

REQUEST FOR PROPOSAL (RFP)

RFP #	FY25_995_USA_608
Services Requested	Provision of Global Medical and Security Assistance Services
Contract Type	Service Agreement, Letter of Engagement, or Alternative Contracting Options
Issuance Date	February 26, 2025
Deadline for Receipt of Proposals	Monday, March 24, 2025, at 12:00PM EDT
Last Receipt Date for Questions	Monday, March 17, 2025, at 12:00PM EDT
Anticipated Award Date	May 2, 2025
RFP Contents and Attachments	1. Background 2. Corus Profile 3. Instructions to Bidders 4. Proposal & Evaluation 5. Compliance with Requirements 6. Protest Against this RFP Award Attachment A- Proposal Cover Page Template Attachment B- Vendor Certification Form

Corus Procurement Ethics

Corus International (hereby referred to as Corus) and its family of organizations are committed to a transparent and ethical procurement process aiming to achieve the best value for money, fairness, integrity, and doing business in compliance with the US government regulations, the beneficiaries, donors, and partners' interests.

Corus does not allow accepting any monetary transaction, gratuity, or compensation of any type from current or potential vendors or suppliers in exchange for or as a reward for a business. Therefore, all potential vendors and suppliers taking part in this solicitation must not offer fraud, bribery, or kickback to an employee or staff of Corus. Any vendor or supplier violating these standards will be automatically disqualified for doing business with Corus in the future.

A comprehensive list of Corus' ethical standards as well as information on how to report any violation pertaining to this solicitation (Corus's Integrity and Ethics Reporting Hotline) is found here: <https://corusinternational.org/ethics-and-policies-corus-international>.

1- BACKGROUND

As part of our duty of care commitment to staff and collaborators, Corus is looking for a provider that can offer Global Medical and Security Assistance Services to staff and other individuals traveling on behalf of, or at the request of Corus. Services would be effective no later than June 29th, 2025. The provider may offer either annual or multi-year pricing for a maximum of 36 months.

These services would cover all Corus individual travelers including staff, volunteers and guests, and contractors. The minimum services Corus requests are listed below. Providers are encouraged to describe additional and/or proprietary solutions that will complement Corus' minimum needs.

Minimum Global Medical and Security Assistance Services sought:

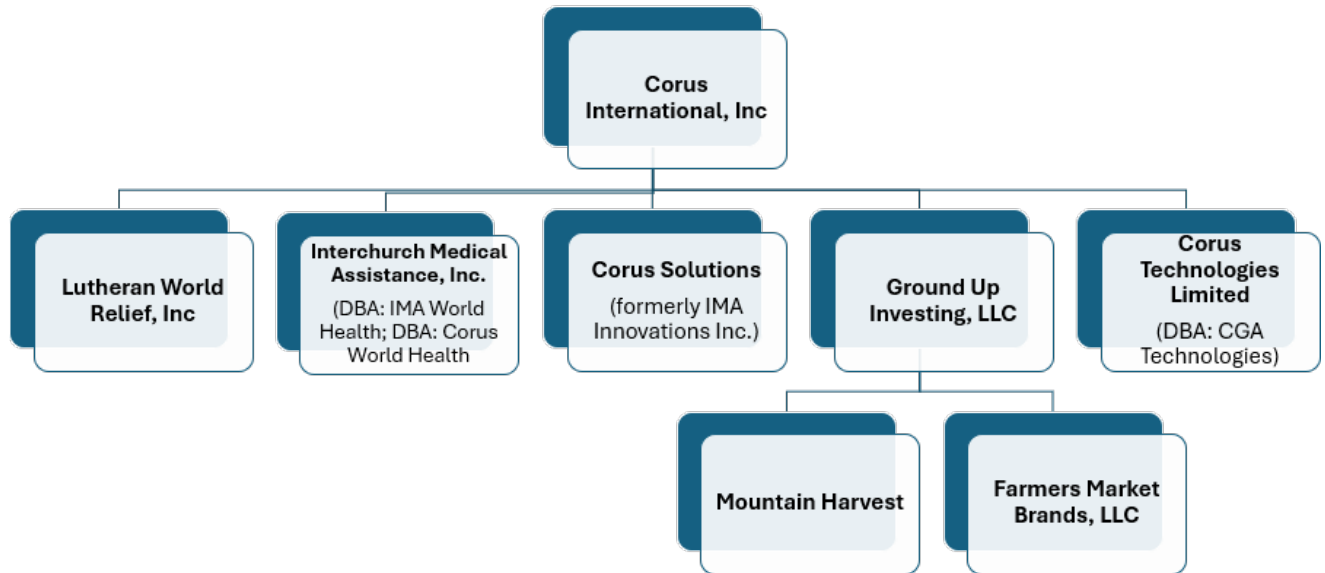
1. **Traveler Tracking:** Provide a platform accessible to Corus security personnel to track current locations of travelers, with their itinerary details with capability for direct and automatic upload of travel itineraries from Corus' Travel Management Company.
2. **Global Security Information and Alerts:** Provide destination specific information and analysis. Provide pre-travel information to travelers for destinations on their itinerary as well as push alerts for evolving conditions as needed. Preferred capability to automate traveler acknowledgement of receiving and reading pre-travel information and provide acknowledgement records to Corus to document duty of care.
3. **International Medical Assistance:** 24/7 services to connect travelers with medical service providers on request, both outpatient and inpatient and provide support with insurance / payment guarantees and documentation.
4. **Medical and Security Evacuation:** Arrange evacuation and repatriation as needed; including repatriation of remains.

