**11th November 2021**

**CONSULTANCY TENDER**

**Our reference: 60/NRC-NOT/NG/2021**

**Consultancy for Evaluation of ISoLT – Supporting Social Inclusion and Local Governance in the areas most impacted by the Lake Chad Crisis**

The Norwegian Refugee Council (NRC) is an independent, humanitarian, international Non-Governmental Organization that works to protect the rights of the displaced and vulnerable people during crisis. NRC provides assistance in the areas of Water Sanitation and Hygiene (WASH), Education, Food Security and Livelihoods, Shelter, Information Counseling and Legal Assistance (ICLA) and Camp Management.

NRC invites submissions from interested and qualified individuals to participate in the tender for the provision of consultancy service.

Any request for clarification must be received by NRC in writing at least 4 working days before the deadline for submission of tenders. NRC will reply to bidders' questions at least 2 working days before the deadline for submission of documentation.

Costs incurred by the bidder in preparing and submitting the tender proposals will not be reimbursed.

We look forward to receiving your submission on or before 30th November 2021 at 17:00 through the email address: [**sn.procurement@nrc.no**](mailto:sn.procurement@nrc.no)**.**

**The bid application should be titled: “60/NRC-NOT/NG/2021- Evaluation for ISoLT – Supporting Social Inclusion and Local Governance in the areas most impacted by the Lake Chad Crisis” in the e-mail subject**.

Yours sincerely,

NRC Logistics Team

This ITB document contains the following:

* This cover Letter
* Section 2: Bid Data sheet
* Section 3: NRC Invitation to bid general terms & condition
* Section 4:Technical Description of the Bid/ Pricing proposal
* Section 5: Bidding form
* Section 6: Service Provision Schedule
* Section 7: Company Profile and Previous Experience
* Section 8: Suppliers Ethical Standards Declaration

**SECTION 2**

**Bid Data Sheet**

**BACKGROUND DATA**

|  |  |
| --- | --- |
| **Consultancy Name: Consultancy for Evaluation of ISoLT – Supporting Social Inclusion and Local Governance in the areas most impacted by the Lake Chad Crisis** | **EMAIL Address:** [**sn.procurement@nrc.no**](mailto:sn.procurement@nrc.no) |

This bid is issued by Norwegian Refugee Council NRC office. Any correspondence in regards to technical clarifications should be addressed to [**sn.procurement@nrc.no**](mailto:sn.procurement@nrc.no)**.**

1. **SCOPE OF SERVICE**

The Contracts eligible for bidding are:

|  |  |
| --- | --- |
| **Contract No.** | **Service Description** |
|  |  |
| **60/NRC-NOT/NG/2021** | **Consultancy for Evaluation of ISoLT – Supporting Social Inclusion and Local Governance in the areas most impacted by the Lake Chad Crisis** |

Please refer to the service specifications in section 4

1. **SCHEDULE & DEADLINE FOR SUBMISSION**

The deadline for submission of bids is 5: 00 PM on 30 November 2021. Late bids will not be accepted.

|  |  |  |
| --- | --- | --- |
|  | **DATE** | **TIME\*** |
| Invitation to Bid release | 11th November 2021 | 11:00am |
| Deadline for request for any clarifications from NRC | 24th November 2021 | 5:00pm |
| Last date on which clarifications are issued by NRC | 26th November 2021 | 5:00pm |
| Deadline for submission of tenders (receiving date, not sending date) | 30th November 2021 | 5:00pm |
| Tender opening session by NRC | TBC |  |
| Notification of award to the successful tenderer | TBC |  |
| Signature of the contract | TBC |  |

\* All times are in the local time of Senegal

Please note all dates are provisional dates and NRC reserves the right to modify this schedule.

1. **MANNER OF SUBMISSION:**

**Please submit your bids in accordance with the requirements. Complete bid documents shall be sent by email to** [**sn.procurement@nrc.no**](mailto:sn.procurement@nrc.no) **not later than 5:00pm on 30 November 2021. Only submission made via this email address will be acceptable and eligible for review.**

**ASSESSMENT CRITERIA**

Award of the contract(s) will be based on the following:

**Step 1: Administrative compliance check**

Bidders must provide evidence of the following for their bid to be considered compliant:

1. Sections 5-8 completed, signed and stamped
2. Bidder has included a copy of their valid business licence

**Step 2: Technical Evaluation**

A Technical Evaluation of all bids received will be conducted to shortlisted bidders. Criteria that will be used to evaluate and score the bids are outlined in Section 3, Clause 25

**Step 3: Financial Evaluation**

Price in comparison to NRC established expectation and in comparison to other bidders of comparable technical quality

**SECTION 3**

**NRC Invitation to bid - General Terms & Conditions**

1. **SCOPE OF BID**
   1. The bid is based on the scope of the assignment as determined in the Bid Data Sheet (Section 2). The instruction to bidders should be read in conjunction with the Bid Data Sheet.
   2. The successful Bidder will be expected to complete the assignment by the Intended Completion Date specified in the contract to be signed. Failure to do so with result in breach of contract.
2. **CORRUPT PRACTICES**
   1. **Norwegian Refugee Council** requires Employees, Parties engaged in NRC Activities, including consultants and associated staff, to observe standards of ethics during procurement and the execution of contracts. In pursuit of this, Norwegian refugee Council defines, for the purposes of this provision, the terms set forth below as follows:
   2. “Corrupt practice” includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
   3. “Fraudulent practice” includes a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Norwegian Refugee Council, and includes collusive practices among Bidders prior to or after bid submission designed to establish bid prices at artificial, non-competitive levels and to deprive the Norwegian Refugee Council of the benefits of free and open competition;
   4. In any case where fraud or corruption is identified, NRC will:

