



International Rescue Committee, Inc.

**Request for Proposals for Humanitarian Training
Services**

March 30th, 2018

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I. IRC OVERVIEW

The International Rescue Committee helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover, and gain control of their future. Founded in 1933 at the request of Albert Einstein, the IRC works with people forced to flee from war, conflict and disaster and the host communities that support them, as well as with those who remain within their homes and communities. At work today in over 40 countries and 22 U.S. cities, we restore safety, dignity and hope to millions who are uprooted and struggling to endure.

In 2017, the IRC and our partners:

- Helped 23 million people whose lives and livelihoods were shattered by conflict and disaster to survive, recover, and gain control of their future.
- Provided 16.1 million people with primary and reproductive health care
- Gave 3.3 million people access to clean drinking water and sanitation
- Vaccinated over 364,000 children under the age of one against disease
- Helped 331,448 women deliver healthy babies in IRC-supported clinics and hospitals
- Treated 104,096 children under the age of five for acute malnutrition.
- Provided schooling and educational opportunities to over 1 million girls and boys, and trained over 23,000 educators
- Provided counseling or cared for over 32,499 vulnerable children and provided skillstraining or access to financial services to another 10,917 young people
- Counseled and provided essential services to over 10,809 survivors of gender-based violence and educated and mobilized over 1,222,877 men, women and children to lead prevention efforts in their communities
- Created 1,231 village savings and loan associations (VSLAs) that benefited some 32,722 members in 8 countries
- Provided 18,338 farmers with agricultural or agribusiness training
- Provided job-related skills training (entrepreneurship, business and financial literacy, vocational training) to 18,417 people
- Provided legal assistance to 22,000 people through IRC-supported legal

centers See more details about our impact at: <http://www.rescue.org/>

IRC currently operates in the U.S., Africa, Middle East, Asia, and Europe. For a complete listing of countries in which IRC operates and supports refugee programs, please visit <http://www.rescue.org/where>

II. PROJECT BACKGROUND AND CONTEXT

The International Rescue Committee (IRC) is seeking to partner with one or more agencies to meet our programmatic needs in Humanitarian Training Program, with a particular focus on health and psychosocial wellness.

The purpose of this training would be two-fold:

1. To provide local leadership teams with the tools needed to respond to emerging training needs quickly.

2. To assist the IRC's Duty of Care program in the development of foundational materials and services.

PROPOSAL PROCESS

This project is led by Robert Lindsley, IRC Duty of Care Director with assistance from Todd Veneziano, Procurement Manager. A team of internal marketing colleagues (Procurement Committee) are also engaged in the process and will be assisting in making a final partner selection.

III. CURRENT ENVIRONMENT – METHODS & OUTCOMES

IRC is embarking upon an ambitious strategy to transform the way that the organization meets its duty to provide for the safety, security, health, and wellbeing of its staff. While the organization has well developed safety and security functions, the newly launched Duty of Care program will seek to add to the portfolio of services through the addition of new resources and services to support the health and psychosocial wellbeing of staff. The program will contain a number of components including centralized resources (online web portal, online self-study materials, e-learning), locally managed components (face to face training and activities), and decentralized resources that are created and implemented in response to emerging needs in a local context.

The Duty of Care program is led by an HQ-based director who is responsible for the overall program design, staffing, funding strategy, roll out plan, and on-going management. The Duty of Care program is housed in Human Resources, but governed by a Duty of Care Steering Committee composed of senior leaders from across operational and programmatic areas.

IV. DESIRED SERVICES - SCOPE OF WORK & DELIVERABLES

The goals and deliverables for this project are outlined below. While it is expected that there would be significant dialogue between the vendor and project manager, it would be helpful for vendors to provide a proposed timeline for Area 1 activities with potential launch date, and estimated timelines for response to Area 2 activities.

Area 1: Initial Concentrated Efforts to Build Basic Program Materials:

- Custom training development
 - o Potential topics:
 - Building Personal Resilience for Humanitarians
 - Staff Care for Managers
 - Family Liaison Training
 - Peer Support Group training
 - Psychosocial Care for Staff in the Aftermath of a Critical Incident
 - With planning for different types of critical incident (Ex: Violence, captivity, sexual assault, etc.) and different actors involved (Ex: Survivor, responders, family, wider staff, senior leaders)
 - o Requested modalities:
 - Training of Trainers where IRC staff take ownership of the materials and program going forward
 - E-learning

- Online self-study materials development (text and multimedia; desktop, but potentially mobile-ready as well)
 - o IRC is interested in the creation of custom materials to be owned by the organization and hosted on its website
 - o Potential Topics:
 - Introduction to basic psychosocial topics—Ex: Stress and Stress Management; Burnout; Vicarious Trauma; Resilience; etc.
 - Online psychosocial assessments/ checklists
 - Instruction on techniques to reduce stress, enhance coping, and build resilience
 - Tactics that managers can use to enhance employee wellbeing and model work-life balance (interpersonal approaches, restructuring workflows, team strategies, etc.)
 - Teambuilding and other ideas for enhancing connection among staff
 - Best practices in employee recognition

