**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: 18March 2020

**Subject: Consultancy service**

**CONSULTANCY SERVICE FOR THE PROVISION OF PSYCHOLOGICAL FIRST AID TRAINING TO INFORMATION COUNSILING AND LEGAL ASSISTANCE STAFF IN ETHIOPIA**

**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](mailto:et.tenders@nrc.no)

Deadline for submission of proposal is 30 March 2020 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** |
| 1 | Consultancy service for the provision of Psychological First Aid training to Information Counseling and Legal Assistance staff in Ethiopia. | 1 | Consultancy | NRC Country office |
|  |  |  |  |  |

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

**Technical specifications**

|  |  |  |
| --- | --- | --- |
| **#** | **Item** | **Specification** |
| 1 | Consultancy Service | Refer The TOR |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |

**FINANCIAL OFFER**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Item** | **Specification** | **Quantity** | **UoM** | **Lead time (days)** | **Unit price (ETB) Excl. VAT** | **VAT rate** | **Unit price (ETB) Incl. VAT** | **Total (ETB) Incl. VAT** |
| 1 | Consultancy Service | for the provision of Psychological First Aid training to Information Counseling and Legal Assistance staff in Ethiopia. | 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |
|  | **TOTAL** |  |  |  |  |  |  |  |  |

|  |
| --- |
| 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.**

|  |  |
| --- | --- |
| 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)



**TENDER**

Invitation to tender for the provision of Psychological First Aid training to Information Counseling and Legal Assistance staff in Ethiopia.

**TERMS OF REFERENCE**

**POSITION: Psychological First Aid Consultant**

**DUTY STATION: Addis Ababa, Ethiopia**

**REPORTING TO: ICLA PM, Ethiopia**

**1. BACKGROUND**

While implementing NRC’s ICLA programme, the teams recognized the cumulative psychological effects of displacement, conflict-related shock, social barriers, combined with the psychological toll it takes to claim entitlements and seek remedies for protection related violations. In response to this NRC aims to provide a holistic response during its counselling and legal assistance services by being equipped with basic first aid skills to support such beneficiaries while at the same time ensuring quality of care.

Recently the ICLA team in Afghanistan put together a psychosocial support package that is currently being used to enhance the capacity and support ICLA teams. The ICLA programme in Ethiopia currently has interventions targeting refugees, internally displaced people (IDP) and returnees in both urban settings, formal camps and informal settlements. The services provided include information, legal counselling and legal assistance on housing land and property rights and legal identity including civil documentation. These activities are expected to continue in 2020, and to improve service provision, the consultant will implement a 3-day training for members of ICLA teams from Ethiopia on psychological first aid.

The training will be provided over three days and will be tailored to the activities and roles of NRC’s ICLA staff, who interact closely on a daily basis with vulnerable displaced people with high needs. It also recognizes the psychological toll of working with beneficiaries who have experienced protection violations, which is often a stressful process that has the potential to lead cumulatively to humanitarian burnout. By increasing awareness and understanding of psychological issues, ICLA staff will be better equipped as frontline responders. The training will adopt materials previously developed by NRC’s ICLA program in Afghanistan.

**2. OBJECTIVES**

* Prepare and facilitate a 3-day training on PFA covering various topics including; self-care, resilience, vicarious trauma and boundaries, working with traumatised populations.
* Develop contextualised psychosocial support package to be used by NRC teams in Ethiopia.
* Prepare an after-training report on the training, including practical recommendations and/or guidance regarding implementation of actions proposed during the workshop.
  + Facilitation of training: 3 days
  + Travel: 2 days

**3. PROGRESS PLAN**

The exact training dates will be determined in agreement with the country office though are expected to take place in first week of April. The training is tentatively scheduled to take place in the week of 06– 9 April 2020. The final training report will be handed in within one month after training has been completed.

