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| Request for proposals (RFP)  Payroll provider Services for Gavi Alliance  062-2025-GAVI-RFP  ISSUE DATE: 26.05.2025  CLOSING DATE AND TIME: 02.07.2025 |

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| 062-2025-GAVI-RFP |

Table of Contents

[Part 1: Introduction 3](#_Toc46500329)

[Part 2: Gavi’s Requirements 4](#_Toc46500330)

[Part 3: Evaluation and Scoring Approach 6](#_Toc46500331)

[Part 4: Bid Submission 10](#_Toc46500332)

[Part 5: RFP Instructions and Rules 13](#_Toc46500333)

[Part 6: Annexes 18](#_Toc46500334)

[Annex A: Proposed Contract 18](#_Toc46500335)

[Annex B: Pricing Schedule Template 19](#_Toc46500336)

[Annex C: Submission Checklist 20](#_Toc46500337)

1. Introduction

The Gavi Alliance (“Gavi”), invites qualified bidders (herein after called “Bidder” or “Bidders”) to submit offers, consisting of a technical and a financial offer, together with any supporting documents (herein after called the “Proposal” or “Proposals”) for the provision of the requirements defined in this RFP document. In order to prepare a responsive Proposal, Bidders must carefully review and understand the contents of this covering letter, parts 1–6 of this **RFP and the following key dates**:

|  |  |  |
| --- | --- | --- |
| Procurement Activity | Responsible Party | Due Date |
| RFP Issue Date | Gavi | 26 May. 25 |
| Intent to Participate due | Bidder | 20 Jun. 25 |
| Final date for submitting Questions | Bidder | 20 Jun. 25 |
| Gavi Response to Questions | Gavi | 24 Jun. 25 |
| Bid submission deadline (CET) | Bidder | 02.07.2025 24:00 (CET) |
| Estimated Contract Award Date | Gavi | 31 Jul. 25 |
| Estimated Contract Start Date | Gavi | 01 Aug. 25 |

The proposed timeline set out above indicates the process Gavi intends to follow. If there are any changes to this time plan, Gavi will notify all Bidders of this in writing.

1. Gavi’s Requirements

## Background

## Gavi Mission

Gavi, the Vaccine Alliance is a public-private partnership that helps vaccinate more than half the world’s children against some of the world’s deadliest diseases. The Vaccine Alliance brings together developing country and donor governments, the World Health Organization, UNICEF, the World Bank, the vaccine industry, technical agencies, civil society, the Bill & Melinda Gates Foundation and other private sector partners. View the full list of donor governments and other leading organisations that fund Gavi’s work [here](https://www.gavi.org/investing-gavi/funding/donor-profiles). Since its inception in 2000, Gavi has helped to immunise a whole generation – over 1 billion children – and prevented more than 17.3 million future deaths, helping to halve child mortality in 78 lower-income countries. Gavi also plays a key role in improving global health security by supporting health systems as well as funding global stockpiles for Ebola, cholera, meningococcal and yellow fever vaccines. After two decades of progress, Gavi is now focused on protecting the next generation, above all the zero-dose children who have not received even a single vaccine shot. The Vaccine Alliance employs innovative finance and the latest technology – from drones to biometrics – to save lives, prevent outbreaks before they can spread and help countries on the road to self-sufficiency.

Learn more at www.gavi.org.

## Gavi Project

Gavi looks to partner with an experienced and capable international payroll provider to enhance its payroll and employee administration area.

Gavi has a specific International Organisation status in Switzerland as per the seat agreement with the Swiss Confederation. This means that Gavi and its employees are not subject to Swiss local tax and social security/pension systems. This means that the future selected provider does not need to have knowledge of Swiss local payroll application, but at the same time, needs to be flexible to manage Gavi specific pay and benefits rules.

## Scope of Work

The requirement involves the following key activities:

1. **Payroll:**
   1. **Accurate payroll calculations:**

Gavi expects to minimize internal calculations of the payroll, relying on accurate and timely calculations from the provider. We expect to only communicate the changes to the work relations (e.g. FTE rate, start and end date of employment, etc.) and changes in family status (which impact health insurance premiums), and have the payroll calculations done by the payroll provider. To ensure this, the provider must set up robust payroll database on their end to count for the following rules:

