



INVITATION TO TENDER

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1. Background Information on Plan International

Plan International is an independent development and humanitarian organisation that advances children's rights and equality for girls.

We believe in the power and potential of every child but know this is often suppressed by poverty, violence, exclusion and discrimination. And it is girls who are most affected. Working together with children, young people, supporters and partners, we strive for a just world, tackling the root causes of the challenges girls and vulnerable children face.

We support children's rights from birth until they reach adulthood and we enable children to prepare for and respond to crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge.

For over 85 years, we have rallied other determined optimists to transform the lives of all children in more than 80 countries.

We won't stop until we are all equal.

Read more about Plan International's Global Strategy: **Girls Standing Strong** at <https://plan-international.org/strategy>

2. Summary of the Requirement

Plan International is inviting interested parties to submit a proposal as part of a competitive process for the provision of one or both Lots:

- LOT 1 Translation Services
- LOT 2 Interpreting Services

We are interested in receiving proposals which include all, or part of the following requirements. We strongly advise Bidders to include breakdown options for different elements below, should Plan International decide to proceed with only some of these requirements.

Bids will be assessed by a procurement panel against set criteria, including bid eligibility, technical capability and the overall value for money proposition. Bids should include detailed information on the following technical requirements for each category.

If you believe that you or your organisation may be in the position to meet any of our specified requirements and would like to be considered as a potential supplier, please read and review the section '**ITT Overview and Instructions**' on how to apply.

This tender dossier has been issued for the sole purpose of obtaining offers for the supply of goods or services against the specification contained within this document and annexes.

Any attempt by the Tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Plan International during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable.

3. ITT Overview and Instructions

3.1 Overview

Plan International are inviting interested parties to submit a **Proposal** as part of a competitive process for **the provision of Translation and Interpreting services**. Successful Bidder(s) will be expected to enter into a **Long-Term Agreement** on a **non-exclusive basis** with our organisation. Plan International reserves the right not to award a contract as a result of this Invitation to Tender, or to award to multiple successful Bidders.

Plan wishes to make a sourcing decision for all of the works involved in this tender, creating an agreement with a single or multiple suppliers.

The successful Tenderers will be expected to enter into a service agreement with Plan International **for a period of 3 years**. The continuation of the contract after each contract year will be subject to a successful annual performance review.

3.2 Instructions to Tenderers

These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is the Bidder's responsibility to ensure their offer is complete and that you provide all the necessary information asked for in the format specified, or risk your offer being rejected. Further details can be found in section 9 of this ITT document, '**Submission Checklist**'.

Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply.

Documents comprising this tender pack are as follows:

- ITT FY26-0221 Translation & Interpreting Tender Dossier
- ANNEX A – Pricing Schedule (Excel)
- ANNEX B – Technical Questions (Forms A, B, C and D)
- ANNEX C – Supplier Questionnaire
- ANNEX D – Non-Staff Code of Conduct
- ANNEX E – Use of Artificial Intelligence (AI) in Proposal Preparation

Tenderers are required to submit their proposal, inclusive of all required annexes, via email to procurement@plan-international.org. Offers must be received by the deadline specified in the section '**3.3 Key Dates and Timelines**'.

The offer and all correspondence and documents related to the tender must be written in English.

Each Tenderer or member of consortium or sub-contractor may submit only one offer.

Unless stated otherwise, all communications from Bidders in relation to this tender, including Clarification Questions, must be directed to procurement@plan-international.org and must include the ITT reference: **ITT FY26-0221 Translation & Interpreting**

3.3 Key Dates and Timelines

The following table outlines the key dates and timelines associated with this tender process. Plan International reserves the right to change these at any time as the tender progresses. To maintain transparency, fairness, and adequate time to prepare your offers, Plan International will inform all interested Parties of any changes to these key dates and timelines simultaneously and in a timely fashion.

Activity	Deadline Date
Issue of Invitation to Tender	Friday 8 May 2026
Deadline for supplier submission of clarification questions	Friday 15 May 2026
Deadline for Plan to respond to clarification questions	Friday 22 May 2026
Deadline for submission of offers	Friday 29 May 2026
Plan Review of Offers	Monday 1-Friday 12 June 2026
Supplier shortlist notification – first round	w/c 15 June 2026
Shortlisted supplier assessment submission	Friday 26 June 2026
Supplier shortlist notification – second round	w/c 29 June 2026
Contract Award	w/c 6 July 2026

3.4 Pricing

Bidders are required to complete the pricing schedule attached separately in ‘**Annex A – Pricing Schedule**’. All prices must be quoted in **GBP, USD or EUR** and exclusive of Value Added Tax (VAT).

