

# Tender Package — Request for Proposal (RFP)



## 1. Invitation to Tender

|  |   |
|--|---|
| <b>Tender Name:</b> Request for Proposal for Hiring of National Firm with Experience in Conflict Management Projects to Conduct End line Evaluation Research for DFID project.   | <b>Tender No:</b> MC-36-2020  |
| <b>Location:</b> Jordan  | <b>Correspondence Language(s):</b> English  |
| <p><b>Brief Summary Description of Project:</b></p> <p>The “Leadership and Community Development” project funded by the UKaid was launched in December 2012 in 6 neighborhoods aiming at enabling Jordanian hosts and Syrian refugees to manage current and emerging tensions between their communities and develop common solutions to immediate problems that threaten to destabilize relations between these two groups and to enable Jordanian local governance institutions. Since then, and for the following 6 consecutive years a new wave of communities were targeted by the project every year, each wave of communities consists of 6 new communities/ neighborhoods, the projects currently works in 36 communities in 11 governorates.</p> <p>As the “Leadership and Community Development” project moves into its final year of implementation, there is greater risk of increased tensions derived by the deteriorating economic situation in Jordan. Even before the Syrian crisis, and now the COVID-19 pandemic, heightened competition for jobs and resources, Jordanians faced water and housing shortages and high overall rates of unemployment, paired with a youth bulge and some of the highest unemployment rates among youth and women in the world. Today, Mercy Corps Jordan programs that incorporate feedback from youth leaders showcase how youth continue to highlight un- and underemployment as major barriers to participation in society. These same youth identify unemployment as a barrier to Jordan’s wider stability, with many laying blame on the government for not adequately responding to the high levels of youth unemployment.</p> <p>The project was recently extended through March 2021, and the final year of implementation will focus activities on responding to the current COVID-19 crisis and its long-term effects, bridging divides between citizens and government, and increasing youth engagement in civil society and economic activities. Recognizing that economic instability is increasingly the key driver of social tensions in Jordan, year five activities will also pilot interventions that target the cultivation of private sector partnerships to drive job creation, particularly for young women and men, and to help restart economic growth that has been stalled as a result of the COVID-19 shutdown.</p> |   |
| <b>Tender package available from:</b><br>Sunday, December 6, 2020  | <b>Tender package available:</b> <a href="https://jordan.mercycorps.org/tenders">https://jordan.mercycorps.org/tenders</a><br><b>Also the package can be found on Mercy Corps website at:</b><br><a href="http://www.mercycorps.org/tenders">www.mercycorps.org/tenders</a>   |
| <b>Deadline for offer submission:</b><br>Thursday, December 17 , 2020 till 10:00 am (Amman Time)   | <b>Submission of offers:</b><br><b>Option 1: Hardcopy submission:</b><br><b>Sealed Offers to</b> Mercy Corps, Building No. 8, Tabasheer 3 Street, 7th Circle, Amman Jordan.<br><b>Option 2: Soft copy submission:</b><br><b>Soft copy submission must be only to the following Email address:</b><br><a href="mailto:tenders@mercycorps.org">tenders@mercycorps.org</a><br><br><b><u>Any offer sent to another email address will be disregarded.</u></b> |

# Tender Package — Request for Proposal (RFP)



*Mercy Corps reserves the right to accept or reject any late offers*

## Questions and Answers (Q&A)

If any, Submit Questions in writing to [jo-tenders@mercycorps.org](mailto:jo-tenders@mercycorps.org) **or** [tenders@mercycorps.org](mailto:tenders@mercycorps.org)

**Attention: Procurement Tenders**

### Last Day for Questions:

Thursday, December 10, 2020 (COB)  
(COB i.e. 4:30 PM)

### Questions will be answered by:

Sunday, December 13, 2020 (COB)  
(COB i.e. 4:30 PM)

- Questions will be answered in writing through email on given time and date. No more questions will be considered after Thursday, December 10, 2020 (COB)
- All received questions along with answers will be shared with all prospective bidders who download the tender package. They will also be posted on the same google link on which the tender package is uploaded.