* + - * Tax rate – in view of exemption from the national tax/social security systems, Gavi introduced an internal taxation scheme, based on progressive scale applied on employees’ salaries and other wage types Gavi considers subject to the internal tax deduction.
      * Health insurance premiums – Gavi uses flat rates for Employee and Employer contributions per adult/child, the provider must have a way to calculate those (including retroactive adjustments) depending on the family constitution.
      * Adjustments for FTE change: in case the employee changes their FTE rate, the payroll provider must be able to adjust the salary and related deductions/contributions, including retroactively.
      * Long-term sick leave – Gavi has an income protection plan for the cases of the long-term sickness, inclusive partial disability situations, where salary is paid on a pro-rata basis based on the level of work/sickness ratio. The payroll provider must be able to track the duration of the sick leave, and its rate based on the input from Gavi, and calculate the salary accordingly.
      * Annual Leave payout upon termination. Gavi expects the payroll provider to be able to calculate correctly the payout due to an employee based on the accrued vacation balance and the salary amount.
      * Unpaid leave. Be able to apply the rules for the unpaid leave based on the instructions from HR and keep track of people on unpaid leave for reporting purposes.
      * Overall – keep track of start and end dates of the employment changes (unpaid leave, long-term sickness, acting allowance, temporary FTE change, etc.)
      * Other benefits and allowances. Gavi expects the payroll provider to be able to apply calculation rules for other standard monetary benefits and allowances, enabling them to calculate payroll correctly, based on the instructions from the HR. (for example, if someone is leaving Gavi, we inform the payroll provider that the person is eligible for repatriation grant payout, and the payroll provider applies the amount based on the rules).
      * Payslip generation – produce monthly payslips for individual employees with the details of their monthly pay and deductions as per the defined and agreed template, distribute them to employees (either via Gavi’s HRIS or provider’s own platform, as agreed).

Gavi expects the payroll provider to advise on any potential anomalies and flag inconsistencies based on the payroll information to avoid errors, i.e. controlling function, not just execution.

* 1. **Effective Retroactive Payments Management**
     + The system must be capable of handling retroactive adjustments with minimal manual input.
     + Retro-payments must be distinctly itemized in the payroll and clearly presented on both payslips and reporting journals.
     + Retroactive entries should be traceable and auditable, with visible breakdowns by month.
  2. **Correct Application of Payroll Codes and Wage Types**
* Built-in system validations must prevent the incorrect selection of wage types or payroll codes.
* The solution should support logic-driven classification to maintain payroll integrity and compliance.
* Easy way to manage wage types, in case a new one needs to be added.
  1. **Payslip Clarity and Presentation**
* Payslip can be customized to ensure clarity and Gavi branding.
* Display all payment components, including exceptions and corrections clearly (including retroactive calculations, one off and exceptional payments).
* Avoid formatting issues and personal data errors (e.g., name misspellings).
* Ability to add custom messages on a payslip both for all population and individually or to a defined group.
* Ability to provide (upon request or otherwise (e.g. access to download functionality)) payslips for specific employee(s) for specific time.

1. **Year-end certificates for employees.**

* Annual salary certificates per employee as per defined format.
* Total rewards statement per employee as per defined format.

1. **Reporting**
   1. **Comparative and Cumulative Journals (reports).**

* Monthly reports that would allow to compare payouts month-to-month with a clear visibility on the variance, as well as displaying cumulative payouts for a year by month and wage type.
  + Highlight changes from prior month.
  + Clearly separate retroactive entries per month.
  + Provided in 2 formats: editable (excel) and fixed for audit purpose (pdf).
  1. **Accounting reports.**

Monthly reports for accounting purposes aggregated by cost center

* 1. **Gavi cockpit.**
* Provide an employer dashboard with predefined KPIs for monitoring. E.g. PowerBI dashboard with monthly payroll amount (by certain key wagetypes), number of payslips issued, total cost for employer (monthly and YTD), etc.
* SLA reporting.

1. **System integration**
   1. **Gavi’s HRIS.**

* Monthly upload of the employee payslip per person using secure FTP server (requirements to be defined later by the KMTS team).
* Integration with SAP to upload accounting data automatically to avoid any manual manipulation and using up to 3 financial dimensions (requirements to be defined later by the finance team).
* Establish secure data exchange mechanism (portal, sftp) – to be defined later by the Gavi internal IT department).
* Potentially integration with PowerBi for dashboard and reporting, if not available through provider’s own functionality.
* Integration with the banking portal for automatic upload

1. **Other administrative tasks**

* Run regular employee campaigns (either using own data system or HRIS): employee address – to validate employees’ home address; health insurance coverage option selection (annually); education allowance campaign – to collect requests and reconcile the amounts for previous school year, process payments through the payroll, etc.
* Provide response to employees’ questions related to compensation/payroll.
* Issue attestations to the employees upon request.
* Manage sick leaves, parental leaves. (keeping track of the duration and apply for payroll, either through own platform or Gavi’s HRIS).
* Support in HRIS administration (e.g. registering CDLs). Validate data accuracy (as an additional control on data accuracy).

1. **Efficient Cut-Off and Late Submission Management**

* The payroll process must be flexible enough to accommodate late inputs such as salary adjustments due to long term sick leave notifications or adjustments after cut-off.
* These changes should be reflected in the payroll cycle efficiently, avoiding over- or underpayments.

