



MERCY CORPS

Request for Proposal ___ **GAC Compliance
Consultancy**_____

RFP NUMBER – HQ326

Date_18/01/2023_____

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I. Mercy Corps Overview

Mercy Corps is a global team of humanitarians, working together on the front lines of today's biggest crises to create a future of possibility, where everyone can prosper.

Our mission: to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities.

In more than 40 countries around the world, our nearly 6,000 team members work side by side with people living through poverty, disaster, violent conflict and the acute impacts of climate change. We're committed to creating global change through local impact — 85 percent of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. Thanks to support from our extended global community, we've provided \$4 billion in lifesaving assistance to meet the urgent needs of more than 220 million people over nearly 40 years. In addition to emergency aid, we partner with local governments, forward-thinking corporations, social entrepreneurs and people living in fragile communities to develop bold solutions that make lasting change possible.

Through our impact, influence and innovations, in 2020 we:

- Reached nearly 37 million people in more than 40 countries.
- Raised \$60.5 million for our COVID-19 Resilience Fund and have reached 15.1 million people so far through our response.
- Provided 1.8 million people with emergency cash assistance.
- Our work in the Democratic Republic of the Congo alone reached more than 4.9 million people
- Secured \$490 million in revenue from institutional and private funders in 2019.
- Piloted the use of 3D printing to support children with disabilities in Jordan's Za'atari refugee camp.
- Sponsored the Global Fragility Act, together with a coalition of 70 grassroots organizations, which created the first-ever U.S. government strategy to tackle alarming levels of global violence around the world. The act was signed into law in December 2019 after receiving bipartisan support in Congress.
- Launched FInX with a \$10M contribution from Ripple and Rippleworks with the goal to accelerate global financial inclusion by advancing innovative, responsible distributed ledgers, digital assets, cryptocurrencies and other digital financial solutions that help people join the global economy and lift themselves out of poverty.

See more details about our impact in 2020: <http://www.mercycorps.org>

II. Project Background and Context

Mercy Corps has a growing portfolio of projects funded by Global Affairs Canada (GAC) in Africa, the Middle East, and in Latin America and the Caribbean. With this in mind, we are seeking to ensure that our internal organizational policies and practices are in-line with GAC's requirements across a variety of areas, including gender equality, environmental sustainability, finance, and compliance.

Purpose / Project Description:

Mercy Corps seeks a consultant with significant recent experience with GAC to support at agency level to ensure the alignment of Mercy Corps compliance and financial processes and procedures with GAC's requirements and the capacity of our key staff to support GAC programming.

III. Desired Services & Scope of Work

Objective:

The objective of this consultancy will be to review Mercy Corps policies vis-a-vis GAC rules and regulations and provide Mercy Corps with compliance documentation and training to be used by HQ and field staff. The consultant/firm will also review internal tools and templates developed by Mercy Corps for alignment with GAC rules.

Deliverables:

Task 1: Review the Technical Assistance Handbook and its Schedules vis-a-vis Mercy Corps Expatriate Handbook and US and Europe-based staff handbooks.

- Deliverable: Produce summary analysis of areas of discrepancy and required actions from Mercy Corps to ensure compliance.

Task 2: Review the Overseas Assignment Directive and GAC's Policy on Salaries vis-a-vis Mercy Corps Expatriate Handbook.

- Deliverable: Produce summary analysis of areas of discrepancy and required actions from Mercy Corps to ensure compliance.
- Deliverable: Produce internal quick reference guidance on GAC compliance

Task 3: Review the National Joint Council Travel Directive and the Special Travel Authorities of the Treasury Board of Canada Secretariat in comparison with Mercy Corps travel policies.

- Deliverable: Produce internal quick-reference guidance on travel.

Task 4: Provide guidance to Mercy Corps on GAC compliance requirements.

- Deliverable: Produce internal guidance document on GAC compliance.

Task 5: Provide Training of Trainers to Mercy Corps key staff on GAC compliance.

- Deliverable: Provide Training of Trainers on GAC compliance to Mercy Corps key staff; training format and duration to be proposed by consultant.
- Deliverable: Produce presentation and trainer’s notes for Training of Trainers roll out on GAC compliance; format to be proposed by consultant.

Timeframe / Schedule:

- Work plan to be proposed by consultant in application.
- Anticipated start date April 2023 but open for discussion. Contract term is a maximum of 360 days.

IV. Evaluation of Proposals

Proposals will be scored using the following technical criteria. Points for each question will range from 0- 25 the maximum technical score is 100 points. Proposals should address each evaluation criteria.

- Adherence to the RFP Requirements: Did the bidder conform to all requirements and product or service specifications in the RFQ or RFP? (0-25)
- Technical Criteria: Includes the bidder’s understanding of the service or procurement required, bidders’ management plan, supplier’s qualifications and bidders’ overall resources. Does the supplier have the right qualifications (registration, insurance, experience)? (0-25)
- Management Criteria: Includes the bidder’s experience on similar projects, bidder’s performance on similar projects, bidder’s available facilities and resources for the project and the bidder’s plan for management and control of the project. (0-25)
- Cost Criteria: Is the cost within any pre-determined price range, such as cost estimates from a market analysis? In most cases cost is evaluated using value for money unless otherwise directed by donor requirements. (0-25)

V. Proposal Format & Requirements

In order to secure information in a form, which will ensure that your proposal will be properly evaluated, you are asked to submit your proposal in the format listed below. Standard proposal formats are acceptable provided the following information is included:

1. Name, address, telephone number and email address for principal contact.
2. A brief outline of your organization and services offered, including:
 - Full legal name, jurisdiction of organization or incorporation and address of the company
 - Full legal name and country of citizenry of company’s President and/or Chief Executive Officer, and all other officers and senior managers of the company
 - Year business was established
3. Name and professional qualifications of personnel who would provide the services.
4. Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.
5. Description of proposed scope of work, including work plan;
6. Description of proposed costs, including hourly rate for each project team member who would be assigned to this project. Note – Payments under the expected contract will be on a “time and materials” basis for the scope of work in this RFP. This contract will be issued with a “not to exceed” amount. Applicants are requested to segregate presentation of costs based on the tasks as described above.

CONTACT FOR PROPOSAL INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

- Gabriel Suarez, Global Procurement Manager / gsuarez@mercycorps.org

Please email an electronic version of your response (via e-mail), including all supporting documentation, and direct questions about the RFP to each of the designated contacts.

All questions should be submitted in writing (via email) citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question and Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at www.mercycorps.org/tenders

RFP CALENDAR/TIMELINE

- RFP published 18 January 2023
- Questions and Answers period... 18 January 2023 – 06 February 2023
- RFP responses due 10 February 2023
- Vendor selected and notified ASAP

VI. Other Terms & Conditions

WITHDRAWAL OF RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

RFP COSTS

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

AWARD BASIS

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

CONTRACTUAL DEVELOPMENT

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP, or developed subsequently during the selection process.

CONTRACT TERMS

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

EQUAL OPPORTUNITY

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

LIMITATIONS

Mercy Corps, reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.

VII. Sample Contract

The Sample Contract will be found in Annex1 is the anticipated contract and is a condition to the tender. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.

Any deviations or justifications from this contract must be set out in the tender proposal with proposed alternative language.