It is expected that prices will be fixed for the duration of the contract and quotes valid for a maximum period of 90 calendar days following the Closing Date of this tender. If for any reason you are unable to guarantee fixed pricing for the duration of the contract, any projected price increases should be clearly stated in your tender.

To ensure a fair and transparent process, Plan International will not be able to divulge budget information relating to this tender or associated Projects. It is expected that Bidders submit their best possible financial offer at the point of submission.

The successful Bidder will be required to pay their staff who work on this contract **at least** the National Living Wage.

4. Specification and Scope of Requirement

Current Trends

Plan International has a fragmented approach to translation services, with multiple projects awarded to a number of translation companies covering all International Headquarters, Country and National Office requirements.

In the last 3 fiscal years, Plan International has requested the translation of an estimated 6 million words in total, which is likely to be higher across the organisation in uncaptured data.

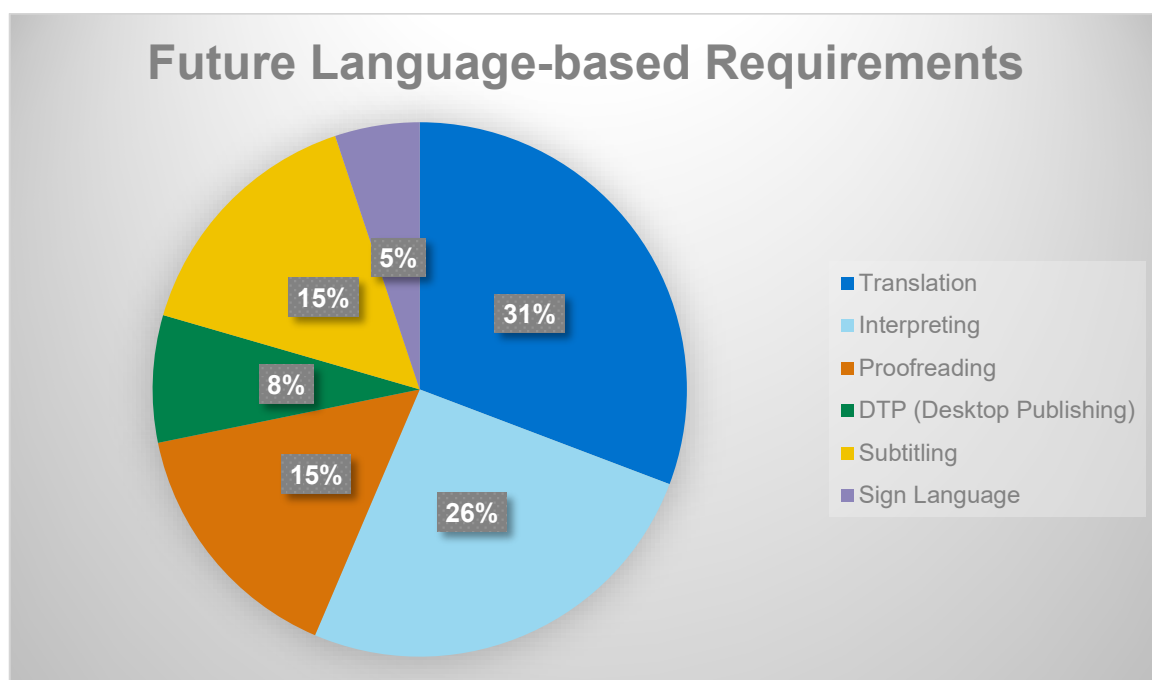
French and Spanish continue to be the most requested languages, with a lower but steady demand for Portuguese and Arabic, as well as other languages such as Ukrainian.

Future Requirements

In the autumn of 2025, a Stakeholder Survey was conducted by the Procurement Team in an effort to capture the requirements across the organisation, along with identifying gaps in the current service provision. It was concluded that there is a **continued requirement for interpreting services** (which accounts for around **21%** of our overall spend in the past three years) and services including Subtitling and American and British Sign Language, as well as Desktop Publishing.

