Request for Proposal

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| Request for Proposal (RFP) Details | |
| RFP Reference | RFP-EOR.MAY2023 |
| RFP Launch Date | May 24, 2023 |
| Deadline for Submission of Questions | June 16, 2023 by 5:00pm Pacific |
| Proposal Submission Deadline | June 16, 2023 by 5:00pm Pacific |
| Submit Proposals or Questions to: | Medical Teams International  Attn: Elisabeth Ahlquist  14150 SW Milton Court  Tigard, OR 97224  or  [eahlquist@medicalteams.org](mailto:eahlquist@medicalteams.org) |
| Estimated Contract Award Date | July 15, 2023 |
| Estimated Contract Start and End Dates | August 1, 2023 |
| Contract Manager | Trudy Sharp Larsen |
| List of Attachments | 1. Medical Teams International’s mission and values 2. Who We Are 3. List of:    1. Countries in which Medical Teams is registered    2. Countries (and number of employees per country) covered by Medical Teams’ current PEO |

* Queries related to this RFP must be addressed to the email listed above.
* Please include the RFP Reference number above in all correspondence.
* Late submissions will not be accepted.

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| 1. Introduction to Medical Teams |
| Medical Teams International is a faith-based humanitarian relief agency focused on providing life-saving medical care for people in crisis, such as survivors of natural disasters and refugees. We serve all people – regardless of religion, nationality, sex or race.  Founded in 1979, Medical Teams International is a charitable 501(c)(3) organization. Medical Teams provides emergency and primary health services for people who otherwise would not have access to care. This is performed by professionally trained staff, local volunteers, or international volunteer health care providers in fixed and mobile health centers. Medical Teams programs across the world also play a key role in strengthening health systems while simultaneously strengthening and empowering local communities.  Learn more about Medical Teams at <https://www.medicalteams.org/who-we-are/>. |

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| 1. Project Summary |
| Medical Teams International is inviting qualified, interested parties to bid as part of a competitive proposal/quotation process. Successful bidders will be expected to enter a formal contract for the provision of employer of record services (e.g. payroll, employee and employer taxation requirements and payment, leave, pension/retirement management, and the option of health care services). These deliverables will support Medical Teams team members in: Canada (1), Costa Rica (1), Italy (1), Kenya (6), Rwanda (1), South Africa (1), Spain (1), Taiwan (1), UK (3), and Zimbabwe (1), with more countries coming online. |

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| 1. Deliverables |
| Interested parties must be able to provide the following deliverables:   1. Legal compliance with all labor laws and other statutes in the countries where employees reside.    1. When Medical Teams anticipates offering employment to a person in a new country, provide guidance on labor laws, taxation, statutory benefits, estimated cost, and any other requirements.    2. Timely communication to Medical Teams and the employee about any legal changes 2. Employee contract management    1. Ability to offer fixed-term and indefinite contracts 3. Payroll management 4. Pension/retirement set-up and management (employee and Medical Teams’ contributions) 5. Easy and quick setup for new employees 6. Intuitive self-service options for Medical Teams and employees 7. Management fees:    1. Nonprofit discount    2. Static fees – not contingent on an employee’s salary 8. Dedicated account manager 9. Knowledgeable customer service team able to timely and accurately answer employee questions and provide assistance to rectify errors 10. Ability to offer: medical, dental and vision insurance; life insurance; and long- and short-term disability insurance. Including options for dependents coverage, and coverage in high-risk areas such as Ukraine. 11. Option to provide emergency medical evacuation coverage |

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| 1. Requirements |
| Interested parties must be able to demonstrate the following:   1. Experience:    1. Number of years in business    2. Number of clients    3. Average size of client organizations: staff and annual budget    4. Number of client nonprofits and international non-governmental organizations    5. Average contract duration 2. Information about any parent company or, if a start-up, current funding stage 3. Ability to communicate with employees in their native languages 4. Availability and cost of travel insurance plans |

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| 1. Medical Teams Responsibilities |
| Upon award, Medical Teams will be responsible to provide:   1. Current PEO contracted employee information |