1. **Service and Support**

* Dedicated support contact or team for issue resolution.
* SLAs for response times and payroll corrections.
* Clearly defined escalation protocols.

**11. Compliance & Data Security**

* Ensure compliance with HR Manual.
* Provide secure access control, audit logs, and data encryption in transit and at rest.

## Deliverables

The following deliverables shall be produced through the completing these tasks:

Monthly Payroll Reports:

* Detailed payroll processing reports each month, including breakdowns of salaries, taxes, deductions, and contributions.
* Summary of payroll costs and compliance status for each payroll cycle.

Annual Review and updates and Payroll Adjustments: Documentation of changes to health insurance premiums and any other payroll-related adjustments impacting employee net pay, updated as necessary throughout the year.

Data Security Compliance Report: Quarterly reports confirming adherence to data protection standards and privacy regulations, with an outline of any security incidents or breaches.

End-of-Year Payroll Summary Report:

* Comprehensive summary of annual payroll processing, including total salaries paid, deductions, and contributions.
* Summary of compliance activities, highlighting any issues encountered and resolved throughout the year.

## Key Dates

The following key dates apply:

* 31/08/2025 – Initial handover and provider’s internal system set-up concluded.
* 30/09/2025 – First payroll processing cycle completed by the provider, including the calculation and submission of taxes, benefits, and contributions.

## Location of the Work

Due to its specific nature, Gavi does not require the payroll provider to be in Geneva, or any other specific place. The scope of work can and shall be performed remotely, with the payroll provider working from their designated offices. However, if necessary, some activities, such as training sessions or troubleshooting, may occur at Gavi’s headquarters in Geneva or via virtual meetings, depending on the requirement.

## Work Context

The tasks shall be performed for the Human Resources and Finance teams under the supervision of HR Services and Finance Manager in collaboration with the IT department for system integration and the legal team for compliance.

1. Evaluation and Scoring Approach

Gavi will base its initial evaluation on the Proposals submitted in response to the RFP.

In deciding which Bidders/s to shortlist, Gavi will consider the results of the evaluation of each Proposal and the following additional information:

1. Each Bidder’s understanding of the Requirements, capability to fully deliver the Requirements and willingness to meet the terms and conditions of the Proposed Contract; and
2. The best value for money over the whole life of the services.

In deciding which Bidder/s to shortlist, Gavi may consider any of the following additional information:

1. The results from past performance reference checks and any other due diligence.
2. The ease of negotiations with a Bidder based on that Bidder’s feedback on the Proposed Contract (where these do not form part of the weighted criteria);
3. Any matter that materially impacts on Gavi’s trust and confidence in the Bidder; and
4. Any other relevant information that Gavi may have in its possession.

Gavi will advise Bidders if they have been shortlisted. Being shortlisted does not constitute acceptance by Gavi of the Bidder’s Proposal, or imply or create any obligation on to Gavi to enter into negotiations with, or award a Contract for delivery of the Requirements to any shortlisted Bidder/s.

## Evaluation Committee

Gavi will convene an evaluation committee comprising members chosen for their relevant expertise and experience. In addition, Gavi may invite independent advisors to evaluate any Proposal, or any aspect of any Proposal.

## Evaluation Model

The evaluation model is based on the weighting under section 3.5 (Evaluation Criteria).

1. Gavi will first assess all bidders against the Pass/Fail Qualifying Criteria in Section 3.4 and bidders that do not meet the required criteria will be disqualified.
2. Bidders passing the Qualifying Criteria will then be evaluated against the Technical Evaluation Criteria in section 3.5.1. Proposals must meet the minimum threshold defined in Section 3.5.1, “Technical and Sustainability Evaluation Criteria”.
3. Bidders passing the minimum technical score will then be evaluated against the Financial Evaluation Criteria in Section 3.5.2. The maximum number of financial evaluation points will be allocated to the lowest priced Financial Proposal. Financial Proposals from other bidders will receive points in reverse proportion according to the following formula: [maximum number of points for the Financial Proposal] x [lowest price] / [price of Proposal being evaluated].

## Two-Envelope System

Members of the technical evaluation committee will score each Proposal based on the weighted Technical Criteria listed below (Section 3.4). Proposals will then be ranked according to their technical scores. Proposals that meet the required technical minimum shall then be progressed to the financial evaluation stage whereby different members of the tender evaluation committee shall conduct an assessment based on the weighted Financial Criteria shown below. Collectively the tender evaluation committee will then determine which Proposals to shortlist/select based on best value for money over the whole-of-life of the Contract.

## Qualifying Criteria

Each Proposal must meet all of the following Qualifying Criteria. Proposals which fail to meet one or more will be excluded from further consideration.

