**3rd February 2021**

**CONSULTANCY TENDER**

**Our reference: 11/NRC-NOT/NG/2021**

**CONSULTANCY FOR ONLINE PROGRAM MANAGEMENT AND REPORTING SYSTEM**

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 has been providing humanitarian assistance to the displaced population of North-East Nigeria since 2015.

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 26th February 2021 at 5:00pm through the email address: [**ng.tenders@nrc.no**](mailto:ng.tenders@nrc.no)**.**

The bid application should be titled: “11/NRC-NOT/NG/2021- CONSULTANCY FOR ONLINE PROGRAM MANAGEMENT AND REPORTING SYSTEM” in the e-mail subject.

Yours sincerely,

NRC Nigeria Procurement

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: Terms of Reference of the Consultancy
* Section 5: Bidding form
* Section 6: Service Provision Schedule
* Section 7: Company Profile and Previous Experience
* Section 8: Service Description & Pricing Proposal
* Section 9: Suppliers Ethical Standards Declaration

**SECTION 2**

**Bid Data Sheet**

**BACKGROUND DATA**

|  |  |
| --- | --- |
| **Consultancy Name: Development of an Online Management and Reporting System** | **EMAIL Address:** [**ng.tenders@nrc.no**](mailto:ng.tenders@nrc.no) |

This bid is issued by Norwegian Refugee Council NRC office in Nigeria. Any correspondence in regards to technical clarifications should be addressed to Ousseni Kinda at [ousseni.kinda@nrc.no](mailto:ousseni.kinda@nrc.no) and copied to [ng.procurement@nrc.no](mailto:ng.procurement@nrc.no)**.**

1. **SCOPE OF SERVICE**

The Contracts eligible for bidding are:

|  |  |  |
| --- | --- | --- |
| **Contract No.** | **Country** | **Service Description** |
|  |  |  |
| **11/NRC-NOT/NG/2021** | Nigeria | The development of an online program management and reporting system |

Please refer to the service specifications in section 4

1. **SCHEDULE & DEADLINE FOR SUBMISSION**

The deadline for submission of bids is 17.00hrs on 26th February 2021 Late bids will not be accepted.

|  |  |  |
| --- | --- | --- |
|  | **DATE** | **TIME\*** |
| Invitation to Bid release | 3rd February 2021 | 10:00am |
| Deadline for request for any clarifications from NRC | 19th February 2021 | 17.00pm |
| Last date on which clarifications are issued by NRC | 22nd February 2021 | 17.00 pm |
| Deadline for submission of tenders (receiving date, not sending date) | 26th February 2021 | 17.00 pm |
| 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 Nigeria

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** [**ng.tenders@nrc.no**](mailto:ng.tenders@nrc.no) **not later than 17.00hrs on 26th February 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 the Country Director in Nigeria – Eric Batonon.(eric.batonon@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. **OBTAINING AND COMPLETING BIDDING DOCUMENTS** 
   1. Bidders who did not obtain the Bidding Document directly from the Norwegian Refugee Council will be rejected during evaluation. Where a Bidding Document is obtained from the Norwegian Refugee Council on a Bidder’s behalf, the Bidder’s name must be registered with the Norwegian Refugee Council at the time of issue.
   2. 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: [ousseni.kinda@nrc.no](mailto:ousseni.kinda@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
* 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)
* Service Description, Scope of Method to carry out the survey and Pricing Proposal (as in Section 8)
* Signed and stamped Supplier Ethical Standards Declaration in Section 9
  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 **NGN** or **USD** only
   3. Services for which no rate or price is entered by the Bidder will be 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 either Nigeria Naira (NGN) or US Dollars (USD), unless otherwise stated. **Selected consultant based in Nigeria, payment will be made in Nigeria Naira while consultant who are not based in Nigeria will be paid in US Dollars (USD).**

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 shall prepare one set of bid documents per contract that he wishes to bid for. 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 – “**11/NRC-NOT/NG/2021- Proposal- Consultancy for the Development of an Online Program Management and Reporting System**”
   2. If information or title is not correct the Norwegian Refugee Council will 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 NG.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: technical quality (20%), functional fit (40%), Implementation approach (15%), Support model (15%), Scalability (10%).
   2. 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.
   3. The Norwegian Refugee Council reserves the right to reject all bids, and re-tender if no satisfactory bids are submitted
5. **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.
6. **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**

**Online Programme Management and Reporting System**

1. **Background**

In order to achieve its goals, NRC Nigeria is continuously engaged in project management processes, particularly monitoring and evaluation through which it can leverage its capacity to make informed decisions and reach more beneficiaries in hard to reach areas of its operational area.