* reject any bids where the Bidder has engaged in corrupt or fraudulent practices in competing for the Contract;
* remove bidding contractors who engage in fraudulent or corrupt practices, from our prequalified list
* liaise with District or Government Officials to report if fraudulent or corrupt practices are identified
* terminate the consultancy activity, without due payment to be made by Norwegian Refugee Council.
  1. Any communications between a Bidder and the Norwegian Refugee Council related to matters of alleged fraud or corruption must be made in writing and addressed to [anticorruption@nrc.no](mailto:anticorruption@nrc.no)

1. **ELIGIBLE BIDDERS**
   1. A Bidder shall meet the following criteria to be eligible to participate in NRC procurement of Services:
2. the bidder, at the time of bid, is not:
   * 1. insolvent;
     2. in receivership;
     3. bankrupt; or
     4. being wound up
3. the bidder’s business activities have not been suspended;
4. the bidder is not the subject of legal proceedings for any of the circumstances in (b); and
5. The bidder has fulfilled his or her obligations to pay taxes and social security contributions. In a case where VAT is included in a bid, a copy of the VAT certificate must accompany the bid. A Bidder, and all parties constituting the Bidder including sub-contractors, shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Norwegian Refugee Council regarding this bidding process
   1. A Bidder whose circumstances in relation to eligibility change during a procurement process or during the execution of a contract shall immediately inform the Norwegian Refugee Council.
   2. NRC reserves the right to refuse a bid at any time if the bidder or one of its sub-contractors provided material support or resources to any individual or entity that commits, attempts to commit, advocates, facilitates, or participates or is found guilty of fraud, active corruption, collusion, coercive practice, bribery, involvement in a criminal organization or illegal activity, or immoral human resources practices, including but not limited to: child labour, non-discrimination, freedom of association, payment of the legal national minimum wage, and forced labour.
6. **JOINT VENTURES, CONSORTIA AND ASSOCIATIONS**

Bids submitted by a joint venture, consortium or association of two or more firms as partners will only be accepted in exceptional circumstances.

1. **ONE BID PER BIDDER PER WORK**

Each Bidder shall submit only one Bid per contract. A Bidder who submits or participates in more than one bid per contract will cause all the bids with the Bidder’s participation to be rejected.

1. **COST OF BIDDING**

The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Norwegian Refugee Council shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

1. **INSPECTION**

NRC is obliged to ensure that its procurement decisions are clearly justified and documented and keeping within the Donors mandatory principles. In that regard, full and on-the-spot access must be granted to representatives of NRC, the Donor or any organization or person mandated by it, to premises belonging to NRC or its contractors. The right to access shall include all documents and information necessary to assess, or audit the implementation of the contract

1. **COMPLETING BIDDING DOCUMENTS** 
   1. The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to furnish all information or documentation required by the Bidding Document may result in the rejection of the bid.
2. **CLARIFICATION OF BIDDING DOCUMENT**

A prospective Bidder requiring any clarification of the Bidding Document shall contact the Norwegian Refugee Council in writing as mentioned above, through the given email address: [**sn.procurement@nrc.no**](mailto:sn.procurement@nrc.no)**.** The Norwegian Refugee Council will respond in writing to any request for clarification before the deadline for clarification of bids. The Norwegian Refugee Council shall forward copies of its response to all Bidders who have acquired the Bidding Document, including a description of the inquiry but without identifying its source.

1. **AMENDMENT OF BIDDING DOCUMENT** 
   1. At any time prior and until 48 hours prior to the deadline for submission of bids, the Norwegian Refugee Council may amend or cancel the Bidding Document by informing the bidders in writing.
   2. To give prospective Bidders reasonable time in which to take an amendment or cancellation into account in preparing their bids, the Norwegian Refugee Council can, at his discretion, extend the deadline for the submission of bids.
2. **LANGUAGE OF BID**
   1. The bid, as well as all correspondence and documents relating to the bid shall be written in English.
   2. Supporting documents and printed literature that are part of the bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern. All translations should be certified by the translator, with name and contact details.
3. **DOCUMENTS COMPRISING THE BID**
   1. The bid submitted by the Bidder shall comprise the following:

* Signed and stamped Consultancy’s Biding form in Section 5
* TOR and Pricing proposal or Any other information and documents requested in Section 4.
* Timetable provision Schedule (as in Section 6)
* Consultancy Profile and Previous experience, including Curriculum Vital of personnel to be included (as in Section 7)
* Signed and stamped Supplier Ethical Standards Declaration in Section 8
  1. All forms must be completed without any alterations to the format, and no substitutes shall be accepted.
  2. **Proof of registration (business registration documents and/or VAT or company tax registration. If the consultant is a sole-trade (self-employed) a confirmation of the status from a certified accountant or the tax authorities is mandatory. For any self-employed person based in European country, a sole-trade certificate/registration document is required. If the sole trade consultant is from the US, a certificate from his/her registered account is sufficient.**
  3. All blank spaces shall be filled in with the information requested.