Bidders who are unable to meet all the Qualifying Criteria should conclude that they will not benefit from submitting a Proposal. The Qualifying Criteria for this procurement are:

***Please ensure that the Cover Letter includes the requested documents and confirmation:***

| No. | Criteria/Sub-criteria |
| --- | --- |
| 1. | **Corporate Social Responsibility** |
| a) | Bidders must provide a copy of their Corporate Social Responsibility Policy or documentation to demonstrate their commitment to sustainability, diversity, inclusion and the environment. |
| 2. | **Financial Stability** |
| a) | Bidders must provide the past three years’ Financial Statements: namely: auditor’s page, income/P&L, balance sheet and cash flow. |
| 3. | **Reference contacts** |
| a) | Bidders must be able to provide at least three reference contacts within their proposal who can verify their experience, reliability, and success in providing payroll services. These contacts should be from companies with similar needs and size to our organisation and who have worked with the bidder for a minimum duration (e.g., 2-3 years). Each reference should include the contact’s name, title, company name, phone number, and email address. |
| 4. | **Company Experience and Expertise** |
| a) | At least 5 years in Business: Demonstrated history of providing payroll services. |
| b) | Relevant Industry Experience: Experience working with companies of a similar size (approx.. 500 employees minimum) |
| c) | Client Retention Rate: High client retention over multiple years. |

## Evaluation Criteria

Each criterion will carry the weight indicated in the sub-weight column.

### Technical and Sustainability

The technical and sustainability criteria for this procurement are:

| No. | Criteria/Sub-criteria | Sub-weight (%) |
| --- | --- | --- |
| 1. | **Technical approach** | 15% |
| a) | Understanding of the requirements |
| b) | Proposed approach, methodology and workplan |
| c) | Identification of critical success factors |
| 2. | **Expertise and qualifications of Bidder personnel** | 15% |
| a) | Quality of core team members: tenure, qualifications, experience, team structure (backup), contingency |
| b) | Quality of account manager/team lead: experience, tenure |
| c) | Account Management: Bidders must provide a dedicated account manager or support team with clearly defined response times and escalation processes. |
| d) | Implementation Support: Bidders should describe a clear and efficient process for transitioning payroll services, including a dedicated implementation team. |
| 3. | **Technical Support and Service Level Agreement (SLA)** | 10% |
| a) | Support Availability: availability during agreed payroll period (including technical support, account manager, payroll process team/person). |
| b) | Service Reliability and Uptime: The solution must maintain a minimum of 99.9% uptime, with clear systems in place for ensuring reliability. |
| c) | Training and Onboarding Support (if required, depending on final solution design): Providers should offer comprehensive training for HR administrators including user guides, webinars, or on-site support during the initial implementation. |
| D) | The provider should be able to work against a pre-agreed SLA, have means of tracking and auditing errors |
| 4. | **Experience and capabilities (organisation)** | 15% |
| a) | Proven experience in providing payroll services of similar scope and scale. |
| b) | Reference list (including NGOs) and feedback |
| c) | Certifications |
| d) | Other administrative tasks (as per requirements in the RFP) |
| e) | Tax and Regulatory Compliance: Bidders must demonstrate a proven record of compliance with relevant tax laws and regulations. |
| f) | Accuracy in Payroll Processing: Bidders must describe their systems, controls and processes to ensure payroll accuracy and quick resolution of errors. |
| g) | Audit Support: Bidders should demonstrate their ability to provide necessary audit trails, reporting, and support during audits. |

|  |  |  |
| --- | --- | --- |
| 5. | **Technology and System Capabilities** | 10% |
| a) | Platform Compatibility: Compatibility with existing HR or ERP systems and ease of integration. |
| b) | Data Security Standards: Compliance with applicable data protection rules and standards (e.g., GDPR, local regulations). |
| c) | User Interface: Intuitive and user-friendly interface for administrators. |
| d) | Reporting capabilities |
| 6. | **Sustainability and Environmental Impact** | 5% |
| a) | Eco-friendly Infrastructure: Preference for providers using green data centers, low-impact cloud services, or energy-efficient infrastructure. |
| b) | Paperless Processes: Solutions that minimize paper use through digital payroll processing, electronic payslips, and online reporting. |
| c) | Social Equity and Community Engagement: Initiatives focused on employee well-being, diversity, inclusion, and community involvement. |
|  | Total Weight: | 70/100 |

### Financial

For the purposes of evaluation, all financial Proposals will be converted into United States dollars (USD).

**Please ensure to use ONLY the template under Annex B for the Financial Proposal submission.**

The financial criteria for this procurement are:

| No. | Criteria/Sub-criteria | Sub-weight (%) |
| --- | --- | --- |
| 1. | **Financial evaluation points** | 30% |
| a) | Points for the financial Proposal being evaluated = [Maximum number of points for the financial Proposal] x [lowest price] / [price of proposal being evaluated]. |
|  | Total Weight: | 30/100 |

## Additional Information

Gavi may request additional information from Bidders to assist with the further evaluation of Proposals. Such information may include data, discussions or presentations to support part of, or the entire RFP. Bidders or their representatives must be available to provide any such additional information during the evaluation process.

