

**International Rescue Committee**

**Request for Proposal (RFP)**

**Portfolio and Project Management Platform**

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##### INTRODUCTION:

1. ***The International Rescue Committee***

The International Rescue Committee, hereinafter referred to as “the IRC”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict.

Working in over 40 countries, the IRC is a leader in humanitarian relief - bringing sustained support to regions torn apart by conflict and disaster. In addition to our work overseas, the IRC also has 29 U.S. resettlement offices that help newly arrived refugees by providing immediate services. The IRC advocates on behalf of the displaced by addressing the root causes of conflict and standing up for the world’s most vulnerable populations. The IRC's strategy centers on its ambition to continue to improve the scale and effectiveness of IRC programs worldwide with evidence of what works best to impact people’s lives in conflict and fragile settings.

##### PROJECT BACKGROUND:

1. ***Background***

The **International Rescue Committee (IRC)** is currently using **Monday.com** as its primary portfolio and project management platform. Monday.com has helped facilitate cross-functional coordination, task tracking, portfolio and project management across a range of humanitarian, operational, and administrative initiatives.

As part of a wider effort to modernize and standardize its digital tools, IRC is now conducting a formal review of project management platforms. This initiative aims to identify a solution that supports:

* Complex multi-stakeholder projects
* Portfolio management processes such as demand management, resource management, financial management, roadmapping and status reporting
* Security compliance and audit needs
* Project and task management across methodologies
* Integration with Jira for detailed technical project management and product development
* Long-term program performance tracking
* Custom reporting and analytics
* Cost-effectiveness at scale

Key stakeholders from Program Management, IT, Creative Services, Operations, and Finance will be engaged to assess the feasibility, cost, and value of transitioning to a new platform or optimizing the current setup.

This Request for Proposal (RFP) is issued by the International Rescue Committee (IRC) to solicit bids for a comprehensive portfolio and project management platform and services provider to support collaboration, planning, execution, and reporting across the entire organization. The selected solution must be scalable and adaptable to meet the diverse project management needs of all IRC departments and global operations.

**This RFP focuses on:** Selecting the right Project Management Platform to support IRC’s multiple stakeholders and support future growth plans

**Future Service Opportunity to Support Migration:** If a new platform is selected, IRC may seek additional support for the migration effort:

1. Migration of data from Monday.com to the new platform
2. Core training materials to support the launch of the project management platform
3. Post launch stabilization & support

The winning partner will enter into a Master Service Agreement (MSA) with a SAAS SOW.

**For further scope, please see the PMO Tool Capability List document within this folder.**

1. ***The RFP Documents***

The Agency is expected to examine all instructions, forms, terms and specifications in the bidding documents prepared for the selection of authorized suppliers.

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| *The RFP is comprised of the following documents:*   * *Intent to Bid Form* * *The Request for Proposal – RFP (this document)* * *PMO Tool Capability List* * *Supplier Information Form* * *IRC Way Code of Ethics* |

1. ***Timeline***

|  |  |
| --- | --- |
| **Issue Request for Proposal** | *November 21, 2025* |
| **Suppliers Return Signed Intent to Bid Forms** | *December 5, 2025* |
| **Questions from Suppliers Due** | *December 12, 2025* |
| **Answers to Suppliers Questions Due** | *December 19, 2025* |
| **Bid Submission Due** | *January 5, 2026* |
| **Supplier Presentations (via MS Teams)** | *January 19 – 23, 2026* |
| **Select Supplier to Award Business** | *February 6, 2026* |
| **Estimated Contract Start Date** | *Mid-February 2026* |

1. ***Clarification and Questions***

A prospective Bidder with outstanding questions related to this RFP packet of the Bidding Documents may notify [GSC-RFPSubmissions@rescue.org](mailto:GSC-RFPSubmissions@rescue.org) and **Megan Arias at** [**megan.arias@rescue.org**](mailto:megan.arias@rescue.org)**.** The request for clarification must be received no later than **December 12, 2025**. The team will respond by e-mail providing clarification on the bid documents by **December 19, 2025**.

##### III. REQUIREMENTS:

1. ***Documents Required to Submit***

The submitted bid must include the following information. Failure to supply all requested information or comply with the specified formats may disqualify the bidder from consideration.

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| ***Written Submission***   1. *Project Management RFP Capability List* 2. *Pricing Details and Options (Bid Sheet)* 3. *Scope of Work (SOW)* 4. *Vendor provided summary of support packages & training approach* 5. *Recent version of your platform development roadmap*   ***Financial Documents and References***   1. *Bank details / Financial capabilities* 2. *Three (3) References from current or past clients (at least one in the last year)*   ***Presentation (via MS Teams)***   1. *Partner presentation (virtual)* |

1. ***Bid Cost Structure for commercial model***

The bidder shall provide a detailed schedule of fees and the rate cards that outline all components of your platform software and services as a fixed or variable cost (Bid Sheet).

