



Request for information



REQUEST FOR INFORMATION

Partner portal for PMERL system

RFI Main Facts Table	
RFI Reference	FY26-0212
RFI Issue date	6 th October 2025
Contract Manager	Mohammad Anwar
Deadline for submission of offers	17th October 2025

Submission of offers to

procurement@plan-international.org

Plan International
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Cover Letter

Dear Bidder

RE: Request for Information for a partner portal for the PMERL system

Plan Limited is currently reviewing the provision of a partner portal into our PMERL system. PMERL is a monitoring, evaluation, and project management system based on the product Amp Impact, built on **Salesforce**. 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 partner portals.

In addition to understanding the technical and functional capabilities available in the market, we also wish to gain insight into what an indicative or approximate budget for such a solution might look like, including typical cost components or pricing models.

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, indicative budgetary ranges 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

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 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 80 years and are now active in more than 75 countries.

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

1.1 Company overview

Plan International's global strategy has an intent to take action to help 200 million girls learn, lead, decide, and thrive. Putting this new strategy into practice will require significant changes across the organisation as we work towards becoming a global thought leader on girls' rights. The intended outcome of the capability exists to ensure Plan International responds efficiently and effectively to the wider needs of the organisation, providing the right skills and the right time and manages the resources available to us.

One of the ways Plan International is seeking to improve organisational capacity and efficiency is via the Pamoja Portfolio for Change. This portfolio contains a number of workstreams aimed at reviewing and improving the processes and systems in use at Plan. The Impact Reporting 2.0 workstream, of which this opportunity is a part, is focused on our monitoring and evaluation approach, results-based management, and the digital tools and systems that facilitate them.

1.2 The Opportunity

Plan Limited is considering options for the provision of a partner portal for our salesforce-based PMERL system ("Opportunity"). The Opportunity includes, but is not limited to, the following activities:

- The design of a partner portal in accordance with the provided requirements.
- The build of the partner portal according to the agreed design.
- If appropriate, the provision of long-term support and maintenance of the partner portal.

In order to better understand the opportunity a proposal document outlining the history and drivers of the project and a set of technical requirements in the form of user stories has been provided alongside this document.

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:

Activity	Deadline
RFI Issue Date	06 th Oct 2025
Deadline for Vendor Response	17 th Oct 2025
Vendor Demos/Q&A	27 th Oct – 30 th Oct 2025

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

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

Plan will hold an RFI briefing session to further familiarise suppliers with the Opportunity. This briefing will be held on Microsoft teams on the date stated above. A maximum of two representatives from each supplier is permitted to attend the RFI briefing session. Further details regarding the RFI briefing session and site visit will be provided to suppliers.

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 FY26-0212 – 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.

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