## Due Diligence

In addition to the above, Gavi may undertake due diligence processes in relation to shortlisted Bidders. The findings will be considered in the evaluation process. Should Gavi decide to undertake due diligence, shortlisted Bidders will be provided with reasonable notice. The associated information requirements are set out at Section 4.4 – Due Diligence Submissions.

## Negotiations

Gavi may invite a Bidder to enter negotiations with selected Bidders with a view to award a contract. Where the negotiations are unsuccessful, Gavi may discontinue negotiations with a Bidder and at its discretion initiate negotiations with a different Bidder. Gavi may initiate concurrent negotiations with more than one Bidder. In concurrent negotiations, Gavi will treat each Bidder fairly and:

1. Prepare a negotiation plan.
2. Advise each Bidder it wishes to negotiate with, that concurrent negotiations will be carried out; and
3. Hold separate negotiation meetings.

Each Bidder agrees that any legally binding contract entered into between the Successful Bidder and Gavi will be essentially in the form set out in Part 6 – Proposed Contract.

## Notification of outcome

At any point after conclusion of negotiations, but no later than 30 business days after the date the Contract is signed, Gavi will inform all unsuccessful Bidders.

## Bidder debrief

A high-level debrief on a bid’s relative strengths and weaknesses can be requested by email to [procurement@gavi.org](mailto:procurement@gavi.org) with the subject line “062-2025-GAVI-RFP– Debrief – [Bidder Name]”.

The relative strengths and weaknesses of the bid can be discussed, however Gavi is under no obligation to share exact scores, rankings or details of any other bid, including the winning bid.

1. Bid Submission

## Preliminary Information

This section sets out the necessary preliminary information for Bidders to submit in consideration for delivering the Requirement against any resultant Contract.

### 4.1.1 Intent to Participate, Acceptance of Confidentiality requirements and Conflict of Interest Declaration

Bidders are required to acknowledge their acceptance of the instructions and rules pertaining to this tender. Bidders are also required to provide the contract information for a representative who will be the point of contact for all matters relating to the RFP, no later than the Due Date for submission of Preliminary Information set out at Part 1 – RFP Timeline and Key Dates. Bidders are required to maintain confidentiality in all matters relating to this RFP and shall not disclose confidential information in connection with the RFP to any third party without prior written consent of Gavi.

Each Bidder must complete the Conflict of Interest online declaration and must immediately inform Gavi should a Conflict of Interest arise during the RFP process. A Conflict of Interest may result in the Bidder being disqualified from participating further in the RFP. This declaration must be provided to Gavi no later than the Due Date for Preliminary Information set out at Part 1 – RFP Timeline and Key Dates.

The Intent to Participate and Conflict of Interest Declaration form can be accessed via the following link: [Gavi Supplier Declaration Form](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fapp.azavista.com%2Fw%2Fevent%2F66f94f88722759dc131a802f%3Fclear%3Dtrue&data=05%7C02%7Cvrugi%40gavi.org%7C68e21eb35f3447ade17808dce1728675%7C1de6d9f30daf4df6b9d65959f16f6118%7C0%7C0%7C638633129236384200%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=C8ua2%2FW0zdjUWh875VLmFtvuCnxk3RPy%2F0AamtlAePc%3D&reserved=0)

## Technical Proposal

Bidder’s must ensure that the Technical Proposal is provided within dedicated electronic document/file and that no financial information whatsoever is contained within. This is to ensure pricing information cannot be viewed when the Technical Proposal is under evaluation.

## Financial Proposal

Bidders should submit the following financial information with their Financial Proposal:

### 4.3.1 Pricing Information

Financial Proposals submitted by Bidders must meet the following submission requirements:

1. Be provided using the pricing schedule template provided at Annex B of this RFP.
2. Provide all price information net of tax.

Gavi’s Headquarters Agreement with the Swiss Government: Gavi is exempt from VAT, as well as customs taxes and duties in Switzerland. Consequently, your prices will have to be submitted to us net of any tax and in USD. The necessary documents will be sent to the selected provider(s) upon the ordering procedure.

