



Request for Proposal

Request for Proposal (RFP) Details	
RFP Reference	RFP-MAD-DEC22-01
RFP Launch Date	December 14, 2022
Deadline for Submission of Questions	January 6, 2023
Proposal Submission Deadline	January 20, 2023
Submit Proposals or Questions to:	Medical Teams International Attn: Mike Hogan 14150 SW Milton Court Tigard, OR 97224 AND mhogan@medicalteams.org
Estimated Contract Award Date	February 3, 2023
Contract Start and End Dates	March 6, 2023 to September 29, 2023
Contract Manager	Mike Hogan, Vice President Marketing & Development

- 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

Medical Teams International is a Christian humanitarian relief agency 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.

Founded in 1979, Medical Teams International is a charitable 501(c)(3) organization. Medical Teams provides emergency and primary health services for people who otherwise would not have access to care. This is performed by professionally trained staff or local volunteers or international volunteer health care providers in fixed and mobile health centers. Medical Teams programs across the world also play a key role in strengthening health systems while simultaneously strengthening and empowering the local communities.

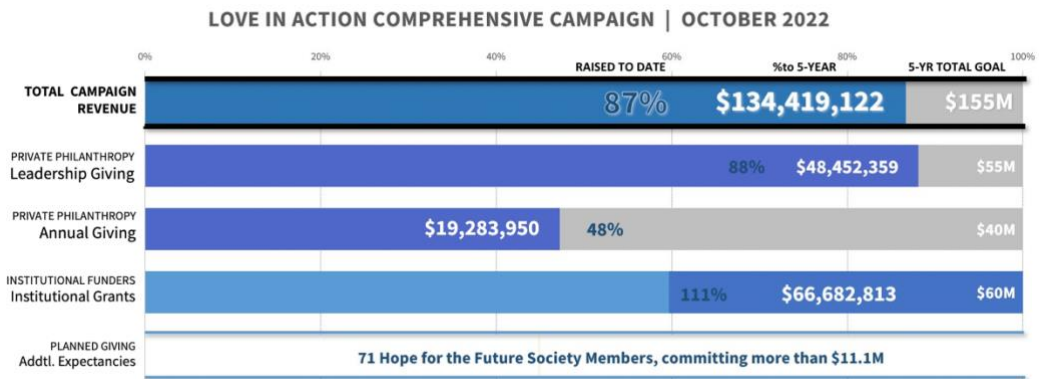
Read more about Medical Teams International's at: <https://www.medicalteams.org/who-we-are/>



2. Project Summary

Medical Teams International is inviting qualified, interested parties to bid as part of a competitive proposal / quotation process. Successful bidders will be expected to enter into a formal contract for seven months for the provision of summary of deliverables. These deliverables will support Medical Teams operations to raise the major donor funds to support our global operations.

Medical Teams is in year 3 of a 5-year comprehensive capital campaign called Love In Action (LIA). LIA’s goals are to raise \$155M in comprehensive revenue and \$25M in net-new revenue over the 5-years from



FY20 to FY24. As of October 2022, we have raised \$134M in comprehensive revenue and \$29.1M in net-new revenue. We are projecting to pass the goal of \$155M sometime in late Spring 2023, approximately 18 months prior to the end of the campaign.

LIA was created to invite donors to give a five-year pledge to fund our Triple Triple strategic plan which was launched in parallel with the LIA campaign. The Triple Triple strategic plan has three aspirational goals which are: 1) triple our capacity to respond to sudden onset disasters; 2) triple the number of displaced peoples we are serving from 1 million to 3 million; and 3) triple the number of people we are serving here in the U.S. from 10,000 per year to 30,000 per year. Aspirational goal #1 may not be reached. We are on target to serve 2.5 million displaced peoples in FY23, so it is likely we will hit our target of 3 million by the end of the strategic plan. And we hit aspirational goal #3 in FY20 as we scaled to respond to COVID, and we continue to hit this goal in subsequent years.

There are three key things converging that make it such that we are seeking a partner to work with Medical Teams in developing a fundraising plan that will position us well to rally major donors to support our next strategic plan, *Aspire 2030*.

Developing a Bridge Plan for the Original LIA Donors

The first is that the LIA donors were made up of approximately 60 households of our nearest and dearest major donors. This community of donors made pledges in late FY19 and in FY20 to the campaign because these donors were highly familiar and engaged with Medical Teams. This group of donors, we believe, will be ready for a new ask in FY23 and FY24 to build upon Medical Teams’ success with the Triple Triple strategic plan.



From FY20 to FY23, we were able to increase our expenditures by \$3-5M more per year due to committed and paid pledges. We have exhausted the use of these pledges and in FY24 we will not have banked pledges wherein which to continue this increased expenditure. This will put the organization in a very difficult situation, potentially needing to make significant cuts across the board. It is imperative that we find a meaningful way to engage these donors so that they give bridge funding because we are close to exhausting all committed pledge funds.

