

HANDICAP INTERNATIONAL



Tender Participation File

Implementation of a Digital Planning & Monitoring Box

[Digital PMBox]

202609



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Purchaser identification:

Name: HANDICAP INTERNATIONAL ASBL, member of the network « Humanity & Inclusion » (registered trademarks), a not-for-profit organization, founded on 1998, registered in Luxembourg under RCS F2848 and domiciled at 140, rue Adolphe Fischer L-1521 Luxembourg

Web site: <https://www.handicap-international.lu/>

Handicap International Luxembourg is a member of the federation created in Lyon in 1982, that is an independent and impartial aid and development organization working in situations of poverty and exclusion, conflict and natural disaster.

Our action and campaigning are focused on addressing the essential needs of people with disabilities and vulnerable groups, improving their living conditions, and promoting respect for their dignity and their fundamental rights.

1. Contract description

The objective of this call for tenders is to establish a contract **in November 2026**.

See the “**Appendix 1 - 202608 - Digital PMBox - HI Specifications [Terms of Reference or ToR] - EN**” of the Terms of Reference for further details.

2. General & Specific Conditions

- **General:**

By submitting a bid, tenderers accept without restriction all the specific and general terms and conditions outlined in this participation file as the sole basis for the procurement procedure, regardless of its own terms and conditions, which it hereby waives.

Tenderers shall carefully examine and comply with all instructions, forms, clauses, and specifications mentioned in this participation file.

Submission of a bid which does not contain all the information and documents requested by the deadline indicated may result in rejection of the bid in question.



▪ **Specific:**

The project is currently divided into two packages:

- **Package A:** Phases 1 and 2 - Foundation and Operational
- **Package B:** Phases 3 and 4 - Analysis, coordination and optimisation; Intelligence and continuous improvement

Package B will depend on the results of the pilot at the end of phase 2.

We require the bidder to respond to Package A. Package B is optional; it represents the future vision for the tool.

The contract will be signed for a period covering the performance of Package A services. It will end at the end of the roll out of the package A without there being any need for HI to carry out any form of denunciation.

The pilot for Phase 1 should be operational ideally at the beginning of June 2027.

The terms of payment are 100% by bank transfer within 30 days after the end of the month following receipt of the invoice and after validation of the last deliverable by the referent.

Invoices should be sent by email to accounts.lux@hi.org or via e-invoicing, addressed to "Handicap International asbl".

The prices shall be firm and non-revisable for the duration of the contract.

Tenderers will have to offer a payment schedule that will be based on the milestones of package A for the project. The first invoice must be sent by the end of December 2026.

Tenderers undertake to provide all the services necessary for the implementation and maintenance of the solution in accordance with the terms of reference (**"Appendix 1 - 202608 - Digital PMBox - HI Specifications [Terms of Reference or ToR] - EN"**).

In this capacity, tenderers will have to:

- Assume the coordination and control of services by ensuring that all the necessary means and actions are implemented for Handicap International;
- Assume the coordination and control of the elements provided by Handicap International;
- Take all necessary measures to guarantee the security of the data;



- Lead all the stakeholders in the tenderer's team and coordinate their interventions with the Handicap International team;
- Ask in suitable time for all information and/or documents necessary for the smooth running of the project;
- Organize and participate in project monitoring meetings;
- Work in the spirit of "partnership" with Handicap International;
- Be part of a permanent search for improvement.

In respect of all the services, the tenderer is bound by an obligation of results on:

- Meeting the needs described in these specifications;
- The deadlines for the execution of the services (provide a schedule for the execution and delivery of the services);
- Compliance with contracted service levels.

3. Tendering schedule

This schedule may be freely modified by the organization according to the constraints encountered. Bidders will be informed accordingly.