1. Prices should be tendered in United States dollars (USD). Prices submitted in any other currency will be evaluated based on the Gavi prescribed exchange rate of the closing of the bid date as the financial evaluation of the bids is completed in USD. Final contractual payments will be agreed by the parties during contract negotiations and can be made in the following Gavi accepted currencies:

* United States dollars (USD)
* Swiss francs (CHF)
* Euros (EUR)
* Australian dollars (AUD)
* Canadian dollars (CAD)
* British pounds (GBP)
* Norwegian krone (NOK)
* Japanese yen (JPY)

1. The pricing schedule should show a breakdown of all costs, fees, expenses and charges associated with the full delivery of the Requirements over the whole-of-life of the Contract. It must also clearly state total fixed costs, total variable costs and the total Contract price.
2. All unit rates on which the price is based should be specified.
3. Submitted rates and prices shall be deemed to include all costs, insurances, taxes, fees, expenses, liabilities, obligations risk and other things necessary for the performance of the requirement. Any additional charge not stated in the Proposal will not be allowed as a charge against any transaction under any resultant contract.
4. In preparing their Financial Proposal, Bidders should take into consideration all risks, contingencies and other circumstances relating to the delivery of the Requirements and include adequate provision in the Proposal and pricing information to manage such risks and contingencies.
5. Bidders should provide a narrative of all assumptions and qualifications made about the delivery of the Requirements, including in the financial pricing information. Any assumption that Gavi or a third party will incur any cost related to the delivery of the Requirements should be stated, and the cost estimated if possible.
6. Where a Bidder has an alternative pricing template (i.e. a pricing approach that is different from the Gavi pricing schedule) it should be submitted as an alternative pricing schedule. However, the Bidder must also submit the Gavi pricing schedule.
7. Where two or more Bidders intend to submit a joint or consortium Proposal, the pricing schedule should include all costs, fees, expenses and charges chargeable by all Bidders.

## Due Diligence Submission

Selected bidders may be asked to provide any of the following information to facilitate Gavi due diligence processes:

1. Completed Vendor Form.
2. Certificate of incorporation.
3. Proof of bank account and details.
4. Audited financial statements for the past three years inclusive of auditor’s page, income/P&L, balance sheet and cash flow.
5. Resumés of key management and/or project personnel.
6. Proof of ownership structure.
7. References from previous customers (preferably international organisations).
8. Additional information if/as required e.g. test products, site visits, police checks for named personnel.

## Proposal Submission

Bidders must submit a copy of their Proposal to Gavi by email to: [procurement@gavi.org](mailto:procurement@gavi.org)

The subject heading of the email shall be **“062-2025-GAVI-RFP– Technical Proposal - [Bidder Name]” and “062-2025-RFP-Gavi – Financial Proposal - [Bidder Name]”.** Bidders may submit multiple emails (suitably annotated – e.g. Email 1 of 3) if the attached files are too large to suit a single email transmission.

Please ensure that the different Proposal elements are returned in either MS Office Format or PDF.

1. RFP Instructions and Rules

## Requests for Clarification

Bidders may submit requests for clarification of the solicitation documents and direct any questions regarding the RFP content or process to [procurement@gavi.org](mailto:procurement@gavi.org) using the subject line, “062-2025-GAVI-RFP– Clarification – [Bidder Name]” using the Q&A template below.



All questions and requests for clarification must be submitted in writing to [procurement@gavi.org](mailto:procurement@gavi.org). Direct communications with Gavi personnel are not permitted, and Gavi reserves the right to disqualify Proposals that do not comply with this requirement. Questions should be submitted by the deadline set out in Part 1 – RFP Timeline and Key Dates. Gavi will respond to submitted questions and share responses (anonymously) with all Bidders who have submitted their Intent to Participate to ensure transparency and fairness. Gavi retains the right to answer questions received after the deadline, when deemed necessary and beneficial for the outcome of the RFP.

## Gavi Clarifications

Gavi may, at any time, request any Bidder to clarify their Proposal or provide additional information about any aspect of their Proposal. Gavi is not required to request the same clarification or information from each Bidder.

Bidders must provide the clarification or additional information in the format requested. Bidders will endeavour to respond to requests in a timely manner. Gavi may take such clarification or additional information into account in evaluating the Proposal.

Where a Bidder fails to respond adequately or within a reasonable time to a request for clarification or additional information, Gavi may cease evaluating the Bidder’s Proposal and may exclude the Proposal from the RFP process.

## Acceptance of Proposals

Proposals may be for all or part of the Requirement and may be accepted by Gavi either wholly or in part.

Gavi is under no obligation to accept the lowest priced Proposal or any Proposal, and reserves the right to reject any Proposal including those that are incomplete, conditional or do not comply with the RFP.

### Late Proposals

Bidders are responsible for submitting their Proposals on or before the RFP closing date and time in accordance with Part 1 – RFP Timeline and Key Dates. Any Proposal received by Gavi later than the stipulated RFP closing date and time will not be evaluated by Gavi.

### Withdrawal

Proposals may be withdrawn at any time prior to the RFP closing date and time by written notice to Gavi.