1. **BID PRICE FOR CONSULTANCY CONTRACT**
   1. Submitted prices are for complete contracts. Contracts cannot be subdivided into pieces. Where a bid is submitted, all relevant services must be offered, with no request for advance payment.
   2. One financial offer (Excel) detailing the budget in **USD** only
   3. Services for which no rate or price is entered by the Bidder will be considered as not quoted.
   4. Unless otherwise specified in Section 2 - the Bid Data Sheet, all duties, taxes and other levies payable by the bidder under the contract, shall be included in the total bid price submitted by the bidder.
   5. **For bidder subject to VAT, VAT should be mentioned in the offers**
   6. For Bidder subject to social benefits to respective authorities, such as and not limited to social insurance, travel insurance, vacation payments, these should not be mentioned, these are the absolute responsibility of the bidder.
   7. The prices submitted by any Bidder shall be checked for arithmetical errors and for what might be considered unreasonable rates during the evaluation. Where errors are identified one or more of the following steps may be taken:
2. If any rates are considered to be unrealistic or unreasonable they may be altered by mutual agreement, provided that no alteration shall be made in the amount of the Bid.
3. If any arithmetical errors are detected in an otherwise acceptable bid, and the Bidder, on being so notified, is prepared to confirm his bid and if the Bidder is subsequently awarded the contract, then the Bid shall be altered to reflect the difference.
4. **Bidders are reminded that it is entirely their responsibility to ensure the accuracy of their bids. No alteration will be made to the bid after its submission on the grounds of any arithmetical errors subsequently discovered except as provided above.**
5. **CURRENCIES OF BID AND PAYMENT**

All prices shall be quoted by the Bidder in US Dollars (USD), unless otherwise stated.

1. **BID VALIDITY**
   1. Bids shall remain valid for a period of 90 calendar days after the date of the bid submission deadline as prescribed by Norwegian Refugee Council. A bid valid for a shorter period shall be rejected as non-compliant.
   2. In exceptional circumstances, prior to the expiration of the bid validity period, the Norwegian Refugee Council may request Bidders in writing to extend the period of validity of their bids. A Bidder must confirm in writing his acceptance of the extension. In case of extension, modification of the bid is not permitted.
2. **ALTERNATIVE BIDS**

Bidders shall submit offers that comply with the requirements of the bidding documents, including the basic scope of method. Alternative bids shall not be considered unless otherwise indicated in Section 2 – the Bid Data Sheet.

1. **FORMAT AND SIGNING OF BID**

The bidder should hold a copy of the documents for reference purposes.

1. **EMAIL SUBMISSION FORMAT**
   1. The Bidder shall enclose the bid for the activity. the email subject of the email should clearly indicate – **“60/NRC-NOT/NG/2021- Consultancy for Evaluation of ISoLT – Supporting Social Inclusion and Local Governance in the areas most impacted by the Lake Chad Crisis**
   2. If information or title is not correct the Norwegian Refugee Council may at its discretion reject the bid.
   3. **All information for presentation should be one email, subsequent emails, even before submission date will not be accepted and will be automatically rejected.**
2. **DEADLINE FOR SUBMISSION OF BIDS**

Bids must be received by the Norwegian Refugee Council at the email given and no later than the date and time indicated in Section 2 - the Bid Data Sheet and associated information. **Submission of information by other means will not be accepted.**

1. **LATE BIDS**

The Norwegian Refugee Council shall not consider any bid that arrives after the deadline for submission as stipulated in Section 2 – the Bid Data Sheet. Any bid received by the Norwegian Refugee Council after the deadline for submission of bids shall be declared late and rejected.

1. **WITHDRAWAL OF BIDS**
   1. A Bidder may withdraw its bid after it has been submitted at any time before the deadline for submission of bids by sending a written notice, signed by an authorized representative. Any corresponding replacement of the bid must accompany the respective written notice.
2. **CONFIDENTIALITY**
   1. Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process.
   2. Any effort by a Bidder to influence the Norwegian Refugee Council in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its bid.
   3. From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Norwegian Refugee Council on any matter related to the bidding process, it should do through the given email account [**sn.procurement@nrc.no**](mailto:sn.procurement@nrc.no)
3. **CLARIFICATION OF BIDS**

Norwegian Refugee Council may, at its discretion, ask any Bidder for a clarification of its Bid. The Norwegian Refugee Council’s request for clarification and the response shall be in writing. Any clarification submitted by a Bidder that is not in response to a request by the Norwegian Refugee Council shall not be considered. All requests for clarifications shall be copied to all bidders for information purposes. No change in the price or substance of the bid shall be permitted, except to confirm the correction of errors.