In line with its ambition, NRC in Nigeria is operating in a dynamic environment with either processes that result into a limited immediate access to reliable programmatic and operational data and evidence. This does not only diminish efficiency but also undermine the country office’s ability to drive an evidence based programming and generate knowledge, accountability and transparency. The critical nature of the programmes requires immediate solutions especially a customised system to effectively tackle these shortcomings and rapidly improve quality in delivery.

1. **What would the system do?**

The primary focus of this project is to design an online project management system that efficiently enable the following tasks:

* Develop a fully electronic workflow that seamless integrate the different core functions involved in project management: activity planning, data collection, storage, data triangulation, key performance indicators tracking, budget monitoring, data analysis and reporting;
* Design online tools such as Detailed Implementation Plan, results based frameworks, M&E plan/Matrix and link them with project/programme data collection modules;
* Gathering data from different sources: Mobile phones, online and offline devices;
* Generate data/information in a form of dynamic dashboards, graphical reports, tabular reports, geo-spatial maps;
* Analyze both quantitative and qualitative data, highlighting discrepancy and inaccuracy issues;
* Checklists for reviewing reports and data online/offline, assigning technical/thematic reviews to staff based on their position/role in the Country Office. Using a validation and an email notification system, data can be reviewed and approved with predefined type of feedbacks classified in a list;
* Accountability module (database and reporting formats) to monitor complains, feedbacks, information sharing and participation;
* Lessons learned log: allow to document good practices and success stories;
* Provide updates on budget spent, activity progress, and indicator progress;
* Use workflows to allow the system to feed into another NRC internal platform;
* For interventions involving implementing partners such as the government, the system would provide customised data entry forms for them to input data that will go through a validation process;
* Beneficiary functionality within the system. The consultant/firm is expected to analyse data structures for flows into and out of the system and come up with a beneficiary module designed around 4 levels:
  + Individual beneficiary;
  + Household;
  + Group (eg: camp, school);
  + Community (a geographical area, this could be a village, etc.).

The beneficiary module should allow to run the following:

* + Adding and editing beneficiary records: beneficiaries can be linked to multiple activities, projects, core competencies;
  + Beneficiaries can be linked to multiple other beneficiaries, or to beneficiaries across the hierarchy, e.g. an individual can be linked to a household, group, and/or community;
  + The system can assign a unique ID per beneficiary to be used for all core competencies within the country programme;
  + The system will ensure that all beneficiary data areGDPR compliant. To this end, data will be anonymised and protected by permissions and workflows;
  + The beneficiary module to allow to account for double counting automatically (using formulas) and to generate number of people directly reached through activities.

Below is a summary of key modules to be included in the system.

|  |  |  |
| --- | --- | --- |
| M&E/project management line | Modules | |
| Project Management | * Project Information * Logframe * M&E Matrix * Detailed Implementation Plan * Budget Management * Complaints & Feedback Management | * Geographic location Management * Communication and advocacy tools * Partner Management (if applicable) |
| Monitoring | * Beneficiary Registration (Links with other internal platforms/systems (eg Red Rose)) * Indicator Management (including indicator protocol reference sheet) * Indicator (achievement) versus budget spent * Data Collection Management * Data verification and validation | * Distribution Management * Post distribution monitoring * Quality checklists * Fidelity index * Programme KPIs |
| Reporting/visualisation | * Reporting * Data Analytics | * Dashboards * Graphics |

1. **Details of the Assignment/Methodology**

The selected firm, consultant or team of consultants is expected to complete the configuration of the global design. The firm/consultant will use NRC Nigeria’s tools, data and internal materials as a basis to frame processes, data flows, data types and structures. Prior to the design and development, he/she will also conduct consultations with area managers, specialists, project coordinators and managers, M&E unit, grant manager and the Head of programmes. The proposed methodology will be amended and approved by NRC Nigeria.

This system is supposed to be built in such a way that it meets expectations from programme team, area offices and M&E unit. As such, the consultant/firm is responsible for defining the requirements of the desired system in consultation with staff. The Consultant/firm should refer to the following when developing his/her methodology:

* Establish requirements of the new system based on country programme structure;
* Identify possible linkages with an existing internal platform;
* Determine internet connectivity requirements at all levels;
* Define roles and responsibilities for the system administrators and users;
* Allow necessary data entry or importing of data from other information systems and data sources, export in various formats (PDF, excel, etc);
* Planning, monitoring (Indicators, benchmarks, accountability, reach), learning;
* Aggregate statistics per project, programme, area office level, and programme level;
* Present summary dashboards showing progress towards achieving results;
* Allow users to compare data on activities, outputs, and outcomes with data on programme spending and aggregated results against programme indicators data;
* Provide administrators with tools for reconciling discrepancies between different data sources;
* Reporting – Core competency view, programme, project, geographical view (programme, area office, field office), gender, and displacement status disaggregation and graphs;
* Upload, edit and share files.

