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| Request for proposals (RFP)  Travel Security Risk Management Services  054-2025-GAVI-RFP  ISSUE DATE: 23 June 2025  CLOSING DATE AND TIME: 1 September 2025, 24:00 (CET) |

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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 | 23 Jun. 25 |
| Intent to Participate due | Bidder | 07 Jul. 25 |
| Final date for submitting Questions | Bidder | 07 Jul. 25 |
| Gavi Response to Questions | Gavi | 17 Jul. 25 |
| Bid submission deadline (CET) | Bidder | **01 Sept. 25 at 24 : 00 CET** |
| Shortlisted Bidders Presentations | Gavi/Bidder | 01 Oct. 25 |
| Estimated Contract Award Date | Gavi | 15 Oct. 25 |
| Estimated Contract Start Date | Gavi | 01 Jan. 26 |

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 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

Ensuring the safety, security, and wellbeing of our employees during business, respectively mission travel is a critical priority for our organization. With Gavi’s global operations having reached an extensive level and spread, we face ongoing exposure to a dynamic risk landscape, requiring structured, responsive, and integrated travel risk management solutions.

To address this, we are launching a Request for Proposal (RFP) to assess and potentially engage ***one or several partners*** who can support our travel security framework. This initiative builds on existing services and aims to streamline support across travel security, medical assistance and evacuation capabilities, as well as digital platforms.

The objective is to ensure comprehensive coverage for:

* Mission Travel security on-site support and journey management ***(LOT 1)***,
* Mission Travel Medical assistance and evacuation services ***(LOT 2)***,
* Platform for Risk Intelligence and Forecasting ***(LOT 3)***, and
* Platform for Traveller Tracking, dynamic and customizable Alerts ***(LOT 4).***

See further details under title 2.3 Deliverables

This RFP aligns with our broader commitment to duty of care and operational resilience.

## Scope of Work

**The scope of work is divided into four lots:**

**Lot 1. *Mission Travel Security On-Site Support and Journey Management***

Gavi is seeking to appoint one or several Service Providers capable of delivering robust on-the ground security support for mission travel to fragile, medium or high risk locations, including a robust security support protocol, on-site assistance and comprehensive end-to-end journey management.

**Lot 2. *Mission Travel* *Medical Assistance and Evacuation Support***

Gavi is seeking to appoint a Service Provider to deliver global medical support for staff during mission travel, including emergency medical assistance and emergency evacuation services.

**Lot 3: Platform for Risk Intelligence and Forecasting**

Provision of a real-time platform delivering global risk intelligence, disruption forecasting, and dynamic alerts through expert and AI-driven insights. Information will be centrally received by designated Operations team members to support timely, informed decisions.

**Lot 4: Platform for Traveller Tracking and Alerts**

Provision of a GPS-enabled platform integrated with Gavi’s travel systems, offering real-time traveler tracking accessible to designated Operations team members, and personalized risk alerts with multi-channel crisis communication, including mobile app functionality, for all Gavi travelers.

***Bidders may submit a proposal for one, multiple, or all of the defined lots. Each lot will be evaluated on a standalone basis. Gavi reserves the right to award Lot 1, Lot 2, Lot 3 and/or Lot 4 separately.***

***Bidders are expected to clearly outline their relevant experience, technical capabilities, and service offering per Lot. Evaluation will be based on criteria including but not limited to demonstrated competence, geographic coverage, experience in the relevant field of activity, user friendliness of systems, compliance with applicable data protection regulations and overall approach to the services requested.***

## Deliverables

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

**Lot 1: Mission Travel Security On-Site Support and Journey Management**

**Mandatory Geographic Scope:** Bidders should confirm their capability to operate in Africa, Asia, Middle East and South America, with mandatory countries currently including: Democratic Republic of Congo, Ethiopia, Nigeria, Pakistan, Papua New Guinea and South Sudan.

Note that the mandatory geographic scope may evolve in the future, therefore it is important to detail your capabilities for the countries listed hereunder as well.

**Additional Geographic Scope:** Bidders should detail their capability to operate in the following additional countries: Afghanistan, Burkina Faso, Central African Republic, Honduras, Kenya, Lebanon, Mali, Myanmar, Niger, Somalia, Sudan, Syrian Arab Republic, Tchad, Ukraine, Venezuela and Yemen.

Optional Geographic Scope: Bidders should detail their capability to operate within any additional optional country not listed in the Mandatory or Additional Geographical Scope.