Steps	Deadline
Publication date of Call for Tenders	02/09/2026
HI receives requests for clarification from Bidders	Until 13/09/2026
Answers sent to all candidates	15/09/2026
Deadline for receipt of bids	30/09/2026 5pm UTC+2
HI requests clarification from bidders ¹	05/10/2026
Response to requests for clarification	07/10/2026
Demonstration phase if applicable (in French or English) *	Mid-October 2026
Awarding of contract	End of November 2026
Start of contractualization	December 2026

**For successful bidders, with a demo dataset provided by HI and the participation of the bidder's future project manager.*

¹ In the interests of transparency and equal treatment, the evaluation committee may ask bidders, in writing, to clarify their bids within 48 hours, without modifying them. None of these requests for clarification should be aimed at correcting any initial errors or omissions affecting the performance of the contract or undermining fair competition



The services will be performed remotely by the contractor and provided **until the operational and maintenance of package A of the pilot.**

4. Eligibility & Obligations

Any individual or group of individuals:

- Having legal recognition of its practices, and being up to date with its social security contributions in its country of professional registration
- And with recognized expertise in the field of publishing and development of project planning & monitoring software
- And who have not benefited from a breach of contract negotiated with HI in the last 2 years, as of the date of this call for tenders.

Any individual or legal entity of any nationality is eligible to apply. However, certain criteria are grounds for exclusion.

Handicap International defines four areas of exclusion for private sector partnerships, which include investment in landmines and cluster bombs, weapons, and tobacco, and those engaged in oil and gas extraction and production.

Thus, the following ethical risk criteria are examined: practices that are or otherwise contrary to HI's principles of inclusion or reinforcing factors of exclusion, active contribution to a conflict, contribution to violations of human rights and fundamental labor rights, responsibility for significant environmental degradation.

In addition, candidates or bidders must not respond to any of the following:

- If they are bankrupt or their affairs are being wound up; their affairs are being administered by the courts; they have entered an arrangement with creditors; they have suspended business activities; they are the subject of proceedings concerning these matters or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
- If they have been convicted of an offence concerning professional misconduct by a judgement which has the force of res judicata.
- If they have been found guilty of gross professional misconduct proven by any means which the contracting authorities can justify.
- If they have not fulfilled their obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country in



which they are established or with those of the country of the contracting authority or those of the country in which the contract is to be executed.

- If they have been the subject of a judgement which has force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the Communities' financial interests.
- If, following another procurement procedure or grant award procedure financed by the community budget, they have been found to be in serious breach of contract for failure to comply with their contractual obligations

The contract will not be awarded to candidates or bidders who, during the procurement procedure:

- are in a situation of conflict of interest
- are guilty of misrepresentation in providing the information required by the humanitarian organization for participation in the contract or fail to provide such information.

By clicking "yes" in the first question in the registration SurveyCTO form, the bidders confirm that they are not in one or more of the situations described above and undertake to send to Handicap International within seven (7) calendar days following receipt of a request from Handicap International any additional documents that Handicap International considers necessary to perform its checks.

➤ **Sub-contracting:**

If the bidder plans to use subcontractors, it commits to Handicap International to:

- Communicate the list of those services that it plans to subcontract
- Obtain HI's formal agreement on the choice of prospective subcontractors
- Obtain HI's agreement on the terms of payment of these sub-contractors
- Send HI its contracts with subcontractors upon request

▪ **Information and advice**

The bidder has a permanent obligation to inform Handicap International without delay in the performance of the services of any event or difficulty likely to compromise the quality, monitoring or guarantee of the services.