## Documentation Checklist

These documents are contained within this tender package: (see what to add, arrange and correct if any mistakes)

- |                                 |                 |
|---------------------------------|-----------------|
| ✓ Invitation to Tender          | (This document) |
| ✓ General Conditions for Tender | (This document) |
| ✓ Criteria and Submittals       | (This document) |
| ✓ Offer form                    | (This document) |
| ✓ Supplier Information Form     | (Attachment 1)  |
| ✓ Service Contract Sample       | (Attachment 2)  |
| ✓ Scope of Work                 | (Attachment 3)  |
| ✓ Quality Control Plan          | (Attachment 4)  |

## 2. General Conditions for Tender

Mercy Corps invites proposals for the goods, services and/or works described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the quantity of work/materials specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

### 2.1 Mercy Corps' Anti-Bribery and Anti-Corruption Statement

**Mercy Corps strictly prohibits:**

- Any form of bribe or kickback in relation to its activities  
This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.
- Conflicts of interests in the awarding or management of contracts

# Tender Package — Request for Proposal (RFP)



If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.

- *The sharing or obtaining of confidential information*

Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps' price estimates, competing offerors or competing offers, etc. Any information provided to one offeror must be provided to all other offerors.

- *Collusion between/among offerors*

Mercy Corps requires fair and open competition for this solicitation. No two (or more) companies submitting proposals can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:

**[integrityhotline@mercycorps.org](mailto:integrityhotline@mercycorps.org)**

Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps' donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

## **2.2 Tender Basis:**

- All offers shall be made in accordance with these instructions, and all documents requested should be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.
- No respondent should add, omit or change any item, term or condition herein.
- If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offeror may make one response only.
- Each offer shall be valid for the period of **[180 days]** from its date of submission.
- All offers should indicate whether they include taxes, compulsory payments, levies and/or duties, including VAT, if applicable.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
- Any requests for clarifications regarding the project that are not addressed in written documents must be

presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.

- This Tender does not obligate Mercy Corps to execute a contract nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of proposals. Furthermore, Mercy Corps reserves the right to reject any and all proposals, if such action is considered to be in the best interest of Mercy Corps.
- Mercy Corps has the right not to disclose the name of the winning offeror to the losing bidders or the terms and conditions offered by the winning bidder.

## **2.3 Supplier Eligibility**

Suppliers may not apply, and will be rejected as ineligible, if they:

- Are not registered companies
- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct
- Have not fulfilled obligations related to payment of social security and taxes
- Are guilty of serious misinterpretation in supplying information
- Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti-Corruption Statement
- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: the United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

## **2.4 Response Documents**

Offerors can either utilize the response documents contained in this tender package to submit their offer or they can submit an offer in their own format as long as it contains all the required documents and information specified by this tender.

## **2.5 Acceptance of Successful Response**

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror will be required to sign a contract for the stated, agreed upon amount.

## **2.6 Certification Regarding Terrorism**

It is Mercy Corps' policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing

support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

## 3. Criteria & Submittals

### 3.1 Contract Terms

- Mercy Corps intends to issue a Fixed Price service agreement contract to one or more company or firm. The successful offeror shall be required to adhere to the statement of work and terms and conditions of the resulting contract. By submitting an offer, offerors certify that they understand and agree to all of the terms and clauses contained in “attachment 2” service agreement template.
- The bidder shall submit the financial offer with a clear price breakdown of deliverables & activities based on the proposed methodology by the company.
- MC will reserve the right to cancel any of the deliverable and/or activities before issuing the contract and/or during the contract implementation.
- In case of deliverable/activity cancellation, the awarded company will be paid the price of actual delivered activities/deliverables as will be priced in the company financial offer.
- The total price will be the basis of financial evaluation of this tender. However, the breakdown of the total price including the price of each deliverable & activity will be vital to consider the bidder’s financial offer for this tender.
- If an advance payment is requested by the awarded bidder, an advance payment bond must be submitted with the same advance payment value, valid throughout the whole contract period. Furthermore, advance payments cannot exceed 25% of the total contract value.
- 5% will be deducted from each invoice as income tax (based on the new income tax law) if applicable.