***Journey and Travel Risk Management***

* Dynamic country, region and city specific risk assessments, establishment and implementation of tailored security protocols for all ground movements.
* Pre-trip briefings for travelers to high and extreme risk destinations, including local threats and safety recommendations.
* Real-time monitoring and alert services during travel embedded in a robust communication protocol.

***On-the-Ground Security Support***

* Implement and operate robust on-the-ground security support protocol and detailed itinerary.
* Appointment of security coordinator on-site for all supported missions with appropriate level of expertise and local knowledge.
* Daily mandatory morning security briefings and on-going coordination with Gavi travelers.
* Continuing assessments of planned itinerary and agenda.
* Deployment of appropriate physical security measures for Gavi staff including but not limited to appropriately trained and experienced staffing, vehicles, means of communication, and further equipment as deemed appropriate or necessary.
* Implement a robust communication protocol in collaboration with designated Gavi Operations Team, including regular updates and check-ins as required.
* Advice on access controls, safe and vetted accommodation, and emergency response protocols.
* Direct support and liaison with local authorities and embassies as needed.

***Crisis and Incident Response***

* 24/7 on-call support by emergency response team for the duration of Gavi Travellers being in-country for emerging threats potentially affecting the security or well-being of Gavi Travellers, such as but not limited to political unrest, conflict, acts of terrorism, health emergencies, or natural disasters.
* Rapid response protocol including situation assessments and clear action recommendations.

***Strategic Advisory Services***

* Risk mitigation plans for travelers for each mission to high or extreme Risk countries, regions, or cities.
* Written briefings for leadership on global risk trends, mission-specific contexts, or specific country- or regional profiles on request.
* Online or face-to-face training modules to raise security and medical awareness.

***Reporting and Continuous Improvement***

* Quarterly service reports summarizing activities (e.g., briefings delivered, incidents supported).
* Insights and recommendations to enhance future security planning.
* We welcome all suggestions for a digital solution, englobing LOT 1 requirements from request to implementation to reporting.

***Information Sharing and Account Management***

* Centralized Point of Contact: A dedicated contact for Gavi Operations to address high-level topics.
* Escalation Point: A designated point for escalating issues.
* Coordination Requests and In-Country Activities: Management of coordination requests and activities within the country.
* Centralized Contracting, Invoicing, and Accounting: Streamlined processes for contracting, invoicing, and accounting.

**Lot 2: Mission Travel Medical Assistance and Evacuation Support**

***24/7 Medical and Emergency Support***

* + Round-the-clock access to medical advice, and emergency coordination.
  + Immediate response and support for medical and security emergencies, including qualified assessment, suggested course of action, evacuation and repatriation.
  + Detail in-house and outsourced capabilities.

***Medical Case Management***

* + Ongoing support by emergency response team and oversight of medical incidents affecting travellers.
  + Provision of detailed case logs, incident summaries, and post-incident lessons learned.
  + Coordination with local healthcare providers, internal medical teams, and Gavi insurers as required.
  + Coordination of logistics, travel arrangements, accommodation as required.

***Health Risk Advisory Services***

* + Integrated support for medical and health-related travel risks, in coordination with broader travel security strategies.
  + Personalized and automated guidance on health risks in destination countries, including vaccination requirements, local disease prevalence, and outbreak alerts.
  + Information about health care standards in different countries
  + Recommended and required vaccinations
* Routine vaccinations
* Malaria prevention including advice to avoid this disease and infected areas
  + Health threats
  + Food and water safety

**Lot 3: Platform for Risk Intelligence and Forecasting**

* Real-time and dynamic risk intelligence and threat monitoring with information routed to the designated Operations team members.
* Disruption Forecasting and Event Detection related to natural disasters, political unrest, health crises, and other travel-related risks, with centralized delivery of alerts and insights.
* Regional and National Stability Assessments with regularly updated insights worldwide, shared directly with designated recipients.
* Geopolitical Risk Evaluation, with findings disseminated to the relevant Operations team personnel.
* Data Filtering and Analysis to support decision-making, including dashboards for tracking emerging threats, aaccessible to authorized users.
* Dynamic and localized alerts sent to the travel security function and approved team members.
* Verified intelligence and expert analysis distributed through a centralized communication channel.
* Human and AI-Driven insights and customizable reports with both automated alerts and expert commentary, shared with the designated central recipients.

**Lot 4: Platform for Traveller Tracking, dynamic and customizable Alerts**

* Integration with existing systems such as GDS (Amadeus) and internal travel systems to ensure seamless traveller coverage and monitoring.
* Real-Time Traveler Tracking via GPS-enabled platform or application.
* Multi-Channel Crisis Communication, including email, SMS, and push notifications.
* Pre-travel risk assessment.
* Personalized Alerts and Guidance based on travel itinerary, location, and role.
* Smartphone Application, including offline functionality for remote locations.