1. **BIDS VALIDATION**
   1. The Norwegian Refugee Council’s determination of a Bid’s validity is to be based on the contents of the bid itself, which cannot be corrected if determined to be invalid
   2. A valid bid is one that complies with all the terms, conditions, and specifications of the Bidding Document, without deviation or omission, which affects, or could affect;
2. the scope, quality, or performance of the services specified in the Contract; or
3. limits in any substantial way, the Norwegian Refugee Council’s rights or the Bidder’s obligations under the Contract
4. **EVALUATION OF BID**
   1. The Norwegian Refugee Council shall examine the legal documentation and other information submitted by Bidders to verify eligibility, and then will review and score bids according to the following criteria:

* Professional competencies, expertise and qualification for the tasks described above (30%),
* Professional references on the successful completion of similar works (20%),
* Technical quality of bid package- completeness and alignment with TOR in terms of methodology (20%),
* Evidence of previous relevant experience- copies of reports for similar consultancies (10%)
* Technical quality (and relevance) of past work samples (10%)
* Financial offer (10%)
  1. Anti-money laundering, anti-bribery, anti-corruption and anti-terrorism legislation applicable in some jurisdictions will require NRC to verify the identity of the bidder prior to financial transactions. NRC reserves the right to use online screening tools to check the bidder’s record with regards to their possible involvement in illegal or unethical practices. This is without exception. All records will be kept strictly confidential.
  2. The Norwegian Refugee Council reserves the right to reject all bids, and re-tender if no satisfactory bids are submitted

1. **AWARD PROCEDURE**
   1. The Norwegian Refugee Council shall award the Contract in writing, with an award letter, to the Bidder whose offer has been determined to be the best, before the end of the bid validity period
   2. Any bidder who has not been awarded a contract, will be notified in writing
   3. Until a formal contract is prepared and executed, the Award Letter shall constitute a binding agreement between the bidder and NRC.
   4. The Award Letter will state the sum that the Norwegian Refugee Council will pay the Consultancy Company in consideration of the Services as prescribed in the Contract, and in accordance with the Bid.
   5. The Bidder is thereafter required to submit a Letter of Acceptance, confirming their wish to proceed with a contract.
2. **SIGNING OF CONTRACT**
   1. Upon receipt of the Letter of Acceptance, the Norwegian Refugee Council shall call the successful Bidder to sign the Contract.
   2. Within an agreed timeframe, the successful Bidder shall sign, date, and return the Contract to the Norwegian Refugee Council.
   3. The signing of the contract does not mean the start of the stated activity, but an agreement that an activity has to be undertaken.

**SECTION 4**

**SERVICE PROVISION: Technical Description of the Bid/ Pricing proposal**

**Terms of Reference:** EvaluationofISoLT – Supporting social inclusion and local governance in the areas most impacted by the Lake Chad crisis

Background Information and context 1.2 project information

|  |  |
| --- | --- |
| Project title: | ISoLT – Supporting social inclusion and local governance in the areas most impacted by the Lake Chad crisis |
| Organisation | Norwegian Refugee Council (NRC) |
| Geographical coverage: | **Nigeria**: Borno (Pulka, Gwoza) and Adamawa States (Mubi);  **Cameroon:** Mayo Sava (Mora, Kolofata), Mayo Tsanaga (Mokolo, Mayo Moskota), and  Logone-et-Chari (Makary, Fotokol) Departments |
| Planned Final Evaluation period: | January-March 2022 |

1.2 Project Context

It is estimated that 90% of the population in need in the Lake Chad Basin (LCB) region relies on humanitarian aid as their only means of survival. After ten years of instability and displacement, programs to build resilience of the population are essential. The affected population requires particular support in addressing long-term needs such as livelihoods, employment opportunities, and access to education and land.

As the conflict takes on a multidimensional form, the integration of civil documentation rights and House, Land and Property (HLP) issues with other structural issues such as food security and livelihoods as well as access to education is an essential step to strengthening local governance and a prerequisite for sustainably strengthening the resilience of people affected by crisis. The commitments expressed by the four Lake Chad Basin (LCB) governments during the 2016 Abuja Action Statement confirm the need for sustainable solutions, at local and regional level, for the populations affected by the conflict. The triple humanitarian development-peace nexus approach must involve the active participation of local actors and decentralised and governmental authorities. Development perspectives are interdependent on the structures and systems of political governance in both countries. A common regional strategy must therefore be made by strengthening governance at the local level.

As such both in Cameroon and Nigeria, NRC is primarily working with populations affected by the Lake Chad crisis, including the most vulnerable in host communities, IDPs, returnees, and refugees. NRC targets areas that continue to be severely impacted by protection, livelihoods, food security and education issues, most of which are hard-to-reach areas. The goal of the project is to support displacement-affected populations towards durable solutions through improved governance in areas affected by cross-border displacement. This will be achieved through four integrated intervention axes: (1) strengthening access to civil and legal identity, (2) strengthening social cohesion and access to land rights (3) supporting the economic recovery of households and (4) securing access to quality education, especially for girls.

The first axis ensures a system of Information, Counselling and Legal Assistance on civil documentation and HLP rights for the most marginalised people who do not have access to public information channels.

The second axis is intended to improve social cohesion and access to land at community level by building local capacity on conflict resolution processes, mechanisms and tools.

The third axis aims at strengthening the resilience and economic security of vulnerable households. While in the fourth axis the focus is to improve access to a safe and quality education system, in particular for girls.

The program is therefore concentrating on the border areas between the two countries, which are transit and settlement areas for people fleeing their homes. It is being implemented in Mubi (Adamawa state), Gwoza and Pulka (Borno state) in Nigeria and in Mayo Sava (Mora, Kolofata), Mayo Tsanaga (Mokolo, Mayo Moskota), and Logone-et-Chari (Makary, Fotokol) Division in Cameroon.