Plan International is seeking to award **one or more non-exclusive, non-volume or spend commitment Long-Term Agreements** with successful bidders and due to the complex nature of our requirements and of the supply market, we have chosen to **split this tender into two Lots**, with suppliers welcome to bid for one or both Lots.

Plan International would be **interested in receiving proposals from a diverse range of bidders** within the supply market, up to and including agencies, freelancers, Global South applicants and women-led businesses, to ensure adequate coverage of our future needs and requirements.



Lot 1: Translation services (please complete 'Form A' if you are an Agency bidding for this Lot, or 'Form B' if you are a freelancer bidding for this Lot)

- The following scope is a comprehensive overview of our requirements, but Bidders are welcome to submit partial bids for one or more of the following components:
- Website translation
 - Corporate translation
 - Legal translation
 - Technical translation
 - Humanitarian translation

- Video translation
 - Video subtitling
 - Audio visual communications
 - Financial and Economic translation
- Languages that are to be contracted for are English, French, Spanish, Portuguese and Arabic, with a provision for ad hoc requirements for other, multiple languages
 - Proofreading service, to be used both in conjunction with the translation service and without as a standalone service
 - Dedicated translators for Plan International's requirements for the duration of the agreement
 - Access to integrated software for Plan International staff to assist with service provision (uploading texts/banking common words and/or phrases/logging requests and managing progress etc.)
 - Expertise in humanitarian/NGO-sector terminology including gender terms is desirable but not essential
 - Willingness to translate directly into various formats at Plan International's request e.g. Word Document, Excel, PowerPoint, internal online platforms with Plan access
 - Ability to format translated texts using desktop publishing software such as InDesign to match source copy
 - Dedicated Account Management to include:
 - Supplier-side monthly data reports
 - Regular meetings with Plan International's contract manager
 - Agreement of and monitoring of SLAs

Lot 2: Interpreting services (*please complete 'Form C' if you are an Agency bidding for this Lot, or 'Form D' if you are a freelancer bidding for this Lot*)

The provider will be expected to provide the following services:

- Interpretation from and into English, French, Spanish, Portuguese and Arabic as part of the agreement and on an ad hoc basis for other, multiple languages as and when the need arises, ensuring the interpreting is directly from one language to another
- Ability to interpret across multiple media, including by telephone, MS Teams, Zoom, face-to-face, electronic communications (non-exhaustive list)
- Transcribing services across multiple online media
- Access to integrated software for Plan International staff to assist with service provision (e.g. booking system)
- Dedicated Account Management to include:
 - Supplier-side monthly data reports
 - Regular meetings with Plan International's contract manager
 - Agreement of and monitoring of SLAs

5. Selection Criteria

Bids will be assessed against predetermined criteria which has been developed and agreed by the Tender Panel prior to launching this Tender process. The information gathered in **‘Annex A – Pricing Schedule’**, **‘Annex B – Technical Questions’**, and any other requested documentation, will be used to evaluate and score each Bid against this set criteria. Please find further details in the below table:

	Criteria	Tenderers must demonstrate...	Weight (%)
Compliance	Tender Compliance and Completion	<ul style="list-style-type: none"> Satisfactory completion of all documentation requested with sufficient information, submitted no later than the closing date specified. Agreement to our mandatory policies as set out in Annex D – Non-Staff Code of Conduct 	Pass/Fail. Bidders who do not meet these minimum requirements will not have their Bids further assessed.
Technical Proposal (65%)	Quality	<ul style="list-style-type: none"> Limited errors and quality services Provides copy of accreditations and/or Quality Assurance certificates (e.g. ISO9001) 	20%
	Lead time and capacity	<ul style="list-style-type: none"> Efficient and manageable lead times to support our operations Ability to fulfil our requirements and meet our needs 	20%
	References and experience	<ul style="list-style-type: none"> Strong knowledge of the NGO/INGO sector and proven experience working with similar organisations Ability to provide client references 	15%
	Account Management	<ul style="list-style-type: none"> Willingness to build solid working relationships and to streamline service provision 	10%
Financial Proposal (30%)	Pricing Schedule	<ul style="list-style-type: none"> Fixed pricing Completion of ‘Annex A – Pricing Schedule’ with all requested information Economically advantageous for the organisation 	30%
	Gender sensitive Practices and Policies	<p>As part of our ongoing Gender Responsive Procurement Initiatives. Bidders will be allocated 5% of the overall score if they meet one or more of the following:</p> <ul style="list-style-type: none"> If headed up by a woman 	5%

