**REQUEST FOR QUOTATION**

From:

|  |  |
| --- | --- |
| **NRC Addis Ababa Country Office**  5th Floor  Adika Building (Besides Saro Maria Hotel)  Woreda 03  Bole Sub-city  Addis Ababa  [https://goo.gl/maps/8PuX44Dnmqq](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fgoo.gl%2Fmaps%2F8PuX44Dnmqq&data=02%7C01%7Cdaniel.bettega%40nrc.no%7C152d97a014f24dab4f5008d6faf90c84%7C3f86d1b42c6b4b1ab2ae6f5e950bca1e%7C0%7C0%7C636972344917369390&sdata=4uZl6xnlJeey0kPuyEDIzFIWoDpG%2FjnJHgvrv8rSnN8%3D&reserved=0) | NRC Ethiopia  Country Office  [et.tenders@nrc.no](mailto:et.tenders@nrc.no) |

Date: 18 October 2020

**Subject: Consultancy service**

* Mapping of Collaborative Dispute Resolution Mechanism Used for Housing, Land and Property Cases in Gedeo and West Guji Zone

**Manner of Submission:**

Please submit your quotation by hand to the address listed above in a **sealed envelope**. Or **by email** et.tenders@nrc.no

Deadline for submission of proposal is 30 October2020 before 16:30 promptly. **Companies who do not submit their quotation by this deadline will not be considered**. All bids delivered to NRC **MUST** be registered on submission. Your quotation should clearly indicate the following:

* Net price after deduction of discounts.
* Validity of the offer (1 months preferred)
* Lead time in days for requesting the service.

**Documents to be submitted with the bid:**

1. This RFQ completed, signed, dated and stamped/ signed on every page
   1. Requirements
      1. Technical specifications
      2. Quantities
   2. Financial offer
   3. Conditions of quotation
   4. Ethical standards
   5. Bidding form and declaration
2. Business license registration certificate (Commercial registration)
3. Tax Identification Number (TIN) registration certificate (Tax registration)
4. Value Added Tax (VAT) registration certificate (if VAT is to be charged)

**REQUIREMENTS**

The office of the Norwegian Refugee Council invites your company to make a firm offer for the following services/ goods:

**Quantities**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Item** | **Quantity** | **UoM** | **Delivery to** |
|  | * National Consultant to facilitate mapping of Collaborative Dispute Resolution Mechanisms used for Housing, Land and Property cases in Gedeo and West Guji | 1 | Consultancy | NRC Country office |
|  |  |  |  |  |

\* Quantities may and will vary depend on the actual requirements

**Technical specifications**

**TERMS OF REFERENCE**

**POSITION: National Consultant to facilitate mapping of Collaborative Dispute Resolution Mechanims used for Housing, Land and Property cases in Gedeo and West Guji**

**LOCATION: Bule Hora**

**REPORTING TO: ICLA Project Manager Bule Hora**

The Norwegian Refugee Council in Bule Hora seeks a qualified individual to conduct mapping of Collaborative dispute resolution mechanisms in place in Gedeo and West Guji.

1. **BACKGROUND**

Gedeo and West Guji regions in Ethiopia have suffered from long-standing multi-layered conflict driven by several factors. Inter-ethnic violence has in the recent years resulted in the displacement of over 600,000 people in the two regions with approximately 267, 403 IDP’s in Gedeo and 354,344 in West Guji as at March 2019. The conflict and displacement resulted in significant protection issues including; limited access to basic services due to distance from service providers, secondary occupation resulting in HLP disputes lack of civil documents and limited resources for humanitarian response. There was widespread loss and destruction of legal identity and civil documentation, looting and destruction of housing, land and property assets as well as loss of land holding documents. These issues coupled with inadequate humanitarian response resulted in wide unmet needs.

NRC established an area office in Bule Hora covering both Gedeo and West Guji. NRC team is implementing 5 core competencies in the area ICLA, WASH, Shelter, Education and Livelihood and Food security. As part of the humanitarian response ICLA team was responding in the following areas;

Housing, Land and Property: Following the conflict, virtually all property; homes, farms and crops were reported to have been looted and/or destroyed. Reports of secondary occupation of Internally displaced persons’ parcels of land were rampant in the two areas with almost 9% of respondents reporting that their land and farms had been occupied during their absence.

