

Terms of Reference – Invitation to Bid

1. BACKGROUND

Based on the deliverables within the ‘*Institutionalisation of the ‘Better Learning Program’ (BLP) in the Middle East*’ project and following the last regional BLP workshop - that took place 8-10 July 2019 in Amman for NRC staff from MERO country offices (Lebanon, Jordan, Palestine, Syria and Iraq) and the Global education/youth colleagues - it was agreed that the ‘Supporting the Supporters’ deliverable would be tailored for NRC staff operating in crisis context experiencing emotional distress and applied in a capacity building phased-approach.

In a first phase, it will be piloted for NRC staff while in the second phase it will be delivered to a selected PSSMH service provider operating within the project framework. The selected consultant is expected to develop the PSS/Self-care modules within a phased- capacity building program approach: i) in phase one the modules will be piloted with approximately 15 selected NRC staff (among target country offices, including Syria and Iraq) who will participate in a broader capacity building BLP Master Trainer process that will also include PSS/Self-care modules and ii) in phase two it will be applied to MHPSS service providers staff that have been collaborating on the BLP with NRC. Find below the main steps envisaged for this consultancy:

- Development of the PSS/Self-care modules through a consultative/participatory approach (including MERO BLP team, HO HR, HO Education Adviser and education staff in target country offices). The consultant is expected to develop the modules building on the existing NRC HR self-care HO package;
- Pilot the modules in a first central training for 15 NRC selected staff in close collaboration with the BLP MERO team;
- Coaching/follow up of persons trained piloting «real-time» in-county to ensure value as well as revise/refresh the training;
- Revision of the modules and possible pilot also with one selected MHPSS local partner;
- Evaluation and feedback to provide recommendations and way forward for future training programs.

2. OBJECTIVES

The main objectives for the consultancy is the drafting of a concise set of PSS/Self-care modules and materials to provide NRC staff operating in crisis contexts with psychosocial support so that they are in a stronger position to support students’ well-being and learning.

Key tasks include:

- Desk review of global/regional existing PSS materials for staff working in crisis contexts;
- Consult/assess the needs for such package with the BLP target country offices;
- Consult/assess the capacity building needs of existing NRC MHPSS partners to align their packages to NRC staff care needs;
- Consult with HO HR to ensure the self-care package is complementary to the design of this product and with INEE PSS/SEL working group;
- Develop the training package aligned with global EiE trends and other international clusters (such as the International Task Force on Teachers for Education 2030);
- Present the package to the BLP Implementation Committee for inputs;
- Train NRC education staff (phase 1 central/phase 2 coaching piloting the package/phase 3 revision and refresh);
- Train one selected MHPSS service provider in the revised PSS/Self-care modules;
- Design a set of staff care self-assessment tools and a set of M&E tools to measure the effectiveness of the package;
- Evaluate the effectiveness of the training package and revise it according to feedback and pilot experience.

3. PROGRESS PLAN

Progress plan with milestones and delivery dates:

Delivery dates:	Milestones:
07 October 2019	<ul style="list-style-type: none"> • Desk review of global/regional existing capacity development materials;

8 October 2019	• Concept note and suggested workplan
11 November 2019	• PSS/Self-care modules training delivery
5 January 2020	• Coaching/follow up of trained staff piloting «real-time» in-county monitoring report
12 January 2020	• Revision and finalisation of the PSS/Self-care modules
19 January 2020	• Training of revised modules applied with one MHPSS service provider
5 February 2020	• Evaluation
15 February 2020	• Final report

The number of consultancy/days **is estimated to be of 50 days** between October 2019 till February 2020.