### Alternative Proposals

Bidders may submit alternative Proposals it they feel it may offer Gavi additional benefits while still complying with the RFP requirements. Gavi reserves the right to accept or reject any proposed alternative either wholly or in part.

### Validity of Proposals

Proposals submitted in response to this RFP are to remain valid for a period of no less than ninety (90) days from the RFP closing date.

## No representation or Warrantee

Gavi shall take all reasonable care to ensure that the RFP is accurate, however Gavi gives no representation or warranty as to the accuracy or sufficiency of the contained information and that all Bidders will receive the same information. Bidders are required to read and fully understand all conditions, risks and other circumstances relating to the proposed contract prior to submitting a Proposal.

## Costs of Preparing Proposals

The issuance of this RFP in no way commits Gavi to make an award nor commits Gavi to pay any costs or expenses incurred in the preparation or submission of Proposals or quotations. Bidders are solely responsible for their own expenses, if any, in preparing and submitting a Proposal to this tender

## Confidentiality

Bidders must not, without Gavi prior written consent, disclose to any third party any of the contents of the RFP documents. Bidders must ensure that their employees, consultants and agents also are bound and comply with this condition of confidentiality.

This entire RFP and all related discussions, meetings, exchanges of information and subsequent negotiations that may occur are confidential, and are subject to the confidentiality terms and conditions of the Intent to Participate.

Gavi and Bidder will each take reasonable steps to protect confidential information and without limiting any confidentiality undertaking agreed between them, will not disclose confidential information to a third party without the other’s prior written consent. Gavi and Bidder may each disclose confidential information to any person who is directly involved in the RFP process on its behalf, such as officers, employees, consultants, contractors, professional advisors, evaluation panel members, partners, principals or directors, but only for the purpose of participating in the RFP. Gavi may also share Bidder information provided in connection with this RFP with The Global Fund, and relevant partner and government agencies.

## Ownership of documents

Ownership of contents within the successful Proposal remain the property of Gavi or its licensors. However, the selected bidder grants to Gavi a non-exclusive, non-transferable, perpetual licence to retain, use, copy and disclose information contained in the Proposal for any purpose related to the RFP process.

## Third-party information

Each Bidder authorises Gavi to collect additional information, except commercially sensitive pricing information, from any relevant third party (such as a referee or a previous or existing client) and to use that information as part of its evaluation of the Bidder’s Proposal. Each Bidder is to ensure that all referees listed in support of its Proposal agree to provide a reference. To facilitate discussions between Gavi and third parties each Bidder waives any confidentiality obligations that would otherwise apply to information held by a third party, with the exception of commercially sensitive pricing information.

## Ethics

Bidders must not attempt to influence or provide any form of personal inducement, reward or benefit to any representative of Gavi in relation to the RFP. Gavi reserves the right to require additional declarations, or other evidence from a Bidder, or any other person, throughout the RFP process to ensure probity of the RFP process.

## Anti-collusion and bid rigging

Bidders must not engage in collusive, deceptive or improper conduct in the preparation of their Proposals or other submissions or in any discussions or negotiations with Gavi. Such behaviour will result in the Bidder being disqualified from participating further in the RFP process. In submitting a Proposal, the Bidder warrants that its Proposal has not been prepared in collusion with a competitor. Gavi reserves the right, at its discretion, to report suspected collusive or anti-competitive conduct by Bidders to the appropriate authority, and to give that authority all relevant information, including a Bidder’s Proposal.

## No binding legal relations

Neither the RFP nor the RFP process creates a process contract or any legal relationship between Gavi and any Bidder, except in respect of:

1. The Bidder’s declaration in its Proposal;
2. The Proposal Validity Period; and
3. The Bidder’s statements, representations and/or warranties in its Proposal and in its correspondence and negotiations with Gavi.

No legal relationship is formed between Gavi and any Bidder unless and until a Contract is entered into between those parties.

## Exclusion

Gavi may exclude a Bidder from participating in the RFP if Gavi has evidence of any of the following, and is considered by Gavi to be material to the RFP:

1. The Bidder has failed to provide all information requested, or in the correct format, or materially breached a term or condition of the RFP;
2. The Proposal contains a material error, omission or inaccuracy;
3. The Bidder is in bankruptcy, receivership or liquidation;
4. The Bidder has made a false declaration;
5. There is a serious performance issue in a historic or current contract delivered by the Bidder;
6. The Bidder has been convicted of a serious crime or offence;
7. There is professional misconduct or an act or omission on the part of the Respondent which adversely reflects on the integrity of the Bidder;
8. The Bidder has failed to pay taxes, duties or other levies;
9. The Bidder represents a threat to national security or the confidentiality of sensitive government information; and/or
10. The Bidder is a person or organisation designated as a terrorist by any authority.

