

## REQUEST FOR PROPOSAL

TO:

<b>Date of issue:</b>	04.07.2024
<b>RFP no.:</b>	2024-018
<b>Contract title:</b>	Evaluation of NCA's Humanitarian response in Ukraine in 2023 response with a focus on WASH
<b>Closing date:</b>	04.08.2024
<b>Contracting Authority:</b>	Norwegian Church Aid  Contact person: Ioannis Georgiadis Email: <a href="mailto:ioannis.georgiadis@nca.no">ioannis.georgiadis@nca.no</a>
Please note that the Proposals should be delivered to the Contracting Authority's e-mail <a href="mailto:procurement@nca.no">procurement@nca.no</a> .	

### NORWEGIAN CHURCH AID (NCA) INVITES YOU TO SUBMIT A PROPOSAL FOR EVALUATION OF HUMANITARIAN RESPONSE WITH A FOCUS ON WASH

Dear Sir/Madam,

The Service is required for an evaluation of NCA's humanitarian response in Ukraine with a focus on WASH, supported by NORAD. Please find enclosed the following documents which constitute the Request for Proposal:

**A – Instructions**

**B –Annex 1: Terms of Reference**

**Annex 2: Organisation and Methodology Form** (to be completed by the Candidate)

**Annex 3: Proposal Submission Form** (to be completed by the Candidate)

**Annex 4: General Terms and Conditions for Service Contracts**

**Annex 5: Code of Conduct for Contractors**

If this document is a PDF format, upon request, a complete copy of the above documents can be forwarded in a WORD format for electronic completion. It is forbidden to make alterations to the text.

We should be grateful if you would inform us by email of your intention to submit or not a proposal.



## A. INSTRUCTIONS

**In submitting a proposal, the Candidate accepts in full and without restriction the special and general conditions including annexes governing this Contract as the sole basis of this procedure, whatever his own conditions of services may be, which the Candidate hereby waives. The Candidates are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this Request for Proposal.**

### **A.1. Scope of services**

The Services required by the Contracting Authority are described in the Terms of Reference in Annex 1.

The Candidate shall offer the totality of the Services described in the Terms of Reference. Candidates offering only part of the required Services will be rejected.

### **A.2. Cost of proposal**

The Candidate shall bear all costs associated with the preparation and submission of his proposal and the Contracting Authority is not responsible or liable for these costs, regardless of the conduct or outcome of the process.

### **A.3. Eligibility and qualification requirements**

Candidates are not eligible to participate in this procedure if they are in one of the situations listed in article 33 of the General Terms and Conditions for Service Contracts.

Candidates shall in the Proposal Submission Form attest that they meet the above eligibility criteria. If required by the Contracting Authority, the Candidate whose proposal is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility.

Candidates are also requested to certify that they comply with the Code of Conduct for Contractors.

### **A.4. Exclusion from award of contracts**

Contracts may not be awarded to Candidates who, during this procedure:

- (a) are subject to conflict of interest
- (b) are guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the Contract procedure or fail to supply this information

### **A.5. Documents comprising the Request for Proposal**

The Candidate shall complete and submit the following documents with his proposal:

- a. Proposal Submission Form (Annex 3) duly completed and signed by the Candidate
- b. Organisation and Methodology using the structure in Annex 2)
- c. CV. highlighting the Candidate's experience in the specific field of the Services and his/her specific experience in the country/region where the Services are to be performed.

The proposal and all correspondence and documents related to the Request for Proposal exchanged by the Candidate and the Contracting Authority must be written in the language of the procedure, which is English.