Other HLP conflicts reported include; boundary and ownership disputes as some inhabitants took advantage of the deteriorating security situation to dispute land rights. Assessment findings indicate 37% of the respondents have experienced boundary disputes, 25% have experienced land grabbing while 10% of the respondents faced multiple claims over the same parcel of land. Informal transactions over land have additionally been reported in the area including very prevalent reports of sale or exchange of land across the two regions. Despite written legislation promoting women’s rights over land use and holding, on the ground cultural practices remain a key barrier to the enforcement of these rights by women. Most HLP disputes are reportedly resolved through traditional or community based dispute resolution mechanisms resulting in a need to understand how these mechanisms operate vis a vis formal dispute resolution processes and how to support them to ensure access to justice for all.

**Information Counselling and Legal Assistance (ICLA) in Ethiopia**

There are two different dispute resolution mechanism; Collaborative dispute resolution and Adversarial dispute resolution. Although this is relatively new programme area for the country, NRC ICLA programme has developed global expertise in using collaborative dispute resolution (CDR) methods to address housing, land and property (HLP) disputes faced by persons affected by displacement. A *CDR Handbook* as well as *CDR skills training materials* have been developed and are currently being used to enhance the capacity of ICLA staff in Ethiopia and relevant stakeholders on CDR.

The ICLA programme in Gedeo and West Guji is currently establishing a strong focus on training, supervising and coaching ICLA staff on negotiation and conflict resolution regarding housing, land and property disputes. The ICLA team mainly works with internally displaced people (IDP) and returnee contexts in both formal and informal settlements. The program also works with other core competencies regarding land issues, specifically by: facilitating access to land that can be used for community infrastructures and water sources, support with resolving disputes around the acquisition or use of land; and facilitating due diligence procedures for returnees going back to their areas of origin.

In 2020 ICLA team intends to increase access to justice by expanding the collaborative dispute resolution activities across the two regions. To achieve this effectively the ICLA team requires to have a well-founded understanding of;

the existing dispute resolution mechanisms, the scope of their interventions, the link between formal and informal dispute resolution structures, existing gaps and support required to ensure access to justice for all particularly women.

The team in Gedeo and West Guji therefore seeks a consultant who will facilitate mapping of existing collaborative in the two regions. The findings of the assessment will inform programming through a clear mapping of CDR structures and identification of priority areas for intervention and support particularly in terms of capacity building support. The proposed insight into existing structures and service provision will enable NRC global expertise to be adapted to the context and ensure the quality, relevance and sustainability of subsequent programming. This will constitute the solid basis on which the NRC ICLA programme can strengthen engagement with local development and humanitarian actors to build capacities and generate ideas for partnerships/joint initiatives focused at promoting community cohesion and access to Housing, Land and Property (HLP) rights.

1. **OBJECTIVES**

The main objective of the assessment is to enable NRC Gedeo and West Guji to implement relevant, effective and sustainable programming to address disputes related to HLP and CDR through mapping and analysis of the existing dispute resolution mechanisms, their mandate, thematic focus and procedures.

* Conduct mapping of collaborative dispute resolution mechanisms in Gedeo [SNNPR] and West Guji [Oromia] region;
* Facilitation of CDR mapping 19 days on site;
* 2 travel days
* 1 day training/ induction of enumerators and ICLA team
* 7 days in each site location; Gedeo and West Guji
* 1 day consolidation of preliminary findings
* 1 day debriefing with ICLA teams
* Facilitate 2 day workshop to share outcome/ findings from the mapping exercise
* Prepare final report on existing collaborative dispute resolution mechanisms in the two regions.

1. **SPECIFIC TASKS**

* Develop a detailed work plan to be approved by the ICLA PM.
* Review relevant literature regarding dispute resolution structures in Ethiopia and become familiar with NRC global toolkit on CDR.
* Conduct field visits within Gedeo and West Guji to map formal and informal CDR structures in specified sites for potential CDR interventions
* Capture the views of potential beneficiaries-specially women- and of key stakeholders (statutory, customary and religious authorities, protection actors, etc.) by adapting NRC existing methodologies, especially those designed to conduct focus group discussions with displaced women
* Hold a workshop with relevant staff in NRC Ethiopia to present findings and brainstorm on proposed interventions
* Produce a report including a mapping, findings and recommendations

1. **EXPECTED DELIVERABLES**

The consultancy is expected to produce the following;

* Comprehensive mapping of local statutory, traditional and religious CDR structures operating in Gedeo and West Guji in particular within the areas of operation. Mapping to include geographic coverage, location, sectorial focus, organizational capacity and experience.
* Power point Presentation of the draft findings and preliminary report to the ICLA team during 2 day workshop for comments with clear picture of CDR mechanisms and legal aid provision to population of concern
* A detailed final report of the process mapping and assessment, with summary recommendations and guidance on proposed future interventions.