## Gavi’s additional rights

Despite any other provision in the RFP Gavi may, on giving due notice to Bidders:

1. Amend, suspend, change the closing date or time, cancel or re-issue the RFP, or any part of the RFP without prior notice, explanation or reasoning;
2. Make any material change to the RFP (including any change to the RFP dates, Gavi’s Requirements or Evaluation and Scoring Approach), while Bidders shall be given a reasonable time within which to respond to the change;
3. Award a contract on the basis of initial offers received, without discussions or requests for best and final offers;
4. In exceptional circumstances, accept a late Proposal where it considers that it will not affect the fairness of the RFP process to other Bidders;
5. Accept or reject any non-compliant, non-conforming or alternative Proposal;
6. At its discretion, not provide a response to any question arising submitted by a bidder;
7. Waive irregularities or requirements in or during the RFP process where it considers it appropriate and reasonable to do so;
8. Select any individual element/s of the requirements offered in a Proposal that is/are capable of being delivered separately; and/or
9. Select two or more Bidders to deliver the requirements in the RFP.

## Governing Law

The terms of this RFP shall be interpreted and applied in accordance with their true meaning and intended effect independently of any system of national law, whether federal or state law. If a dispute or complaint is submitted to any mode of resolution and there is a need to refer to any law, the relevant Swiss law shall apply. No legal relationship is formed between Gavi and any Bidder unless a contract is entered into with a successful bidder.

## Settlement of Disputes

## Any Disputes arising out of this RFP shall be settled through a neutral mediator/conciliator in accordance with the conciliation rules adopted by the United Nations Commission of International Trade Law (UNCITRAL Conciliation Rules) presently in force, unless agreed otherwise determined by Gavi. The finding of the mediator/conciliator shall be final.

## Protests and complaints

A Bidder may, in good faith, raise with Gavi any complaint about the RFP, or the RFP process at any time by email to [procurement@gavi.org](mailto:procurement@gavi.org) using the subject line “062-2025-GAVI-RFP – Complaint – [Bidder Name]”.

Gavi will consider and respond promptly to the complaint. Both the Bidder and Gavi shall agree to act in good faith and use their best endeavours to resolve any complaint that may arise in relation to the RFP. The fact that a Bidder has raised an issue or complaint shall not be used by Gavi to unfairly prejudice the Bidder’s ongoing participation in the RFP process or future contract opportunities.

For complaints of serious nature, please refer to the [Gavi Alliance Whistleblower Policy](https://www.gavi.org/sites/default/files/document/gavi-alliance-whistleblower-policypdf.pdf)

## Acceptance

By submitting a Proposal, the Bidder accepts that it is bound by the instructions and rules set out in Part 4 of this RFP.

1. Annexes
2. Proposed Contract: Terms and Conditions

The terms and conditions for the proposed Contract under 062-2025-GAVI-RFP can be found here: [Gavi Alliance General Terms and Conditions for Contract for Services.](https://www.gavi.org/sites/default/files/rfp/gavi-terms-and-conditions-for-goods-and-services-agreements.pdf)

Any feedback on these terms and conditions is to be submitted pursuant to the process set out at Section 5.1 – Bidder Questions, no later than the final date for submitting questions specified in Part 1 – RFP Timeline and Key Dates.

Gavi may, pursuant to Part 4 – Evaluation and Scoring Approach, consider the ease of contracting with a Bidder based on that Bidder’s feedback on the Terms and Conditions (where these do not form part of the weighted criteria) when deciding which Bidder/s to shortlist.

1. Financial Proposal/Pricing Schedule Template

The financial proposal should be a standalone document (using MS Excel). This should:

* Provide full details of your financial offer, including fixed costs and any variable costs; and
* Indicate the components of your financial offer.

**We require that all suppliers use the template under this Annex.**



1. Submission Checklist

| Document Checklist | | | |
| --- | --- | --- | --- |
|  | Cover Letter which includes:   * Name and address of the Service Provider * Name, title, telephone number, and e-mail address of the person authorised to commit the Service Provider to a contract * Name, title, telephone number, and e-mail address of the person to be contacted regarding the content of the proposal, if different from above * A signature of this letter done by a duly authorised representative of your company | | |
|  | [Gavi Supplier Declaration Form](https://app.azavista.com/w/event/66f94f88722759dc131a802f?clear=true) |  | Financial Proposal |
|  | Technical Proposal |  | Financial Stability |
|  | Corporate Social Responsibility |  |  |
|  | Reference contracts |  |  |

| Format Checklist | | | |
| --- | --- | --- | --- |
|  | Technical proposal separates from commercial proposal (Two-Envelope System). |  | All files are of the accepted type (PDF or MS Office applications). |
|  | Separate emails prepared with subject names “062-2025-GAVI-RFP– Technical Proposal - [Bidder Name]” and “062-2025-GAVI-RFP– Financial Proposal – [Bidder Name]”. | | |