### 3.2 Specific Eligibility Criteria

Eligibility criteria must be met and the corresponding supporting documents listed below under “Tender Submittals” **must** be submitted with offers. Offerors who do not submit these documents may be **disqualified** from any further technical or financial evaluation.

#### Eligibility Criteria:

- Proof of local Tax registration
- Proof of local Business registration
- Submission of MC Supplier information form (Filled, signed and stamped).
- Tender bond (10,000 JOD).

### 3.3 Tender Submittals

**Submission:** the offers can be submitted either as a hard copy or a soft copy.

1. **Hard copy submission:** Offers should be submitted in three sealed envelopes mentioning the name and number on each envelope separately as shown below.
2. **Soft copy submission:** Offers must be only submitted to the following email address ([tenders@mercycorps.org](mailto:tenders@mercycorps.org)), and the bidder should separate the documents into folders as shown below.

✓ **Envelope 1, containing documents supporting the eligibility criteria:**

- Business registration certificate (e.g. to whom it may concern certificate or equivalent )
- A copy of valid tax registration certificate or a copy of the latest tax clearance.

- MC Supplier information form- Attachment 1 (Filled, signed and stamped).
- Submission of 10,000 JOD tender Bond.

(In case of electronic submission of the proposal , the bidders still need to provide a hardcopy for the tender bond following the hardcopy submission conditions as described in section 1 of this document)

✓ **Envelope 2, containing all documents for technical evaluation:**

- Company/firm's Profile
- Company's technical Proposal including implementation's methodology and:
  - Company ability to calculate sample size
  - Project Timeline with work breakdown structure (with clear and logical tasks/deliverables)
- Quality Assurance Procedures/plan which the company will follow while implementing the project.
- CVs of Proposed Personnel that will be directly working on the project, 3 page max per personnel
- Proof of at least 6 years of experience in conducting qualitative and quantitative studies and research & Proof of previous experience in conflict management related studies.
- Last 3 reports (Grid with clear summary) of similar End-line studies; at least one of the reports is desired to be from bidding firm's similar assignment with an international organization
- Risk Assessment and Risk Mitigation plan for the data collection. The firm should submit a risk plan that identifies and assesses risks that might affect the data collection process, in relevance how COVID-19 would impact the field research, measures taken, and if would negatively affect the process, alongside a mitigation plan showing the options and actions to avoid/reduce the risks.
- Proof of the company familiarity with the Jordanian context / Syrian refugee context

✓ **Envelope 3, containing the financial Offer:**

- Financial offer: Including the total price of the service and a price breakdown that shows the prices of each deliverable and activity based on the proposed methodology by the bidding company.

**Note:**

- MC will reserve the right to cancel any of the deliverable and/or activities during the contract implementation.
- In case of deliverable/activity cancellation, the awarded company will be paid the price of actual delivered activities/deliverables as will be priced in the company financial offer.
- The total price will be the basis of financial evaluation of this tender. However, the breakdown of the total price including the price of each deliverable & activity will be vital to consider the bidder's financial offer for this tender.

**In case the bidder chooses to submit the proposal as a hard copy, the bidder shall provide a CD or Flash memory which must contain all submittals of the three envelopes. The submittals inside the CD or the flash memory must be separated in three separate folders following the submission mechanism described above in section 3.3 tender submittals.**

Hardcopy proposals should be addressed to "Mercy Corps Jordan", Sealed Offer from "Name of offering Supplier" and delivered to Mercy Corps Office, Tabasheer 3 St. Bldg. 8, 7th Circle, Amman – Jordan, Tel 55 485 70/1/2.

Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.

**Price Offer:**

The Price Offer is used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. Offerors must show unit prices, quantities, and total price. All items must be clearly labeled and included in the total offered price. Not providing a total price breakdown that shows the price of each deliverable and activity based on the proposed methodology by the bidding company may have the potential to severely and negatively impact the financial evaluation of an offer.