2- CORUS PROFILE

Corus combines over 150 years of experience of our non-profit and for-profit subsidiary organizations – IMA World Health, Lutheran World Relief, Corus Solutions, CGA Technologies, Ground Up Investing, and Farmers Market Brands. Together, the organizations take a systematic approach to grow rural economies, eliminate extreme poverty, ensure access to quality healthcare, and respond to urgent humanitarian needs in fragile settings.

Corus leads an ensemble of social impact organizations working together in the world's most fragile settings to deliver the holistic, lasting solutions needed to overcome the interconnected challenges of poverty, health care access and climate change. Corus is a new model in the international space, creating a consortium of specialized non-profit and for-profit entities for greater impact. Our annual expenditure budgets have ranged between \$110-130 million a year, excluding approximately \$20 million a year in donated goods received and distributed. Additional growth is expected.

Corus is classified by the Internal Revenue Service as an educational and charitable organization in accordance with Section 501(c)(3) of the Federal Tax Code and is governed by a governance board. Copies of the audited Corus Consolidated Financial Statements and Form 990 tax returns are available on the organization's website: [Annual & Financial Reports | Corus International](#). The following chart shows the structure of Corus and its subsidiaries:



Corus currently has operations in 24 countries (161 US-based staff/408 staff based elsewhere). The organization is co-headquartered in Washington, DC and Baltimore, Maryland. Corus has approximately 200 employees, board members and contractors, who travel on a regular basis.

Corus has offices in the following countries:

Burkina Faso	Mali	Tanzania
Dem Republic of Congo	Nepal	Togo
Guatemala	Nicaragua	Uganda
Haiti	Niger	Ukraine
Honduras	Nigeria	United States
Indonesia	Peru	United Kingdom
Kenya	Philippines	Yemen
Lebanon	Sierra Leone	
	South Sudan	

3- INSTRUCTIONS TO BIDDERS

This RFP constitutes an invitation to prospective Bidder(s) (“Bidder”) to submit proposals (“Proposal”) for the services described herein.

Each prospective Bidder(s) receiving a copy of this RFP shall, within 2 business days, email an intention to submit or not to submit a proposal addressed to procurement@corusinternational.org.

An open period for submitting questions will begin on the issuance date of the RFP. All questions MUST be submitted to the RFP contact email procurement@corusinternational.org no later than **12:00 PM EDT, Monday March 17, 2025**. Questions will be compiled, and responses sent to all Bidders accordingly.

All Proposals must be in the English language, signed and dated by an authorized employee of the Bidder.

The proposal package must include:

1. Cover page (see Attachment A for template), proposal narrative (described below with associated page limits), and optional annexes. All of these components should be compiled into one PDF.

2. Evidence of Bidder's legal company registration, incorporation or license to do business issued by a competent authority in the country of registration.
3. Audited financial statements for the previous fiscal year (electronic copy or links to publicly available copies).
4. Completed Attachment B.

In order to be considered, the proposals must be received by email to procurement@corusinternational.org no later than **12:00 PM EDT, Monday March 24, 2025**.

Bidders are solely responsible for ensuring the timely receipt of their proposals. Proposals received after the date and time required will, generally, not be considered unless no other proposals are received.

Prospective Bidders are under no obligation to prepare or submit proposals in response to this RFP and do so solely at their own risk and expense. Corus will not reimburse any costs incurred related to this RFP.

Proposals may not be altered or corrected after the Date of Receipt, except when Corus at its sole discretion, may permit correction of arithmetic errors, transposition errors, or other clerical or minor mistakes, in cases in which Corus deems that both the mistake and the intended proposal can be established conclusively on the face of the proposal.

