

Invitation to submit a proposal: Performance and Development Consultant

1. Project Title

IPPF seek to partner with a consultant to support the Performance and Development project for the Secretariat.

2. About IPPF

IPPF is a global healthcare provider and a leading advocate of sexual and reproductive health and rights (SRHR) for all.

Led by a courageous and determined group of women, IPPF was founded in 1952 at the Third International Planned Parenthood Conference. Today, we are a movement of 150 Member Associations and Collaborative Partners with a presence in over 146 countries.

Our work is wide-ranging, including comprehensive sex education, provision of contraceptive, safe abortion, and maternal care and responding to humanitarian crises. We pride ourselves on being local through our members and global through our network. At the heart of our mission is the provision of – and advocacy in support of – integrated healthcare to anyone who needs it regardless of race, gender, sex, income, and crucially no matter how remote.

3. Scope of the Contract

We are looking for a consultant to support our Performance and Development project for the IPPF Secretariat by creating an attributes and outcomes framework for individual contributors and leaders, and to support the design of our Performance and Development approach, and subsequent implementation of the performance module in the Personio HRIS.

IPPF's footprint is constantly evolving to meet the needs of a globally hiring organisation. We currently have 320 employees across the following countries: Argentina, Australia, Belgium, Canada, Colombia, Costa Rica, Cote D'Ivoire, Fiji, France, Germany, India, Kenya, Madagascar, Malaysia, Mexico, Netherlands, Pakistan, Sri Lanka, Switzerland, Trinidad and Tobago, Tunisia, UK, and USA. We are also part of a wider Federation of 15,000 people, but we are unlikely to use this tool to gather data from them all.

IPPF have gone through a restructure to align our operational model to our new strategy, which was launched in 2023, which means we have a lot of new people who have joined in the last 12-18 months and many who have remained but seen colleagues leave IPPF.

We seek to partner with an individual consultant to develop a framework of evidence-based practice that is aligned with our culture. We want a framework that can be used across the Secretariat at all stages of the employee life cycle, embedded in our HRIS platform, and socialised to ensure our people are motivated and clear about what is expected of them and what they need to do to achieve this. The consultant would advise the People Organisation and Culture team on implementation and connections to the overarching Performance and Development approach and HRIS.

To meet Secretariat expectations, our projected timelines are:

- First iteration of Framework presented – Q2 2025
- Tools and guidance – Q3 2025

- Launch of Performance and Development HRIS module – Q4 2025/Q1 2026

4. Detailed requirements

Key requirements for the project will be:

1. **Discovery** – Gain an understanding of our Secretariat's goals, strategy, performance landscape and challenges through a document review.
2. **Stakeholder Engagement** – Run a survey, interviews and focus groups that include all key groups across the Secretariat to gather feedback on our current processes, what people want to help them improve their performance and how it differs across grades, roles and locations.
3. **Competency in Framework Design** - Expertise in developing competency frameworks is essential, striking a balance between detail and flexibility and avoiding overly prescriptive approaches.
4. **Data Analysis Skills** - The ability to analyse quantitative and qualitative data to identify key attributes and outcomes that drive performance.
5. **Communication and Collaboration** - Strong communication skills are essential for presenting findings and collaborating effectively with teams and the DLT.

5. Service Levels and Key Performance Indicators (KPIs)

The successful supplier must as a minimum achieve an average score of 3.5/5 for all feedback and evaluations.

6. Data Protection Schedule (GDPR)

It is essential that any provider is compliant with international data compliance requirements and ensures IPPF is made aware of them throughout the contract.

7. Evaluation

All proposal submissions will be evaluated as follows:

- **Quality:** 70%
- **Price:** 30%

Suppliers must respond against each of the Evaluation Criteria listed below.

Proposals will only be considered if they:

1. Provide the requested information
2. Provide a response to all evaluation criteria

Please ensure you answer all the following questions in our evaluation criteria in your proposal:

Quality (70%)		
Quality Area	Evaluation Criteria	(%) Weighting applied
Evidence of Delivery Similar Projects	<p>M2: Please provide a relevant case study for you providing similar services to an organisation.</p> <p>M3: Please provide the names and contact details of 2 references that can provide assurance of your capability to deliver.</p>	<p>M2: 10%</p> <p>M3: Is this for info only</p>
Ability to Meet the Requirements	<p>M4: Please provide an overview of your technical approach to this work.</p> <p>Please identify any risks and what you need from us</p>	M4: 30%
Delivery Methodology for the Overall Project	<p>M5: Please outline a high level plan, including steps for implementing the framework, linking it to the HRIS, and communicating and monitoring its effectiveness.</p> <p>Include a high-level timeline of activity, and answer questions stated in the detailed requirements.</p>	M5: 30%

8. Scoring Descriptors

Scoring Grade	Descriptor	Numeric Score
Unacceptable	Unanswered or failed to adequately address the requirement	0
Poor	The information submitted is very limited, inconsistent with the rest of the submission, and/or no supporting documentation has been provided	2
Fair	The information submitted is limited, has some inconsistencies with the rest of the submission and/or insufficient supporting documentation has been provided.	4
Satisfactory	Satisfactory response to the requirements which provides adequate evidence but contains inconsistencies.	6
Good	Good response to the requirements which provides evidence which is clear but 'has minor inconsistencies.	8
Excellent	Excellent response to the requirements which provides detailed evidence which 'is clear, complete and consistent.	10

9. Procurement Timetable

This timetable is provisional and may be subject to change, but it will be adhered to as far as reasonably possible. All suppliers will be notified if there are any changes or delays.

Friday 4 th April 2025	Request for proposals published on the IPPF website
Friday 11 th April 2025	Submission of proposals
Week Commencing 14 th April 2025	Meeting with potential suppliers for questions
Thursday 17 nd April 2025	Award decision
Wednesday 23 rd April 2025	Start the implementation and services

10. Presentation

Each shortlisted provider will be invited to a meeting with a panel from IPPF. During this meeting, they can discuss how they will deliver the service. There will then be a discussion with the panel, during which questions from both sides can be addressed. The meeting will be for 45 minutes.

11. Commercial costs / Pricing Schedule (30%)

The price offered shall include all other costs related to deliver the goods or services detailed in the specification, including delivery. Any additional services which aren't covered within the specification should be described in the proposal.

Please provide:

1. The full costs for delivering your services as per the specification in USD (including any one time set up fees, ongoing processing fees, any additional costs that might arise during the contract).
2. Rate card for additional services.
3. Proposed milestone payments.

Note:

1. Following contract award, all contract prices should remain fixed for the initial period of the contract.
2. IPPF cannot guarantee any volume of work