Gender Responsive (5%)		<ul style="list-style-type: none"> • If the supplier is a women-owned business: A legal entity in any field that is more than 51% owned, managed and controlled by one or more women. • If the % women in management positions is over 35% • If % women workers is 55% or above. • If robust gender equality initiatives are in place and active. E.g. WEPs signed, gender equality procurement policy, and additional gender-sensitive program/s implemented. 	
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6. Evaluation of offers

The Tender Panel will review all Bids to ensure they meet the minimum requirements listed under the 'Compliance' section in the above table. Following this, each Bid will be assigned a score on the basis of predetermined criteria and their associated weighted scorings.

Given the nature of these services, 'Quality' will be evaluated with Bidder(s) who are shortlisted in the first round of analysis for both Lots 1 and 2. This will involve requesting the translation of a text for Lot 1 and a telephone interpretation for Lot 2. Following a second round of analysis to include the 'Quality' scoring, interviews may be conducted with shortlisted suppliers.

The contract(s) will be awarded to the Bidder(s) who represent the best overall value for Plan International in terms of the evaluation criteria set out above. By participating in this tender, you acknowledge and understand that Plan reserves the right to:

- Decide not to award to any supplier
- Decide to award to one or more suppliers
- Decide to readvertise the opportunity
- Not necessarily accept the lowest cost offer

Notification of award of contract will be issued via e-mail.

7. Terms & Conditions

By submitting a Bid as part of this Tender process, you also acknowledge and understand that:

- Plan International will not be liable for any costs or expenses incurred in the preparation of your offer
- You or your company will undergo vetting checks against an Anti-Terrorism and Sanctions Database as part of due diligence protocols

- Plan International reserves the right to keep confidential the circumstances that have been considered for the selection of the offers
- Part of the evaluation process may include a presentation from the Bidder and a site visit by Plan International staff, where applicable and necessary
- Plan International reserves the right to alter the schedule of tender and contract awarding
- Plan International reserves the right to cancel this tender process at any time and not to award any contract
- Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender
- Plan International does not bind itself to accept the lowest, or any offer
- Any attempt by the Bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Plan International during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable
- You accept in full and without restriction the conditions governing this tender as the sole basis of this competition, whatever its own conditions of sale may be, which you hereby waive
- You have examined carefully, understood and comply with all conditions, instructions, forms, provisions and specifications contained in this tender dossier. You are aware that failure to submit a tender containing all the information and documentation expressly required, within the deadline specified, may lead to the rejection of the tender at Plan International's discretion
- You are not aware of any corruption practice in relation to this competition. Should such a situation arise, we shall immediately inform Plan International in writing
- You declare that you are affected by no potential conflict of interest, and that you and our staff have no particular link with other Bidders or parties involved in this competition. Should such a situation arise during performance of the contract, you shall immediately inform Plan International in writing
- You accept Plan International's standard terms of payment which are **30 days** after the end of the month of receipt by Plan of a proper invoice or, if later, after acceptance of the Goods or Services in question by Plan International

8. Plan International's Ethical & Environmental Statement

- The organisation should establish environmental standards and good practices that follow the principles of ISO 14001 Environmental Management Systems, and in particular to ensure compliance with environmental legislation
- The organisation should seek to set reduction targets in areas where the organisation's activities lead to significant environmental impacts

9. Submission Checklist

Please note Plan International are unable to accept submissions which are accessible by an online link, for example SharePoint, Dropbox etc.
Please submit the documents as email attachments.

Document	Form
Annex A – Pricing Schedule	Please complete with all requested information and return in Excel format.
Annex B – Technical Questions	Please complete with all requested information and return in Word format.
Annex C – Supplier Questionnaire	Please complete with all requested information and return in Word format.
Annex D – Non-Staff Code of Conduct	Please sign and date this document and return in PDF format.
Annex E – Use of Artificial Intelligence (AI) in Proposal Preparation	Please sign and date this document and return in Word format.
Detailed Technical Proposal, ensuring alignment with the requirements set out in this document	Please complete with all requested information and return in Word or PDF format.
Certificate of Incorporation (if the bidder is not an individual)	
Copy of accreditations and/or Quality Assurance certificates (e.g. ISO9001)	
3 client references	
A portfolio showcasing at least 3 examples of previous work within NGOs/INGOs	