Proposals must be valid for at least **NINETY (90) days** from the date of receipt.

In evaluating the proposals, Corus will seek the best possible option. Specifically, proposals will be evaluated based on what is described below.

4- PROPOSAL & EVALUATION

4.1. PROPOSAL OUTLINE

The bidder should use a completed Attachment A as the cover page. The narrative should use the headings listed below (A-D), followed by responses to the requested information. Sections A-D must not exceed 25 pages. Additional narrative sections may be included if they are relevant but must be included before and/or after the listed sections below and within the 25-page limit.

There is one mandatory annex (part E) not included as part of the 25-page limit.

Optional annexes may be included but should not exceed a total of 15 pages in addition to the mandatory annex (part E).

The cover page, narrative, and annexes should be submitted as one combined PDF document.

A. Company profile and capabilities

- Business volume, financial performance, length of time in business.
- Description of licenses, certifications, and business relationships in place for providing Global Medical and Security Assistance services.
- Experience with clients of a similar profile and risk exposure as Corus.
- List of global offices.
- List languages supported in addition to English.
- An ability to coordinate with other Corus service providers such as its business insurance carriers (travel business accident, special risks, and others) and Travel Management Company. Specify names of insurance companies and types of insurance policies for which the company can coordinate direct billing for claims and case fees.

B. Services

- Information on the company's specialized experience and services as they relate to this RFP.
- Approaches the company will take to proactively engage with Corus.
- Overview of the company's approach to and support of strategic planning for travel and security risk mitigation. Describe how the company develops recommendations for innovative ideas, new products, programs, and services to ensure Corus has a competitive and cost-effective business travel and security risk mitigation approach.
- The offeror is invited to propose additional services beyond the minimum sought in this RFP but should provide justification or rationale for the proposal and clearly show pricing for the minimum services requested by Corus versus the additional services proposed.

C. References

- Name and contact information for at least 3 client references for which you have provided services similar to those requested herein. Corus reserves the right to contact the references.

D. Compensation and service agreement terms

- A breakdown of costs, specifying annual subscription costs (and what is included) and additional or per incident fees. Corus does not specify how the offeror prices services, but each bidder should provide sufficient detail on pricing and the basis for pricing to allow comparison among competing proposals.
- Required or optional agreement terms, such as pricing for single or multi-year agreements, and if proposed, explain the advantages and disadvantages to Corus of each alternative.
- Additional costs to any of the optional services described above, if applicable.
- Process and cost of changing the scope of coverage during the term (e.g., adding or subtracting number of employees, number of trips, etc.).
- Circumstances under which compensation for the company's services to Corus might increase or decrease if applicable.

E. Mandatory Annex (excluded from the 25-page limit)

Provide a copy of the proposed service contract for Corus if the bidder is selected as the successful Global Medical and Security Assistance Service Provider. The terms and conditions should be clear on:

- The minimum contract period and alternatives, if any.
- Termination conditions.
- Third party relationship.
- Tax and Insurances.
- Confidentiality.
- Compliance with all state, federal and international laws and regulations.

4.2. Evaluation

Proposals will be evaluated based on the following criteria:

- Completeness of proposal and compliance with instructions
- Professional qualifications of company and staff
- Experience with similar clients
- Quality of approach to services
- Compensation approach

The selection process will involve a thorough review of all written proposals submitted by the offerors. After the initial evaluation, the committee will shortlist offerors. Those shortlisted will be invited to participate in a virtual meeting, during which they will have the opportunity to respond to questions from the evaluation panel, which will be provided in advance. During this interview, we would like to have an operations expert, in addition to a technical expert, to address role-relevant questions. The anticipated period for the meeting is the week of **April 7th-11th, 2025**.

Schedule of Activities

<u>Activity</u>	<u>Completion Date</u>
Issue RFP	February 26, 2025
RFP Response Due	March 24, 2025
Evaluation of Responses	April 1, 2025
Invitation to Interview	Week of April 7-11th, 2025
Award Contract	May 2, 2025
Contract Effective Date	June 29, 2025

5- COMPLIANCE WITH REQUIREMENTS

If at any time prior to the award Corus deems there to be a need for a significant modification to the terms and conditions of this RFP, Corus will issue such a modification as a written RFP amendment to all competing Bidders. No oral statement of any person shall in any manner be deemed to modify or otherwise affect any RFP term or condition, and no Bidder shall rely on any such statement.