After more than two years of implementation, NRC is undertaking a final evaluation (covering both outcomes assessment and operational evaluation dimensions) to assess results accruing from the interventions and generate evidence about the performance and the extent to which the benefits can be sustained.

1. Purpose of the evaluation and intended use

The evaluation seeks to assess the project performance by examining its delivery/outcomes a well as the quality of its implementation. As a change-oriented evaluation approach, it is especially attuned to assessing any discrepancies between the logic model and outcomes of the project and what is happening in reality, to analysing strengths and weaknesses, to uncovering obstacles, barriers or unexpected opportunities, and to generating understandings about how the project could be better implemented in the future or in another similar context.

Assessing to what degree the project has been successful in promoting a cross border approach and increasing experience sharing and learning will be part of the evaluation.

The intended direct and indirect users of the evaluation are: advocacy, Implementing Partners, Project teams, Core Competencies Specialists, Heads of programmes, Regional Advisors, Monitoring and evaluation units, key national (ministries, etc) and regional stakeholders in Nigeria and Cameroon, and the donor.

1. Scope and lines of inquiry

The evaluation will cover project intervention areas and the whole duration of the project since March 2019, in Cameroon and Nigeria. It will consider the strategic and operational aspects that contributed to achievements. Specifically, it will focus on the following elements:

* + Analysis of the relevance of the objectives, indicators, activities, implementation strategy and approaches used;
  + Measuring and analysis of the level of achievement of the results (outcomes) including processes; focus will be put on the analysis of the deviations between project initial forecasts and progress achieved;
  + Identification of unintended positive or negative effects resulting from the implementation of the project;
  + Identification and analysis of external factors (social, economic, political, geographical, cultural) that participated in the project implementation and their effect/impact on results and processes.

The evaluation is intended to assess the project’s performance against the following criteria: (i) relevance, (ii) efficiency, (iii) effectiveness, (iv) impact, (v) sustainability, (vi) Non-discrimination and gender (vii) replicability and scalability.

However, we are conscious that the timing of the evaluation does not lend itself to a consideration of (iv) and (v), given that some outcomes will take time to manifest. As such, the evaluation is expected to focus on assessing the likely future impacts and sustainability of the project, as well as ideally proposing a reflective practice approach and a ‘resource light’ approach that can be used for capturing future impacts.

Relevance

To what extent has the project been aligned to NRC priorities, policies and needs of beneficiaries?

To what extent was it designed according to local needs/priorities of the countries involved?

To what extent did it take into account different needs and priorities of boys/men and girls/women? How was the project adapted to meet these various needs?

Effectiveness

How did the project contribute to strengthening the capacity of beneficiaries (business skills, etc)?

How did the knowledge and skills acquired through the project have been used?

How successful was the programme in improving the quality of identification-civil documentation/legal identity, access and learning outcomes, and income of targeted households?

Are there underlying factors beyond the project's control that influenced its performance?

To what extent has the project contributed to an increase in confidence of communities towards traditional/formal authorities. To what extent is the change similar for women/girls and men/boys?

Impacts

To what extent is the programme contributing to improving the resilience of the most vulnerable displacement-affected populations, especially women, girls and youth? What are the major contributing factors?

Sustainability

To what extent did the project create conditions enabling the changes on children, women, men, and community actors to continue?

To what extent does the project theory (logic model) enable it to be sustainable?

To what extent women/girls and men/boys took ownership of actions and works?

To what extent is the project compatible with local perceptions?

How has local knowledge been valued in the implementation of the project?

Efficiency

To what extent the resources deployed (time, human, financial, material) justify the results?

How well are resources being used in the project?

Non-discrimination-gender equity

To what extent and how are we delivering appropriate and effective interventions for people with disabilities?

To what extent did NRC minimise the negative consequences of its interventions and ensure safety, dignity and wellbeing (and equal access) for women/girls and men/boys?

Replicability and scalability

To what extent will the project work in a different context?

What would happen if we scale up in one context rather than another?

1. Methodology

The ongoing COVID-19 crisis needs to be taken into consideration in defining the methodology.

This evaluation will follow a quasi-experimental design to generate credible results and evidence about the performance of the project in both countries. It will use a mixed methods approach with a focus on integration. With the assumption that unobserved community and individual characteristics in this project are time invariant and uncorrelated with the outcomes/results, a difference in differences approach can be used to estimate results/outcomes accruing from the project. Control communities for the evaluation will be selected based on their individual and community level similarities with areas of intervention in both countries. Similarity could be based on the following: socio-*economic status, type of education and health facilities, household characteristics, food security indicators and Water sanitation and hygiene*.

The suggested sampling design will be a three-stage cluster sampling using a Probability Proportional to Size (PPS) method. The first stage will include community/village segments, the second stage will target schools, households, etc while the third one will focus on individual units (youth, teachers, farmers, etc). Power calculations[[1]](#footnote-2) will be prioritised as follows: Power =minimum 0.8, Minimum Detectable Effect = 0.10, ICC=Integrated clustering coefficient. = 0.001, Loss to Follow Up = 10% (especially not controlling but reducing statistical bias resulting from it using requisite analysis).

