



## Request for Proposal 2022-01 – Travel Security and Medical Assistance

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### About GCERF

The Global Community Engagement and Resilience Fund (GCERF) is a not-for-profit Swiss foundation based in Geneva. It signed a Headquarters Agreement with the Swiss government in May 2015, providing it with privileges and immunities in Switzerland.

GCERF is the first global effort to support local, community-level initiatives aimed at strengthening resilience against violent extremist agendas. As a public-private partnership operating at the nexus of security and development, GCERF works in partnership and consultation with governments, civil society, and the private sector in beneficiary countries to support national strategies to address the local drivers of violent extremism.

GCERF provides support to community-level initiatives that: seek to address locally specific drivers of radicalisation; provide tangible, positive alternatives to what violent extremist groups may offer; counter violent extremist narratives and messaging; and build capacity of governments and civil society to counter violent extremism. Applications of proposals funded by GCERF are subject to rigorous independent assessment and performance monitoring and evaluation.

GCERF is governed by a multi-stakeholder Governing Board with representatives of donor and partner countries, the private sector, foundations, research institutions, and civil society. The Governing Board is chaired by Carol Bellamy, former Executive Director of UNICEF. It is financially supported by twelve donor countries, including Switzerland, as well as the European Union.

GCERF currently has 30 employees who are based in the Geneva headquarters and 8 local consultants deployed in the partner countries, that support grant making and management. GCERF is currently actively working with governments, civil society and the private sector in Bangladesh, Burkina Faso, Kenya, Mali, Mauritania, Mozambique, Niger, Nigeria, the Philippines, Somalia, Sri Lanka, Tunisia, and the Western Balkans. GCERF is currently expanding its activities in other countries in particular around the Sahel region, other regions of Africa and South-East Asia.

The pattern of travel for staff is variable, although on average trips last from 3-7 days and can include both capital areas and field trips to conduct monitoring and evaluation. Local consultants conduct more frequent travel, but trips can range from 1-7 days, all of which are outside capital areas.

## Description of Services

### Background

GCERF is seeking a reputable and established company to provide medical and security assistance services for both international staff and locally employed consultants engaged on GCERF missions, and a web-based information portal, detailing travel security and medical risks for all countries.

### Objective

The objective of the project is for GCERF to have access to and use, a web-based medical and security risk information service, which provides risk ratings for all countries, and 'granular' ratings within countries, where there is a variation in risk, for example between the capital and border areas, as well as timely alerts on medical, natural disaster, political and security risks which could impact on travel. In addition, the selected service provider is expected to provide medical and security assistance services, via tele-support and face to face where required, for GCERF staff during duty travel.

## **Security**

The web service must provide two different levels of portal, which addresses the needs of the traveller and that of the GCERF Security Team. This service must provide access to analytical support and must also provide information on political, travel and natural disaster risks, as well as practical travel advice (see also section on medical risk). Through the provider's analytical support, GCERF must be able to obtain the following types of information:

- Strategic short, medium and long term forecasting;
- Security assessments, including risk ratings, for areas other than capital locations which are not detailed on the portal, which include recommendations for routes, secure hotels and vetted security providers. The turn-around for such requests should be within a 24–72-hour timeframe, which is not likely to be affected by increased demand from other clients;
- Timely ad-hoc advice in response to an incident/event;
- This service should also provide an alert service for travellers as well as pre-designated GCERF staff (e.g. Security, Risk and Compliance Specialist) where necessary. The provider must be able to provide information for all countries without restriction.

The following additional services should also be provided:

- 24/7 365 security emergency response and advice line. This should operate in English and French as a minimum. Any reference to physical security support must be pre-agreed with GCERF and will be at the cost of GCERF. When providing emergency response support, the provider must be able to work with specialist third parties, as determined by GCERF.
- Security repatriation. This will be at the cost of the provider if the provider advises evacuation and at the cost of GCERF, if required by GCERF. As an alternative, the cost can be covered by a separate insurance. The service provider must indicate the insurance they are working with and its cost.
- Active monitoring – capability of 24/7 monitoring of staff travel and check ins with the ability to cascade in the event of 'lost contact' to designated staff, or to case-manage in the event of unsuccessful timely cascade . Check-ins should be capable of being conducted via App, SMS and voice calls.
- Access to a travel medical and security e-learning module which must include trip preparation measures, actions for specific incidents and specific information for female travellers. The module should last no more than 1 hour and have a test element.

## Medical

The service must provide an information portal with medical risk ratings and health risks for each country, required vaccinations, details of health entry restrictions (e.g as with Covid entry restrictions) and medical alerts. Ideally the medical and security information should be provided on one portal. (See also section on security).

- 24/7 - 365 medical emergency response service, providing access to telephone triage/advice and referral to approved and vetted medical services. If necessary, this includes access to the provider's own clinics, where those of an equivalent high standard are not available, and / or medical repatriation if necessary.
- Medical repatriation will be at cost to the provider if the provider advises evacuation and at the cost of GCERF, if required by GCERF. As an alternative, the cost can be covered by a separate insurance. The service provider must indicate the insurance they are working with and its cost.
- Access to post-incident emotional / psycho-social counselling support for staff.
- Ability to interact with and accept authorisation for payment from GCERF insurers or suggestion of new insurance which will be subject to consideration.