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| 1. Proposal Submission Guidelines | |
| Interested parties must submit all of the below documentation in the specified format. All of the requirements listed above must be demonstrated in the submission documents. Interested parties may provide additional documentation as part of any submission.  Proposals may be submitted in digital format to the address listed in the RFP Details on page 1 above. Proposals must be received prior to the deadline listed in the RFP Details on page 1 above. | |
| Annex 1 – Price Quotation |  |
| Annex 2 – Questionnaire |  |
| Annex 3 – References |  |
| Annex 4 – Supplier Code of Ethics |  |
| Standard client contract template |  |
| Benefits brochure (e.g. medical, dental, vision, retirement, life, AD&D, short and long-term disability) |  |
| Evaluation Process: Shortlisted bidders may be invited to discuss their proposals in more detail at Medical Teams’ discretion. Medical Teams reserves the right to keep confidential all details of the evaluation and to select the successful RFP. Proposals will be evaluated through documented review of all relevant criteria by qualified Medical Teams staff, as required by the Medical Teams Global Procurement Policy. Medical Teams reserves the right to award in full, part or not all, any submission; and to republish the RFP.  Value for money is extremely important to Medical Teams International, and all decisions will be made to ensure funds dispensed are used in the most effective and efficient manner. Medical Teams International may award multiple contracts and all contracts will be non-exclusive.  Payment: Medical Teams International’s standard payment terms are 30 days at the end of the month receipt of invoice, or after acceptance of Services if later. | |

ANNEX 1 – PRICE QUOTATION

Total quoted price is one of the key criteria for evaluation. The total billable price for the deliverables must be indicated. Be sure to seek any necessary clarifications regarding price prior to bid submission. Prices must be submitted in USD.

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| Name & Company | |  | |
| RFP Reference | | RFP-EOR.MAY2023 | |
| Quote Validity (days) | |  | |
| No. | Deliverable | | Quoted Price |
| 1 | Set-up fee | |  |
| 2 | Monthly management fee (per person) | |  |
| 3 | Average monthly cost of medical, dental and vision insurance | |  |
| 4 | Retirement/pension management (including fees and taxes) | |  |
| 5 | Additional insurance: short-term, long-term, life, AD&D, psychosocial, travel | |  |
| Subtotal | | |  |
| Other costs (provide description) | | |  |
| Tax (if applicable) | | |  |
| Grand Total | | |  |

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| --- | --- |
| Name |  |
| Date |  |
| Signature |  |

ANNEX 2 – QUESTIONNAIRE

The questions below will help to clarify the requirements listed in Section 4 above to allow for accurate evaluation of candidates. These details may also inform resulting contract details. Replies must be clear and accurate. Please attach supporting documents if needed and reference them in the relevant Reply below.

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| Name & Company |  | |
| RFP Reference | RFP-EOR.MAY2023 | |
| Question | | Reply |
| How long will it take from Medical Teams entering into a contract to having all current employees onboarded? Medical Teams has 17 Workers who are on current PEO contracts. Please include the time frame, required steps, communication with workers, and documentation needed. | |  |
| Please describe your own recruitment and selection policy, including conducting background checks and vetting candidates. Do you screen for prior misconduct as it relates to protection and safeguarding of children and vulnerable adults? | |  |
| How long does it take to onboard a new employee? What are the steps? | |  |
| Is there a list of countries your company will and will not employ individuals? If so, please provide it and any related information. | |  |
| For the countries in which you work, what is the estimated percentage cost of local benefits? | |  |
| What if any additional costs not previously mentioned above are there? | |  |
| How often are management fees negotiated? | |  |
| How often are management fees increased and is this negotiable? | |  |
| Do management fees decrease based on the number of employees covered If so, by how much? | |  |
| What is the cutoff time for submitting changes and approving payroll? | |  |
| Is there a portal that can be accessed and updated by Medical Teams to enable timely and effective management of all employee information, onboarding and payment? | |  |
| Please explain how you manage fluctuating currency exchange rates and how salaries are established. | |  |

ANNEX 3 - REFERENCES

Provide at least three client references, preferably from the nonprofit or humanitarian sector.

