Expression of Interest (EOI)

Trócaire Head office invites Expressions of Interest for the provision of ***Medical Insurance*** *for employees on international assignment and* ***Employee Assistance Programme*** *for all employees. Renderers' must demonstrate that they have the resources and expertise to supply the goods and/or services required.*

EOI Release Date: ***23/11/2026***
Deadline for EOI submission: ***17:00 Wednesday December 2nd, 2026***

1. Introduction

Expressions of Interest are invited from suppliers who wish to be considered for selection as the supplier of below services and/or goods Trócaire.

This tender document deals with:

- Section 2 : Confidentiality
- Section 3 : Profile of Trócaire
- Section 4 : Scope of the work
- Section 5 : Content and format of Tenders
- Section 6 : General Terms and Conditions
- Section 7 : Conflict of Interest
- Section 8 : Contract Period
- Section 9 : Intellectual Property ***(for services contracts)***
- Section 10 : Termination of Contract
- Section 11 : Evaluation of Tenders
- Section 12 : Submission of Tenders

2. Confidentiality

Trócaire will treat the content of all tenders as strictly confidential, and information provided in the tenders will be used solely for the purpose of deciding on the award of a contract as described in this document.

3. Profile of Trócaire

Trócaire is an International NGO. We work with local partners in the world's most at-risk communities and with people in Ireland to tackle the underlying causes of poverty and injustice and respond to the crises they create. Together we bring about positive and lasting change for a just world. Trócaire works in up to 20 countries across Africa, Asia, Latin America and the Middle East. With the support of the generous people of Ireland, we work towards five goals:

- Promote Access to Justice;
- Achieve Climate & Environmental Justice;
- Ensure Women & Girls' Protection, Voice & Influence;
- Save Lives and Protect Human Dignity
- Mobilise the Public on the island of Ireland to achieve Global Justice.

More information about Trócaire can be found on http://www.trocaire.org/

4. Scope of goods and services required

Trócaire employs over **450** employees globally and approximately **16** of them are employees on international assignment (based overseas). See details in Appendix 3.

We require that suppliers outline details on what they can offer on:

A. Medical Insurance Cover – Overseas
(For employees on international assignment and dependants – based overseas)

- Geographical areas of cover
- Inpatient, Outpatient and other treatments (e.g. dental) offered in the cover
- Medical Evacuation and repatriation of employees
- On-line medical support options – App services

B. Employee Assistance Programme
(For all employees in Ireland and overseas)

- 24/7 counselling support worldwide
- Availability of specific psychological support
- Available channels: free calls, call backs, emails, video calls
- Different languages available for support
- Availability for face-to-face support / group support in country

5. Content and Format of Submissions

Suppliers should submit their expression of interest outlining what type of services that can be offered including some estimated rates and possible cover options available (ranging from minimum cover to the high spec full cover).
Shortlisted suppliers will then be provided with more detailed information in order to submit a more detailed proposal with more comprehensive information and quote.

6. General Terms and Conditions of this RFT

- Trócaire does not bind itself to accept the lowest priced tender.
- Trócaire does not guarantee exclusivity and reserves the right to engage other companies for the same services (if required) during the term of the contract.
- Trócaire shall be free to
    - To accept the whole, or part only, of any tender;
    - To accept none of the proposals tendered;
    - To republish this Request for Tenders.
- In the event of not accepting any of the submissions received on foot of this RFT, Trócaire shall be free to make such arrangements as it considers necessary in relation to the provision of the goods/services.

- Trócaire will not be liable for any costs or expenses incurred in the preparation of a tender.
- The Contract shall be considered as a contract made in ***Ireland,*** according to Irish law and subject to the exclusive jurisdiction of the Irish courts.
- The Standard Terms and Conditions to which Trócaire expects all suppliers to respect is attached in Appendix 1.
- The Suppliers Code of Conduct to which Trócaire expects all suppliers to respect is attached in Appendix 2

7. Conflicts of interest

Any conflicts interest involving an applicant must be fully disclosed to Trócaire. Failure to disclose a conflict may disqualify an applicant or invalidate an award of the contract. Applicants are required to declare any current or past work which might reasonably be considered to represent a conflict of interest. It will be for Trócaire to decide if a material conflict of interest exists and applicants in doubt in this regard should seek the advice of Trócaire.

8. Contract Type and Period

A service contract will be issued for a period of one year (12 months) extendable to maximum of 5 years.
The contract should be flexible in terms of number of staff covered and type of cover provided.

9. Intellectual Property (for service contracts only)

Any concept, guidelines or other material developed during the contract will be considered the property of Trócaire and may be used by Trócaire at any time.

10. Termination of Contract

10.1 Trócaire reserves the right to terminate the contract at any stage on payment of reasonable and agreed costs accrued to the date of termination. The contract may be terminated by either party on giving appropriate written notice.

10.2 If at any stage during the contract, the goods / services delivered by the tenderer is found to be unsatisfactory, the contract may be terminated by Trócaire. In the event of such a termination, the tenderer will only be entitled to receive payment in relation to the acceptable goods / services rendered at that time.

11. Evaluation of Tenders

11.1 All suppliers should at least meet the following **minimum criteria**:

Please refer to Section 4 of this document. All suppliers should be able to provide at minimum the specified services.

11.2 Successful candidates will be the one who, in the opinion of Trócaire, submit the most economically advantageous proposal applying the following **award criteria**:

- Cost effective
- Specification and content of cover
- Flexibility
- Quality of customer service / self-service platforms
- Previous experience

Details on the award criteria scoring will be made available to shortlisted vendors

11.3 During the evaluation period clarification may be sought in writing. Responses to requests for clarification may not materially change any elements of the tenders submitted.

11.4 No unsolicited communications from tenderers will be accepted or entertained during the evaluation period.

11.5 A shortlist of those who have tendered may be drawn up and a certain number of those who have tendered may be invited to make a final presentation of their tender.

12. Submission of EOIs.

Your proposal marked "**Expression of Interest for Assignee Medical Insurance & EAP – Trócaire**" should be emailed only to ***tenders@trocaire.org*** and will be acknowledged after the deadline.

The deadline for the receipt is ***17:00, Wednesday 2Nd December 2026.***

Any queries relating to this EOI should be directed to by e-mail to Aoife.saunders@trocaire.org

13. Appendices

- Appendix 1 - Standard Terms and Conditions for procurement - https://www.trocaire.org/documents/trocaire-general-terms-and-conditions-for-procurement-2025/
- Appendix 2 - Suppliers Code of Conduct - https://www.trocaire.org/wp-content/uploads/2023/05/Trocaire-Supplier-Code-of-Conduct-V3-April-2023-EN.pdf
- Appendix 3 – Trócaire locations and number of employees on assignment for medical insurance:

Appendix 3

Location	Number of Employees on International Assignment (Overseas)
Democratic Republic of Congo	3
Guatemala	1
Honduras	1
Kenya	3
Malawi	2
Rwanda	1
Sierra Leone	4
Thailand	1