**4. ADDITIONAL INFORMATION**

**The consultant(s) will be expected to:**

* Develop and deliver a 3 day PFA training to a group of up to 40 ICLA project staff.
* The participants will be provided with methods, tools and approaches in dealing with psychosocial first aid.
* As a result, training will contribute to the empowering of the ICLA staff with knowledge and skills on PFA.

**Duties and responsibilities:**

In order to achieve the objectives, the consultant(s) will:

* Study relevant documents
* Develop the concept of the training and teaching aids (including agenda, working methods and procedures, handouts and evaluation forms) which will be discussed with the Project Team;
* Advise on background materials to be distributed;
* Draft the final training programme;
* Develop the list of materials which is necessary for carrying out training sessions;
* Deliver training;
* Elaborate and submit the final report on the training.
* Develop contextualised psychosocial support package

**Key deliverables (tentative dates):**

**No. Deliverables Deadline**

1. Training programme and background materials developed: End of March 2020

2. Training successfully delivered. First week of April 2020

3 Final report submitted. End of April 2020

**Final Report:**

After the delivery of the Training, the consultant(s) shall submit to the ICLA Specialist and ICLA PM the electronic version of the Report on the Training programme and the contextualised psychosocial support package. The Report shall include the following:

* Concise presentation of the training session’s content and of applied methods, including the most important, attractive ideas of participants on the discussed subjects;
* Conclusions and recommendations based on lessons learned for future interventions;
* Training programme evaluation forms filled in by participants;
* Other relevant materials.

**Methodology:**

* **Participants (up to 40 persons):** Participants of the training are ICLA staff based in Ethiopia and a few staff from DRC implementing joint OFDA project.
* **Selection of participants:** Participants to Training were selected by the ICLA country teams based on pre-established criteria for the Trainings.
* **Logistics and equipment:** The Country Office will provide all necessary equipment: computer, projector, flipchart, office supplies and other materials at the request of the Consultants in order to ensure efficient completion of the training programme.
* **Working language:** Working language of training is English.
* **Training materials:** The Country Office will ensure printing of all training materials.
* **Specific expertise**: The Country Office will contract International Consultants to provide consultations on PFA if needed, in the process of development and delivery of the Training.

**Organizational Setting:**

The consultant(s) will work under direct supervision of the ICLA specialist and ICLA Project Managers. The consultant(s) shall consult with the ICLA specialist and ICLA Project Managers, during the assignment.

The consultant(s) will work outside the project office, at the place where Training will be organised, and will participate at all working meetings directly related to his/her activity. The Country Office will provide

transportation to the place where Training will be organised, accommodation and meals (Breakfast and Lunch) during the duration of the Training programme.

**Inputs:**

The ICLA Specialist and Project Managers 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 one instalment upon submission and approval of deliverables and certification by ICLA Specialist and Project Managers, that the services have been satisfactorily performed.

**Qualifications:**

* University degree in Law, social sciences, education or related fields;
* Good knowledge of the NRC ICLA
* Experience in provision of Training services on PFA will be taken as an advantage;
* Proven experience in working with the international organizations (successful experience in working with NRC is an asset);
* Skills in developing analytical and informative materials;
* Ability to work in a team;
* Excellent communications skills;
* Initiative and resourcefulness;
* Excellent computer skills;
* Excellent knowledge of English.

**5.** 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 CDR) to [fethia.ismail@nrc.no](mailto:fethia.ismail@nrc.no). and grace.oonge@nrc.no **The deadline for submission is Friday 27 March 2020,** applications received after this date shall not be considered.

Top of Form

**6. ENQUIRIES**

All enquiries regarding this consultancy shall be directed to:

|  |  |
| --- | --- |
|  | For the NRC: |
| Name: | Claire Merat |
| Position: | ICLA Specialist |
| Telephone: | +251 912507935 |
| E-mail: | Claire.merat@nrc.no |

Place ….. Date ……..

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**ICLA Consultant Norwegian Refugee Council**

**Head of Program**