Inviting Annual Fund Major Donors to Give to LIA

The second is that outside of the core 60 or so major donor households that gave to LIA, most major donors have not been ready to make a five-year commitment to the campaign. The primary reason for this is that our major donor strategy has been event-based versus relationship-based, meaning our major donor officers have focused on getting donors to attend events wherein which the donors give their annual gift. That strategy did not create the relational trust wherein which donors feel comfortable to make a five-year commitment. New leadership on the major donor team has been transitioning the strategy toward relationship-based moves management of donors and away from an events-based approach. This has required training, getting the right people on and off the team, implementing relationship management best practices, etc. We believe that there will be over 100 households ready to make a LIA pledge in the next 18-24 months because our major donor officers are implementing a trust building, relationship management approach.

Aspire 2030

Finally, we are hoping to create another campaign or funding appeal to rally major donors to support our next strategic plan, *Aspire 2030*, which will go from FY25 to FY30. The Board and Executive Team will begin to develop this strategic plan in the Summer of 2023 with the hopes of having it complete by March 2024 Board meeting and ahead of the FY25 budget and planning season.

With all three of these factors converging, we are seeking expertise for an initial and specific engagement to develop a fundraising plan that will position us well to rally major donors to support our next strategic plan, *Aspire 2030*, as well as provide the 60 households of our nearest and dearest major donors with a compelling bridge funding appeal.

3. Deliverables

Interested parties must be able to provide the following deliverables:

1. Fund a 3-year bridge funding campaign with our core major donors that can be implementable in FY23 and FY24.
2. Develop the next funding campaign/ appeal plan and timeline to complement the launch of our next strategic plan, *Aspire 2030*.
3. Develop the case statement, the pitch, and other relevant tools to present to donors for the 3-year bridge funding campaign.

The following are considered out-of-scope for this project:

- The development of a case for the *Aspire 2030* campaign. We see that as a deliverable in a subsequent project.
- A feasibility study. A consulting partner completed a mid-LIA assessment of our donor file. The results showed that we have an additional \$5-\$16 million in un-tapped major donor revenue in our donor file that needs to be unlocked through good relationship management. This is in addition to our LIA and annual fund major donors.



4. Requirements

Interested parties must be able to demonstrate the following:

- Consultant experience and outcomes with campaigns and like organizations.
- Proposed timeline for elements.
- Estimated cost (Note: Medical Teams is a cost-conscious organization and this assessment will be donor funded).
- Overview of the process and elements.

5. Medical Teams Responsibilities

Medical Teams will be responsible to provide:

- Access to our major donor team.
- Access to any donor data that is needed to properly develop a plan.
- Access to specific donors if needed.
- Access to other staff, including the executive office, as needed.

6. Proposal Submission Guidelines

Interested parties must submit all of the below documentation in the specified format. All of the Requirements listed above must be demonstrated in the submission documents. Interested parties may provide additional documentation as part of any submission. Proposals must be submitted in digital format to the email address listed in the *RFP Details* on page 1 above. In addition, a hard copy quote may be submitted in a sealed envelope with the bidder name, phone number, and RFP Reference written on the front of the envelope. **Proposals must be received prior to the deadline listed in the *RFP Details* on page 1 above.**

Cover Letter	PDF
Proposal of services offered	PDF
Price Quotation (separate or include in proposal)	Signed PDF
References (separate or include in proposal)	PDF
Supplier Code of Ethics (<i>see Annex 1</i>)	Signed PDF

Evaluation Process: Shortlisted bidders may be invited to discuss their proposals in more detail at Medical Teams' discretion. Medical Teams reserves the right to keep confidential all details of the evaluation and to select the successful RFP. Proposals will be evaluated through documented review of all relevant criteria by qualified Medical Teams staff, as required by the *Medical Teams Global Procurement Policy*. Medical Teams reserves the right to award in full, part or not all, any submission; and to re-publish the RFP. Value for money is extremely important to Medical Teams International, and all



decisions will be made to ensure funds dispensed are used in the most effective and efficient manner. Medical Teams International may award multiple contracts and all contracts will be non-exclusive. Medical Teams may request face to face or virtual calls to understand better proposals, clarify price offering and/or engage in discussion over possible contract terms.

Payment: Medical Teams International's standard payment terms are **30 days** at the end of the month receipt of invoice, or after acceptance of Goods/Services/Works if later.



ANNEX 1 – SUPPLIER CODE OF CONDUCT

Supplier Code of Conduct and Conflict of Interest Policies

Medical Teams and the Supplier agree to follow the below policies for all activities involved in their work together and in regard to all stakeholders affected directly or indirectly by this work.

Section 1 Conflict of Interest

A conflict of interest is when one Party, or their friend or relative, will benefit personally from decisions or actions made in the course of business. All actual or potential conflicts of interest must be disclosed to the other Party as soon as possible. Failure to do so may result in penalties or canceling of current and future work together. Managers from Medical Teams and the Supplier must work together to find solutions for addressing any actual or potential conflicts of interest that arise.

