



Request for information



REQUEST FOR INFORMATION

Enterprise Digital Data Collection Solution

RFI Main Facts Table	
RFI Reference	FY25-0199 Enterprise Digital Data Collection Solution
RFI Issue date	05 th March 2025
Supplier Intention to bid	12 th March 2025
Suppliers to send in Questions	13 th March 2025
Vendor Q&A sessions	14 th March 2025
Supplier Deadline for submission of Bid	21 st March 2025
Plan to review the submissions	TBC

Submission of offers to

procurement@plan-international.org

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Cover Letter

[Insert Title and address of letter recipient]

Dear Vendor

RE: Request for Information for (insert opportunity)

Plan Limited is currently reviewing the provision of an Enterprise Digital Data Collection Solution. 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; gain a greater understanding of specific suppliers' abilities, core business and strategic outlook; with respect to the Developing and implementing an end-to-end Digital Data Collection Solution for our Enterprise Environment.

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.

Yours sincerely

Mo Anwar

Procurement

PART 1 – BACKGROUND

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 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 80 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>

1.1 Company overview

Starting in June 2022, Plan International's five-year global strategy has had the objective of 'Increased Impact, Strengthened Legitimacy, Improved Sustainability'. The strategy positions Child Sponsorship as a continued core part of Plan International's DNA. Over the next five years, Plan International is looking to invest in Sponsorship, M&E (Monitoring and Evaluation) being able to 'deliver a more flexible and legitimate model of funding that clearly shows sponsors the deep, long-lasting benefits.

One of the core components for strengthening and optimising Data Collection is to take advantage of the growing digital capability in society. Plan's hypothesis is that the use of digital data collection for sponsorship and M&E should result in improved efficiency, accuracy, agility, automation, simplified processes, improved data security and integrity.

1.2 Project Background/Context

Plan International is looking to transition from a **paper-based data collection system** to a **fully digital solution** for improved efficiency and data security, consolidating data collection across two distinct business units, Sponsorship and Monitoring & Evaluation

The current process relies on:

- Enumerators (Plan Staff, partners community volunteers) conducting surveys.
- Manual Data entry or XML upload into ChildData (Sponsorship Management System) at Program Units.
- Manual Data Entry into AmplImpact (Monitoring & Evaluation System built on Salesforce) at various levels of the organisation.

- Some operating Country Offices are using off the shelf survey tools, these tools however lack standardisation between operating countries and are deemed a security risk due to the sensitive nature of the data being collected.

For more details, please refer to Annex 1- Enterprise Digital Data Solution Requirements and Narrative.

1.2 The Opportunity

Plan is seeking an enterprise solution that can be used on a handheld device to digitally collect data, based on different business needs and upload to two – or multiple in the future – backend databases. Backend systems could be Salesforce (for our Monitoring and Evaluation system) or a simple SQL database (for our Sponsorship system) but will not be limited to these.

This is currently done manually today or via multiple local tools.

The proposal should, amongst other factors, consider:

- Streamline annual data collection from 1+ million sponsorship questionnaire
- The management of secure user access – understanding that not all users would be employees of Plan
- The need for multiple data templates to be provided based on different business needs e.g. Sponsorship template, Monitoring and evaluation templates etc.
- Secure data integration into backend systems – demonstrated how the data records will upload/ integrate to the backend databases
- Ensure Data accuracy, efficiency and security on any device
- Considerations for driving quality data collection
- Alignment to our architectural protocols and standards
- Demonstrated ease of change required for user experience
- Demonstrated ease of change for amending templates as part of normal business change once operational
- Demonstrate the ability to provide a solution for the scale of operations we have i.e. circa 30 000 users across the different business areas
- Provide references to other provisions of similar solutions to the scale and similarity of Plan operations

There should be a demonstrated understanding of the context and locations of our business operations to consider data transmission, data and device management and user behaviours/ experience in such operations.

It is important to clearly articulate the costing structure of the proposed solution to understand what is the 'out of the box' component of the solution and part of standard costing vs what would require additional customisation/ development and associated costing. Also important to indicate what future change costs would be and the standard process followed for the solution for upgrades, custom change/ enhancements and support.

This requires a view of your cost to provide the solution upfront as well as the model of ongoing change, support and maintenance.

For more details, please refer to Annex 1- Enterprise Digital Data Solution Requirements and Narrative.

1.3 Purpose of the RFI

The purpose of this RFI is to allow Plan 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**

Date of Supplier briefing **As stated on the RFI Cover Page**

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

2.2 Company contact

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

Name	Mo Anwar
Title/Position	Strategic Procurement Specialist
Email address	procurement@plan-international.org

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 Opportunity briefing and site visit

Plan will hold an RFI briefing session to further familiarise suppliers with the Opportunity. This will be arranged with Vendors who have confirmed the intention to take part

2.5 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 [insert reference number] – 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.

2.6 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.

2.7 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.

2.8 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.

2.9 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.

2.10 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.
- i) Must confirm the non- availability of the services in any country.

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