

Request for Proposals

Title: 360 Review Tool

Date Solicitation is Issued: October 24, 2024

Solicitation Number: 017.23.10.2024.360

Closing Date: November 8, 2024

Closing Time: 5:00 PM EST (UTC -05:00)

Entitles That May Apply: Firms

Contractual Mechanism: Cost Reimbursable

I. BACKGROUND

The Pan American Development Foundation (PADF) believes in creating a hemisphere of opportunity, for all. We work across Latin America and the Caribbean to make our region stronger— more healthy, peaceful, just, inclusive, resilient, and sustainable for current and future generations. For 60 years, we have served the most vulnerable communities, investing resources throughout the hemisphere. We partner with and enable civil society, governments, and the private sector for the greater good of the region.

With 60 years of experience across Latin America and the Caribbean and strong partnerships with local communities, civil society, and public and private sectors, we have an impeccable track record of success with extensive in-country networks and sound financial controls. We are uniquely positioned to develop and implement adaptable programs across multiple technical areas, quickly deploy to any country in Latin America and the Caribbean and activate existing local networks, measure and evaluate our impact with comprehensive performance indicators, and communicate our progress through integrated communications strategies.

II. PROJECT OVERVIEW

PADF is seeking proposals from qualified vendors to provide a 360-degree feedback tool. The primary goal of this tool is to gather comprehensive feedback on employee behavior in the workplace from peers, direct reports, supervisors, and clients (both internal and external). This feedback will help assess how closely individual behaviors align with our organizational values and desired workplace culture.

III. LOCATION(S) OF ASSIGNMENT

Washington, D.C

IV. TERMS OF REFERENCE, DELIVERABLES AND DELIVERABLES SCHEDULE (All applicable Taxes, Fees, and other costs should be included in the price proposal.)

Proposal Preparation

Proposals are expected to be comprehensive and include the information set forth below. Offerors are also invited to send any additional information or supplemental material they believe will aid PADF in properly evaluating their service offerings. Please be sure to respond to each of the elements requested and frame your answers in direct response to the information being sought.

Include only your own work and no text copied from sources outside of your organization, unless those sources are adequately cited and credited. In order to be qualified for this RFP, all Offerors are requested to provide the following information, and format their proposal as follows:

1. Basic information

- Please complete **Annex I** to complete organization legal name, registered address, and "Remit to" mailing address, if different from registered address, name of authorized representative for this RFP, with telephone number(s), and e-mail address
- General information about your organization and the services it offers
- Description of relevant partnerships and business relationships
- Market presence

2. Qualifications and Capabilities

- Brief description of the organization/entity and experience in the field that illustrates overall services and capabilities to meet the terms of the RFP
- Years of relevant experience
- Staffing plan for this activity and a general overview of the expertise of the individuals included. Please include the following: name, position on your team, summary of relevant expertise and experience.
- Any plans to outsource/subcontract the services or any part thereof

3. Implementation of the Statement of Work

- Detailed description of the services being offered and any information relevant to meeting the technical specifications stated in **Annex II**
- Proposed project timeline, including total estimated hours to implement the work
- Innovative approaches or technology you plan to use
- Methodology, and reasoning behind the methodology chosen
- Provide examples of the materials and resources you will use or distribute as part of the services (if applicable)
- Post-implementation services
- Quality control plan including a description of internal review procedures that facilitate high-quality standards
- Exceptions to the RFP, additional or different ideas, in the statement of work and other requirements should be expressly noted

4. Cost Proposal

- Submit a detailed cost proposal, in U.S. dollars using the template provided below.
- Include cost estimates for both the 360 tool and analyzation and any discount that would apply for a contract that included multiple services.

Cost Reimbursable Template

Description	Unit of measure (day, month etc)	Quantity	Unit cost/rate	Total Cost
Consultant 1				
Consultant 2				
Sub-total Personnel				
360 Review Software				
Other related Costs (please specify)				
Total Cost of Financial Proposal				

V. EVALUATION CRITERIA

Evaluation Criteria	Score (out of 100)
<p>Technical Capabilities: The tool should offer customization and flexibility to tailor evaluation questions and competencies to the organization's needs, while providing a user-friendly interface for both evaluators and participants. It must ensure compliance with data privacy regulations, along with strong security measures like encryption, backup, and disaster recovery to protect sensitive information. Additionally, the tool should generate customizable reports for different stakeholders and offer advanced analytics, including actionable insights, trend analysis, and real-time tracking.</p>	30
<p>Vendor Expertise & Support: The vendor should have a proven track record in implementing 360-degree evaluation tools, demonstrating expertise and</p>	25

reliability. Additionally, they must offer strong customer support, including training and ongoing assistance.	
Personnel Qualifications Does the proposed implementation team or individual have the required experience and skills to successfully complete the Scope of Work? This includes their ability to meet project goals and deliverables effectively.	15
Best Value: A cost-effective pricing structure that aligns with the organization’s budget.	30

