



INVITATION TO TENDER



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# Background Information on Plan International

Founded in 1937, Plan International is an independent development and humanitarian organization with no religious, political, or governmental affiliations. Our vision is a just world that advances children’s rights and equality for girls. We engage people and partners to; empower children, young people and communities to make vital changes that tackle the root causes of discrimination against girls, exclusion and vulnerability; drive change in practice and policy at local, national and global levels through our reach, experience and knowledge of the realities children face; work with children and communities to prepare for and respond to crises and to overcome adversity; support the safe and successful progression of children from birth to adulthood.

To fulfil the promise of the 2030 Global Goals, our 5-year Global Strategy is designed to deliver significant change for girls and boys, putting a special emphasis on gender equality. We see clear links between fulfilling children’s rights, achieving gender equality and ending child poverty. Every girl and boy have the right to be healthy, educated, protected, valued and respected in their own community and beyond. We support these rights from when children are born to when they reach adulthood. We work to ensure that girls and boys know their rights, and have the skills, knowledge, and confidence to fulfil them. This approach inspires and empowers children and communities to create long-lasting change. Girls have the power to change the world. Our ambition is to work beside them and together we act so 100 million girls learn, lead, decide and thrive. Our global advocacy work not only focuses on international policy but also ensures national governments can meaningfully implement and uphold laws that advance children’s rights and gender equality at community level. Read more about Plan International's Global Strategy: 100 million Reasons at <https://plan-international.org/strategy>

# Background and Service Requirement

Plan International Liberia, acting as the Principal Recipient under the Global Fund grant, in collaboration with the Ministry of Health (MoH) and the National Diagnostics Division (NDD), is seeking qualified firms to develop, deploy, and support a National Electronic Laboratory Information System (e-LIS). This system will serve to integrate laboratory operations, enhance data management, and ensure timely diagnostics and reporting across Liberia's laboratory network.

**Objectives of the Assignment**

The selected firm shall be responsible for delivering a user-friendly, scalable, and interoperable e-LIS platform that supports sample management, integration with DHIS2 and other health information systems, automated data reporting, and laboratory performance monitoring.

Key objectives include:

* Develop and deploy a comprehensive e-LIS solution.
* Provide interim digital solutions for lower-tier labs.
* Ensure interoperability with national systems.
* Build local capacity for sustainability and ongoing support.

**Refer to Annex A – Terms of Reference (ToR) for full details.**

# ITT Overview and Instructions

## Overview

As part of a competitive process for services, successful Bidder(s) will be expected to enter into a **formal contract** with our organization. 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.

## Instructions to Bidders

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 they provide all the necessary information asked for in the format specified, or risk their offer being rejected. Further details can be found in this, **‘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 are as follows:**

* ANNEX A – Terms of Reference
* ANNEX B – Technical Questions
* ANNEX C – Financial proposal template
* ANNEX D – Supplier Questionnaire
* ANNEX E – Non-Staff Code of Conduct

Bidders are required to submit their proposals inclusive of all Proposal Submission Requirements either:

1. **In hard copy**: in a sealed envelope and dropped into the box situated on the Ground Floor of Plan International Liberia Country Office

OR

1. **Electronically**: via email to [Liberia.procurementinfo@plan-international.org](mailto:Liberia.procurementinfo@plan-international.org) with the subject line: *"ITT for eLIS Liberia – [Firm Name]"*. All files must be in PDF format. If the file size exceeds 10MB, bidders are advised to share download links from secure cloud storage.

**Deadline for submission: 15-09-2025**

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

Each Bidder may submit only one (1) offer.

Unless stated otherwise, all communications from Bidders in relation to this tender, including Clarification Questions, must be directed to [Liberia.procurementinfo@plan-international.org](mailto:Liberia.procurementinfo@plan-international.org) and must include the ITT reference number: PIL-eLIS-001.