5. Participation Procedure

The Call for tenders file consists of the following documents:

- This participation file
- Appendix 1 - Digital PMBox - HI Specifications [Terms of Reference or ToR] - EN
- Appendix 2 - Digital PMBox - Supplier registration preparation - EN
- Appendix 3 - Digital PMBox - HI Acceptance of contracting rules - EN
- Appendix 4 - Digital PMBox - HI Declaration of non-conflict of interests - EN
- Appendix 5 - Digital PMBox - Functional response preparation grid – EN
- Appendix 6 - Digital PMBox - Financial offer preparation matrix – EN
- Appendix 7 - Digital PMBox - Technical and security preparation grid – EN
- Appendix 8 - Digital PMBox - Tenderer clarification questions preparation - EN

The contract templates:

- Contract template 1 - HI - General terms and conditions for the purchase of IT services
- Contract template 2 - HI - General terms and conditions for the purchase of SAAS solutions
- Contract template 3 - HI - Special conditions for the purchase of IT services
- Contract template 4 - HI - Special conditions for the purchase of SAAS solutions
- Contract template 5 - HI - IT Development agreement and associated maintenance

If you have any question about the content of the call for tender, please complete the “Appendix 8 - Digital PMBox - Tenderer clarification questions preparation – EN” and send it by email until the 13th of September to the following address: appel-offre-dpi@hi.org
HI will publish consolidated, anonymised answers to all participating tenderers.



➤ **Submission of applications:**

Those interested in submitting an offer should send by e-mail:
(The subject of the email should read: "Company name" / Response to the Call for Tenders: 202609 PMBOX HI)

- To the following address: **appel-offre-dpi@hi.org**
- Prior² to the deadline mentioned paragraph 3 « Deadline for receipt of bids »
- The following documents:
 - o K-Bis extract less than 6 months old OR any document proving the professional capacity/legal existence of the company/self-employed status
 - o URSSAF certificate of vigilance OR proof that the service provider/consultant is up to date with its tax obligations
 - o List of foreign employees requiring work permits
 - o Company presentation
 - o Proof of professional liability insurance
 - o Finance statements of previous years (Y-1 & Y-2)

Excel templates supplied with the tender package may be used as working and collaboration copies. Final responses shall be submitted through the supplier-specific SurveyCTO forms provided after registration.

Here is the link to the registration form according to the "Appendix 2 - Digital PMBox - Supplier registration preparation – EN":

https://hicollect.surveycto.com/collect/GLB_DPMBOX_supplier_reg_v1

After registration, the bidders will receive an email with the specific forms to complete:

- **Functional requirements:** according to the "Appendix 5 - Digital PMBox - Functional response preparation grid – EN"
- **Technical and security requirements:** according to the "Appendix 7 - Digital PMBox - Technical and security preparation grid – EN"
- **Financial offer:** according to the "Appendix 6 - Digital PMBox - Financial offer preparation matrix – EN"
- **Declarations:** according to the "Appendix 3 - Digital PMBox - HI Acceptance of contracting rules – EN" and "Appendix 4 - Digital PMBox - HI Declaration of non-conflict of interests – EN" (<https://www.hi.org/en/suppliers-form>)

² Any bid received after the deadline will not be considered.



Once all the specific forms are completed, the bidders must submit their final offer and completeness confirmation using a dedicated SurveyCTO form.

These instructions will be sent by email upon completion of the registration form.

Additional documents (provisional calendar, functional requirements for package B, other financial offers...) may be shared by email to the following address: **appel-offre-dpi@hi.org**

Interested parties are invited to submit their best technical and financial offer in compliance with the requirements and presentation template as defined in this paragraph. Any offer not complying with the requirements below will be rejected:

Language: All written documents shall be in English.

Currency unit: All prices shall be expressed in Euros, exclusive of tax. VAT and the total amount inclusive of tax must be specified.

Bid validity: Bids shall remain valid for a period of three (3) calendar months as from the deadline for the receipt of bids.

Amendment or withdrawal of bids: Bidders may modify or withdraw their bids by written notification before the deadline for submission of bids. Tenders may not be modified after this date. Withdrawals will be firm and final and will terminate all participation in the restricted tender procedure.

Costs of preparing bids: None of the costs incurred by bidders in preparing and submitting their bids shall be reimbursable. All these costs shall be borne solely by the bidder.

