



Request for Proposal

Request for Proposal (RFP) Details	
RFP Reference	RFP-GSS-0426
RFP Launch Date	May 8, 2026
Deadline for Submission of Questions	May 25, 2026, 5PM PST
Proposal Submission Deadline	June 12, 2026, 5PM PST
Submit Proposals or Questions to:	Medical Teams International Attn: Maggie Weaver 14150 SW Milton Court Tigard, OR 97224 or procurement.tenders@medicalteams.org
Estimated Contract Award Date	July 15, 2026
Contract Start and End Dates	July 31, 2026 to July 31, 2029
Contract Manager	Maggie Weaver
List of Attachments	1. RFP Insurance Broker Services Annex 1 – Price quotation Annex 2 - References Annex 3 – Sample Supplier code of conduct

- 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.

1. Introduction to Medical Teams International
<p>Medical Teams International (MTI) is a Christian INGO 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.</p> <p>Founded in 1979, MTI is a charitable 501(c)(3) organization. MTI provides emergency and primary health services for people who otherwise would not have access to care. This is carried out by professionally trained staff, local volunteers, and international volunteer health care providers in</p>



fixed and mobile health centers. MTI programs around the world also play a key role in strengthening health systems while empowering local communities.

Read more about MTI at: <https://www.medicalteams.org/who-we-are/>

2. Project Summary

Medical Teams International (MTI) invites competitive proposals from **qualified and experienced insurance brokers** to provide tailored risk management and insurance solutions for MTI's **insurance portfolio** across the following categories:

- Worldwide commercial insurance portfolio (including complementary insurance and risk management services but excluding locally mandated insurance for non-US contexts such as motor vehicle insurance).
- Employee health insurance and benefits for US Headquarters (HQ)/HQ International and International Assignee employees, with the possibility of developing future global solutions for local national staff health insurance needs.
- 401(k) investor advisory services.

MTI is aiming to consolidate brokerage relationships and select one broker to assist, consult and provide an integrated view of organizational risk and coverage globally. MTI anticipates awarding an exclusive three (3) year contract and service level agreement but reserves the right to award non-exclusive agreements and/or split the scope based on organizational needs and offerings from prospective brokers, who have strong market access, expertise in relevant coverage and adopt a response service posture.

Successful bidders will work closely with Sr. Director, Logistics and Procurement, Director of HR and other MTI staff in the preparation, award and, the selected firm(s) will work with MTI's Sr. Director of Procurement and Director of HR on execution of the contract and subsequent day-to-day engagement relating to MTI's insurance portfolio insurance including coverage, certificates, exposure analysis, renewals, claims, and related support, alongside health benefits and 401(K) advice.



3. Project Scope of Work and Requirements

MTI is seeking a partner that understands the importance of developing and maintaining a strong risk management program with insurance coverage that appropriately responds to the risks and liabilities the organization may face.

Medical Teams' scope includes the following lots:

Lot 1: Marketing the following lines of Commercial Insurance Coverage

- General liability and umbrella
- Management Liability
- Professional Liability
- Property
- Automobile
- Foreign Liability
- Crime
- Workers' compensation
- Cyber liability
- Business Travel Accident (BTA)
- Kidnap and Ransom
- Emergency Medical Evacuation
- Health insurance (both coverage and benefits - see more details below)

The full list of insurance lines with information on limits, deductibles etc. is available upon request.

Lot 2: Health insurance and benefits

- Assist and market MTI to qualified insurance companies in the managed healthcare arena Benefits solicitation development, negotiations, and coverage
- Identify specialty (benefits) coverages
- Provide open enrollment support in all phases of the enrollment timeline
- Provide common practice and competitive market data on health and life insurance benefits in the NGO sector.
- Consult on other benefits expertise including Life, ADD, etc.

Current health insurance and benefits information along with employee data is available upon request.