# Key Dates and Timelines

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

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Issue of Invitation to Tender | **13-08-2025** |
| Deadline for supplier submission of clarifications questions | 25-08-2025 |
| Deadline for Plan to respond to clarification questions | 05-09-2025 |
| Deadline for submission of offers | **15-09-2025 (17.30 GMT)** |
| Presentation by the Bidding Firms (2 Hr) | **To be communicated to bidders after the submission** |
| Finalization of Service provider Selection by Plan | **30th September 2025** |

# Financial Proposal

Bidders are required to provide financial proposal attached separately in **‘Annex B – Financial Proposal Template’** All prices must be quoted in USD, and exclusive of Value Added Tax (VAT).

Bidders must also specify their payment terms along with the Financial Proposal.

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 ITT.

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

# Confidentiality

The contents of this document are confidential and have been disclosed to you in strict confidence. Bidders 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. Bidders are responsible for any breaches of confidentiality by your team.

# Specification and Scope of Requirement

Firms are invited to propose one or both of the following:

* A comprehensive **e-LIS platform** including system design, deployment, and training.
* An **interim/bridge digital solution** for lower-tier labs with limited infrastructure.

Detailed scope includes:

* System design, infrastructure setup, hosting
* Instrument interfacing and integration (e.g., with GeneXpert, DHIS2, eLMIS)
* Deployment to pilot and scale-up labs (5 pilot labs and 30 national labs)
* User training and support structure
* Offline capability and synchronization
* Backup, system documentation, and sustainability planning

**Refer to Annex A – Terms of Reference (ToR) for full details.**

# Selection Criteria

Bids will be assessed against predetermined criteria which has been developed and agreed by the Procurement Committee prior to launching this ITT. The information gathered in **‘Annex C -Technical Questions,’ ‘Annex B – Financial Proposal Template’** 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:

| **S. No** | **Criteria** | **Documentary Proof to be submitted by Bidder** | **Maximum Score** |
| --- | --- | --- | --- |
| 1 | **Tender Compliance and Completion** | * Satisfactory completion of all documentation requested in with sufficient information submitted no later than the Closing Date specified. * Agreement to Plan mandatory policies as set out in ‘Annex E- Non-Staffs Code of Conduct. | **Pass/ Fail** |
| 2 | **Relevant Experience** | * **10**: > 10 years LIS experience, > 5 national-scale LIS deployments in Sub-Saharan Africa, > 5 positive references. * **7-9**: 8-9 years LIS experience, 3-5 national-scale LIS deployment in Sub-Saharan Africa, >3 positive references. * **4-6**: 6-7 years LIS experience, 1-2 national-scale LIS deployment in Sub-Saharan Africa, >2 positive references. * **1-4**: 5 years LIS/health IS experience with only regional/small-scale projects and ≥ 1 positive reference. * **0**: < 5 years relevant experience or no relevant projects. | **10** |
| 3 | **Functional Compliance** | * **15**: Meets 100% of functional requirements in the ToR AND provides ≥ 3 additional innovative features aligned to LIS objectives AND has an already developed LIS platform with proven deployments that requires minimal customization for Liberia. * **12–14**: Meets 100% of functional requirements AND has an already developed LIS with 10-25% customization needs, and provides 1–2 additional features. * **8–11**: Meets 80–99% of functional requirements AND LIS requires 25-40% customization before deployment. * **4–7**: Meets 60–79% of functional requirements and proposed LIS is under development and will require 41-50% customization. * **1-3**: Meets < 60% of functional requirements and LIS is under development and will require >50% customization. * **0**: LIS is not yet developed and only in conceptual stage. | **15** |
| 4 | **Technical Architecture & Interoperability** | * **10**: Fully modular/scalable, HL7/FHIR/ASTM compliant, proven integration with DHIS2, eLMIS, EMRs, offline sync, multi-device/browser support. * **8–9**: Meets 80–99% of above. * **4–7:** Meets 50–79% of measures. * **1–3:** Meets 30–49% of measures. * **0:** Meets < 30% of measures. | **10** |
| 5 | **Data Security & Privacy** | * **10:** Meets 100% of measures — encryption at rest/in transit, role-based access, audit trails, HIPAA/GDPR compliance, tested in similar projects. * **8-9:** Meets 80–99% of measures. * **4–7:** Meets 50–79% of measures. * **1–3:** Meets 30–49% of measures. * **0:** Meets < 30% of measures. | **10** |
| 6 | **Implementation Methodology & Work Plan** | * **10**: Fully detailed phased plan aligned to ToR timelines, clear milestones, deliverables, risk mitigation, stakeholder engagement plan. * **8–9**: Meets 80–99% of above. * **4–7:** Meets 50–79% of measures. * **1–3:** Meets 30–49% of measures. * **0:** Meets < 30% of measures. | **10** |
| 7 | **Training, Support & Sustainability** | * **10**: Meets 100% of elements — detailed training plan for all user levels, continuous support, sustainability roadmap (5–10 years). * **8-9**: Meets 80–99% of above. * **4–7:** Meets 50–79% of measures. * **1–3:** Meets 30–49% of measures. * **0:** Meets < 30% of measures. | **10** |
| 6 | **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:   * **5:** If headed up by a woman * **4:** women-owned business: A legal entity in any field that is more than 51% owned, managed, and controlled by one or more women. * **3:** % of women in management positions is over 35% * **2:** % of women workers is 55% or above * **1:** If robust gender equality initiatives are in place and active. E.g., gender equality procurement policy, any additional gender-sensitive program implemented. * **0:** No gender responsive mechanism | **5** |
| 7 | **Financial Evaluation** | * Scores will be based on financial proposal   Not necessarily accept the lowest cost offer but best response quote (able to offer the required service in a timely and quality manner) | **30** |