The evaluation will use a combination of quantitative and qualitative methods and the final methodology will be determined by the evaluator, taking into account the suggestions from the steering committee. The detailed methodology will be elaborated by the evaluator on the basis of this ToRs and documented in an Inception Report, which is subject for review of the Steering Committee. The methods can include but not limited to: desk review of relevant documents (Baseline report, project indicators monitoring data, After Action Review report, etc), interviews with stakeholders, household survey questionnaire, photovoice, Q methodology, most significant changes, online consultations and workshops. Triangulation shall be done in the desk review and analysis phases.

Interview questionnaires will be prepared by the evaluator in consultation with the steering committee. While the evaluator can propose changes in the methodology, any such changes should be discussed and agreed upon with the committee.

All relevant data should be sex-disaggregated and different needs of women and men and vulnerable groups should be considered throughout the evaluation process. Data analysis will be gender responsive and ensure requisite statistics (median, mean, Pcorr, T-tests, etc) are used to highlight trends and correlation. T-statistics deriving from each estimation results will determine significance and robustness. A content analysis will be used for qualitative data.

It is expected that the evaluator will work to the highest evaluation standards and codes of conduct. Transparency and objectivity will be observed at all times.

1. Evaluation follow up and learning
   * The findings will be used to inform future programming.
   * A management response will be developed within one month of the evaluation report being finalised. This will be followed up and tracked by the steering committee.
   * A dissemination plan will be developed to ensure that important learning is shared with internal and external stakeholders. The report can be disseminated through the following: INGOs Forums in Nigeria and Cameroon; policy briefs; publications in peer reviewed journals; blogs (eg IDMC, NRC), conferences & seminars, restitution workshops with beneficiaries, posters.
2. Deliverables

Deliverable 1: Draft Inception Report - The draft inception report should set out any changes proposed to the methodology or any other issues of importance in the further conduct of the evaluation. The inception report will: i. include a desk review;

* 1. describe the conceptual framework that will be used to undertake the evaluation;
  2. present an evaluation matrix: sets out in some detail the approach for data collection, the evaluation methodology, i.e. how evaluation questions will be answered by way of data collection methods, data sources, sampling and selection criteria, and indicators;
  3. provide a detailed work plan for the evaluation, which indicates the phases in the evaluation and key deliverables;
  4. set out a plan for data collection, interviews or discussions;
  5. present an analysis plan;
  6. set out the list of key stakeholders to be interviewed.

Deliverable 2: Inception Report – The inception report will be finalised upon consultation with the Steering Committee Members (max 2 weeks review).

Deliverable 3: Draft Evaluation Report (30 Pages max) – including an Executive Summary of key findings, conclusions and recommendations, and database (Nigeria and Cameroon).

The draft evaluation report will be produced upon completion of the desk review and after the conduct of field work and informal feedback meetings with the steering committee. The draft report will be validated through:

(i) an evaluation stakeholders’ workshop (possibly online due to the COVID-19 crisis) to be organised by the steering committee. The evaluator is expected to facilitate and deliver a presentation of key findings.

Deliverable 4: A final[[2]](#footnote-3) evaluation report (maximum 30 pages, French and English) structure as follows: a. Cover page

1. A list of acronyms and abbreviations
2. A table of contents
3. An executive summary
4. Introduction and background
5. Scope and objectives of the evaluation
6. Methodology
7. Results
8. Conclusions
9. Lessons learned and recommendations

Appendices of the report, including:

1. Terms of reference
2. Evaluation matrix
3. List of documents consulted
4. Evaluation tools
5. List of persons and organisations/institutions consulted

A management response plan will be prepared by the project teams in both countries after the finalisation of the evaluation. It will specify key actions to be undertaken, key partners to be involved in the execution of these actions and the implementation schedule.

Deliverable 5: Participatory video as an additional mean to convey messages coming out of the evaluation.

1. Timeframe

This evaluation will start in December 2021 and the estimated number of working days is 40 working days to complete the evaluation. The following phases should be followed.

|  |  |  |
| --- | --- | --- |
| Phase 1 | − | Scoping meeting with the steering committee |
|  | − | Review of all relevant documents |
|  | − | Preparation of the inception report including an evaluation matrix, work plan, data collection tools, analysis plan and methodology |
| Phase 2 | − | Pre-test of tools |
|  | − | Data collection |
|  | − | Data analysis |
| Phase 3 | − | Preparation of the interim report |
|  | − | Submission of the first draft of the report to NRC |
|  | − | Presentation of initial results to NRC and stakeholders |
| Phase 4 | − | Comments and suggestions of NRC on the interim report |
|  | − | Integration of the comments and submission of the final report |

1. Management of the evaluation

An evaluation Steering Committee (SC) will be established by NRC, with the following members:

* + Steering Committee chair;
  + Evaluation manager;
  + Steering committee members.

Throughout the process, the consultant(s) will closely work with that steering committee responsible for the management of the evaluation. The committee will coordinate the evaluation process. It will review and approve each deliverable of the evaluation and establish a dissemination and utilisation strategy.

A scoping meeting between the consultant(s) and the committee will enable to align the understanding of these terms of reference and to validate the methodology proposed by the consultant(s).

The consultant (s) will be responsible for logistics, communications and the secretariat (printing documentation, etc.). The consultant (s) are also responsible for the administration of all methodological tools such as questionnaires, focus group, etc. NRC will provide administrative support for visa, access to sites and suggestions for accommodation. Project teams in both countries will facilitate the process by providing reference documents as well as contacts of partners and resource persons.