1. **METHODOLOGY**

The consultancy will involve;

* Literature review and desk study of relevant documentation
* Key informant interviews (KIIs) and stakeholder consultation Series of KIIs with local authorities, community leaders, religious leaders, tribal chiefs, key humanitarian and development actors
* Focus group discussions (FGDs): Structured FGDs held with displacement affected communities to understand the practice, main trends and patterns, barriers, needs and gaps. Number, composition and structure of FGDs to be determined by consultant with ICLA team.
* Field visits including observation of case handling by dispute resolution authorities (where possible)
* Workshop with ICLA staff to identify possible programme avenues.
* The consultant is expected to present initial findings to key stakeholders during the final week of the research

The consultant will be expected to conduct a thorough review of the Gedeo/ West Guji humanitarian context as well ICLA project related documents. Once familiar with the documents, ICLA team will share contextualized data collection tools from ICLA global CDR tools. The consultant will then develop a comprehensive work plan for the assessment which includes; methodology, schedule, resources required etc.

Once the tools and work plan are approved by the ICLA PM, the consultant will facilitate a one day workshop for the ICLA team and enumerators who will do the data collection and related field work. The consultant will then supervise the collection of data on all site locations during the assessment. The assessment is anticipated to take approximately 7 days for each location i.e. Gedeo and West Guji. On completion of the data collection the consultant will have one day to consolidate preliminary findings from the assessment and prepare for a 1 day debriefing session with the ICLA team.

After completion of field work, the consultant will have 3-4 weeks to prepare for a 2 day workshop to share the findings of the assessment and the preliminary report. Final report will be expected 1 month from the completion of the validation workshop.

1. **PROGRESS PLAN**

The final dates of the assessment will be agreed upon with the country and area office once the contract awarding process is completed however the mapping is expected to be conducted in October and final workshop held in November. The final mapping report should be handed in within one month after training has been completed. Tentative schedule as below;

|  |  |
| --- | --- |
| **Delivery dates** | **Milestones** |
| 21st – 25th September 2020 | Contract is agreed and finalized – NRC to share all related project documents and data collection tools |
| 28th – 2nd October | Consultant to review data collection tools and share final work plan in consultation with NRC team  Logistics and preparation for the assessment |
| 4th October | Travel to Bule Hora |
| 5th October | Pre-assessment workshop with ICLA team and data enumerators |
| 6th – 12th October  13th – 19th October | Assessment in West Guji  Assessment in Gedeo |
| 20th October | Consolidation of preliminary findings and preparation for debriefing workshop |
| 21st October | Debriefing workshop with ICLA team |
| 22nd October | Travel back to Addis |
| 16th – 18th November | Validation workshop and presentation of first draft of mapping report |
| 11th December | Submission of final report by the consultant after input from NRC |

1. **FINAL REPORT**

After the assessment the consultant is expected to submit to the ICLA PM the final version of the electronic report by 11th December.

1. **ORGANISATIONAL SETTING**

The consultant(s) will work in close consultation at all stages and under direct supervision of the ICLA Project Manager based in Bule Hora during the assignment. The consultant(s) will work outside the project office, at the place where assessment will be conducted, and will participate at all working meetings directly related to his/her activity. The Area Office will provide transportation to the place where assessment will be undertaken as well accommodation and meals for the duration of the stay in Bule Hora.

**Inputs:**

The ICLA Project Managers in Bule Hora will provide the consultant(s) with the necessary available information and materials for the fulfilment of tasks and will facilitate the necessary meetings.

**Financial arrangements:**

Payment will be disbursed in two instalments upon submission and approval of deliverables and certification by ICLA Project Manager in Bule Hora that the services have been satisfactorily performed. NRC will cover;

1. Accommodation for 18 days in Bule Hora [if consultant is from outside Bule Hora]
2. Transport costs to Bule Hora and during the entire assessment

**Qualifications**

The consultant will have strong professional experience conducting assessment and preparing reports. In addition;

* Sound knowledge of HLP including women’s rights in conflict or post-conflict communities, including forced displacement, humanitarian assistance and development
* Previous International Development or Humanitarian experience, preferably with access to justice, collaborative dispute resolution and legal aid provision
* Knowledge of working in an emergency context;
* Previous experience in geographical or operations mapping
* In depth knowledge of humanitarian and development landscape in Ethiopia and knowledge of actors on the ground
* Fluency in English and excellent writing and communication skills. Consultant or team should additionally be conversant with local languages; Oromifa and Gedofa
* Proven ability to operate under strict deadline and high level of discipline and professionalism.
* Previous experience conducting assessments in Gedeo and West Guji will be an added advantage
* Skills in developing analytical and informative materials;
* Ability to work in a team;

The Norwegian Refugee Council (NRC) Office in Ethiopia invites eligible and interested contractors to participate on the tender by submitting a copy of their application (Cover Letter and Curriculum Vitae) and supporting documents (Quotation and copies of previous assignments related to impact/endline assessment) to …………………….. The deadline for submission is 30 October 2020, applications received after this date shall not be considered.

