

Request for Proposals
Finance & Procurement Management System
Issued by
The Global Alliance for Improved Nutrition (GAIN)

Procurement value statement

GAIN's procurement is conducted based on our procurement principles, including "a focus on ethical and sustainable procurement which requires us to take note of our legal and ethical commitments... in our procurement and supplier management."

We require all our partners, suppliers and service providers to familiarise themselves with our [Code of Conduct \(Code\)](#) and to adhere to either our Code or to their own equivalent code or set of behaviours.

This is addition to any relevant clauses and provisions in our contractual terms.

We also expect our partners, suppliers, and service providers to proactively inform GAIN, via the mechanisms detailed in the Code, of any breaches, potential or perceived breaches of its provisions.

Any supplier or service provider found to be in violation of these principles will be excluded from this process and may be barred from responding to future opportunities.

1 DEFINITIONS

For the purposes of this Request for Proposal (RFP) and any subsequent contract the following definitions, unless otherwise noted, apply.

Company, Client or GAIN	Means Global Alliance for Improved Nutrition
Contract	Means any contract that results from this RFP
Proposal, Bid or Tender	Means a written offer submitted in response to this RFP
Bidder, Tenderer, Supplier or Vendor	Means an entity that submits, or is invited to submit, a bid in response to this RFP
Requirement	Means the supply to be made by the Bidder to the Company in accordance with Doc 2: Specification of the RFP

1.1 Structure of this RFP

GAIN has produced the following documentation in relation to this RFP.

Doc 1: Instructions to Bidders (this document)	For Information
Doc 2: Specification	For Information
Doc 3: Offer of services	For Completion
Doc 4a: Response template–technical	For Completion
Doc 4b: Response template–narrative	For Completion
Doc 4c Response template–commercials	For Completion

These documents are designed to:

- ensure that Bidders are provided with the necessary information to understand and respond to the requirements
- ensure that a consistent level of information is obtained from each prospective Supplier and
- provide a structured framework for the subsequent evaluation of each Bidder's submitted Proposal.

Bidders should read these instructions carefully before completing their submission.

These instructions constitute the full conditions of this RFP, and participation in the process automatically signals that the Bidder accepts the conditions.

1.2 Timescales

Set out below is the proposed procurement timetable. This is intended as a guide and whilst the GAIN does not intend to depart from the timetable, it reserves the right to do so at any stage.

Note that all timings are British Summertime (BST) and it is the bidders' responsibility to ensure they adhere to these timings

RFP issue date	Thursday 27 th August 2026
Deadline for Bidders to submit clarifications	12:00 Midday (BST), Wednesday 2 nd September 2026
Deadline for GAIN to respond to clarifications	17:00 (BST), Friday 4 th September 2026
RFP closes: deadline for submission	17:00 (BST) Tuesday 15 th September 2026
GAIN review and shortlisting	16 th - 21 st September 2026
Announcement of shortlist	22 nd September 2026
Shortlisted bidders prepare for demonstration sessions	23 rd - 25 th September 2026
Demonstration sessions	09:00 – 12:30 (BST) on 28 th , 29 th , 30 th September and 1 st , 2 nd October Please state clearly in your response your availability at these times. GAIN reserves the right to remove from consideration any Bidder who is unable to provide a demonstration session within the proposed dates.
GAIN evaluation & governance	5 th – 9 th October 2025
Contract award <i>subject to negotiation & due diligence checks</i>	w/b 12 th October 2026
Planned contract signature	w/b 26 th October 2026
Project kick off	w/b 2 nd November 2026
Go Live	Thursday 1 st July 2027

1.3 GAIN contact

The following individual is the nominated Company contact for this RFP.

- Name/role: Sophie Charman-Blower, Head of Procurement
- Email address: scharman-blower@gainhealth.org

1.4 Queries and clarifications

Bidders are to direct any queries and questions regarding the RFP content or process to the GAIN contact in writing via email.

It is the Bidder's responsibility to ensure safe receipt of communication. No other Company personnel or their Advisors are to be contacted in relation to this RFP unless directed to do so by the Company contact.

The Company may choose to convey responses to submitted questions and queries to all Bidders so that each is equally informed.

The Company may amend the RFP documents by issuing notices to that effect to all Bidders and may extend the closing date and time if deemed appropriate.

1.5 Meeting with bidders

If necessary, GAIN may arrange for a round of meetings with the bidders, these will take place in the evaluation phase of the schedule above in 1.2.

These meetings may take place in person or remotely.

1.6 Preparing your response

Suppliers must obtain at their own responsibility and expense, all information necessary for the preparation of Bids.

GAIN relies on Suppliers' own analysis and review of information provided. Consequently, Suppliers are solely responsible for obtaining the information which they consider is necessary to make decisions regarding the content of their Bids and to undertake any investigations they consider necessary to verify any information provided to them during the procurement process.