On-going Efforts as Locally Determined:

- On-site training on topics relating to safety, security, health, and wellbeing of the humanitarian workforce.
 - o Please indicate the following:
 - Currently developed topics
 - Languages of instruction possible for each off the shelf offering
 - Estimated time between request and training delivery for off the shelf offerings
 - Estimated time between request and training delivery for custom offerings (short course trainings of 1-3 days)
 - o Please indicate typical costs, including time and materials for preparation

V. EVALUATION OF PROPOSALS

Proposals will be scored based on Technical criteria as well as Understanding & Capability. Points for each question will range from 0-20. The maximum score for each set of criteria is 100 points. Proposals should address each evaluation criteria.

Technical 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/procurements, bidder's performance on similar projects/procurements, bidder's available facilities and resources for the project/procurement and the bidder's plan for management and control of the project/procurement? (0-20)

- **Cost Criteria:** In most cases cost is evaluated using value for money unless otherwise directed by donor requirements. (0-15)
- **IRC Small and Disadvantaged Businesses Guideline:** Does the bidder fall into this group? (0-15)

Understanding and Capability Criteria

We welcome proposals that provide information about your agency, your philosophy and approach to digital marketing, backgrounds of your people and process, and visuals that give us a sense of your past work. Thus, we are not suggesting a specific proposal structure, but we would like to know the following:

- Description of your process, including a timeline, benchmarks, deliverables, and description of how you will manage the process of this project in the context of working with a multiple internal stakeholders.
- Description of how we would work together (communication, feedback structure, what you would need from us).
- Past work with nonprofits and/or fundraising and advocacy groups.
- Staff who will be working on the project, lines of communication between staff and IRC representatives, and any sub-contractors that may be required. For all staff to be involved in the project, a description should be provided of their roles, responsibilities and level of effort.
- Prospective vendors are asked to estimate the cost of the project, and include the estimate as part of their budget calculation. All costs associated with the delivery of the project should be broken down by phase, deliverable or element.
- Examples of previous projects developed by your firm that are relevant to our project, including a description of the project and what role your firm played.
- Portfolio of work.

Award will be made on the basis of “best value”, as determined by the evaluation process.

- IRC reserves the right to award multiple contracts. Final selection is at IRC's sole discretion.
- No minimum amount of work is guaranteed.
- Proposals submitted in response to this solicitation must comply with the instructions and procedures contained herein.

VI. PROPOSAL FORMAT AND REQUIREMENTS

In order to secure information in a form, which will ensure that your proposal will be properly evaluated. 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 IRC that IRC could contact as references.

CONTACT FOR BID INQUIRIES

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

Robert Lindsley, Robert.Lindsley@rescue.org and Todd Veneziano todd.veneziano@rescue.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.

All questions posed during the Q&A period will be responded to and the answers shared with all of the respondents.

Only questions received during the Question and Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered.

RFP CALENDAR/TIMELINE

- | | | |
|--|-----------------------------------|----------------------|
| • RFP published – | Monday, April 9 th | |
| • Q&A questions due by – | Friday, April 13 th | by close of business |
| • Q&A published to respondents | Thursday, April 19 th | by close of business |
| • RFP responses due – | Thursday, April 26 th | by close of business |
| • Vendor meetings (as necessary) week of | Week of May 6 th | |
| • Vendor selected and notified | On or before May 14 th | |

VII. OTHER TERMS AND CONDITIONS

INSURANCE

Prior to the commencement of the work to be performed by the successful Bidder, the Bidder shall file with IRC Certificates of Insurance evidencing compliance with all requirements contained in this RFP. Acceptance and/or approval by IRC does not and shall not be construed to relieve Bidder of any obligations, responsibilities or liabilities under the contract awarded by this RFP.

All insurance required by the RFP shall be obtained at the sole cost of the bidder and shall be maintained with insurance carriers licensed to do business in New York State and acceptable to the IRC,

shall be primary and non-contributing to any insurance or self-insurance obtained by the IRC, shall be endorsed to provide written notice be given to the IRC at least thirty days (30) prior to the cancellation, non-renewal or material alteration of such policies, which notice, evidenced by return receipt of U.S. Certified Mail, and shall be sent in accordance to the provisions of this agreement and shall name the IRC, its officers, agents and employees as additional insurers hereunder.

The Bidder shall be solely responsible for the payment of all deductibles and self-insured retentions to which such policies are subject. Deductibles and self-insured retentions must be approved by IRC. Such approval shall not be unreasonably withheld.