1. **SUBMISSION OF EXPRESSION OF INTEREST**

Consultants who meet the above requirements are invited to submit an expression of interest, which should include the following:

* 1. **Cover letter:** A short (maximum 1 and ½ pages) letter addressing suitability for the assignment and current contact information and the dates of availability for the assignment
  2. **Consultant’s Profile:** (maximum 5 pages) through
     1. a concise CV or resume
     2. a summary of how you expect to plan to conduct the research including expected challenges
     3. a brief explanation about the Consultant/s with particular emphasis on previous experience in this kind of work. Provide a sample of a previous academic or professional writing.
     4. Demonstration of understanding of the TORs and the tasks to be accomplished.
     5. Supporting evidence showing relevant experience
  3. Financial Proposal:
     1. A financial proposal for the consultancy fully explaining how the task will be accomplished; covering consultancy fees (including the number of expected working days), local travel costs, per diem, development of data collection tools, enumerator /assistant costs, insurances and communication costs.

1. **ENQUIRIES**

All enquiries regarding this consultancy shall be directed to:

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|  | **For NRC** |
| Name | Grace Oonge/ Claire Merat |
| Position | ICLA PM/ ICLA Specialist |
| Telephone | 0954924989/ 0912507935 |
| Email | [Grace.oonge@nrc.no](mailto:Grace.oonge@nrc.no) [Claire.merat@nrc.no](mailto:Claire.merat@nrc.no) |

Place ….. Date ……..

**FINANCIAL OFFER**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Item** | **Specification** | **Quantity** | **UoM** | **Lead time (days)** | **Unit price (ETB) Incl. VAT** | **Total (ETB) Incl. VAT** |
| 1 | Consultancy Service | Mapping of Collaborative Dispute Resolution Mechanism Used for Housing, Land and Property Cases in Gedeo and West Guji Zone And | 1 | Consultancy |  |  |  |
|  |  |  |  |  |  |  |  |
|  | **TOTAL** |  |  |  |  |  |  |

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| --- |
| Notes |
| **Please use separate Envelope for financial and technical proposal.** |
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**Quote validity \_\_\_\_\_\_\_\_\_\_\_ months** (3 months preferred)

**CONDITIONS OF QUOTATION**

Payment will be made within 30 days of receipt of goods, by bank transfer/cheque only.

Suppliers must be able to provide NRC with formal invoices and pre-numbered receipts. If the supplier is exempt from this requirement for any reason they are required to submit the relevant exemption documentation formally recognised from the relevant authorities.

All suppliers doing business with NRC should maintain high standards on ethical issues, respect and apply basic human and social rights, ensure non-exploitation of child labour, and give fair working conditions to their staff. NRC reserves the right to reject quotations provided by suppliers not meeting these standards.

Vendors doing business with NRC will be screened on anti-corruption due diligence before NRC confirms an order or contract.

NRC aims to purchase products and services that the minimum environmental impact. Environmental considerations form part of the NRC selection criteria, and NRC reserves the right to reject quotations provided by suppliers not meeting these standards.

NRC reserves the right to accept or reject the whole or part of your quotation based on the information provided. Incomplete quotations which do not comply with our conditions will not be considered.

Shortlisted suppliers will be required to allow NRC to inspect goods for suitability before contracting.

**ETHICAL STANDARDS**

NRC as a humanitarian organization expects the suppliers and contractors to have high ethical standards. Any organization supplying goods to NRC valued at over USD$10 000 in one year must sign this declaration. This declaration will be kept on file for a period of 10 years and should be updated every year or more often as appropriate.

NRC staff may perform checks to verify that these standards are adhered to. Should NRC deem that the supplier fails to meet or is not taking appropriate steps to meet these standards, any and all contracts and agreements with NRC may be terminated.

