



**PLAN**  
INTERNATIONAL



## INVITATION TO TENDER



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## 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 80 countries.

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

## 2. Summary of the Requirement

Plan are seeking to contract the services of an **Employee Assistance Programme** provider for Plan International staff worldwide. The Employee Assistance Programme should cover the following key areas:

- 24/7 live answer
- Face to face counselling
- Work/life consultation
- Multilanguage website
- Life coaching
- Wellness coaching
- Stress reduction programme
- Return to work coaching

The estimated number of employees the EAP would cover is 11,500 (estimated) across all our countries of operations.

To find out what countries we work in please visit: <https://plan-international.org/where-we-work/>  
Please note that offices in Europe are not part of this ITT.

## 3. ITT Overview and Instructions

### 3.1 Overview

Plan International are inviting interested parties to submit a Proposal for the provision and implementation of an Employee Assistance Programme (EAP) as part of a competitive process. Successful Bidder(s) will be expected to enter into a Long-Term Agreement on a non-exclusive basis with our organization. Plan International reserves the right not to award a contract because 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 9.1 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 FY23 0173 Employee Assistance Programme: Tender Dossier
- ANNEX A - Specifications
- ANNEX D - Supplier Questionnaire
- ANNEX E - Non-Staff Code of Conduct

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 only.

**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 FY23 0173 Employee Assistance Programme**

### 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	<b>27<sup>th</sup> October 2022</b>
Deadline for supplier submission of clarifications questions	7 <sup>th</sup> November 2022
Deadline for Plan to respond to clarification questions	9 <sup>th</sup> November 2022
Deadline for submission of proposals	18 <sup>th</sup> November 2022 23:59 (UK Time)
Contract Award	<b>By 28<sup>th</sup> November 2022</b>

### 3.4 Pricing

All prices must be quoted in GBP and exclusive of Value Added Tax (VAT). If the provider is based outside the UK please quote prices in both GBO and your invoicing currency.

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 (if applicable)

### 3.5 Confidentiality

The contents of this document are confidential and have been disclosed to you in strict confidence. Tenderers must not disclose the contents of this document to any third party except to those of your team (including staff members, consultants and advisers) who need to see the information on a need to know basis in order to assist you with your submission. Tenderers are responsible for any breaches of confidentiality by your team.

## 4. Specification and Scope of Requirement

Please refer to '**Annex A - Specifications**' for full details of the requirement.

## 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 '**Annex A -Specifications,**' 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 and Completion</b>	<ul style="list-style-type: none"><li>Satisfactory completion of all documentation requested with sufficient information, submitted no later than the Closing Date specified.</li><li>Agreement to our mandatory policies as set out in 'Annex E- Non Staff Code of Conduct.'</li></ul>	<b>Pass/Fail. Bidders who do not meet these minimum requirements will not have their Bids further assessed.</b>
<b>Technical Proposal (65%)</b>	<b>Technical requirements</b>	<ul style="list-style-type: none"><li>The provider meets the specifications in Annex A</li></ul>	<b>65%</b>

<b>Financial Proposal (30%)</b>	<b>Pricing Schedule</b>	<ul style="list-style-type: none"> <li>• Fixed pricing</li> <li>• Economically advantageous for the organisation</li> </ul>	<b>30%</b>
<b>Gender Responsive (5%)</b>	<b>Gender Sensitive Practices and Policies</b>	<p>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:</p> <ul style="list-style-type: none"> <li>▪ If headed up by a woman</li> <li>▪ 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.</li> <li>▪ If the % of women in management positions is over 35%</li> <li>▪ If % of women workers is 55% or above</li> <li>▪ If robust gender equality initiatives are in place and active. E.g. WEPs signed, gender equality procurement policy, any additional gender-sensitive program implemented.</li> </ul>	<b>5%</b>

## 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 (if applicable)
- 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.

Document	Form
<b>Technical Proposal</b>	<p style="text-align: center;">Must include:</p> <ul style="list-style-type: none"> <li>- Company profile and registered details</li> <li>- 3 x Client References or examples of EAP services provided to other clients preferably Non-Governmental Organisations.</li> </ul>

	<ul style="list-style-type: none"> <li>- Proposal describing how you meet the specifications</li> <li>- Please indicate your geographical coverage in detail</li> </ul>
<b>Financial Proposal</b>	<ul style="list-style-type: none"> <li>- Include a detailed breakdown of fees, length of service and applicable discounts</li> <li>- Include price per employee</li> </ul>
<b>Annex A - Specifications</b>	Please complete with all requested information and return in <i>word</i> format.
<b>Annex D - Supplier Questionnaire</b>	Please complete with all requested information and return in word or PDF format.
<b>Annex E - Non-Staff Code of Conduct</b>	Please sign and date this document and return in PDF format.