1. ***Period of Validity of Bids***

Bids shall remain valid for 90 working days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidders to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

##### SUBMISSION OF BIDS

1. ***Submission of Bids:***

Bidder shall submit bids via email to **Megan Arias at** [**GSC-RFPSubmissions@rescue.org**](mailto:GSC-RFPSubmissions@rescue.org)and copy [Megan.Arias@rescue.org](mailto:Megan.Arias@rescue.org) by **January 5, 2026**.

***Format***

The proposal shall consist of a profile of the company in a power point/PDF presentation alongside a proposed scope of software / services in either excel or word format which will be shared with the project team. Agency will need to also provide all documents requested including financial documents and references.

##### EVALUATION

1. ***Evaluation and Comparison of Bids***

All bids must pass a basic qualification process. This includes the following must have functionality:

* Complete Proposal – All required sections and documents are included
* Meets Core Requirements – Covers technical, functional, and security needs
* Organization-Wide Fit – Scales across all IRC teams, not just one department
* Clear Pricing – Transparent, scalable, and includes nonprofit rates if available
* Strong Vendor Experience – Proven track record with similar organizations
* Support & Training Plan – Includes onboarding, helpdesk, and ongoing support
* Implementation Plan – Realistic rollout with migration and change management to meet October 1st timeline

Bids determined to be substantially responsive as per section 5 will be considered for the evaluation process with the below scoring criteria. To be eligible for evaluation, the successful bidder will have successfully demonstrated

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| **EVALUATION CRITERIA** | **Description** | **Weight (%)** |
| **Technical Platform & Functionality** | * Integration with Jira and other enterprise tools * General Integrations * Data Management * Architecture and Infrastructure * Security Accessibility & Compliance Strong performance, uptime, and reliability * Core PM tools: task tracking, dependencies, templates, dashboards * Workflow and field customization * Advanced reporting and real-time dashboards * Built-in collaboration and communication tools * Robust admin controls and permissions | 25% |
| **Implementation Approach &**  **Migration Support** | * Project Management Framework - Use of recognized methodologies (Agile, Waterfall, Hybrid). * Migration Strategy - Detailed plan for data migration, validation, and rollback. * Risk Management - Identification and mitigation strategies for migration risks. | 20% |
| **User Experience** | * Intuitive, user-friendly interface * Comprehensive onboarding and training support * Mobile-ready with offline functionality * Compliance with accessibility standards (e.g., WCAG) | 20% |
| **Financial Proposal** | * Cost Structure and Commercial Model (Bid Sheet) * Total Cost of Ownership (TCO) - Licensing, implementation, migration, and support costs. * Pricing Transparency - Clear breakdown of costs and any hidden charges. * Value for Money - Comparison of cost vs. functionality and benefits. | 25% |
| **Innovation and Added Value** | * Clear product roadmap and future-readiness * AI, automation, or other innovative features * Ecosystem of integrations and plugins * Proven vendor responsiveness and regular updates | 10% |
| **TOTAL** |  | **100%** |

##### AWARD TERMS AND CONDITIONS

1. ***Contract award and notification***

Procurement and the IT Team will award the Contract to the notified successful Bidder(s) whose bid has been determined as the best evaluated bid considering price/performance factors, provided further that the Bidder is determined to be qualified to enter into an MSA.

1. ***Acceptance of Standard Terms and Payment Conditions***

By submitting a proposal, the Supplier agrees to comply with the International Rescue Committee’s (IRC) standard Terms and Conditions, which will govern any resulting contract. Additionally, the Supplier acknowledges and accepts the IRC’s standard payment terms of Net 30 days from the date of receipt of a valid invoice and satisfactory delivery of goods or services.

1. ***Data Protection and Security Compliance***

The Vendor must comply with all applicable data protection laws (e.g., GDPR, CCPA, HIPAA) and maintain security controls aligned with recognized standards such as ISO/IEC 27001, NIST, or SOC 2. All data must be encrypted in transit and at rest, and access restricted to authorized personnel. Vendors are required to notify the Company within 24 hours of any data breach and provide annual security audit reports upon request. Prior to contract award, the Vendor must successfully complete and pass the Company’s Vendor Risk Assessment, which evaluates security posture, compliance certifications, incident response plans, and third-party risk management. Failure to pass this assessment will result in disqualification. Upon termination, all Company data must be returned or securely destroyed within 30 days, with written certification provided.

1. ***Business Review***

The nature of this RFP is to select a partner for 2-3 year contract term. There is an expectation of robust platform support, account management, and business reviews of the selected partner’s progress throughout the contract term to be had with both procurement and the IT team before conducting contract renewal discussions.

***Disclaimer***

*Procurement reserves the right to alter the dates of the timetable.*

*Procurement does not bind itself to accept the lowest or any proposal.*

**Ethical Operating Standards**

The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, and IRC’s Combating Trafficking in Persons Policy. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does “not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.” IRC’s procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC’s operations.

IRC requests that a supplier (i) informs IRC upon becoming aware that the integrity of IRC’s business has been compromised during the RFP process, and (ii) report such events through IRC’s confidential hotline, Ethics point, which can be accessed at [www.ethicspoint.com](http://www.ethicspoint.com) or via toll–free (866) 654–6461 in the U.S., or collect (503) 352–8177 outside the U.S.