## Service Levels

**The bidders should confirm their ability to meet the following Service Levels. Bidders are free to propose most suitable and deemed appropriate Service Levels based on relevant experience and industry standards**

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot** | **Service Area** | **Key Activity** | **SLA/KPI Target** |
| **1. Travel Security** | Journey Risk Management | Pre-trip information and transfer/escort protocol within 72 h | 100% on-time delivery |
| **1. Travel Security** | Crisis Response | Crisis assessment within 2 h | 95% within SLA window |
| **1. Travel Security** | Staff qualifications | Quarterly & annual training plan | 80% staff trained at least 1x annually |
| **1. Travel Security** | Strategic Advisory | Quarterly reports + lessons learned | 100% report completion |
| **1. Travel Security** | Account Management | Dedicated Account Manager, quarterly reports/check-ins upon specific request | 100% availability |
| **1. Travel security** | Call-off contracts | Signature of call-off contracts within 24h once mutually agreed | 100% |
| **1. Travel Security** | Reporting and Continuous Improvement | Submission of quarterly service reports detailing activities (e.g., briefings, incident responses), at least one actionable recommendation for future security planning, and documented suggestions for digital process improvements aligned with Lot 1 scope | 100% of reports delivered on time; minimum 1 recommendation and 1 digital improvement proposal included per quarter |
| **2. Medical Services** | Emergency Support | 24/7 hotline response under 30s | 98% call response rate |
| **2. Medical Services** | Case Management | Medical incident report within 12 h | 100% case reporting |
| **3. Risk Intelligence and Forecasting Platform** | Embedded Support | Annual tabletop exercise | 1 simulation per year |
| **4. Traveller Tracking, and Alerts** | Traveler Tracking | 95% real-time location visibility where available | 95% tracking rate |
| **All Lots** | SLA Governance | Monthly dashboards | Monthly on-time |
| **All Lots** | SLA Governance | Quarterly SLA reviews | 100% review participation |
| **All Lots** | SLA Governance | Annual satisfaction survey Gavi Travel Security Unit | 75%+ satisfaction score |
| **All Lots** | SLA Governance | Penalty for SLA failures | Escalation protocol within 24 h |

## Duration of the Work

Duration of the contract is 1 year with possibility of yearly extensions up to 6 years total maximum duration.

## Location of the Work

## The scope of work shall be delivered globally, including activities in Geneva, Switzerland, as well as across countries in Africa, Asia, the Middle East, and South America.

## The Mandatory Geographic Scope includes: Democratic Republic of Congo, Ethiopia, Nigeria, Pakistan, Papua New Guinea, and South Sudan.

## The Additional Geographic Scope includes: Afghanistan, Burkina Faso, Central African Republic, Honduras, Iran, Kenya, Lebanon, Mali, Myanmar, Niger, Somalia, Sudan, Syrian Arab Republic, Tchad, Ukraine, Venezuela, and Yemen.

## Work Context

The tasks shall be performed for the Operations Team under the supervision of the Head of Operations, or the appointed person by Gavi.

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 goods or 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, site visits, product testing 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 of 70% 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** |
|  | 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** |
|  | Bidders must provide the past three years’ Financial Statements: namely: auditor’s page,income/P&L, balance sheet and cash flow. |
| 3. | **Reference contacts** |
|  | Bidders must be able to provide at least three reference contacts within their proposal. |
| 4. | **Geographical and Operational Capability for Lot 1 and Lot 2** |
|  | Bidders who are bidding for Lot 1 and/or Lot 2 must have demonstrable operational capacity in the following countries: Democratic Republic of Congo, Ethiopia, Nigeria, Pakistan, Papua New Guinea and South Sudan, Afghanistan, Burkina Faso, Central African Republic, Honduras, Iran, Kenya, Lebanon, Mali, Myanmar, Niger, Somalia, Sudan, Syrian Arab Republic, Tchad, Ukraine, Venezuela, Yemen.  Bidders who are bidding for Lot 1 and/or Lot 2 may have demonstrable operational capacity in other countries non listed above.  In addition, they must be able to operate safely in volatile, complex, and high-risk environments (e.g., conflict zones, areas of civil unrest, high-crime areas, or regions with political instability).  **4.1. Please provide a list of countries where you have operational capacity.**  **4.2. Please confirm the following:** Have you successfully operated in high-risk and complex environments as described? (Yes/No) |

