

3.4 Pricing

Bidders are required to provide a clear breakdown of pricing per Lot as part of their Proposal. All prices must be exclusive of Value Added Tax (VAT).

It is expected that prices will be fixed for the duration of the contract and quotes valid for a maximum period of 90 calendar days following the Closing Date of this tender. If for any reason you are unable to guarantee fixed pricing for the duration of the contract, any projected price increases should be clearly stated in your tender.

To ensure a fair and transparent process, Plan International will not be able to divulge budget information relating to this tender or associated Projects. It is expected that Bidders submit their best possible financial offer at the point of submission.

The successful Bidder will be required to pay their staff who work on this contract **at least** the National Living Wage.

4. Specification and Scope of Requirement

Plan International have split our requirements across the following three (3) Lots and have provided our minimum requirements under each heading. Suppliers are welcome to submit proposals to showcase how they meet these minimum requirements, and details of any additional or complimentary services available.

LOT 1 Travel Health, Medical, Psychological services

Medical services

- Medical evacuation of traveller or international assignee and dependants, and/or a companion to a local health facility, or home country
- Repatriation of remains to the home country in the event of the traveller's or international assignee's death
- Handle any third-party Medical Providers costs for inpatient or outpatient care at the destination, including guarantee of payment and pre-payment
- Local medical and dental referrals
- 24/7 access to remote medical advice

Travel health services

- Good coverage of travel health clinics, as well as remote service options for pre travel medical advice
- Comprehensive offering of travel health vaccinations and anti-malarial medication and other required travel medical supplies (including PEP kits)

Psychological services (optional tender requirement)

- Access to psychological first aid services within the first 72 hours of an incident
- Trauma Counselling

LOT 2 Pre-employment and Occupational Health services

- Occupational Health Assessments
- Pre-appointment/ pre- relocation screening for consideration that fit to carry out duties of role in specified location, inclusive of advice on any reasonable adjustments required
- Remote medical clearances
- Face to face medical clearances
- Cancelation and no-show terms and fees

LOT 3 Safety and Security Services.

- Security Advice - Continuous online/app/telephone access to up to date security information on all Plan locations 24 hours per day, 365 days per year to include general safety advice, as well as existing or emerging security threats
- Local Security Referrals
- Advanced support in the event of a sudden onset crisis
- Evacuation services and support
- 24/7 access to remote traveller assistance, to include support for lost or destroyed travel documents and cash advances/transfers for necessities and lost baggage

5. Selection Criteria

Bids will be assessed against predetermined criteria which has been developed and agreed by the Tender Panel prior to launching this Tender process. The information gathered in your Proposal and accompanying Annexes will be used to evaluate and score each Bid against this set criteria. Please find further details in the below table:

	Criteria	Tenderers must demonstrate……	Weight
Compliance	**Tender Compliance and Completion**	▪ Satisfactory completion of all documentation requested with sufficient information, submitted no later than the Closing Date specified. ▪ Agreement to our mandatory policies as set out in 'Annex E- Non Staff Code of Conduct.'	**Pass/Fail. Bidders who do not meet these minimum requirements will not have their Bids further assessed.**
Technical Proposal (65%)	***Ability to meet Plan International's requirements***	▪ Ability to meet our minimum requirements per Lot. ▪ Provides comprehensive details of any additional or complimentary services available per Lot.	*30%*
	Experience in working with similar organisations	▪ Provides references of three (3) current or previous clients ▪ Previous or existing experience of working with similar organisations ▪ Is able to demonstrate their understanding of INGO specific and	*20%*

		unique challenges as part of their Proposal	
	Expertise/skills, relevant capabilities and experience and resources to manage the client group	➢ *Provides details as part of their Proposal*	*15%*
Financial Proposal (30%)	**Pricing Schedule**	• Clear breakdown of pricing per Lot, to include pricing for any optional or additional services not included in our requirements • Fixed pricing • Economically advantageous for the organisation	**30%**
Gender Responsive (5%)	**Gender Sensitive Practices and Policies**	As part of our ongoing Gender Responsive Procurement Initiatives, Bidders will be allocated 5% of the overall score if they meet one or more of the following: ▪ If headed up by a woman ▪ If supplier is a women-owned business: A legal entity in any field that is more than 51% owned, managed, and controlled by one or more women. ▪ If the % of women in management positions is over 35% ▪ If % of women workers is 55% or above ▪ If robust gender equality initiatives are in place and active. E.g. WEPs signed, gender equality procurement policy, any additional gender-sensitive program implemented.	**5%**