1. Evaluation consultant team

NRC seeks expressions of interest from both individual and firms for this assignment.

Consultants must have:

* + Advanced university degree or equivalent in Humanitarian/Development Studies, Social Sciences, statistics or other fields related to the provision of humanitarian assistance in Education, Livelihoods and food security, Information Counselling and Legal Assistance, community development and humanitarian coordination;
  + Good knowledge of data collection methods using tablets and CAPI systems, data analysis and presentation of results;
  + Good knowledge of outcomes evaluation approaches especially quasi-experimental as well as participatory mixed methods;
  + Experience in planning, implementation, monitoring and especially in evaluation of programs in humanitarian settings;
  + Good knowledge of community development mechanisms; gender and equity;
  + Good French and English communication, writing and synthesis skills;
  + Knowledge of local cultures and languages and social, economic and political background of Cameroon and Nigeria –the Lake Chad region is an asset. The composition of the team must be balanced to enable an exhaustive coverage of the various aspects of the evaluation set out in these terms of reference, including cross-cutting issues.
  + Have the capacity to deliver result with COVID 19 context and restrictions.

1. Ethical Considerations

The evaluation must respect the rights of the people interviewed by guaranteeing confidentiality and security. Respondents should not be exposed to any risks and discomfort. As such data collection tools will be pre-tested and evaluation activities will provide a safe, creative space where respondents feel that their thoughts and ideas are important. All staff involved, evaluator(s) and enumerators are expected to be briefed on NRC’s Safeguarding Policy and Code of Conduct with which they must comply. The data collection plan must state how NRC and the evaluator(s) will file the data and keep it secure. Enumerators (male and female) will be trained on ethical data collection techniques.

1. Application process and requirements

The technical and financial proposals of up to 6 pages maximum (excluding annexes) should include the following:

* + Proposed methodology, including a tentative workplan;
  + Composition of the evaluation team;
  + CV of the member(s) of the evaluation team including references;
  + Detailed budget of the offer (consultant(s) will cover the costs for local travel, food, accommodation, etc.);
  + An extract (3-5 pages) from reports written for similar missions;
  + A cover letter with the following information: a description of how their skills, qualifications and experience are relevant to the requirements of the assignment, a list of previous evaluations that are relevant to the context and subject of this assignment, a statement confirming their availability to conduct the assignment and the budget (please indicate currency of amount), a statement confirming that the candidate has no previous involvement in the delivery of the project or any personal relationship with anyone engaged in it.
  + Proof of registration (business registration documents and VAT or company tax registration (If the consultant is a sole-trade (self-employed) a confirmation of the status from a certified accountant or the tax authorities is mandatory.

Applications are accepted in English at the following address [**sn.procurement@nrc.no**](mailto:sn.procurement@nrc.no)no later than 30 November 2021.

Interested bidders should Please include a proposed budget broken down by costs. The bid must be in single file format.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***#*** | *Scope of service* | *Specification* | *Qty* | *Unit* | *Price per unit, USD* | *Total cost, USD* |
| 1 | **Consultancy for Evaluation of ISoLT – Supporting Social Inclusion and Local Governance in the areas most impacted by the Lake Chad Crisis** | Please, see Terms of Reference above | 1 | Service |  |  |
| **Total** | | | | | |  |
| Price in quotations must be in USD, specification must comply with requested parameters. Price must include taxes (including VAT, if applicable). Proposal with different data will not be taken into account. | | | | | | |
| Evaluation Criteria  • Professional competencies, expertise and qualification for the tasks described above (30%),  • Professional references on the successful completion of similar works (20%),  • Technical quality of bid package- completeness and alignment with TOR in terms of methodology (20%),  • Evidence of previous relevant experience- copies of reports for similar consultancies (10%)  • Technical quality (and relevance) of past work samples (10%)  • Financial offer (10%) | | | | | | |

|  |  |
| --- | --- |
| **Prepared by:** |  |
| **Name:** |  |
| **Position:** |  |
| **Signature:** |  |
| **Date:** |  |
| **Stamp:** |  |

**SECTION 5**

**BIDDING FORM**

**Please provide information against each requirement.**

Additional rows can be inserted for all questions as necessary. If there is insufficient space to complete your answer in the space provided, please include on a separate attachment with a reference to the question.

1. **Bidder’s general business details**
2. **General information**

|  |  |
| --- | --- |
| **Company name:** |  |
| **Any other trading names of company:** |  |
| **Registered name of company (if different):** |  |
| **Nature of primary business/trade:** |  |
| **Primary contact name:** |  |
| **Job title:** |  |
| **Phone:** |  |
| **Email:** |  |
| **Registered Address:** |  |
| **Business licence number:** |  |
| **Country of registration** |  |
| **Registration date:** |  |
| **Expiry date:** |  |
| **Legal status of company (eg. partnership, private limited company, etc.)** |  |

1. **Owners/Managers**

Please fill in the below table with the full names and the year of birth of the company’s owner(s) and manager(s)\*:

|  |  |
| --- | --- |
| **Full name** | **Year of birth** |
|  |  |
|  |  |
|  |  |
|  |  |

*\* Please note this information is necessary in order to conduct the vetting procedure referred to in clause 25 of the Invitation to Bid-General Terms and Conditions.*