### **A.6. Financial proposal**

The Financial Proposal shall be presented as an amount in USD in the Proposal Submission Form in Annex 3. The remuneration of the Candidate under the Contract shall be determined as follows:

**Global price:** The Candidate shall indicate in his/her proposal his/her proposed global remuneration for the performance of the Services. The Candidate shall be deemed to have satisfied himself as to the sufficiency of his/her proposed global remuneration, to cover both his/her fee rate, including overhead, profit, all his/her obligations, sick leave, overtime and holiday pay, taxes, social charges, insurances, etc. and all expenses



(such as transport, accommodation, food, office, etc.) to be incurred for the performance of the Contract. The proposed global remuneration shall cover all obligations of the successful Candidate under the Contract (without depending on actual time spent on the assignment) and all matters and things necessary for the proper execution and completion of the Services and the remedying of any deficiencies therein.

**VAT and/or any sales tax applicable to the purchase of services shall be indicated separately in the proposal.**

**IMPORTANT NOTE: In cases where the candidate is not registered for VAT or other applicable sales tax in the country where the services are to be rendered, VAT or other applicable sales tax should not be included in the proposal and will not be paid by the Contracting Authority.**

### **Candidate's proposed personnel**

In the Organisation and Methodology Form, Annex 2, the Candidate shall include a detailed description of the role and duties of each of the key experts or other non-key experts, which the Candidate proposes to use for the performance of the Services. The key experts are those whose involvement is considered instrumental in the achievement of the contract objectives. The CV of each key expert shall be provided highlighting his/her experience in the specific field of the Services and his/her specific experience in the country/region where the Services are to be performed. The Candidate whose proposal is accepted shall provide, if so requested by the Contracting Authority, copies of diplomas and employers' certificates or references proving the key experts' education, professional experience and language proficiency.

In the Proposal Submission Form, Annex 3, the Candidate shall provide detailed information about key experts' actual availability for the performance of the Contract.

If, before the signing of the Contract, a key expert proposed in the proposal is no longer available the Candidate shall inform the Contracting Authority immediately and the proposal will in such case be considered invalid.

### **Subcontractors**

If the Consultant intends to use subcontractors, the Consultant shall state in the Organisation and Methodology Form, Annex 2, their names, qualifications, role and duties in the performance of the Contract and the Consultant shall specify the parts of the Services which will be executed by the subcontractors, which may not exceed 30% of the Contract. Provisions of article "Candidate's proposed personnel" concerning the Candidate's personnel and the article concerning eligibility and qualification requirements shall apply to the subcontractors or the subcontractor's personnel.

#### **A.7. Validity**

Proposals shall remain valid and open for acceptance for 30 days after the closing date.

#### **A.8. Submission of proposals and closing date**

Proposals must be received at the address mentioned on the front page in a sealed envelope not later than the closing date and time specified on the front page.

#### **A.9. Evaluation of Proposals**

The evaluation method will be the quality and cost based selection. A two-stage procedure shall be utilised in evaluating the Proposals; a technical evaluation and a financial evaluation.

Proposals will be ranked according to their combined technical (*St*) and financial (*Sf*) scores using the weights of 80% for the Technical Proposal; and 20% for the offered price. Each proposal's overall score shall therefore be:  $St \times 80\% + Sf \times 20\%$ .

### **Technical evaluation**

For the evaluation of the technical proposals, the Contracting Authority shall take the following criteria into consideration, with the indicated weights:



Technical evaluation		Maximum Points
1	Relevant experience and expertise in conducting WASH evaluations, based on CVs and at least 2 relevant pieces of work	30
2	Submitted methodology and approach	30
3	Proposed workplan and timeline	20
4	Presence and access capacity in Ukraine, including for safety and risk management	20
<b>Total Technical Score</b>		<b>100</b>

### Interviews

The Contracting Authority reserves the right to call to interview the Candidates having submitted proposals determined to be substantially responsive.

### Financial evaluation

Each proposal shall be given a financial score. The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The formula for determining the financial scores shall be the following:

$Sf = 100 \times Fm/F$ , in which

Sf is the financial score

Fm is the lowest price and

F is the price of the proposal under evaluation

### Negotiations

The Contracting Authority reserves the right to contact the Candidates having submitted proposals determined to be substantially and technically responsive, in order to propose a negotiation of the terms of such proposals. Negotiations will not entail any substantial deviation to the terms and conditions of the Request for Proposal, but shall have the purpose of obtaining from the Candidates better conditions in terms of technical quality, implementation periods, payment conditions, etc.