Lot 3: 401(k) Investor Advisory Services

- Provide fiduciary and compliance support
- Provide plan, design and administration
- Provide employee education and training
- Work with MTI's focal point regarding vendor management

Current 401(k) data and information is available upon request

Required Services of the Broker

This section details the range of insurance and services the bidder should be able to provide, including but not limited to the following:

- Undertake an insurance program review: assess current coverages/limits/terms and recommend updates; identify market and exposure trends affecting MTI.
- Pool participation: evaluate MTI's participation in insurance pools and cost-sharing programs (property, casualty, and workers' compensation).
- Cyber: assess cyber risk and recommend appropriate limits/sub-limits; provide guidance/resources to strengthen cybersecurity culture and implement best practices.
- Cost containment: provide strategic cost-containment guidance (e.g., self-funded plan designs, pharmacy carve-outs) supported by relevant case studies.
- Claims support for claims submission/handling and serve as an intermediary with underwriters/providers in reasonable coverage disputes.
- Provide premium estimates and projections at least two (2) months in advance of annual renewal deadlines.
- Market and negotiate with underwriters on behalf of MTI to obtain insurance coverage that best meets MTI's needs and requirements at the best cost, while advising on carrier services and claims-handling processes.
- Binding & documentation: bind coverage on required dates; verify accuracy/timeliness of policies, binders, certificates, endorsements, and other documents.
- Provide coverage summaries for all new coverages and updates on changes to existing coverages.
- Recommend specific risk management techniques to be implemented at MTI.
- Respond in a timely manner to all insurance-related questions and requests for advice from the MTI Global Support Solutions designated agent.
- Assist the MTI Global Support Solutions designated agent to coordinate inspection, audit, or other carrier requests.
- Provide legal updates and guidance on recommended coverages to help maintain compliance with federal and state laws and funder regulations, as requested by MTI.



Additional Services of the Broker

In addition to the required services outlined above, brokers may propose additional services, such as property appraisals, consulting, or loss prevention services beyond what would routinely be provided under the Contract. Proposers should specify the types of additional services that are available.

4. Proposal Format and Requirements

For MTI to conduct the most efficient proposal evaluation, bidders are required to organize their proposals as noted below:

- A. Cover Page**
- B. Table of Contents**
- C. General Qualifications**
- D. Technical Qualifications and Experience**
- E. Service Offering**
- F. Exposure Analysis**
- G. Transition Proposal**
- H. Fees & Compensation Disclosure**
- I. References**
- J. Additional supporting information or documentation**

Please ensure that requirements and actions noted below are included in your proposal. Please provide all supporting documentation where requested.

A. Cover page

1. State your organization name, address, and contact details.
2. Provide the name, title, and contact details of the authorized signatory.

B. Table of contents

C. General qualifications

1. Provide a brief firm profile (culture, capabilities, risk management approach, and claims control experience), including your firm’s strengths, vulnerabilities, and competitive differentiators; include value-added services.
2. Identify your headquarters and the primary office that will service MTI.
3. Confirm whether you use only A-rated carriers; if not, explain.
4. Provide latest financial statements and industry qualifications

D. Technical qualifications & experience

1. Describe your experience serving international nonprofits and INGOs.
2. Summarize relevant experience of key personnel proposed for MTI's account.
3. Describe your approach to securing competitive premiums now and at renewal.
4. Provide examples of similar clients with whom you have ongoing relationships.

E. Service offering

1. Explain how MTI fits within your book of business (e.g., client size mix, stratification, specialty practices).
2. Describe your international brokerage and in-country service capabilities in countries where MTI operates.
3. Describe how the servicing office will coordinate with other offices to ensure consistent global service.
4. Describe your client relationship management approach (reporting, meetings, annual stewardship report, claims reviews, and service-level agreements).
5. Describe your risk management services.
6. Summarize your marketing/placement approach for MTI's insurance needs.
7. Explain how you will help MTI avoid redundant policies across field offices and how other bundled services (e.g., pension) could be unbundled, if applicable.
8. Describe your customer service structure, accessibility, response times, and service level metrics.
9. Describe the web-based tools/technology you will use to collaborate with MTI and support the account.
 - a) Indicate whether you provide a client portal/platform/database.
 - b) List the services available through the platform.
 - c) Explain how MTI data is managed and whether it is exportable.
 - d) Describe the controls used to protect MTI information from external cybersecurity threats.
10. Confirm whether you will include SLAs and whether any portion of fees can be placed "at risk" based on performance metrics.
11. Confirm whether you will provide an annual transparency report disclosing all direct and indirect compensation related to MTI's account.
12. State your standard termination notice requirements and any tail commissions/fees that may apply after contract end.

F. Exposure analysis

1. Describe your view of MTI's greatest risks/exposures and the recommended policies/coverage/markets; include relevant trends and emerging issues.