Anyone doing business with Norwegian Refugee Council shall as a minimum;

1. Comply with all laws and regulations in effect in the country or countries of business, AND;
2. Meet the ethical standards as listed below, OR;
3. Positively agree to the standards and be willing to implement changes in their organization.
4. **ANTI-CORRUPTION AND COMPLIANCE WITH LAWS AND REGULATIONS:**
   1. The supplier confirms that it is not involved in any form of fraud, corruption, collusion, coercive practice, bribery, involvement in a criminal organization or other illegal activity.
   2. Where any potential conflict of interest exists between the supplier or any of the suppliers’ staff members with any NRC staff member, the supplier shall notify NRC in writing of the potential conflict. NRC shall then determine whether action is required. A conflict of interest can be due to a relationship with a staff member such as close family etc.
   3. The supplier will immediately notify senior NRC management if exposed for alleged corruption by representatives of NRC.
   4. The supplier shall be registered with the relevant government authority with regard to taxation.
   5. The supplier shall pay taxes according to all applicable national laws and regulations.
   6. The supplier warrants that it is not involved in the production or sale of any weapons including anti-personnel mines.
5. **CONDITIONS RELATED TO EMPLOYEES:**
   1. No workers in our company will be forced, bonded or involuntary prison workers.
   2. Workers shall not be required to lodge “deposits” or identity papers with their employer and shall be free to leave their employer after reasonable notice.
   3. Workers, without distinction, shall have the right to join or form trade unions of their own choosing and to bargain collectively.
   4. Persons under the age of 18 shall not be engaged in work which is hazardous to their health or safety, including night work.
   5. Employers of persons under the age of 18 must ensure that the working hours and nature of the work does not interfere with the child’s opportunity to complete his/ her education.
   6. There shall be no discrimination at the work place based on ethnic background, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.
   7. Measures shall be established to protect workers from sexually intrusive, threatening, insulting or exploitative behaviour, and from discrimination or termination of employment on unjustifiable grounds, e.g. marriage, pregnancy, parenthood or HIV status.
   8. Physical abuse or punishment, or threats of physical abuse, sexual or other harassment and verbal abuse, as well as other forms of intimidation, shall be prohibited.
   9. Steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in, the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
   10. Wages and benefits paid for a standard working week shall meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. Wages should always be enough to meet basic needs.
   11. Working hours shall comply with national laws and benchmark industry standards, whichever affords greater protection. It is recommended that working hours do not exceed 48 hours per week (8 hours per day).
   12. Workers shall be provided with at least one day off for every 7-day period.
   13. All workers are entitled to a contract of employment that shall be written in a language they understand.
   14. Workers shall receive regular and documented health and safety training, and such training shall be repeated for new workers.
   15. Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
   16. Accommodation, where provided, shall be clean, safe and adequately ventilated, and shall have access to clean toilet facilities and potable water.
   17. No Deductions from wages shall be made as a disciplinary measure.
6. **ENVIRONMENTAL CONDITIONS:**
   1. Production and extraction of raw materials for production shall not contribute to the destruction of the resources and income base for marginalized populations, such as in claiming large land areas or other natural resources on which these populations are dependent.
   2. Environmental measures shall be taken into consideration throughout the production and distribution chain ranging from the production of raw material to the consumer sale. Local, regional and global environmental aspects shall be considered. The local environment at the production site shall not be exploited or degraded by pollution.
   3. National and international environmental legislation and regulations shall be respected.
   4. Hazardous chemicals and other substances shall be carefully managed in accordance with documented safety procedures.

# BIDDING FORM & DECLARATION

To: Norwegian Refugee Council

Sir / Madam,

We offer to execute the Services in accordance with all requirements of the current Request for Quotation, Conditions of Contract and any other Binding requirements accompanying this Bid. We, the undersigned, verify that we are in compliance with all applicable laws and regulations, and meet the ethical standards as listed above or positively agree to these ethical standards and are willing to implement necessary changes in the organization.

This Bid signed by our authentic representative and your written award of it shall constitute the formation of a binding contract between us.

**We understand that you are not bound to accept the lowest or any bid received.**

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| --- | --- |
| Name of Signatory: | Date of Signing: |
| Title of Signatory: | Name of Bidder: |
| Signature & stamp: | Email of Bidder: |
| Tel N°: |
| Address: |

|  |  |
| --- | --- |
| Bank name (to be used for this contract) |  |
| Account number |  |

1. **ELIGIBILITY REQUIREMENTS**

**To be considered eligible – it is compulsory to submit the following document with your bid;**

* 1. Business license registration certificate (Commercial registration)
  2. Tax Identification Number (TIN) registration certificate (Tax registration)
  3. Value Added Tax (VAT) registration certificate (if VAT is to be charged)