VI. SUBMISSION DETAILS

- a. Deadline. Proposals must be received no later than Friday, November 8, 2024 at 5:00 PM EST. Late submissions will not be accepted. Proposals must be submitted via email to procurement@padf.org. All proposals are to be submitted following the guidelines listed in this RFP.
- b. Validity of bid; proposals, including cost/price, shall remain valid for 120 days, from the submission deadline.
- c. Clarifications. Questions may be submitted to procurement@padf.org by the specified date and time in the timeline below. The subject of the email must contain the RFP number and title of the RFP. PADF will respond in writing to submitted clarifications by the date specified in the timeline below. Responses to questions that may be of common interest to all bidders will be posted to the PADF website and/or communicated via email.
- d. Amendments. At any time prior to the deadline for submission of proposals, PADF may, for any reason, modify the RFP documents by amendment which will be posted to the PADF website and/or communicated via email.
- e. Timeline of Events

Request for Proposals Issued	Wednesday, October 24, 2024
Questions submitted to PADF	Wednesday, October 30, 2024
Questions provided to known bidders	Monday, November 4, 2024
Complete Proposals Due	Friday, November 8, 2024 at 5:00 PM EST (UTC -05:00)
Approximate Selection Made	Late November

VII. MINIMUM REQUIREMENTS

- The interested vendor has a developed 360 Evaluation tool with at least one year of experience.
- The vendor cannot be incorporated in OFAC restricted countries.

- Reports generated from the 360 Evaluation tool must be available in the following languages: English, Spanish, French, and Portuguese.
- The proposed solution adheres to applicable data protection laws, including but not limited to the General Data Protection Regulation (GDPR) for the European Union, the California Consumer Privacy Act (CCPA) in the United States, and other relevant international regulations, ensuring that personal data is processed lawfully, transparently, and with appropriate security measures.
- The software must be a customizable off the shelf product.

VIII. PROPOSAL DOCUMENTS TO INCLUDE

- a. Signed cover page on bidder's letterhead with the bidder's contact information.
- b. Technical Proposal.
 - i. Corporate Capabilities, Experience, Past Performance, and 3 client references. Please include descriptions of similar projects or assignments and at least three client references.
 - ii. Technical Approach, Methodology and Detailed Work Plan. The Technical Proposal should describe in detail how the bidder intends to carry out the requirements described in the Terms of Reference

IX. TERMS AND CONDITIONS

Resulting Award

This RFP does not obligate PADF to execute a contract, nor does it commit PADF to pay any costs incurred in the preparation or submission of the proposals. Furthermore, PADF reserves the right to reject any and all offers, if such action is considered to be in the best interest of PADF. PADF will, in its sole discretion, select the winning proposal and is not obligated to share individual evaluation results.

Confidentiality

All proprietary information provided by the bidder shall be treated as confidential and will not be shared with potential or actual applicants during the solicitation process. This includes but is not limited to price quotations, cost proposals and technical proposals. PADF may, but is not obliged to, post procurement awards on its public website after the solicitation process has concluded, and the contract has been awarded. PADF's evaluation results are confidential and applicant scoring will not be shared among bidders.

Protection from Sexual Exploitation and Abuse (PSEA)

As part of the contractor's internal controls and standards of employee conduct, the contractor must ensure that its employees adhere to these standards of conduct in a manner consistent with the standards for United Nations (UN) employees in Section 3 of the UN Secretary-General's

Bulletin – Special measures protection from sexual exploitation and sexual abuse (ST/SGB/2003/13).

Contracting with Small, Minority, and Women’s Businesses

PADF will take all necessary steps to assure that minority businesses, women’s business enterprises, and labor surplus area firms are used when possible.

Debarment and Suspension

Entities that appear on any exclusion lists, System for Award Management (SAM), Office of Foreign Assets Control (OFAC), UN Sanctions List, and other watchlists, will not have their bid evaluated and will not be eligible to receive any subaward that may result from this Request for Proposals.

Clean Air Act

Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended. The winning bid will comply with the aforementioned regulation, and with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA), as well as PADF.