The system shall be compatible with NRC Nigeria internet operating system. The system should have enough flexibility to accommodate changes and open to customisation as required for the future. In addition, the system should support use of multiple users at a time in both online and offline contexts. It should be compatible with mobile capability (Android / IOS) with high security.

The consultant/firm will be expected to conduct trainings to ensure that the system is both relevant and useful to NRC Nigeria staff and partners.

1. **Deliverables**

The consultant or team of consultants/firm is expected to produce the following deliverables:

* Inception report detailing the understanding of the consultant/firm against the objectives. The report will be presented for validation by a reference committee and incorporate feedback and comments;
* Weekly work outputs/updates should be shared to ensure alignment with the ToRs;
* Completion report: upon completion of the assignment, the consultant/firm should submit a final completion report outlining key modules including characteristics of the system developed;
* A user manual (no more than 10 pages);
* Video tutorials and help systems;
* Training of NRC Staff and handover to ensure ownership of the system from NRC Staff.

1. **Duration**

The mission will be carried out over a total of 78 days over a calendar period of no more than 3 months.

1. **Required skills and experience**

In order to be successful, the consultant/ firms will have to meet the following criteria:

* Demonstrated expertise in Enterprise Resources Planning Software;
* Experience in AGILE Methodology and other industry standards;
* Substantial expertise in Monitoring and Evaluation, management of M&E databases, field surveys, use of qualitative and quantitative statistical methods;
* Track records in the implementation of similar projects;
* Training and facilitation capacity;
* A valuable experience of GIS and ICT applications;
* Proven professional experience in web technologies, including the development and deployment of web-based information systems.

1. **Ethical Considerations**

The consultant/firm must keep all materials and data received confidential throughout the consultancy. Consultant(s) agree to read, understand and sign NRC’s code of conduct policy with which they must comply. The online system is the property of NRC Nigeria which determines its use. The two parts (NRC and consultants) agree to observe the confidentiality of any information linked to the assignment.

1. **Application**

The technical and financial proposals of up to 8 pages maximum (excluding annexes) should include the following:

* Proposed methodology;
* Composition of the team;
* CV of the member(s) of the team including references;
* Detailed budget of the offer;
* An extract (3-5 pages) from similar assignments;
* A cover letter, your capacity and experience as well as your availability.

Offers will be assessed using the following criteria: technical quality (20%), functional fit (40%), Implementation approach (15%), Support model (15%), Scalability (10%).

Interested firms can obtain additional information from the NRC M&E unit by sending correspondence to [ousseni.kinda@nrc.no](mailto:ousseni.kinda@nrc.no) with CC to [jennifer.ismael@nrc.no](mailto:jennifer.ismael@nrc.no) and alison.oswald@nrc.no

Expressions of interest must be submitted by e-mail on 17th February, 2021 at the latest. Considering the urgency of the role, selection will be done on a roll-on basis.

**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. **Equipment**

Please provide details of any relevant equipment owned by the company that would potentially be used for carrying out of the Base Line Survey. (do not mention rented items):

|  |  |
| --- | --- |
| **Type of equipment/ vehicles** | **Quantity** |
| 1 |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| … |  |

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: Service Description & 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 (if applicable) | ☐ |
| Tax registration certificate (if applicable) | ☐ |
| Financial Offer (Excel) detailing the budget (in NGN or USD) | ☐ |
| Copies of Curriculum Vitae and Motivational Letter | ☐ |
| Recommendation letters from previous organizations served OR 2 organizational references who can verify the quality of the consultant’s work and/or publicly available works or studies commissioned earlier | ☐ |

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** | **Week 1** | **Week 2** | **Week 3** | **Week 4** | **Week 5** | **Week 6** | **Week 7** | **Week 8** | **Week 9** | **Week 10** |
|  |  |  |  |  |  |  |  |  |  |  |
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**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 |  |  |
| 4 |  |  |
| … |  |  |

**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** |  |  |  |  |  |  |
| **5** |  |  |  |  |  |  |
| **…** |  |  |  |  |  |  |

**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/COMPANY: ­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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

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