6. Evaluation of offers

The Tender Panel will review all Bids to ensure they meet the minimum requirements listed under the 'Compliance' section in the above table. Following this, each Bid will be assigned a score on the basis of predetermined criteria and their associated weighted scorings.

The contract(s) will be awarded to the Bidder(s) who represent the best overall value for Plan International in terms of the evaluation criteria set out above. By participating in this tender, you acknowledge and understand that Plan reserves the right to:

- Decide not to award to any supplier
- Decide to award to one or more suppliers
- Decide to readvertise the opportunity
- Not necessarily accept the lowest cost offer

Notification of award of contract will be issued via e-mail.

7. Terms & Conditions

By submitting a Bid as part of this Tender process, you also acknowledge and understand that:

- Plan International will not be liable for any costs or expenses incurred in the preparation of your offer
- You or your company will undergo vetting checks against an Anti-Terrorism and Sanctions Database as part of due diligence protocols
- Plan International reserves the right to keep confidential the circumstances that have been considered for the selection of the offers
- Part of the evaluation process may include a presentation from the Bidder and a site visit by Plan International staff, where applicable and necessary
- Plan International reserves the right to alter the schedule of tender and contract awarding
- Plan International reserves the right to cancel this tender process at any time and not to award any contract
- Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender
- Plan International does not bind itself to accept the lowest, or any offer
- Any attempt by the Bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Plan International during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable
- You accept in full and without restriction the conditions governing this tender as the sole basis of this competition, whatever its own conditions of sale may be, which you hereby waive
- You have examined carefully, understood and comply with all conditions, instructions, forms, provisions and specifications contained in this tender dossier. You are aware that failure to submit a tender containing all the information and documentation expressly required, within the deadline specified, may lead to the rejection of the tender at Plan International's discretion
- You are not aware of any corruption practice in relation to this competition. Should such a situation arise, we shall immediately inform Plan International in writing
- You declare that you are affected by no potential conflict of interest, and that you and our staff have no particular link with other Bidders or parties involved in this competition. Should such a situation arise during performance of the contract, you shall immediately inform Plan International in writing
- You accept Plan International's standard terms of payment which are **30 days** after the end of the month of receipt by Plan of a proper invoice or, if later, after acceptance of the Goods or Services in question by Plan International Ltd

8. Plan International's Ethical & Environmental Statement

- The organisation should establish environmental standards and good practices that follow the principles of ISO 14001 Environmental Management Systems, and in particular to ensure compliance with environmental legislation

- The organisation should seek to set reduction targets in areas where the organisation's activities lead to significant environmental impacts

9. Submission Checklist

Please note Plan International are unable to accept submissions which are accessible by an online link, for example SharePoint, Dropbox etc. Please submit the documents as email attachments. You can submit files across multiple e-mails, if required.

Document	Form
Full and detailed Proposal to this ITT to showcase: ➢ How your organisation meets Plan International's minimum requirements per Lot ➢ Any additional or complimentary services available per Lot ➢ A clear breakdown of pricing per Lot, including price details for any additional or complimentary services per Lot ➢ Details demonstrating your organisations understanding of working with INGOs for this category of service ➢ Three current or previous client references ➢ Details of company structure and reach of services e.g. clinic locations	Please submit your Proposal in either PDF, Word, PowerPoint or any of these combinations (if submitting more than one file).
Annex A - Supplier Questionnaire	Please complete with all requested information and return in Word or PDF format.
Annex B - Non-Staff Code of Conduct	Please sign and date this document and return in PDF format.