## 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:

***Please ensure to only use the Technical Proposal Template – Lot 1 under Annex C. Any other template will not be accepted.***

| **Lot 1:** | **Mission Travel Security On-Site Support and Journey Management** |  |
| --- | --- | --- |
| No. | Criteria/Sub-criteria | Sub-weight (%) |
| 1. | **Technical approach** | 8% |
| a) | Understanding of the requirements |
| b) | Proposed approach, methodology and workplan and implementation steps |
| c) | Identification of critical success factors and risk mitigation |
| 2. | **Regional Experience & Capability** | 15% |
| a) | Demonstrated experience operating in Africa, Asia, Middle East, and South America (including Democratic Republic of Congo, Ethiopia, Nigeria, Pakistan, Papua New Guinea and South Sudan). |
| b) | Experience in volatile or high-risk environments. |
| 3. | **On-the-Ground Security Support** | 15% |
| a) | Suitability of proposed solutions for physical protection, safe accommodation, access control, access control, and emergency response protocols |
| b) | Demonstrated ability to liaise with local authorities, embassies, and implement robust on-the-ground support |
| **4.** | **Journey and Travel Risk Management** | 15% |
| a) | Quality and depth of risk assessments and travel security plans (city/region-level) |
| b) | Quality and structure of pre-trip briefings and real-time travel monitoring |
| **5.** | **Crisis and Incident Response** | 8% |
| a) | Responsiveness and capability to support emerging threats and incidents |
| b) | Real-time advice and action planning. |
| **6.** | **Strategic Advisory & Training Services** | 4% |
| a) | Value of proposed risk mitigation plans, leadership briefings |
| b) | Quality and accessibility of online or face-to-face awareness training modules |
| **7** | **Innovation consideration** | 5% |
| a) | Quality and frequency of quarterly reporting |
| b) | Proposed digital tools for end-to-end Lot 1 delivery |
| c) | Approach to learning, feedback, and continuous improvement |
| d) | Centralized account management (incl. contracting, escalation, invoicing) |
|  | Total Weight: | 70/100 |

***Please ensure to only use the Technical Proposal Template – Lot 2 under Annex C. Any other template will not be accepted.***

| **Lot 2:** | **Mission Travel Medical Assistance and Evacuation Support** |  |
| --- | --- | --- |
| No. | Criteria/Sub-criteria | Sub-weight (%) |
| 1. | **Technical approach** | 15% |
| a) | Understanding of the requirements |
| b) | Proposed methodology and workplan |
| c) | Identification of critical success factors |
| 2. | **Regional Experience** | 15% |
| a) | Demonstrated experience operating in Africa, Asia, Middle East, and South America, |
| b) | Experience in volatile, high-risk, or remote environments |
| 3. | **Medical Response Capability** | 10% |
| a) | Description of 24/7 medical and security emergency support |
| b) | Description of evacuation protocols, and rapid response capability. |
| 4. | **Medical Case Management** | 10% |
| a) | Systems for incident tracking, case documentation, and lessons learned |
| b) | Communication flow, escalation pathways, and coordination with medical partners and insurers |
| 5. | **Health Risk Advisory Services** | 10% |
| a) | Capacity to provide up-to-date local health risk data, vaccination and outbreak alerts. |
| b) | Preventive health advice |
| 6. | **Staffing and Resources** | 5% |
| a) | Qualifications and availability of medical professionals and support teams |
| b) | Language capacity, and presence in high-risk geographies. |
| 7. | **Coordination and Reporting** | 5% |
| a) | Coordination with Gavi’s internal teams, healthcare providers, and insurers |
| b) | Timely, structured reporting and actionable service insights |
|  | Total Weight: | 70/100 |

***Please ensure to only use the Technical Proposal Template – Lot 3 under Annex C. Any other template will not be accepted.***

|  |  |  |
| --- | --- | --- |
| **Lot 3:** | **Platform for Risk Intelligence and Forecasting** |  |
| 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.** | **Platform Capabilities** | 15% |
| a) | Real-time intelligence, disruption forecasting, and geopolitical analysis |
| b) | Human and AI-driven insights, reporting and alerting |
| **3.** | **Usability and Integration** | 15% |
| a) | Dashboards, user access, and alert delivery to designated teams |
| b) | Compatibility with Gavi systems |
| **4.** | **Reliability and Support** | 15% |
| a) | Platform uptime, responsiveness, and technical support |
| **5.** | **Innovation** | 10% |
| a) | Adaptability, customization, and continuous improvement mechanisms. |
|  | Total Weight: | 70/100 |

