



# Invitation

# To Tender

## Table of Contents

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

## 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 know this is often suppressed by poverty, violence, exclusion and discrimination. And it is girls who are most affected. Working together with children, young people, supporters and partners, we strive for a just world, tackling the root causes of the challenges girls and vulnerable children face.

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.

For over 85 years, we have rallied other determined optimists to transform the lives of all children in more than 80 countries.

**We won't stop until we are all equal.**

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 to appoint a single IT Operational Support partner to consolidate and expand the support functions previously delivered by multiple suppliers. The objective is to establish a flexible, long-term partnership that ensures the stability, resilience, and evolution of Plan's global Microsoft-based infrastructure and cloud environment.

The selected partner will be expected to:

- Provide proactive operational support, including monitoring, patching, backup, and service health oversight.
- Deliver augmented support, enabling Plan's technical staff to access senior expertise directly without tiered barriers.
- Support project delivery through Statements of Work, allowing Plan to engage on discrete initiatives without the need for separate procurement cycles.
- Act as Plan's integration and escalation channel to Microsoft and other appropriate vendors, keeping Plan informed of roadmap changes, feature deprecations, and platform developments.

Work collaboratively alongside both internal teams and other specialist partners (e.g., ERP, data warehouse, identity management) to ensure smooth interoperability.

Provide advisory and thought partnership on emerging technologies relevant to Plan's environment, helping inform decisions on adoption and optimisation.

The scope of services will primarily cover Microsoft 365, Microsoft Azure, and associated security platforms, as well as legacy on-premises (in-Azure) technologies such as Exchange hybrids, domain controllers, and certificate services. A detailed list of in-scope technologies and service requirements will be provided in the annexes to this ITT. The supplier is not expected to support the end applications for business systems (e.g., SAP,

ChildData, Treasury Management Systems, SAP BPC). Support is limited to the Microsoft technology stack, such as Microsoft 365 and Azure services.

The partner will also be expected to align with Plan's governance, compliance, and reporting practices, including defined SLAs, KPIs, and structured service reviews.

## **Support Hours Context**

Plan primarily operates on a 24x5 basis, with engineering teams based in the UK. Operational outages are expected to be managed within this 24x5 window. While Plan may on occasion require escalation to 24x7 support, this will be governed by cost and practicality. The decision to extend to 24x7 cover may therefore be taken on a case-by-case basis, with any associated costs agreed at that time. As part of the design workshop, Plan and the supplier may explore appropriate models for aligning support hours with supplier capability and Plan's operational realities, to avoid either party pricing themselves out of the tender due to poorly defined SLA expectations.

In addition, the partner must be capable of operating effectively in an environment with multiple concurrent strategic projects. This includes collaborating seamlessly with a range of partners across diverse initiatives, ensuring that support services remain consistent and integrated even as new technologies, platforms, and projects are introduced. The ability to work in this complex ecosystem-where priorities often overlap and technologies are interdependent-will be essential to the success of the partnership.

## **2.1 Costing Model**

It is anticipated that the services under this agreement will be structured with clear and predictable costing approaches:

### **2.1.1 Proactive Operational Support**

Proactive operational support and monitoring will be provided on a fixed-cost basis, covering agreed services within scope.

### **2.1.2 Augmented Support**

Augmented support will be delivered using a support points system, with points purchased in advance based on expected consumption. This model offers predictability while retaining flexibility to match actual demand. Based on current usage, it is anticipated that Plan will require the equivalent of around 100 days of consultant-level support per year. This figure may represent a mix of lower-level and higher-level support depending on the skills required, but serves as a general guide to expected capacity.

### **2.1.3 Statements of Work**

Statements of Work for project delivery will be invoiced separately on agreement, with scope, timelines, and pricing confirmed in advance of commencement.

This model is intended to balance cost certainty for ongoing operations with flexibility for augmented and project-based requirements.

### 3. ITT Overview and Instructions

#### 3.1 Overview

Plan International is inviting interested parties to submit a Proposal for the provision of IT Operational Support Services as part of a competitive procurement process. The successful Bidder(s) will be expected to enter into a formal contract with Plan International for the delivery of these services. The contract may take the form of a fixed-term agreement for defined services and/or a Long-Term Agreement (LTA) to cover variable or call-off requirements, on a non-exclusive basis.