Corus may request additional information to clarify or substantiate information provided in the proposal or may request revisions to the proposed approach or personnel. After selection, Corus will negotiate the award cost with the selected bidder. A contract will be awarded after the selected Bidder undergoes a pre-award survey to assess the selected Bidder's management capacity and financial capability and after references have been checked.

Corus is not bound to accept the lowest bid or any proposal and reserves the right to accept any proposal in whole or in part and to reject any or all proposals.

Corus shall not be legally bound by any award notice issued for this RFP until a contract is duly signed and executed with the winning Bidder.

6- PROTEST AGAINST THIS RFP AWARD

Prior to submission of any protest, all parties shall use their best efforts to resolve concerns raised by an interested party at the contracting officer level through open and frank discussions.

The following procedures are established to resolve protests effectively:

(1) Protests shall be concise and logically presented to facilitate review by Corus. Failure to substantially comply with any of the requirements may be grounds for dismissal of the protest.

(2) Protests shall include the following information:

- (i) Name, address, fax and telephone numbers of the protester.
- (ii) Solicitation number.
- (iii) Detailed statement of the legal and factual grounds for the protest, to include a description of resulting prejudice to the protester.
- (iv) Copies of relevant documents.
- (v) Request for a ruling by Corus.
- (vi) Statement as to the form of relief requested.
- (vii) All information establishing that the protester is an interested party for the purpose of filing a protest.
- (viii) All information establishing the timeliness of the protest.

(3) All protests will be addressed to the contracting officer or other official designated to receive protests.

Protests based on alleged apparent improprieties in a solicitation shall be filed before bid opening or the closing date for receipt of proposals. In all other cases, protests shall be filed no later than 5 days after the basis of protest is known or should have been known, whichever is earlier.

ATTACHMENT A. PROPOSAL COVER PAGE TEMPLATE

[Use this form or create one that includes all the information below]

Name of Organization:	Primary Address:
Contact Name: <i>(must be an individual with the authority to negotiate and enter into a contract)</i> Title:	Telephone: Email (at least two): Website:
Type of Entity: <i>(check one)</i> <input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Other (specify)	Registration/incorporation year: <INSERT> UEI #: <INSERT> <i>(may indicate N/A)</i> SAM Registration Status: <INSERT> <i>(may indicate N/A)</i>

Authorized Signatory: _____

Name and Title: ☐ _____

Date: _____

ATTACHMENT B. VENDOR CERTIFICATION:

US SMALL OR TRADITIONALLY UNDERREPRESENTED BUSINESSES*

Corus International has targets for contracting small or traditionally underrepresented businesses. Thank you for completing this information that enables Corus to track its internal and external commitments.

VENDOR NAME: _____

1. Vendor is or is not a U.S. based small business? (If “no” – go to question 9, and answer question 9. If “yes” – continue with question 2.)
2. At least 51% of your company is owned by (or is more than 51% of the stock or equity owned by) one or more veterans, AND are the management and daily operations controlled by one or more veterans? YES NO
3. At least 51% of your company is owned by (or is more than 51% of the stock or equity owned by) one or more service-disabled veterans, AND are the management and daily operations controlled by one or more service-disabled veterans? YES NO
4. At least 51% of your company is owned by (or is more than 51% of the stock or equity owned by) one or more person who identifies as LGBTQ+, AND are the management and daily operations controlled by one or more person who identifies as LGBTQ+? YES NO
5. At least 51% of your company is owned by (or is more than 51% of the stock or equity owned by) one or more women, AND are the management and daily operations controlled by one or more women? YES NO
6. At least 51% of your company is owned by (or is more than 51% of the stock or equity owned by) one or more person who identifies as Hispanic, Black or African American, American Indian or Alaska Native, Asian, or Native Hawaiian or Other Pacific Islander people, AND are the management and daily operations controlled by one or more persons who identify with any of those groups? YES NO
7. Is your company a SBA certified small, disadvantaged business? YES NO
8. Is your company a SBA certified HUBZone small business? YES NO
9. Are you, is your company, or any one of its principal officers presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal Agency? YES NO
10. What is your company’s UEI #: _____? (may indicate N/A)
11. When does your SAM (System for Award Management) registration expire:
_____ (may indicate N/A)

* **Traditionally Underrepresented Business** (definition applicable in the United States): A business whose ownership (defined as having 51 percent or more of the stock or equity in the business) is composed of traditionally underrepresented groups including veterans, women, LGBTQ+, and Hispanic, Black or African American, American Indian or Alaska Native, Asian, or Native Hawaiian or Other Pacific Islander people.