Byrd Anti-Lobbying Amendment

Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) – The winning bid certifies that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352.

ANNEX I, VENDOR INFORMATION

Please Annex the following information in your submitted proposal:

VENDOR INFORMATION FORM		
1.	Vendor Type (Please indicate if a Firm or Individual Consultant)	
2.	Registration Status (Please indicate Employer Identification Number, Social Security Number, or other registration number)	
3.	Vendor's Legal Name	
4.	Company Contact full name	
5.	Email Address	
6.	Full Business Address (Including city, country, and postal code, if applicable)	
7.	Category (Not-For-Profit, For-Profit, Other)	
8.	Based in U.S.? (Yes or No)	
9.	Phone Number	
10.	Government Owned Business? (Yes or No)	
11.	Signed and Printed Name	
12.	Date	

ANNEX II, STATEMENT OF WORK

The objectives of the 360-review tool are to collect anonymous feedback from various stakeholders about employee behaviors, assess alignment with organizational values and desired workplace culture, provide actionable insights for professional development, and support employee growth while enhancing team dynamics. This is for all countries that PADF has current operations (22 including the United States).

The selected tool should include the following features:

1. **User-Friendly Interface:** Intuitive design for both reviewers and employees.
2. **Customizable Feedback Surveys:** Ability to create tailored surveys aligned with our organizational values and culture.
3. **Anonymity Assurance:** Ensuring all feedback is collected anonymously to encourage honesty and openness.
4. **Reporting and Analytics:** Comprehensive reports and analytics to summarize feedback and highlight trends.
5. **Integration Capabilities:** Compatibility with existing HR systems (*a good to have but not required*).
6. **Support and Training:** Provision of training materials and support for administrators and users.
7. **Mobile Accessibility:** Ensure that the tool is accessible on various devices, including mobile.
8. **Foreign Language Capabilities:** Selected provider must be able to deliver the survey, responses, and results in English, Spanish, French, and Portuguese.

Proposals should specify the following deliverables:

1. **Implementation Plan:**
 - Detailed project timeline for setup, customization, and user training.
 - Milestones for each phase of the project.
 - Goal for roll-out is expected to be in early January with results returned in February.
2. **Training Materials:**
 - User guides and training resources for both administrators and end-users.
 - Schedule for training sessions (live or recorded).
3. **Feedback Collection:**
 - Process and timeline for collecting feedback from all stakeholders.
4. **Reporting Capabilities:**
 - Individual feedback reports (delivered within [Insert Time Frame] after feedback collection).
 - Team/aggregate reports summarizing overall trends (delivered within [Insert Time Frame]).
 - Comprehensive organizational report that includes insights and recommendations (delivered within [Insert Time Frame]).

5. Post-Implementation Support:

- Ongoing support plan, including availability of customer service and response times.
- Periodic check-ins or updates regarding tool performance and user satisfaction.

ANNEX III, PADF CODE OF CONDUCT

PADF has an intrinsic set of values which can be categorized by H.E.A.R.T, which are categorized as:

Honesty: We work and express ourselves in an open, transparent, and clear manner.

Excellence: We strive for the highest results and standards, and work with clear and transparent processes deliverables, evidence and rigor. We are committed to those we serve, giving our time, energy and dedication to what we believe in.

Accountability: We pride ourselves on our integrity. We accept responsibility for our actions. We rigorously manage our results, our deliverables, our documentation, and our knowledge.

Respect: We value diversity and other points of view. We are inclusive and empathetic. We foster cooperation, collegiality and teamwork, working together toward the same ends. We seek to create a work environment of decency, working fairness, sincerity and trustworthiness.

Teamwork: We work as ONE PADF committing to our common goals and objectives. We foster cooperation, collegiality and teamwork. We make high-quality decisions as a team. We proactively and openly share knowledge, materials, and expertise. We foster and embrace innovation, creativity and diverse points of view. We are one team.

Offerors and their agents shall at all times act with integrity. Offerors and their agents shall not:

- Offer gifts, employment, and other benefits to Pan American Development Foundation employees and others who are in a position to influence the award of a contract.
- Attempt to seek confidential information in respect to tendering and contract formation processes associated with this RFP from Pan American Development Foundation employees and others who have access to confidential information.

All Offerors are expected to exercise the highest standards of conduct in preparing, submitting and if selected, eventually carrying out the specified work in accordance with PADF's H.E.A.R.T. values.

Any violation of the Code of Conduct, as well as concerns regarding the integrity of the procurement process and documents, should be reported to PADF via its Ethics Hotline at www.safecall.co.uk/report