Suppliers must form their own opinions, making such investigations and taking such advice (including professional advice) as is appropriate, regarding the requirements and their Tenders, without reliance upon any opinion or other information provided by the Customer or their advisers and representatives.

Suppliers should notify the Customer promptly of any perceived ambiguity, inconsistency, or omission in this RFP, any of its associated documents and/or any other information issued to them during the procurement process.

1.7 Submitting your response

Bidders must submit their Proposal by email to the contact's email address. The subject heading of the email should be "*GAIN-FSTP-2026 [Supplier name]*". The Proposal and any documents accompanying it must be in English.

All submitted documents must be viewable using Microsoft Office applications. If attached files are deemed too large to suit a single email transmission, then a file share site will be setup.

The Proposal must be submitted in the form and at the time specified in this RFP. Failure to do so may render the response non-compliant and it may be rejected.

GAIN may, at its own absolute discretion, extend the closing date and the time for receipt of Tenders specified above. Any extension granted will apply to all Bidders.

Bidders should not include in their submission any extraneous information which has not been specifically requested in the RFP including, for example, any sales literature etc.

Suppliers may modify their Proposal prior to the deadline. No Proposal may be modified after the deadline for receipt.

Suppliers may withdraw their Proposal at any time prior to accepting the offer of a Contract. The notice to withdraw the Proposal must be in writing and sent to the GAIN contract identified above.

Failure to comply with these requirements for completion and submission of the Proposal response may result in its rejection.

2 RESPONSE GUIDELINES

Your submission must include the following:

- Introduction to your organisation, the solution/s you are proposing and how it meets the key elements of the Requirements detailed in Doc 2: Specification (max. 5 pages)
- Completed Doc 3: Offer of services
- Completed Doc 4a: Response template–technical
- Completed Doc 4b: Response template–narrative
- Completed Doc 4a: Response template–commercial
- A copy of your proposed Terms and Conditions
- A copy of your proposed Service Level Agreement for ongoing support

Please do not supply any additional materials as these will not be considered and may result in your submission being rejected.

Submitted rates and prices are to be deemed include all costs, insurances, taxes, fees, expenses, liabilities, obligations risk and other things necessary for the performance of the requirement.

We are looking for full cost disclosure: there must be an appropriate breakdown of costs to allow for price visibility. Any charge not stated in the Proposal as being additional, will not be allowed as a charge against any transaction under any resultant contract.

Splits may include one off and recurring costs, mandatory and optional costs and any associated costs of providing the service. We are looking for value for money and cost-effective solutions to aid our evaluation scoring.

All rates and prices submitted must be in one of the following currencies: United States Dollars (USD), Euro (EUR), or Pound Sterling (GBP) and any contract arising from this RFP will be in either United States Dollars (USD), Euro (EUR), Pound Sterling (GBP).

For evaluation purposes, all prices will be converted to USD using the average exchange rate for the preceding month published by XE.com

2.1 Evaluation of Proposals

Please see below for the significant criteria against which proposals will be assessed. This list is not exhaustive and is provided to enhance the applicants' ability to respond to this Opportunity.

No.	Criteria
1	Minimum Criteria (Pass/fail) • Proposals provided are in accordance with RFP rules. • An established financial track record • Compliance with relevant legal, security and regulatory requirements
2	Previous experience (Pass/fail)

	Two recent examples of comparable, successfully completed projects, with contactable references
3	Technical functionality: - Alignment with requirements - Level of customisation required - Integration capability - Architecture and scalability - Security and resilience
4	Implementation & ongoing support: - Delivery plan & delivery team¹ - Implementation methodology and approach, including training - Ongoing support services (e.g. SLAs)
5	Commercial proposal: - Total cost (implementation + 3 years' support), exclusive of VAT, where applicable - Acceptability of contractual terms proposed - Added value offered

If GAIN identifies an abnormally low bid, GAIN may request an explanation and any appropriate evidence from the Bidder to confirm that the tender price is accurate and achievable, and the Bidder is able to undertake, and sustain, the work at the prices submitted.

Any rejection of a Response based on an abnormally low price shall be entirely at the discretion of GAIN.

GAIN may request additional information from Bidders to assist further evaluation of Proposals and reserves the right to moderate scores throughout the process.

2.2 Shortlisting, presentations and dialogue

GAIN will perform a desktop evaluation of all bids received.

Following this, it is our intention to shortlist a minimum of 3 and a maximum of 5 bids² to proceed to the next stage which will include a demonstration of the system to a panel of key stakeholders and the opportunity to answer questions.

Following presentations, the GAIN may then choose to enter in to dialogue with one or more Bidders which may result in the GAIN requesting best and final offers (BAFOs).