Negotiations may however have the purpose of reducing the scope of the services or revising other terms of the Contract in order to reduce the proposed remuneration when the proposed remunerations exceed the available budget.

#### A.12. Award criteria

The Contracting Authority will award the Contract to the Candidate whose proposal has been determined to be substantially responsive to the documents of the Request for Proposal and which has obtained the highest overall score.

#### A.13. Signature and entry into force of the Contract

Prior to the expiration of the period of the validity of the proposal, the Contracting Authority will inform the successful Candidate in writing that its proposal has been accepted and inform the unsuccessful Candidates in writing about the result of the evaluation process.

Within 5 days of receipt of the Contract, not yet signed by the Contracting Authority, the successful Candidate must sign and date the Contract and return it to the Contracting Authority. On signing the Contract, the successful Candidate will become the Contractor and the Contract will enter into force once signed by the Contracting Authority.

If the successful Candidate fails to sign and return the Contract within the days stipulated, the Contracting Authority may consider the acceptance of the proposal to be cancelled without prejudice to the Contracting Authority's right to claim compensation or pursue any other remedy in respect of such failure, and the successful Candidate will have no claim whatsoever on the Contracting Authority.



**A.14. Cancellation for convenience**

The Contracting Authority may for its own convenience and without charge or liability cancel the procedure at any stage.

**A.15. Data Protection and Privacy**

The Contracting Authority may collect and process personnel data such as names, addresses, telephone numbers, email addresses, banking details and CVs. Such data will be used for the sole purpose of managing the procurement process and any subsequent Contract issued as a result of the procurement process, including transmission to bodies charged with monitoring and or inspecting procurement processes, in accordance with applicable EU, international and national law on data protection. Data may be stored for as long as a legitimate reason remains for its storage and up to a period of seven years.

Submission of any bid, proposal, quotation or offer and acceptance of any subsequent Purchase Order or Contract signifies the bidders consent to such data collection and its processing

The General Terms and Conditions provide reference to the specific rights, and regulations related to the data that is stored.



## **Annex 1: Terms of Reference (TOR) for Evaluation of NCA's Ukraine 2023 response with a focus on WASH**

### **Context and Programme Background**

#### **Description of the context of the programme**

More than two years into Russia's invasion of Ukraine, the situation remains volatile and unpredictable, and changes can occur at short notice. In the Southern and Eastern regions near the military frontline of the conflict, the situation remains an active emergency due to active warfare, moving frontlines and the destruction of infrastructure and housing and the deterioration of public services. The conflict has led millions of people to flee and seek refuge in Central and Western parts of the country or abroad, however many remained in the war-torn areas and are in dire need for humanitarian assistance.

#### **The programme strategy and description of the results framework**

NCA has been responding to the humanitarian crisis in Ukraine and neighbouring countries since the onset of the conflict in a joint response together with ACT Alliance members DanChurchAid (DCA) and HEKS-EPER (HEKS). From 2024, NCA and DCA have established the DCA/ NCA Joint Country Programme in Ukraine (JCPUA). NCA and partners are delivering lifesaving, cross-sectorial, integrated programming, within WASH, including district heating, winterization support, SGBV and MHPSS and utilizing the modality of multipurpose cash assistance. With funding from the Norwegian Government, NCA's response has supported more than 300 000 people in need to meet urgent and complex needs, in collective shelters and affected urban and rural sites, including frontline and de-occupied areas across 7 oblasts (Odesa, Mykolaiv, Kherson, Dnipro, Kharkiv, Zaporizhzhia, and Donetsk). Partnerships have been established with a number of registered Ukrainian organisations. In line with the preferred strategy and methodology outlined in the Nansen Support Programme, the response is implemented in close cooperation and coordination with Ukrainian authorities, relevant stakeholders and humanitarian coordination structures, to ensure that the response is in line with Ukraine's needs and strengthens democratic institutions and civil society in Ukraine. All NCA's humanitarian responses are based on the humanitarian principles: humanity, impartiality, neutrality, and independence.

