



**MERCY CORPS**

Request for Proposal Reference Number: **HQ548**

**Consultancy Service for Learning Design Training of Trainers.**

Date: **April 16, 2024**

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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, over 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 — 95% of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. And we go beyond emergency aid, partnering with local governments, forward-thinking corporations, social entrepreneurs, and people living in fragile communities to develop bold solutions that make lasting change possible.

# II. Project Background and Context

The Grants Compliance Support Unit (GSCU) and International Finance teams provide support to Mercy Corps' Country Office and Global Support Team operations through its subject matter expertise in the interpretation and application of regulations and related internal policies. Team members regularly train staff based in country offices through in-person and online methodologies.

Now that travel to country and regional offices has restarted, Mercy Corps needs to refresh and revise in person training modules to incorporate learner centered sessions and adult learning principles. The intent of this consultancy will be to conduct a 3-day in-person trainings for trainers for staff in the Compliance and Finance functions that conduct in person training in a cross-cultural setting.

# III. Desired Services & Scope of Work

## Objectives:

Deliver in-depth course for finance and compliance facilitators on learning design and facilitation skills. Participants should receive practical tips and solutions for designing and delivering learning for adult learners. Participants will learn to design and deliver learner-centered sessions that are relevant, practical, and engaging. Practical exercises should demonstrate how to build a rapport with the audience and keep them engaged. Participants receive individualized real-time feedback on their training delivery style with tips for improvement.

## Activities: The Consultant will:

1. Meet with Senior Director to set schedule and finalize training materials.
2. Submit draft training materials for review and discussion and finalization.
3. Provide 2 experienced trainers for 3 days including ½ day before for set up and final discussions.
4. Conduct training at venue to be selected by Mercy Corps.
5. Document training activities and submit training reports for review and discussion.

## Consultant Deliverables:

- Provide training design/outline.
- Training report with final slides/exercises shared at meeting to be held after the training.

**Timeframe / Schedule:**

Training to be conducted in Portland and between September-November 2024 (dates to be confirmed).

**Required Experience & Skills:**

- 5-10 years of experience in relevant training of trainers
- Previous experience conducting training on this subject matter.
- Experience working in cross cultural settings with people where English is a second or third language.

**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.

**Note:** Please send us a completed supplier information Form that is attached in addition to the other documents. Furthermore, if you have any comments on the contract template provided, please let us know; if not, it will be considered as consent.

**CONTACT FOR BID INQUIRIES AND PROPOSAL SUBMISSION**

✓ **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](mailto:lumousa@mercycorps.org)

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](http://www.mercycorps.org/tenders)

✓ **CONTACT FOR PROPOSAL SUBMISSION**

Please email an electronic version of your response (via e-mail), including all supporting documentation to the following email address:

Global Procurement at [gptenders@mercycorps.org](mailto:gptenders@mercycorps.org)

**RFP CALENDAR/TIMELINE**

RFP published	<b>April 16, 2024</b>
Questions and Answers period	<b>April 23, 2024, to April 26, 2024</b>
RFP responses due	<b>Fridy of May 3, 2024, at 5:00 p.m. at DC, USA time.</b>
Vendor meetings week of	<b>TBC</b>

## **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