***Please ensure to only use the Technical Proposal Template – Lot 4 under Annex C. Any other template will not be accepted.***

|  |  |  |
| --- | --- | --- |
| **Lot 4:** | **Platform for Traveller Tracking and Dynamic Alerts** |  |
| 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.** | **Tracking and Alert Capabilities** | 15% |
| a) | Real-time GPS tracking and offline use |
| b) | Personalized alerts and multi-channel communication |
| **3.** | **Integration** | 15% |
| a) | Integration with GDS and Gavi travel systems |
| **4.** | **Risk Assessment & Pre-Travel Guidance** | 15% |
| a) | Risk alerts and health/safety recommendations |
| **5.** | **User Experience and Support** | 10% |
| a) | Platform usability and user support tools. |
|  | Total Weight: | 70/100 |

### Financial

***Please ensure to only use the Budget Template under Annex B. Any other template will not be accepted.***

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

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 into 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 “054-2025-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 **“054-2025-GAVI-RFP – Technical Proposal - [Bidder Name]” and “054-2025-GAVI-RFP – 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, “054-2025-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 “054-2025-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 054-2025-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.

## Method of Award of Framework Contracts

Where a Framework Contract can be set in place, GAVI will award based on the total combined points for Technical and Financial evaluation. Gavi aims to award up to 1 successful bidders, however it reserves the right to award the contract(s) to the best possible supplier, or combination of suppliers, based on the outcomes of the RFP and representing the best effectiveness and value for money for Gavi.

## Method of Issuing Call-Off Orders

Gavi may issue Call-Off Orders directly to the successful supplier(s) according to their expertise, experience and the specific need or context in which the services will be delivered. Alternatively, Gavi may choose to undertake a short second competitive stage among awarded suppliers to establish the best possible value for money for Gavi. In both cases, a written Terms Of Reference will be issued to the successful supplier and a written proposal will be received and evaluated by Gavi before creating the Call-Off Order and purchase order (PO).

Award of a framework contract does not constitute a guarantee of any minimum number of individual Call-Off Orders or any future assignments. Under the framework, Gavi will have the option, but not the obligation, to place individual Call-Off Orders with the selected bidder(s). The framework will not limit Gavi’s ability to contract other institutions or consultants outside the framework if it so chooses.

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 for bidders to complete the template under this Annex ONLY:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Financial Proposal**  **Template – Lot 1** | **Financial Proposal**  **Template – Lot 2** | **Financial Proposal Template – Lot 3** | **Financial Proposal Template – Lot 4** |
|  |  |  |  |

**For Lot 1 and Lot 2, Bidders are requested to include any volume-based discount structures in their commercial proposal.  
Please specify:**

* **The volume or value thresholds at which discounts apply**
* **The corresponding discount rates**
* **Any applicable conditions or limitations**

1. Technical Proposal Template

The technical proposal must be submitted as a separate standalone document, in MS Word or PDF format for each lot. This should:

* Provide clear answers to all questions included in the relevant template.
* Clearly outline the components of your technical offer.

**We require for bidders to complete the template under this Annex ONLY:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Technical Proposal**  **Template – Lot 1** | **Technical Proposal**  **Template – Lot 2** | **Technical Proposal Template – Lot 3** | **Technical Proposal Template – Lot 4** |
|  |  |  |  |

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 * Signature of this letter done by a duly authorised representative of your company * Copy of Corporate Social Responsibility Policy or documentation that demonstrate commitment to sustainability, diversity, inclusion and the environment. * Financial Statements for the past three years: namely: auditor’s page,income/P&L, balance sheet and cash flow. * At least three reference contacts List of countries and Confirmation on Geographical and Operational Capability for Lot 1 and Lot 2 | | |
|  | [Gavi Supplier Declaration Form](https://app.azavista.com/w/event/66f94f88722759dc131a802f?clear=true) |  | Confirmation on Geographical and Operational Capability for Lot 1 and Lot 2 |
|  | Corporate Social Responsibility |  | Technical Proposal |
|  | Financial Stability |  | Service Levels Proposal |
|  | Reference contracts |  | Financial Proposal |
|  | List of countries for Lot 1 and Lot 2 |  | Volume-based discount Proposal for Lot 1 and Lot 2 |

| **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 “054-2025-GAVI-RFP – Technical Proposal - [Bidder Name]” and “054-2025-GAVI-RFP – Financial Proposal – [Bidder Name]”. | | |