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| Name |  |
| Company |  |
| Title |  |
| Address |  |
| Telephone Number |  |
| Email |  |
| Number of years as a client |  |

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| --- | --- |
| Name |  |
| Company |  |
| Title |  |
| Address |  |
| Telephone Number |  |
| Email |  |
| Number of years as a client |  |

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| --- | --- |
| Name |  |
| Company |  |
| Title |  |
| Address |  |
| Telephone Number |  |
| Email |  |
| Number of years as a client |  |

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| --- | --- |
| Name |  |
| Company |  |
| Title |  |
| Address |  |
| Telephone Number |  |
| Email |  |
| Number of years as a client |  |

ANNEX 4 – SUPPLIER CODE OF CONDUCT

Supplier Code of Conduct and Conflict of Interest Policies

Medical Teams and the Supplier agree to follow the below policies for all activities involved in their work together and in regard to all stakeholders affected directly or indirectly by this work.

Section 1 Conflict of Interest

A conflict of interest is when one Party, or their friend or relative, will benefit personally from decisions or actions made in the course of business. All actual or potential conflicts of interest must be disclosed to the other Party as soon as possible. Failure to do so may result in penalties or canceling of current and future work together. Managers from Medical Teams and the Supplier must work together to find solutions for addressing any actual or potential conflicts of interest that arise.

Section 2 Ethical Conduct

Both parties agree to observe the highest standards of ethical conduct when dealing with its personnel, suppliers, customers and other relevant stakeholders. Both parties shall accurately record and disclose information regarding its business activities, structure, financial situation, and performance in accordance with applicable laws as well as prevailing industry business practices.

Both parties agree to implement and maintain processes to address the confidentiality and protection of an employee who in good faith raises a concern, makes a report, or assists with an investigation related to potential ethical or criminal violations.

Section 3 Anti-Corruption

The Parties agree that they will not participate in any corrupt conduct, including, without limitation, any bribery, extortion, fraud, cartels, abuse of power, embezzlement, money-laundering and other similar activities. Any gifts given to staff of the other Party must be made known to Party Management, and the Management may choose to disallow the gift on principles of integrity and anti-corruption.

If a Party discovers evidence of corruption in the activities carried out together or that impacts the other party, they will inform the other Party in a timely manner. A Party may be required to address actual or perceived corruption within a reasonable timeframe or risk the suspension of current or future work together, including the potential cancellation of current contracts (as identified in each contract). Each Party is expected to have adequate measures in place to prevent corruption in their organization and to promote a culture of integrity.

Section 4 Anti-Terrorism

It is Medical Teams policy to comply with the laws and regulations of the United States Government, the European Union and the United Nations concerning the ineligibility of vendors, contractors and suppliers for reasons of fraud, corruption or terrorist activity. These laws and regulations prohibit Medical Teams from doing business with or providing support to any persons or entities that have been found to be engaged in or provide support for any such activities. The Service Provider agrees to abide by this policy.

Both Parties will exercise due diligence to ensure that no resources will be used to support or facilitate terrorist activity in compliance with all applicable anti-terrorist financing and asset control laws, regulations, rules and executive orders, including but not limited to, the USA Patriot Act of 2001 and Executive Order 13224.  If any concerns are raised that programs or activities have supported or facilitated terrorism, they shall be immediately and thoroughly investigated and fully reported to all Parties.  If either party determines that the funding, programs and/or activities of the other party have directly or indirectly, purposely or inadvertently, been used to support or facilitate terrorist activity, the other party may terminate any contracts immediately with written notice.

Section 5 Harassment

Both Parties agree to forbid all cases of physical, sexual or psychological harassment in their workplaces. Reported incidents must be taken seriously, investigated thoroughly and reported to authorities as required by law.

Section 6 Child Protection

No persons under the age of 18 will be allowed to work or volunteer for any labor required for Medical Teams activities. Both parties agree to conduct their work in a way that avoids any physical or emotional mistreatment, sexual abuse, neglect, or exploitation of children. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person.