**Overall goal:** People in need affected by the war in Ukraine, are provided with access to necessary protection, assistance and lifesaving support according to humanitarian needs and in line with the humanitarian principles.

**Outcome 1:** People affected by crisis access lifesaving integrated protection and assistance appropriate and relevant to their immediate needs.

**Outcome 3:** Communities affected by crisis demonstrate improved hygiene practices and access lifesaving WASH services appropriate and relevant to their immediate needs.

**Outcome 4:** SGBV Survivors access lifesaving, specialized SGBV services appropriate and relevant to their immediate needs

Outputs and indicators have been developed for each of the outcomes and reported results are available in NCA's project information management system.



## **Purpose of the Evaluation, audience, and use**

### **Purpose and objectives of the evaluation**

Evaluate if the methodology and way of working adopted by NCA and partners were effective, adapted to the context and allowed us to respond to urgent needs in the population.

Provide learning and recommendations for NCA and partners' continued response in 2024 and beyond.

### **Intended use of the evaluation for the different stakeholders**

The evaluation will be used by NCA and partners as documentation of results in 2023 and will be shared with NCA's back-donor, NORAD. Field visits reports, the draft evaluation report and the final evaluation report will be shared with the JCPUA and with HEKS.

In addition, the evaluation is expected to provide learning and recommendations for planning of the next phase of the response.

## **Evaluation criteria and questions**

The evaluation of NCA's WASH response in Ukraine in 2023 will focus on three criteria: relevance, coherence, and effectiveness, as defined in the [OECD DAC Criteria for Evaluating Development Assistance](#). The objective is to assess whether the intervention was designed, targeted and delivered appropriately, how it fitted the operational context of Ukraine, and whether it achieved its objectives (See for more details.)

### **Main evaluation question:**

In what ways did the joint NCA and partner's WASH (Water, Sanitation, and Hygiene) response in Ukraine demonstrate effectiveness within the urban setting, including hard to reach areas, considering the presence of pre-existing institutions and infrastructure, and to what extent the operational and technical support provided by NCA has contributed to the overall quality of the interventions?

### **Sub-questions:**

1. Effectiveness: What were the intended and unintended results the NCA's WASH response delivered?
2. How did working in an urban setting, including in hard-to-reach areas, affect the relevance and effectiveness of NCA's WASH response?
  - a. How relevant was the intervention with respect to the Humanitarian Needs Overview for Ukraine and target populations needs?
  - b. What did NCA learn from adapting and delivering WASH interventions in an urban setting?
  - c. What were some of the key enablers and barriers that were unique to this specific context?
  - d. How did the response work to uphold the humanitarian principles and how were conflict sensitivity, and gender sensitivity, addressed?
3. Coherence: How did NCA's WASH response adapt to the context of a lower-middle-income country with strong pre-existing structures, systems and institutions and multiple actors within the wider humanitarian response? Did NCA's response complement the emergency and recovery actions



taken by existing structures (water authorities, municipalities, etc.) and the wider humanitarian response in a meaningful and well-coordinated way?

4. To what extent was NCA able to support its partners (DCA, HEKS and other national/local partners) to strengthen their capacity to design and deliver WASH programming, and to position themselves as visible and relevant actors within the respective sectors and technical working groups (include financial and procurement)? And what has NCA learnt from working with these partners?