6. Bid selection Criteria

Proposals will be selected from the information contained in the application form and the documents to be attached. Applicants may also include any documents they wish.

The selection criteria will be:

1. The level of expertise and quality in the field of Project Planning & Monitoring software;
2. Understanding the challenges of the service and response to the needs expressed by Handicap International;
3. The quality of the response;



4. Price;
5. The ability to adapt to the constraints of Handicap International's activities;
6. Technical and functional interoperability with the HI IS;
7. Commitment CSR;
8. Acceptance of HI's standard contracts (contract templates 1 to 5)

These criteria are non-exhaustive, and their weight in the final choice of candidate remains at HI's discretion.

Handicap International reserves the right to negotiate, accept or reject any proposal or quotation at its own discretion and to continue the competitive dialogue for any response it considers advantageous. Handicap International is not bound to accept the lowest price or any other proposal. No proposal may be modified after the closing date of the call for tenders.

Handicap International reserves the right to compile a shortlist of consultants/service providers. Further discussions and a competitive dialogue may then be held with the shortlisted service providers.

Tenders will be evaluated in Lyon by an evaluation committee made up of representatives of Handicap International.

Any bidder who attempts to influence the evaluation committee during the process of evaluating, clarifying, assessing and comparing offers, to obtain information on the progress of the process, or to influence Handicap International in its decision regarding the contract award, will have their offer immediately rejected. No excuses will be accepted for late submissions. Bids arriving after the deadline will be rejected without evaluation.

7. Costs of services

- **Service fees**

In its response, the bidder must follow the model of our financial grid attached in the **“Appendix 5 - Digital PMBox - Functional response preparation grid – EN”**

The bidder will detail the costs and indicate the annual rate.



If desired, the bidder can offer several price versions to optimize license costs. He/She will take care to detail the impacts of each version on our target processes. Only one offer should be submitted using the SurveyCTO form; other versions must be sent by email according to the template.

➤ **Payment method**

- **Billing for services**

Invoices must be sent by email to accounts.lux@hi.org addressed to "Handicap International asbl" in Luxembourg and mention the reference "Digital PMBOX project".

It will be possible to send invoices via a dematerialization tool.

- **Payment schedule**

The service provider will detail its billing schedule.

Ideally, the payment schedule offered by HI is as follows for each lot:

- 20% of the amount at the signing of the contract
- 50% of the amount upon delivery of deliverables
- 30% of the amount after a 3-month validation phase

- **VAT & taxes**

Bidders' invoices must be in euros including all taxes (VAT and other taxes if applicable).

8. Cancellation of a call for tender procedure

In the event of the cancellation of a call for tender procedure, bidders shall be informed by Handicap International.

A cancellation may occur when:

1. The tendering procedure has been unsuccessful, i.e. Handicap International has received no valid or financially viable bids, or no bids at all.
2. The project's economic or technical parameters have been fundamentally modified.
3. Exceptional circumstances or force majeure makes the normal execution of the project impossible.



4. All technically compliant bids exceed the available budget.
5. Irregularities have occurred in the procedure, especially if these have prevented fair competition.

In no circumstances shall Handicap International be liable for damages of any kind (most particularly damages for loss of profits) in the event of the cancellation of a call for tenders, even if Handicap International has been warned of the possibility of damages.

The publication of a purchase notice does not commit Handicap International to implementing the announced programme or project.

9. Awarding of contract

The contract will be awarded to the bid that is both technically and administratively compliant and the most economically advantageous, considering the quality of the services offered, the bid price, and total acquisition cost.

To support the project schedule, Handicap International intends to base the contracting process on the contract templates provided and listed below. If bidders wish to negotiate a clause in HI's contracts, this must be clearly indicated in the response in the "Contract-template acceptance" section.

These may be supplemented or amended following discussions with the successful tenderer.

A more in-depth exchange on the contracts will take place from the presentation phase onwards.