Section 7 Prevention of Sexual Exploitation and Abuse

Medical Teams International expects its suppliers to create and maintain an environment that treats all employees and affiliates with dignity and respect. Medical Teams further expects that its suppliers, their parent, subsidiary and affiliated entities as well as any subcontractors, will neither use or engage in, nor allow their employees or other persons engaged by them to use or engage in, any: threats of violence, verbal or psychological harassment or abuse, and/or sexual exploitation and abuse. Sexual exploitation and abuse violate universally recognized international legal norms and standards and is unacceptable behavior. Prior to entering into agreements with Medical Teams International suppliers are informed of the standards of conduct with respect to the prohibition of sexual exploitation and abuse, expected by Medical Teams. Such standards include, but are not limited to, the prohibition of: (1) engaging in any sexual activity with any person under the age of 18, regardless of any laws of majority or consent, (2) exchanging any money, employment, goods, services, or other things of value, for sex, and/or (3) engaging in any sexual activity that is exploitive or degrading to any person. Medical Teams International expects its suppliers to take all appropriate measures to prohibit their employees or other persons engaged by the suppliers, from engaging in sexual exploitation and abuse. Medical Teams also expects its suppliers to create and maintain an environment that prevents sexual exploitation and abuse. Medical Teams’ contracts will contain provisions concerning a supplier’s obligation to take appropriate measures to prevent sexual exploitation and abuse. The failure by a supplier to take preventive measures against sexual exploitation or abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or abuse has occurred, constitute grounds for termination of any agreement with Medical Teams International. Moreover, no harsh or inhumane treatment, coercion or corporal punishment of any kind is tolerated, nor is there to be the threat of any such treatment.

Any personnel of the supplier will remain alert and responsive to any child and adult safeguarding risks, acquire relevant knowledge and skills which will enable the supplier to promote strong safeguarding practices, understand the child and adult safeguarding policy and procedures, and conduct themselves in a manner consistent with all Code of Conduct, Safeguarding, Protection from Sexual Exploitation and Abuse, and Child and Vulnerable Adult Protection Policies.

The Supplier acknowledges and agrees that the provisions constitute an essential term of the contract and that any breach of this representation and warranty will entitle Medical Teams International to terminate the Contract immediately upon notice to the Supplier, without any liability for termination charges or any other liability of any kind.

Section 8 Environmental Protection

Both Parties agree to follow required environmental laws and to conduct their work in a way that causes as little harm as possible to the environment and avoids unnecessary waste of resources.

Section 9 Information Protection

All confidential information shared or collected during or after the Parties work together must be treated with diligent care and protection. Information involving the other Party or joint activities must never be shared with prior written authorization from the other Party.

Section 10 Dispute Resolution

Both Parties agree to use their best, honest efforts to cooperatively resolve any disputes and problems that arise in connection with their work together. Both Parties will make an effort to continue their responsibilities without delay or loss of quality while attempting to resolve any disputes.

Disputes which remain unresolved after thirty (30) days may require mediation through a mutually agreed arbitration provider or through legal action. Allocation of mediation costs must be agreed by both parties in writing prior to starting the arbitration process. The Parties agree that any decision by an arbiter will be binding and may be entered as a final judgment in any court of competent jurisdiction.

“I acknowledge that, on behalf of myself and the organization stated below, I have read and understood the above policies and agree to fully abide by them in regard to all dealings with Medical Teams staff and operations. I am authorized to represent the organization in these regards.”

Full Name:

*Company* *Seal/Stamp*

Title:

Company Legal Name:

Signature:

Date:

Any concerns should be communicated to Medical Teams’ headquarters: [info@medicalteams.org](mailto:info@medicalteams.org) or +1 (503) 624-1000 or toll-free at +1 (800) 959-4325. Concerns can also be reported anonymously using our hotline at [www.reportline.medicalteams.org](http://www.reportline.medicalteams.org) or by calling +1 (800) 461-9330.