If IRC allows subcontracting, the Bidder shall require that any subcontractors hired carry insurance with the same limits and provisions provided herein.

The Bidder shall cause all insurance to be in full force and effect as of the commencement date of the contract awarded as a result of this RFP, and to remain in full force and effect throughout the term of the contract and as further required by this RFP. The Bidder shall not take any action, or omit to take any action that would suspend or invalidate any of the required coverage during the period of time such coverage are required to be in effect.

Not less than thirty (30) days prior to the expiration date or renewal date, the Bidder shall supply IRC with updated replacement Certificates of Insurance, and amendatory endorsements.

The Bidder, throughout the term of the contract, or as otherwise required by this RFP, shall obtain and maintain in full force and effect, the following insurance with limits not less than those described below and as required by the terms of this RFP, or as required by law, whichever is greater (limits may be provided through a combination of primary and umbrella/excess policies):

1. Commercial General Liability Insurance with a limit of not less than \$1,000,000 each occurrence, with a limit of not less than \$1,000,000 aggregate. Such liability shall provide equivalent coverage and shall cover liability arising from premises operations, independent contractors, products-completed operations, broad form property damage, personal & advertising injury, cross liability coverage, liability assumed in a contract (including the tort liability of another assumed in a contract) and explosion, collapse & underground coverage.
2. Workers Compensation, Employers Liability, and Disability Benefits as required by New York State.
3. Comprehensive Business Automobile Liability Insurance with a limit of not less than \$1,000,000 each accident. Such insurance shall cover liability arising out of any automobile including owned, leased, hired and non-owned automobiles.
4. Professional Liability Insurance, covering actual or alleged negligent acts, errors or omissions committed by the Contractor, its agents or employees, arising out of the work performed under this Agreement. The policy coverage shall extend to include bodily injury and property damage from negligent performance of professional services and personal injury liability coverage for claims arising out of performance of services. The policy shall have limits of liability of not less than \$1,000,000 each occurrence, with a limit not less than \$1,000,000 aggregate. The Contractor shall be responsible for payment of all claim expenses and loss payments with the deductible.

Waiver of Subrogation. Bidder shall cause to be included in each of its policies insuring against loss, damage or destruction by fire or other insured casualty a waiver of the insurer's right of subrogation against IRC, or, if such waiver is unobtainable (i) an express agreement that such policy shall not be invalidated if Bidder waives or has waived before the casualty, the right of recovery against IRC or (ii) any other form of permission for the release of IRC.

Awarded Bidder shall furnish evidence of all policies to IRC, before any work is started. Certificates of Insurance may be supplied as evidence of such aforementioned policies; however, if requested by the Agency, the Bidder shall deliver to IRC within forty-five (45) days of the request a copy

of such policies, certified by the insurance carrier as being true and complete. If a Certificate of Insurance is submitted it must: (1) be signed by an authorized representative of the insurance carrier or producer and notarized; (2) disclose any deductible, self-insured retention, aggregate limit or any exclusions to the policy that materially change the coverage; (3) indicate the Additional Insurers and Named Insurers as required herein; (4) reference the Agreement by number on the face of the certificate; and (5) expressly reference the inclusion of all required endorsements.

If, at any time during the term of the resulting contract, insurance as required is not in effect, or proof thereof is not provided to IRC, IRC shall have the option to: (i) direct the Contractor to suspend work with no additional cost or extension of time due on account thereof, or (ii) treat such failure as a breach in contract.

IRC SMALL & DISADVANTAGED BUSINESS GUIDELINE

It is the policy of IRC to encourage the greatest possible participation of disadvantaged businesses as bidders in compliance with New York State laws and USAID donor requirements. IRC has established goals for each of the following disadvantaged business categories:

- Small Business (SB)
- Small Disadvantaged (SDB) including Alaska Native Corporations and Indian Tribes,
- Women-owned and Economically Disadvantaged Women-Owned (WOSB)
- Historically Underutilized Business Zone (HUBZone),
- Veteran Owned Small Business (VOSB)
- Service-Disabled Veteran-Owned (SDVOSB) Small Businesses and "Other than Small Business"

For purposes of this bid response, bidders should indicate their eligibility for any of the above-listed categories. If chosen as a finalist, you will be required to provide your registration number as well as additional information.

NOTE: Not having disadvantaged business status will not disqualify you from participating in this tender

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 IRC. 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 IRC, 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. IRC 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 IRC, acting in the sole and exclusive exercise of its discretion, deems to be in IRC's best interest.

CONTRACTUAL DEVELOPMENT

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the IRC. 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. The IRC may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

EQUAL OPPORTUNITY

The IRC 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

The IRC, reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter should not exceed 12 pages.