4. ADDITIONAL INFORMATION

- Reports will be in English and final endorsement will be upon approval by NRC
- Equipment to be used: the consultant will have to use his/her personal laptop

5. ENQUIRIES

All enquiries regarding this agreement shall be directed to mero.bids@nrc.no

6. STRUCTURE OF TECHNICAL PROPOSAL

Proposals must include complete and accurate information. The proposal must include, but is not limited to, the following items:

- 1) Profile highlighting the consultant's qualifications and relevant experience.
- 2) A letter of interest describing how the consultant will address each item outlined in the objectives of the assignment
- 3) Include at least 2 reports or work products from other projects undertaken by the consultant within the past 5 years, with particular emphasis on projects of similar scope and effort.
- 4) Detailed prices quote for the services including per diem for the period the consultant will be based in Amman, Jordan. NRC will cover accommodation in one of the NRC guesthouses in Amman. NRC will also cover the airfare costs to Amman.
- 5) The required currency for all pricing information is USD.
- 6) All bids are to be submitted in English language only.
- 7) All consultants, ltd or sole-trade, **must be registered in accordance with the legal requirements at their base.** The consultant must be able to submit documentation that proves that they are meeting all legal and tax obligation for the consultancy.
- 8) To be considered, **bids shall include a signed copy of the document "Annex - Suppliers Ethical Standards Declaration" (see next page).** The bid itself with the annex shall be submitted as attachments to a letter of interest by e-mail to mero.bids@nrc.no
- 9) Questions can be submitted to the same e-mail address.
- 10) **Closing date for questions:** 5 days before closing date
- 11) **Closing date for bids:** All complete bids are to be received by NRC at mero.bids@nrc.no by **September 27th, 2019, at 17:00 Jordan local time (GMT+2)**
- 12) **Notification of selection:** All bidders will be contacted with formal notification of final selection or information about any delay in the process.

7. EVALUATION CRITERIA

NRC is not bound to select any of the companies who submitted bids and does not bind itself to select the lowest price offer.

NRC will award the consultancy contract after evaluation based on the following themes and prioritizations:

- Project methodology and suitability for NRC (40%)
- Value for money (30%)
- Proven ability and experience with similar consultancies (30%)

Ethical Standards Declaration for all Supply, Service and Works Contractors

NRC as a humanitarian organisation expects the contractors to have high ethical standards. “all contractors supplying or planning to supply goods, works or services 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 contractor fails to meet or is not taking appropriate steps to meet these standards, any and all contracts and agreements with NRC may be terminated.

Any contractors doing business with Norwegian Refugee Council shall as a minimum;

- a) Comply with all laws and regulations in effect in the country or countries of business

AND

- b) Meet the ethical standards as listed below.

OR

Positively agree to the standards and be willing to implement changes in their organisation.

1. Anti-corruption and contractor’s compliance with laws and regulations:

- 1.1 The contractor 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.
- 1.2 Where any potential conflict of interest exists between the contractor or any of the contractor’s staff members with any NRC staff member, the contractor 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.
- 1.3 The contractor will immediately notify senior NRC management if exposed for alleged corruption by representatives of NRC.
- 1.4 The contractor shall be registered with the relevant government authority with regard to taxation.
- 1.5 The contractor shall pay taxes according to all applicable national laws and regulations.
- 1.6 The contractor warrants that it is not involved in the production or sale of any weapons including anti-personnel mines.

2. Conditions related to the employees:

- 2.1 No workers in our company will be forced, bonded or involuntary prison workers.
- 2.2 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.
- 2.3 Workers, without distinction, shall have the right to join or form trade unions of their own choosing and to bargain collectively.
- 2.4 Persons under the age of 18 shall not be engaged in work which is hazardous to their health or safety, including night work.
- 2.5 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.
- 2.6 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.
- 2.7 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.
- 2.8 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.
- 2.9 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.
- 2.10 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.
- 2.11 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).
- 2.12 Workers shall be provided with at least one day off for every 7 day period.
- 2.13 All workers are entitled to a contract of employment that shall be written in a language they understand.
- 2.14 Workers shall receive regular and documented health and safety training, and such training shall be repeated for new workers.
- 2.15 Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.

- 2.16 Accommodation, where provided, shall be clean, safe and adequately ventilated, and shall have access to clean toilet facilities and potable water.
- 2.17 No Deductions from wages shall be made as a disciplinary measure.

3. Environmental conditions:

- 3.1 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.
- 3.2 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.
- 3.3 National and international environmental legislation and regulations shall be respected.
- 3.4 Hazardous chemicals and other substances shall be carefully managed in accordance with documented safety procedures.

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 organisation.

DATE: _____

NAME OF CONTRACTOR/COMPANY: - _____

NAME OF REPRESENTATIVE _____

SIGNATURE: _____