Bidders should note that the GAIN may award a Contract on the basis of the original Proposal received and may, at its absolute discretion, and may choose not to undertake any or all of the

¹ GAIN's strong preference is to meet the supplier side project team, or at a minimum the project manager, before contract sign off, and preference will be given to bidders who can offer this

² Please note that the number of shortlisted bidders is subject to change depending on the number of bids received and the results of the desktop evaluation.

following processes: shortlisting, taking up references, undertaking presentations, entering in to dialogue or providing Bidders with the opportunity to submit a BAFO.

3 TERMS AND CONDITIONS

This section constitutes the full conditions of this RFP and participation in the process automatically signals that the Bidder accepts the conditions.

3.1 Jurisdiction

Any Contract resulting from this RFP shall be governed by Swiss law.

3.2 Late Proposals

Any bid received after the deadline may be rejected at GAIN's absolute discretion.

3.3 Disclaimers

Bidders will not be compensated for costs incurred in preparing proposals, submitting revised proposals or in participation in any meeting or presentation.

This RFP does not commit GAIN to any course of action; it is not an offer or a contract and does not commit GAIN to contract for any of the services detailed within the RFP.

GAIN reserves the absolute right to:

- accept or reject any or all Proposals with or without notice or reason
- accept or reject any proposal in whole or in part
- accept a proposal other than the lowest priced
- negotiate with any, all or none of the Bidders
- modify or cancel this RFP

3.4 Acceptance of Proposals

GAIN is under no obligation to accept the lowest priced Proposal, or any Proposal, and reserves the right to reject any Proposal which is incomplete, conditional, or not complying with the RFP documents.

A Proposal may be for all or part of the Requirement and may be accepted by GAIN either wholly or in part.

A Proposal will not be accepted, in whole or in part, unless and until GAIN has signed a Contract in writing to the successful Bidder. GAIN reserves the right to:

- amend the terms and conditions of the procurement process
- cancel the evaluation and award process at any stage
- require the Bidder to clarify its Proposal in writing and/or provide additional information.
- Failure to respond adequately may result in the Bidder not being selected.

3.5 Amendments

Prior to the final date for submission of Proposal, GAIN may issue amendments to clarify, modify or add to the procurement documents. A copy of each amendment will be issued to each Bidder and shall become part of the RFP.

3.6 Validity of Proposals

Proposals submitted in response to this RFP are to remain valid for a period of not less than 90 days from the RFP closing date.

3.7 Withdrawals

Proposals may be withdrawn at any time prior to the RFP closing date and time by written notice to the Company.

3.8 Interpretation of Requirements

Bidders are responsible for ensuring that they have all the information required for the preparation of their tenders and that they satisfy themselves about the information and correct interpretation of terminology used in the tender documentation.

Bidders must also ensure that they are fully conversant with the nature and extent of the obligations to be accepted by them if their tender is accepted.

3.9 Assumptions

Any assumptions that have been made in responding to this RFP should be outlined in the Bidders response documents.

3.10 Confidentiality

Except as required for the preparation of this Proposal, Bidders must not, without GAIN's prior written consent, disclose to any third party any of the contents of the RFP documents. Bidders must ensure that their employees, consultants, and agents also are bound and comply with this condition of confidentiality.

3.11 Feedback to unsuccessful Bidders

GAIN appreciates that significant time and resources go into preparing a tender response, and we try to ensure that feedback is provided to all unsuccessful Bidders.

Please note however that GAIN does not share detailed scoring information with unsuccessful Bidders.

3.12 Inconsistencies and omissions

Bidders must promptly advise the Company in writing of any inconsistencies and omissions they discover in the RFP.

3.13 RFP documents

Bidders must destroy all copies of the RFP document if unsuccessful within 30 days of being notified they have not been successful (either issued by GAIN or created by the Bidder).

Disclaimers

Whilst the material in this RFP and the Information has been prepared in good faith, it does not purport to be comprehensive, nor has it been independently verified.

Neither GAIN nor their advisors, their respective directors, officers, members, employees, or agents makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the information included in this RFP; or accepts any responsibility for the information or for their fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such Information or any subsequent communication.

3.14 Collusive behaviour

Any Bidder who:

- fixes or adjusts the amount of their Response by or in accordance with any agreement or arrangement with any other party; *or*
- communicates to any party other than GAIN the amount or approximate amount of its Responses or any other information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence to obtain quotations necessary for the preparation of the Response or insurance or any necessary security); *or*
- enters into any agreement or arrangement with any other party as to the amount of any Response submitted; *or*
- offers or agrees to pay or does pay or give any sums of money, inducement, or consideration directly or indirectly to any party for doing or causing any action in relation to any Response, any act or omission.

shall (without prejudice to any other civil remedies available to GAIN and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.