## Timeframe

GCERF is looking for a service provider for the next 3 years starting in July 2022. Shorter or longer periods may be considered in line with GCERF Policies.

## Characteristics of the provider

The selected company should be a recognised and experienced provider specialising in safety and security web-based information and security/ medical service provision for business travel. Experience in providing similar services for international organisations and/or non-profit organisations is required.

The provider must comply with all applicable laws and regulations, including GDPR in Europe or similar. It should adhere to a strict confidentiality policy in relation to client information.

Its staffing levels, qualifications and expertise should be appropriate to be able to provide timely and high-quality services to GCERF. The provider should demonstrate a high degree of commitment to good customer service. The composition of the team servicing GCERF's account would be an important factor in the decision-making process of GCERF.

The fees charged should be reasonable, competitive, and related to services rendered to the extent possible.

## Submission of proposals

Proposals may offer the total required services or only part thereof. The bidder shall indicate precisely which specific services it intends to provide.

Proposals should follow the template provided below. Failure to follow the proposal structure or to comply with the instructions in this Request for Proposal will be at the bidder's risk and may affect the evaluation of the proposal.

Proposals may be sent by e-mail to [bids@gcerf.org](mailto:bids@gcerf.org) and it should be clearly marked "Bid reference: 2022-01". **Deadline** for submitting proposals: **15 February 2022**

## Period of validity of the proposal

The proposal must be valid for a period of 120 days following submission.

## Cost of preparation and submission of the proposal

The bidder shall bear all costs associated with the preparation and submission of the proposal, including but not limited to the possible cost of discussing the proposal with GCERF, making a presentation, negotiating a contract and any related travel. GCERF will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

## Selection of bidders

Bidders are requested to provide the most appropriate and most cost-effective solution to meet the requirements.

The selection will be made based on a number of criteria that will be applied systematically to all bids received.

- Capability and experience of the company in providing travel security and medical information via web-based platforms, which is timely, credible and accurate;
- Capability and experience of the company in providing security and medical assistance as stated above and without geographical restriction, using vetted local providers, where necessary;
- Demonstrated experience in collaborating with international or not-for-profit organisations;
- Understanding and appreciation of GCERF's business and its potential impact on the organisation's risk profile;
- Ability to deliver within the specified proposed time frame;
- Financial proposal

## Proposal template

Bidders must submit their proposal following the template below:

The proposal is made up of four different sections

1. Disclosure form
2. Profile of the bidder
3. Technical proposal
4. Financial proposal

**Please keep the overall proposal within 10 pages.** You may annex additional information as needed.

### *1. Disclosure form*

*To be completed by a duly authorized representative of the Bidder: On behalf of (name of public institution/private or public business entity/myself) (referred to in this document as "the Bidder"), I (name and title of the Bidder's representative) confirm that I am a duly authorized representative of the Bidder and hereby submit this proposal in response to GCERF's Request for Proposal 2022-01. I confirm that all statements and representations made in the proposal are true and correct.*

**Date submitted:**

**Submitted by: (Name of Bidder)**

**Name and Title of Authorized Representative:**

**Date:**

**Signature**

### *2. Profile of the Bidder*

Please provide a brief background of the Bidder.

Please explain the legal status of the bidder; including its registration with the relevant competent authorities.

Please explain your organizational strengths and values and your customer service approach.

Please provide information on prior experience with similar requirements and references that GCERF may contact.

### 3. Technical Proposal

A. Business need: Please indicate your understanding of GCERF's business needs for which you are submitting this proposal.

B. Objectives and deliverables :

Please list the deliverables as specified in this Request for Proposal and indicate whether and how the Bidder commits to deliver these.

**Optional**: Present deliverables not listed in this Request for Proposal but which in your expert assessment, are necessary to achieve the objectives of this request.

C. Approach:

Please provide information on the following:

1. Methodology/approaches you would use to provide the various required services;
2. Workplan: key tasks/phases, deliverables, schedule of activities - may be presented using text and/or graphics;
3. Measures to ensure quality control over the delivery of services to GCERF; and

D. Service Management Plan:

Please provide details for how your firm would ensure that it provides satisfactory services to GCERF. Please explain how you would coordinate the service offering, including proposed meetings and any proposed mechanism for feedback to and/or coordination with GCERF.

E. Team Composition:

Please provide the following information on the proposed team that would work with GCERF:

- Team organization
- Individual team members; name, role in the team, area of expertise and relevant experience.

F. Risk Mitigation Plan:

Please list any identified risks which may affect the successful delivery of services and any proposed mitigating measures.

G. Assumptions (optional):

Please list the assumptions on which your proposed approach and successful completion of deliverables are based that you think would be important for GCERF to understand.

H. References:

Please briefly provide recent examples of the delivery of similar contracts and ideally for NGO/ not-for-profit clients. Please indicate if the name of the client may be disclosed and if GCERF may contact the client for a reference.

4. Financial Proposal

Please explain the basis of the proposed fees and any other charges to GCERF and their level. For each team member please provide their job title (e.g. team leader, data entry clerk, field data supervisor, data analyst), their daily fee, their total number of days, the breakdown of the total number of days by tasks falling within each deliverable. This can be outlined in a GANT chart.

Please note that GCERF is exempt from VAT. Please include basis for invoicing and terms and conditions for payment.

Date