



MERCY CORPS

Request for Proposal: **HQ377** Full Design and Production of e-Learning Solutions for Mercy Corps Code of Conduct Policies.

Date: March 13th, 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 2021:

- 13.7m reached with clean water and hygiene support
- 10.8m people reached with agricultural support
- 7.5m people reached with financials services support
- 54 active programs to build peace within communities

See more details about our impact in 2021: <http://www.mercycorps.org>

II. Project Background and Context

The project is to design, script, produce, and translate ten (10) training modules up to ninety-minutes in combined length of self-paced e-learning to present the Mercy Corps Code of Conduct policies. This training will be an annual requirement for all Mercy Corps employees.

III. Desired Services & Scope of Work

Scope of Work:

The selected agency will provide Mercy Corps with the following services:

1. Design, scripting, and production of ten (10) Code of Conduct modules up to ninety minutes learning in total in the Articulate Storyline authoring tool, allowing for illustrated visuals, animation, storytelling style scripting, interactive scenarios, and creative writing in the presentation of content.

2. Review existing Code of Conduct course and collaborate with Mercy Corps subject matter experts on new design and content.
3. Create a design theme that will be used throughout this training and any future work related to Mercy Corps trainings.
4. Be available for testing as well as post-upload guidance following the course's launch.

Mercy Corps will own the intellectual property rights of e-learning course and retain the ability to make periodic modifications.

Deliverables:

1. Ten (10) e-learning modules with up to a combined duration of ninety minutes.
 - a. Modules will be available in English, Spanish, French, and Arabic.
 - b. The SCORM compliant eLearning course files will be in a zip file and uploaded on the LMS (Schoox), to which Mercy Corps would have full rights and the ability to modify in future.
2. An adaptation of the training that can be delivered offline and/or in-person.

Additional Information:

The 10 targeted modules are:

1. Introduction to Mercy Corps
2. Child safeguarding
3. Anti-Trafficking and exploitation
4. Prevention of sexual exploitation and abuse
5. Sexual misconduct in the workplace
6. Reporting ethics violations
7. Fraud and Corruption
8. Bullying, Harassment and Discrimination
9. Prohibited Parties
10. E-signature and acknowledgement

Knowing that each module covers a separate policy and they are available in the following link for your reference: <https://www.mercycorps.org/who-we-are/ethics-policies#supplemental-guidance>

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? (0-10)
- 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)? (0-35)

- 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. (0-30)
- 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)

An evaluation will be completed by checking responsiveness to our requirements (proposals) and a follow up interview for a demo from the shortlisted bidders.

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.

CONTACT FOR BID INQUIRIES

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

Lubna Mousa, Senior Global Procurement Manager @ lumousa@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 March 13th, 2023
- Questions and Answers period March 13th to March 22nd
- RFP responses due March 29th 5PM Pacific
- Vendor meetings week of TBD
- Vendor selected and notified April 2023

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

This 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.

The following is a sample of service contract template for Mercy Corps that you can review, comment on, or accept.



Service Contract
Template.docx