#### 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 9.1 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.**

Documents comprising this tender pack are as follows:

- **ITT FY26-0211 IT Operational Support** Plan Tender Dossier (*This Document*)
- Consolidated Annexes 1-6 – this includes ( **Annex1** – *Operational Support*, **Annex 2** – *Augmented Support*, **Annex 3** – *In Scope Technologies*, **Annex 4** – *Overview of Plan's Existing Technology Architecture*, **Annex 5** – *SLAs and Service Level Requirements* and **Annex- 6** *Design Workshop and Presentation Requirements*)
- ANNEX 7 – Evaluation Questionnaire
- ANNEX 8 - Supplier Questionnaire
- ANNEX 9 – Intention to Bid

Tenderers are required to submit their proposal, inclusive of all required annexes, via email to [procurement@plan-international.org](mailto:procurement@plan-international.org). Offers 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](mailto:procurement@plan-international.org) and must include the ITT reference number:” **ITT FY26-0211 IT Operational Support**”

### 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	25 <sup>th</sup> Sept 2025
Deadline for vendor to submit intention to bid & supplier Questionnaire	8 <sup>th</sup> Oct 2025
Vendor Workshops	22 <sup>nd</sup> Oct – 24 <sup>th</sup> Oct 2025
Deadline for Vendor to Submit Proposal	31 <sup>st</sup> Oct 2025
Plan to complete Evaluation	12 <sup>th</sup> Nov 2025
Shortlisted Vendor Presentation	24 <sup>th</sup> Nov -26 <sup>th</sup> Nov 2025
Finalise Vendor	3 <sup>rd</sup> Dec 2025
Contracting	TBC

### 3.4 Pricing

Bidders are required to complete the pricing schedule attached separately in ‘**Annex B – Pricing Schedule**.’ All prices must be quoted in **GBP**, and 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. 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 ‘**Annex C -Technical Questions**,’ ‘**Annex B – Pricing Schedule**’ and any other requested documentation, 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 (%)
<b>Compliance</b>	<b>Tender Compliance &amp; Completion</b>	Satisfactory completion of all documentation requested with sufficient information, submitted at the requested dates specified in this document.	Pass/Fail. Bidders who do not meet these minimum requirements will not have their Bids further assessed.
	<b>Service Offering</b>	<ul style="list-style-type: none"> <li>- Demonstrated capability across Microsoft 365, Azure, Entra ID, hybrid/on-premises, and security services.</li> <li>- Monitoring, patching, FinOps, cost optimisation, and governance reporting.</li> <li>- Direct access to senior-level expertise, responsiveness, bypassing tiered support models.</li> <li>- Ability to collaborate with Plan's internal IT and other strategic partners</li> <li>- Approach to continuous improvement, Microsoft roadmap insight, advisory services, and thought partnership.</li> <li>- Workshop collaboration &amp; requirement elicitation</li> <li>- Innovation/problem-solving demonstrated during workshop</li> </ul>	55%
	<b>Governance</b>	<ul style="list-style-type: none"> <li>- Defined account management, service delivery management, and escalation paths.</li> <li>- Adherence to SLAs, KPIs, FinOps reporting, and audit/monitoring practices.</li> <li>- CIS benchmark checks, patch compliance, DR testing, and integration with Plan's security partners.</li> </ul>	10%
	<b>Transition</b>	<ul style="list-style-type: none"> <li>- Discovery, knowledge transfer, runbooks, operational readiness.</li> <li>- Setup of monitoring tools, escalation procedures, financial baseline.</li> <li>- Measures to minimise service disruption during transition.</li> </ul>	10%
<b>Financial Proposal (20%)</b>		<ul style="list-style-type: none"> <li>- Clear pricing breakdown for proactive support,</li> </ul>	20%

	<b>Pricing Schedule</b>	augmented support points, and Statements of Work. <ul style="list-style-type: none"> <li>- Competitiveness relative to market rates and expected demand (e.g., ~100 consultant days per year).</li> <li>- Ability to scale support points, adapt to workload variation, and align to Plan's budgeting cycles.</li> <li>- Transparent pricing, TCO, Charity Pricing rate card etc.</li> </ul>	
<b>Gender Responsive (5%)</b>	<b>Gender sensitive Practices &amp; Policies</b>	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 the 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 % women in management positions is over 35% If % women workers is 55% or above. If robust gender equality initiatives are in place and active. E.g. WEPs signed, gender equality procurement policy, and additional gender-sensitive program/s implemented.	5%

## 5. 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.



## 6. 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

## 7. 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

## 8. 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.

Document	Action
<p><b>Consolidated Annexes 1-6</b></p> <p>Contains the following Annexes:</p> <ul style="list-style-type: none"> <li>- Annex1 – Operational Support</li> <li>- Annex 2 – Augmented Support</li> <li>- Annex 3 – In Scope Technologies</li> <li>- Annex 4 – Overview of Plan's Existing Technology Architecture</li> <li>- Annex 5 – SLAs and Service Level Requirements</li> <li>- Annex 6 Design Workshop and Presentation Requirements</li> </ul>	<p>The document is for the bidders to review</p>
<p><b>Annex 7 Evaluation Questionnaire</b></p>	<p>To be completed and submitted with the Proposal by <b>31 October 2025</b>.</p>
<p><b>Annex 8 - Supplier Questionnaire</b></p>	<p>To be completed in full including last 3 years audited accounts and returned by <b>8<sup>th</sup> October 2025</b>.</p>
<p><b>Annex 9 – Intention to Bid</b></p>	<p>To be completed in full and returned by <b>8<sup>th</sup> October 2025</b>.</p>