



# International Rescue Committee Sverige Insamlingsstiftelse

## Request for Proposal (RFP)

### Telemarketing Agency

#### A. INTRODUCTION

**1. *The International Rescue committee (RESCUE)***

The International Rescue Committee, hereinafter referred to as “RESCUE”, 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.

Building on the organisation’s ambition to expand our profile and influence across Europe, RESCUE started a fundraising foundation – International Rescue Committee Sverige Insamlingsstiftelse – in Sweden and opened an office in October 2019. The focus for RESCUE in Sweden is fundraising from the private sector which means targeting both the general public and companies. Please read more on our website. <https://www.rescue.org/se>

**2. *The Purpose of this Request for Proposal (RFP)***

It is the intent of this RFP to secure competitive proposals to select Supplier(s) for RESCUE to supply services related to telephone fundraising. All qualified and interested Suppliers are invited to submit their proposals.

**For further scope, please see the Scope of Work (“SOW”) document.**

The winning Bidder(s) will enter into a fixed price Master Purchase Agreement (MPA/MSA). Bidders shall be domiciled in and shall comply with all Government Regulations to operate in Sweden. Bidders shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

## **B. THE BIDDING DOCUMENTS:**

### **3. The Bidding Documents**

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

*The Bidding documents shall include the following documents:*

- *The Request for Proposal – RFP (this document)*
- *Scope of Work*

### **4. Timeline**

<b>Issue Request for Proposal</b>	<i>September 19</i>
<b>Questions from Suppliers due date</b>	<i>September 30</i>
<b>Answers to Suppliers questions due date</b>	<i>October 9</i>
<b>Bid submission due date</b>	<i>October 20</i>
<b>Bid Opening and Evaluation date</b>	<i>October 27</i>
<b>Supplier presentations if applicable</b>	<i>October 28 - November 11</i>
<b>Award of Business (preliminary)</b>	<i>November 28</i>
<b>Contract start (preliminary)</b>	<i>January 1, 2026</i>

### **5. Clarification of Bidding Documents**

A prospective Bidder requiring clarification of the Bidding Documents may notify the Purchaser in writing at [supply.chain.swe@rescue.org](mailto:supply.chain.swe@rescue.org). The request for clarification must reach the purchaser not later than September 30<sup>th</sup>. The purchaser shall respond by e-mail providing clarification on the bid documents no later than October 9<sup>th</sup>. Written copies of the Purchaser's response (including an explanation of the query but without identifying the source of inquiry) shall be communicated to all prospective Bidders which express an intention to submit bids.

## **C. PREPARATION OF BIDS:**

### **6. Language of Bid**

The Bid shall be written in English. Related correspondence and request for clarification can be written in English or Swedish.

## **7. Documents Comprising the Bid**

The submitted bid shall include the following information. Failure to provide all requested information or to comply with the specified formats may disqualify the Bidder from consideration.

- *A cover letter (e-mail) explaining the Bidder's interest in supplying the good or service to the IRC*
- *Presentation documents including:*
  - *Description of your possibilities to offer the services described in the Scope of Work attached, describing your team members relevant competences as well as former experiences.*
  - *Explanations of your methodology, availability, how you work with quality assurance and your perspective on a good cooperation.*
  - *Example of similar work for two other fundraising organizations specifying scope of work and results achieved.*
- *Three (3) References from current or past clients (at least one in the last year)*
- *Budget detailing the services and their unit prices in SEK excl. VAT (cost per hour for specified services).*
- *VAT % used for specified services*
- *Optional: Other important documents which Bidder attaches to support its bid.*

## **8. Period of Validity of Bids**

Bids shall remain valid for 90 working days after the date of bid opening prescribed by the Purchaser.

## **D. SUBMISSION OF BIDS**

### **9. Submission and Marking of Bids:**

Bidder shall submit bids addressed to [supply.chain.swe@rescue.org](mailto:supply.chain.swe@rescue.org), by October 20.

#### **Format**

The Bidder's proposal shall include a technical proposal (specified above) and a financial proposal, in separate documents.

## **E. EVALUATION**

### **10. Evaluation and Comparison of Bids**

Bids determined to be substantially responsive will be considered and evaluated by the RESCUE Procurement Committee, with the below evaluation criterias.

RESCUE might contact bidders to schedule a presentation of the bid if needed to evaluate properly. Presentation might be done via teams or in a face-to-face meeting depending on preference and availability of bidder and RESCUE staff.

EVALUATION CRITERIA	Description
<b>Proposal meets specification in Scope of work.</b>	Competence of team on areas of work described in Scope of work. Documented results of increasing fundraising effectivity when working with other fundraising organizations.
<b>Supplier organization and capacity is appropriate</b>	Refers to the Supplier's capability to fulfill the IRC's requirement, specifically composition and competence of team and ability to work in a flexible and cost-effective manner.
<b>Delivery lead-time and availability</b>	Refers to the offered lead-time and availability against IRC's requirements. Please specify your availability to manage social media campaigns during end of year and summer, as well as capacity to create content and campaigns quickly in case of emergency fundraising.
<b>Financial proposal</b>	Refers to the offered price.

## F. CONTRACTING

### 11. Contract award and notification

The Purchaser shall award the Contract to the notified successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the best evaluated bid considering price and performance factors, provided further that the Bidder is determined to be qualified to enter into a Master Purchase Agreement.

### 12. Disclaimer

The Purchaser reserves the right to alter the dates of the timetable.

The Purchaser does not bind itself to accept the lowest or any proposal.

## G. ETHICAL OPERATING STANDARDS

### 13. Compliance to the IRC Way

The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC's combating Trafficking in Persons Policy, which can be found at: <https://rescue.app.box.com/s/h6dv915b72o1mapxg3vczbqxjtboyel>. 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) Reports 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.

#### **14. Bidder Non Collusion Statement**

IRC prohibits collusion and will disqualify all bids where collusion is detected. Collusion happens when related parties submit separate bids for the same tender. Collusion includes situations where:

- a) Members of the same family submit separate bids for the same tender
- b) Separate companies owned by the same person submit separate bids for the same tender
- c) Employees of a bidding company submitting separate bids through companies they own for the same tender
- d) Partners in a bidder submitting separate bids under their own names/ companies they own for the same tender

It is collusion for a person to be involved in more than companies/ businesses submitting a bid to the same tender. Collusion will lead to IRC disqualifying the involved individuals or companies from that tender as well as disqualify them from submitting bids for future tenders.