**3.4 Currency**

Offers should be submitted in: \_\_\_\_\_ JOD

Payments will be made in: \_\_\_\_\_ JOD

**3.5 Tender Evaluation (Trade-Off Selection Method)**

Based on the above submittals, a Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. MC will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender.

Evaluations will be conducted as described in the following subsections:

**3.5.1 Scoring Evaluation**

(Trade-Off Method)

Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a weighted basis (each criteria is given a percentage, all together equaling 100%). Offerors proposals should consist of all required technical submittals so a Mercy Corps committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

Award criteria shall be based on the proposal's overall "value for money" (quality, cost, delivery time, etc.) while taking into consideration donor and internal requirements and regulations. Each individual criteria has been assigned a weighting prior to the release of this tender based on its importance to Mercy Corps in this process.

Offeror(s) with the best score will be accepted as the winning offeror(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in section 3.5.2.

When performing the Scoring Evaluation, the Mercy Corps Selection Committee will assign points for each criteria based on the following scale:

| Point | Rationale  |
|-------|--|
| 0     | Not acceptable; has not met any part of the specified criteria   |
| 1-4   | Has met only some minimum requirements and may not be acceptable |
| 5     | Acceptable   |

# Tender Package — Request for Proposal (RFP)



| 6-9  | Acceptable; has met all requirements and exceeds some |                           |                |
|--|---|---------------------------|----------------|
| 10   | Acceptable; has exceeded all requirements             |                           |                |
| Evaluation Criteria  | Weight (%)  | Possible Points (1 to 10) | Weighted Score |
|  | (A)   | (B)                       | (A*B)          |
| Company/firm's Profile   | 5%  |                           |                |
| Technical Proposal including the Methodology of study implementation   | 20%   |                           |                |
| Ability to calculate sample size   | 5%  |                           |                |
| Project Timeline with work breakdown structure (with clear and logical tasks/deliverables)<br><b>Disqualifying response:</b> any company proposes a timeline which shows that the project will not be completed within 2 months from contract awarding date will be technically disqualified from this tender. | 15%   |                           |                |
| Quality Assurance Procedures for the project   | 5%  |                           |                |
| CVs of Proposed Personnel that will be directly working on the project   | 5%  |                           |                |
| Previous experience in conducting qualitative and quantitative studies and research & previous experience in conflict management related studies.  | 5%  |                           |                |
| Sample of last three similar End-line studies  | 5%  |                           |                |
| Risk Assessment and Risk Mitigation plan for project implementation.   | 5%  |                           |                |
| Company familiarity with the Jordanian context where the company familiarity with the Syrian refugee context and related needs is preferred.   | 5%  |                           |                |
| Financial offer  | 25%   |                           |                |
| Total  | 100%  |                           |                |

  

### 3.5.2 Additional Due Diligence

Upon completion of both the technical and financial evaluations, Mercy Corps may choose to engage in additional due diligence processes with a particular supplier or supplier(s). The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference Checks.
- Analysis of audited financial statements.



- Interviews
- Site visits
- Determination of relations and affiliations between offerors.
- Other appropriate documented method giving Mercy Corps increased confidence in the supplier's ability to perform.

## 4. Offer Form

**Offerors must submit their own independent offer including at least (but not limited to):**

- All documents requested in the "Eligibility Criteria" section of this Tender Package
- All documents requested in the "Tender Submittals" section of this Tender Package

**All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.**

### ***Documents Comprising the Proposal***

The following information must be included in the offer of any potential offeror:

- ☐ Completed and signed Mercy Corps **Supplier Information Form**. (attachment 1)
- ☐ Other important documents offeror feels need to be attached to support their proposal.

The original proposal shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the proposal shall be initialed by the person or persons signing the proposal and stamped with the company seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the proposal.

## 5. Attachments to the Tender Package

- |                             |                |
|-----------------------------|----------------|
| ✓ Supplier Information Form | (Attachment 1) |
| ✓ Service Contract Sample   | (Attachment 2) |
| ✓ Scope of Work             | (Attachment 3) |
| ✓ Quality Control Plan      | (Attachment 4) |