### **Scope**

The evaluation will focus on the WASH part of the intervention NCA, and partners delivered in Ukraine in 2023. The geographical focus of the evaluation will cover locations within Mykolaiv, Kherson, Dnipropetrovsk, and Zaphorizhia Oblasts in person, and Donetsk Oblast remotely. The total duration of the assignment is expected to be a maximum of 10 weeks, with at least 2 weeks of data collection (see timeline below)

### **Methodological approach**

Once selected, the evaluation team is expected to develop a methodological approach for the evaluation including:

- Evaluation design, including data collection sampling frame and methods
- Gender and conflict sensitivity
- Stakeholder involvement

The evaluation is expected to rely on desk reviews, as well as key informant interviews (KIIs) and focus-group discussions (FGDs) with NCA staff, JCPUA and HEKS staff, as well as with national partners, rights holders and duty-bearers to address all the evaluation questions. Suggestions for alternative approaches will also be considered.

NCA expects the data collection to be done in person and on site, to the extent possible. The evaluation team must be able to conduct field visits in our areas of operation (see Scope section and below) and to communicate with stakeholders in Ukrainian and Russian. Field visits will be required in selected accessible locations in Mykolaiv, Kherson, Dnipropetrovsk and Zaphorizhia Oblasts. Remote data collection will be applied for selected locations in Donetsk. Depending on how security situation may develop during the assignment, data collection in hard-to-reach areas (for instance in relation to the distance to the front line), may be alternatively done remotely, e.g. through online or phone interviews.

### **Team and Responsibilities**

The evaluation team is expected to have adequate expertise and resources to carry out the assignment, including WASH and MEAL expertise. The evaluation team will develop the exact evaluation methodology that will be used, the data collection and analysis plan, and produce the following deliverables, in English:

- An inception report detailing the questions, methodology, data collection and analysis plan. Templates can be provided by NCA.
- A draft report of the findings
- A final evaluation report, incorporate feedback from NCA on the draft report, and following the 1-2-25 format:
  - 1-page of specific, actionable recommendations





- 2-page evaluation summary, following a template provided by NCA
- 25-page evaluation report with a presentation of background, methods, results, and findings, with discussion of limitations and specific actionable recommendations
- The final report should include at least one in-depth case study (the subject will be discussed during the inception phase)

NCA, with support from JCPUA and HEKS, is to provide relevant documentation and facilitate access to operating areas and stakeholders.

### **Evaluation deliverables, timeline, and budget**

Key evaluation deliverables:

- Inception report
- Evaluation summary
- Evaluation report
- Presentation of evaluation report, including recommendations

Tentative timeline:

When	What
4 <sup>th</sup> July	Tender is publicized
28 <sup>th</sup> July	Deadline for submitting questions to the TOR and RFP
29 <sup>th</sup> - 30 <sup>th</sup> July	Selection of consultancy
4 <sup>th</sup> August	Closing date for proposals
4 <sup>th</sup> - 19 <sup>th</sup> August	Review proposals and sign contract
Early September	Inception Report
September	Data collection and field work carried out in Ukraine
Early October	Draft report
October	Final report submitted
November	Presentation of evaluation report, including recommendations
November	NCA Management response

### **Evaluation logistics and other support**

The evaluation team is expected to organise and assume full responsibility for the conduct of the evaluation, including field visits, in line with the approved inception report.

Expected participation and support from JCPUA DCA-NCA office and from HEKS-EPER:

- Sharing of relevant information and documentation
- Key staff being available for interviews
- Safety briefings
- Facilitation of contact with partners and other stakeholders (authorities, public institutions, UN system)



## **ANNEX 2: ORGANISATION AND METHODOLOGY**

**To be filled in by the candidates, in compliance with the following instructions:**

### **Rationale**

- Any comments on the Terms of Reference of importance for the successful execution of activities, in particular its objectives and expected results, thus demonstrating the degree of understanding of the Contract. Detailed list of inputs, activities and outputs. Any comments contradicting the Terms of Reference or falling outside their scope will not form part of the final Contract.
- An opinion on the key issues related to the achievement of the Contract objectives and expected results
- An explanation of the risks and assumptions affecting the execution of the contract and your mitigation plan

### **Strategy**

An outline of the approach proposed for contract implementation.