1. **Employees**

Please list the employees who would be involved with NRC in the event of contract award:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employee name** | **Job title** | **Role on NRC project** | **Phone** | **Email** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| … |  |  |  |  |

1. **Company bank account details:**

|  |  |  |
| --- | --- | --- |
| Beneficiary name: |  |  |
| Beneficiary account no.: |  |  |
| Beneficiary Bank: |  |  |
| Bank branch: |  |  |
| SWIFT: |  |  |
| IBAN: |  |  |
| Bank address: |  |  |

1. **References**

Please provide details of at least 3 client references whom NRC may contact, preferably from NGOs and UN agencies, for similar related works:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Client/company name** | **Contact person** | **Phone** | **Email** | **Contract details ( location, size, value, etc)** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| … |  |  |  |  |

1. **Bid Validity**

Please confirm the validity of your bid below (in calendar days):

|  |
| --- |
|  |

1. **Confirmation of Bidder’s compliance**

We, the Bidder, hereby certify that our tender is a genuine offer and intended to be competitive and we confirm we are eligible to participate in public procurement and meet the eligibility criteria specified in the Invitation to Bid. We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

The following documents are included in our **Bid**: **(please indicate which documents are included by ticking the boxes below).**

|  |  |
| --- | --- |
| **Documents** | **included** |
| Section 4: Technical Description of the Bid (TOR) / Pricing proposal; completed, signed and stamped | ☐ |
| Section 5: Bidding form; completed, signed and stamped | ☐ |
| Section 6: Service Provision Schedule; completed, signed and stamped | ☐ |
| Section 7: Company Profile and Previous Experience; completed, signed and stamped, including publicly available works or studies commissioned earlier. | ☐ |
| Section 8: Supplier’s ethical standards declaration; completed, signed and stamped | ☐ |
| Certificate of Registration/ Incorporation | ☐ |
| Tax registration certificate | ☐ |
| Financial Offer (Excel) detailing the budget (in USD) | ☐ |
| Technical proposal and an outline of the research framework and methods, including comments on the TOR, proposed timeframe and work-plan | ☐ |
| CVs, references for previous relevant work, and an extract (3-5 pages) from past research projects | ☐ |

We understand that NRC is not bound to accept the lowest, or indeed any bid, received.

We agree that NRC may verify the information provided in this form itself or through a third party as it may deem necessary.

**We confirm that NRC may in its consideration of our offer, and subsequently, rely on the statements made herein.**

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

**SECTION 6**

**Consultancy Provision Schedule**

**Consultancy Schedule:**

Attach the Service schedule here:

Schedule to include:

* + - 1. Detailed list of consultancy to be completed in reference to Consultancy Description
      2. Duration of each of the activities and completion date.

Table for breakdown of service provision

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Activity** | **Day 1** | **Day 2** | **Day 3** | **Day 4** | **Day 5** | **Day 6** | **Day 7** | **Day 8** | **Day 9** | **Day 10** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

**Manpower:**

In addition, provide a list of the manpower involved in the activities on site with an estimate of the total man-hours completed by each of the skills. Format to follow the below simple format:

|  |  |  |
| --- | --- | --- |
| **#** | **Proposed Personnel/Manpower** | **# of workers allocated to the Consultancy Service** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| … |  |  |

**NOTE:** The manpower list and service provision schedule shouldn’t be limited to this Form.

A comprehensive list has to be submitted adapting the Form as necessary.

**SECTION 7**

**CONSULTANT PROFILE AND PREVIOUS EXPERIENCE**

The Bidder is requested to:

1. Submit the **CONSULTANCY Profile**
2. Complete the following **Previous Experience** **Table** listing the work or contracts undertaken in the past 5 years similar to the services required under this contract
3. Submit **evidences of previous experience** in form of Contracts, Completion Certificates, etc.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Name of Project** | **Total value of the Consultancy activity performed** | **Duration of the contract** | **Starting date** | **Ending date** | **Contracting Authority and Place** |
| **1** |  |  |  |  |  |  |
| **2** |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  |
| **4** |  |  |  |  |  |  |
| **…** |  |  |  |  |  |  |

**NOTE**: The list shouldn’t be limited to this Form in regards to the number of works reported. A comprehensive list of the last 5 years’ experience has to be submitted adapting the Form to the necessary rows.

NRC may conduct reference checks for previous contracts completed

**SECTION 8**

**SUPPLIER’S ETHICAL STANDARDS DECLARATION**

NRC as a humanitarian organization expects its suppliers and contractors to have high ethical standards. Any organization supplying goods to NRC valued at over 10,000 USD (or equivalent) 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 spot 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;
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 suppliers compliance with laws and regulations:**
   1. The supplier confirms that it is not involved in any form of corruption.
   2. Where any potential conflict of interest exists between the supplier or any of the supplier’s 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 the 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.

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.

*DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*NAME OF CONSULTANT: ­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*COMPANY STAMP (IF APPLICABLE): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

1. Purely based on mathematical formulae and indicate the minimum sample size required for the evaluation.

   Tell us how large the samples need to be and assess whether existing data sets are large enough for the purpose of conducting an evaluation. Avoid collecting too much information, which can be very costly and also prevent from collecting too few data (Lack of power).

   [↑](#footnote-ref-2)
2. The quality criteria of the report will be specified to the consultants during scoping meetings.

   [↑](#footnote-ref-3)