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# Evaluation of Offers

The Procurement Committee 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(s) 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.

# Terms & Conditions

By submitting a Bid as part of this ITT, 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 will include a presentation from the Bidder
* Plan International reserves the right to alter the schedule of ITT and contract awarding
* Plan International reserves the right to cancel this ITT 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 ITT
* 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 ITT 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 ITT dossier. You are aware that failure to submit a proposal containing all the information and documentation expressly required, within the deadline specified, may lead to the rejection of the proposal at Plan International’s discretion
* You are not aware of any corruption practice in relation to this competition. Should such a situation arise, you shall immediately inform Plan International in writing
* You declare that you are affected by no potential conflict of interest, and that you and your 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 then question by Plan International Ltd

# Plan International’s Ethical & Environmental Statement

* The Service provider 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 Service Provider should seek to set reduction targets in areas where the organisation’s activities lead to significant environmental impacts

# Submission Checklist



## List of documents to be submitted

| **S.no** | **Document** | **Form** |
| --- | --- | --- |
| **1** | **Annex A – Terms of Reference (ToR)** | Review the ToR, Sign and Submit along with your bid |
| **2** | **Annex B - Technical Questions** | Please complete with all requested information and submit along with your bid |
| **3** | **Technical Proposal** | a. Cover Letter   * Company name and contact information * Confirmation of understanding and acceptance of RFP terms * Summary of the proposed solution(s) (full e-LIS solution)   1. System Overview: High-level description of the solution, architecture, and key functionalities.   2. System Architecture, Methodology and Deployment Plan: Detailed descriptions and diagrams outlining system deployment, hosting, data security, and interoperability (e.g., with DHIS2).   3. Sustainability and Handover Plan: A plan showing how the system will be fully transitioned to national ownership within 3–5 years.   4. For interim/bridge solutions, vendors should also outline their approach to ensuring sustainability and eventual integration with the full e-LIS, with a preference for low-cost, easily adoptable models that can be phased out or absorbed seamlessly over time. |
| **4** | **Detailed Company profile** | Please attach copy to your application |
| **5** | **Renewed Business License, VAT or Tax Registration** | Please attach copy to your application |
| **6** | **Financial Documents** | Please attach audited accounts, financial statements for 3 years |
| **7** | **Project Organization and Manpower Chart (Key Personnel): CV and certificates to be included** | Please attach copy to your application |
| **8** | **References** | Provide list of minimum 3 clients including name of organization, phone numbers and email address along with reference  Contracts of relevant clients and proof of satisfactory closure of contract |
| **9** | **Annex C – Financial Proposal Template** | Please complete all requested information and submit along with your bid. You are requested to use the Annex C only. |
| **10** | **Annex D - Supplier Questionnaire** | Please complete with all requested information and submit along with your bid |
| **11** | **Annex E - Non-Staff Code of Conduct** | Please sign and date this document and submit along with your bid |