- A list of the proposed activities considered to be necessary to achieve the contract objectives.
- The related inputs and outputs.
- A description of subcontracting arrangements foreseen, with a clear indication of the tasks that will be entrusted to a subcontractor and a statement by the Candidate guaranteeing the eligibility of any subcontractor.)

### **Timetable of activities**

- The timing, sequence and duration of the proposed activities taking into account mobilisation time.
- The identification and timing of major milestones in execution of the Contract, including an indication of how the achievement of these would be reflected in any reports particularly those stipulated in the Terms of Reference.
- Include a programme.

### **Key experts**

- The Candidate shall include a detailed description of the role and duties of each of the key experts or other non-key experts, which the Candidate proposes to use for the performance of the services. The key experts are those whose involvement is considered instrumental in the achievement of the Contract objectives. The CV of each key expert shall be included highlighting his/her experience in the specific field of the services and his/her specific experience in the country/region where the services are to be performed. In addition the Candidate shall include information on current participation of key experts in other contracts and or commitments to participate in future contracts, including detailed description of their tasks and period of engagement.



### ANNEX 3: PROPOSAL SUBMISSION FORM

My financial proposal for my services is as follows:

**IMPORTANT NOTE: VAT OR ANY OTHER SALES TAX SHOULD ONLY BE INCLUDED IF THE CANDIDATE IS REGISTERED FOR TAX PURPOSES IN THE COUNTRY IN WHICH THE SERVICES ARE TO BE RENDERED**

	Currency	Amount
Global price (fees and expenses)		
VAT or other tax on services if applicable		
<b>Total price incl. taxes</b>		
Hourly rate (for information only)		
State country of tax liability if any		

CANDIDATE OR COMPANY INFORMATION	
Company (legal name)	
Street name and no.	
City	
Postal code	
Country	
Phone no.	
Email	
Website	
Director (name)	

GENERAL COMPANY INFORMATION)	
Year of establishment	
Number of full time employees	
Licensing authority	
Licence number (VAT no./TAX id)	
Countries with registered office:	
Registration Certificate – please attach	
Does your company have CSR related policies in place – e.g. Health, Safety, HR, Energy or Climate policy or is a member of Global Compact? Please state which policies.	
Is your company e.g. ISO 26000/50001/14000 certified or SA8000 certified? Please state which.	
Does your company have a Code of Conduct?	

REFERENCES				
Name and country of customer	Type of contract	Value	Contact name	Phone/fax and email



Include details of the experience and past performance on contracts of a similar nature within the past five years and information on other contracts in hand and/or future commitments including details of the actual and effective participation in each of such contracts, description of the Candidate's assignments and periods of engagement. Additional documents can be attached to the above form.

The proposal is valid for a period of 30 days after the closing date in accordance with the article A.7. Validity.

After having read your Request for Proposal no. 2024-018 for WASH Evaluation Ukraine dated s4.7.2024, and after having examined the Request for Proposal, I/we hereby offer to execute and complete the services in conformity with all conditions in the Request for Proposal for the sum indicated in our financial proposal.

Further, I/we hereby:

- Accept, without restrictions, all the provisions in the Request for Proposal including the General Terms and Conditions for Service Contracts
- Provided that a contract is issued by the Contracting Authority I/we hereby commit to perform all services described in the Terms of Reference, Annex 1 within the time frame described in our Organisation and Methodology Form.
- Certify and attest compliance with eligibility criteria of article 33 of the General Terms and Conditions for Service.
- Certify and attest compliance with the Code of Conduct for Contractors in Annex 5.

The above declarations will become an integrated part of the Contract and misrepresentation will be regarded as grounds for termination.

Any subsequent Contract related to this Proposal will be subject to the Contracting Authorities General Terms and Conditions for Service Contracts and the Code of Conduct for Contractors available through the below link. Printed versions are available on request.

<https://www.kirkensnodhjelp.no/en/about-nca/for-contractors/>

Signature and stamp:

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Signed by:

**The Candidate**

Name of the company

Address

Telephone no.

Email

Name of contact person