G. Transition proposal

1. Provide a 90-day transition plan and timeline, including how you will manage multi-year, pre-existing coverage agreements.

H. Fees & compensation disclosure

1. Describe your proposed compensation and provide a detailed breakdown of all compensation expected (commissions, flat fees, bonuses), including whether any savings/discounts will be shared with MTI.
2. Disclose any override/contingent/bonus commissions; list carriers and typical percentages/amounts.
3. Confirm whether you will credit carrier commissions back to MTI under a fee-for-service model.
4. List any additional costs not included in your primary fee (e.g., COBRA administration, State Leave Administration, ERISA wrap documents, 5500 filings, online enrollment platforms).
5. Explain how you manage conflicts of interest and ensure recommendations are in MTI's best interest.

I. References

1. Provide three current references for the proposed servicing office/account team (at least two international nonprofits with a global footprint), including organization name, address, telephone number, and reference contact.

J. Additional supporting information or documentation

1. Provide additional information that supports your proposal.

5. Proposal Submission and Evaluation

MTI recognizes that bidders may need additional information to prepare their proposals, including current employee and financial data, existing insurance coverage, policy limits and deductibles, and details of current health and retirement benefits.

Bidders **may submit information requests** to procurement.tenders@medicalteams.org.

Submission Instructions

- Proposals must address all requirements outlined above.

- Proposals must not exceed 20 pages in 12-point Calibri or a similar font. The cover page, table of contents, financial statements, attachments, and sample materials do not count toward the page limit.
- Proposals should be clear, concise, and written for a general audience. Technical terms should be explained in plain language.
- Failure to respond to all RFP requirements may result in the proposal being deemed non-responsive and ineligible for consideration.
- Proposals must be submitted to the street address or email address listed in the RFP Details on page 1 before the submission deadline and must include the proposed service offering and associated costs.
- All questions regarding this RFP must be submitted by email to:
procurement.tenders@medicalteams.org.

Questions are due by May 25, 2026 at 5PM PDT, and a summary of questions and answers will be shared with all bidders before the submission deadline.

Proposals must be received by June 12, 2026 at 5PM PDT. Late submissions may not be considered.

Evaluation Process

MTI is committed to a transparent selection process to identify the insurance broker that offers the best overall solution for its ongoing needs.

After the initial review of written proposals against the criteria below, shortlisted bidders may be invited to participate in the final stage, which may include an oral interview and/or the submission of additional written information.

An evaluation team will review all proposals in detail and determine best value based on factors including general and technical qualifications, service offering, exposure analysis, fees and compensation disclosure, and references.

Award and Contract

Once a decision is made, MTI will notify all bidders and proceed with the selected bidder to finalize and sign the contractual documents required to implement the services described in this RFP. See below for further details.



6. Other Terms & Conditions

Withdrawal of Proposals

Bidders may withdraw a proposal by submitting a written request to procurement.tenders@medicalteams.org before the submission deadline. Revised proposals may be resubmitted before the deadline. No changes will be accepted after the deadline.

Proposal Costs and Confidentiality

All costs of preparing and submitting a proposal are the bidder's responsibility. MTI will limit access to submitted proposals to the evaluation team. Information provided by MTI must be treated as confidential and may not be shared without MTI's prior written approval. Bidders should clearly identify any proposal materials they consider confidential.

Award Basis

MTI may, at its discretion, invite finalists to a final round of negotiations. Bidders should submit their best and final offer with the initial proposal. MTI reserves the right to accept or reject any or all proposals, waive minor irregularities, and award one or more contracts as it determines to be in its best interest.

Contract Development

The successful bidder will enter into a contract with MTI following award. The contract may incorporate information provided during the RFP process, including the bidder's proposal and any clarifications submitted during evaluation.

Contract Terms

The selected firm may enter into a service contract with MTI, including agreed service levels. The contract will include mandatory clauses required by MTI policies and applicable law. MTI may terminate the contract with at least thirty (30) days' written notice to the contractor.

Equal Opportunity

MTI is an equal opportunity organization and will consider all respondents without regard to race, color, religion, sex, national origin, disability, age, or sexual orientation.

Limitations

MTI reserves the right to reject any or all proposals and to waive minor informalities in the solicitation process.