Section 2 Ethical Conduct

Both parties agree to observe the highest standards of ethical conduct when dealing with its personnel, suppliers, customers and other relevant stakeholders. Both parties shall accurately record and disclose information regarding its business activities, structure, financial situation, and performance in accordance with applicable laws as well as prevailing industry business practices. Both parties agree to implement and maintain processes to address the confidentiality and protection of an employee who in good faith raises a concern, makes a report, or assists with an investigation related to potential ethical or criminal violations.

Section 3 Anti-Corruption

The Parties to agree that they will not participate in any corrupt conduct, including, without limitation, any bribery, extortion, fraud, cartels, abuse of power, embezzlement, money-laundering and other similar activities. Any gifts given to staff of the other Party must be made known to Party Management, and the Management may choose to disallow the gift on principles of integrity and anti-corruption.

If a Party discovers evidence of corruption in the activities carried out together or that impacts the other party, they will inform the other Party in a timely manner. A Party may be required to address actual or perceived corruption within a reasonable timeframe or risk the suspension of current or future work together, including the potential cancellation of current contracts (as identified in each contract). Each Party is expected to have adequate measures in place to prevent corruption in their organization and to promote a culture of integrity.

Section 4 Anti-Terrorism

It is MTI's policy to comply with the laws and regulations of the United States Government, the European Union and the United Nations concerning the ineligibility of vendors, contractors and suppliers for reasons of fraud, corruption or terrorist activity. These laws and regulations prohibit MTI from doing business with or providing support to any persons or entities that have been found



to be engaged in or provide support for any such activities. The Service Provider agrees to abide by this policy.

Both Parties will exercise due diligence to ensure that no resources will be used to support or facilitate terrorist activity in compliance with all **applicable anti-terrorist financing and asset control laws, regulations, rules and executive orders, including but not limited to, the USA Patriot Act of 2001 and Executive Order 13224**. If any concerns are raised that programs or activities have supported or facilitated terrorism, they shall be immediately and thoroughly investigated and fully reported to all Parties. If either party determines that the funding, programs and/or activities of the other party have directly or indirectly, purposely or inadvertently, been used to support or facilitate terrorist activity, the other party may terminate any contracts immediately with written notice.

Section 5 Harassment

Both Parties agree to forbid all cases of physical, sexual or psychological harassment in their workplaces. Reported incidents must be taken seriously, investigated thoroughly and reported to authorities as required by law.

Section 6 Child Protection

No persons under the age of 18 will be allowed to work or volunteer for any labor required for Medical Teams activities. Both parties agree to conduct their work in a way that avoids any physical or emotional mistreatment, sexual abuse, neglect, or exploitation of children. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person.

Section 7 Prevention of Sexual Exploitation and Abuse

The Supplier will take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Supplier to perform any services under the Contract. The Supplier will refrain from and shall take all appropriate measures to prohibit its employees or persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities or from engaging in any sexual activities that are exploitive or degrading to any person. The Supplier acknowledges and agrees that the provisions constitute an essential term of the contract and that any breach of this representation and warranty will entitle Medical Teams International to terminate the Contract immediately upon notice to the Supplier, without any liability for termination charges or any other liability of any kind.

Section 8 Environmental Protection

Both Parties agree to follow required environmental laws and to conduct their work in a way that causes as little harm as possible to the environment and avoids unnecessary waste of resources.

Section 9 Information Protection



All confidential information shared or collected during or after the Parties work together must be treated with diligent care and protection. Information involving the other Party or joint activities must never be shared with prior written authorization from the other Party.

Section 10 Dispute Resolution

Both Parties agree to use their best, honest efforts to cooperatively resolve any disputes and problems that arise in connection with their work together. Both Parties will make an effort to continue their responsibilities without delay or loss of quality while attempting to resolve any disputes.

Disputes which remain unresolved after thirty (30) days may require mediation through a mutually agreed arbitration provider or through legal action. Allocation of mediation costs must be agreed by both parties in writing prior to starting the arbitration process. The Parties agree that any decision by an arbiter will be binding and may be entered as a final judgment in any court of competent jurisdiction.

“I acknowledge that, on behalf of myself and the organization stated below, I have read and understood the above policies and agree to fully abide by them in regard to all dealings with Medical Teams staff and operations. I am authorized to represent the organization in these regards.”

Full Name: _____
Title: _____
Company Legal Name: _____
Signature: _____
Date: _____

*Company
Seal/Stamp*

Any concerns should be communicated to the local Medical Teams office or to headquarters: info@medicalteams.org or (503) 624-1000 or toll-free at (800) 959-4325. Concerns can also be reported anonymously using our hotline at www.reportline.medicalteams.org or by calling (800) 461-9330.