

REQUEST FOR PROPOSAL

TO:

Whom it may concern

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Date of issue:	05.07.2023
RFP no.:	2023-029
Contract title:	Evaluation - VR as therapeutic intervention
Closing date:	04.08.2023, 23:00
Contracting Authority:	Contact person: Silje Heitmann Tel: +47 970 75 670 Email: she@nca.no Oda Thune Email: odt@nca.no

NORWEGIAN CHURCH AID INVITES YOU TO SUBMIT A PROPOSAL FOR CONSULTANCY SERVICE.

Dear Sir/Madam,

The Service is required for Evaluation - VR as therapeutic intervention. Please find enclosed the following documents which constitute the Request for Proposal:

A – Instructions

Annex 1: Terms of Reference

Annex 2: Proposal Submission Form (to be completed by the Candidate)

Annex 3: Needs Assessment

Annex 4: Problem statements

Annex 5: General Terms and Conditions for Service Contracts

Annex 6: Code of Conduct for Contractors

If this document is a PDF format, upon request, a complete copy of the above documents can be forwarded in a WORD format for electronic completion. It is forbidden to make alterations to the text.

We should be grateful if you would inform us by email of your intention to submit or not a proposal.

A. INSTRUCTIONS

In submitting a proposal the Candidate accepts in full and without restriction the special and general conditions including annexes governing this Contract as the sole basis of this procedure, whatever his own conditions of services may be, which the Candidate hereby waives. The Candidates are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this Request for Proposal.

A.1. Scope of services

The Services required by the Contracting Authority are described in the Terms of Reference in Annex 1.

The Candidate shall offer the totality of the Services described in the Terms of Reference. Candidates offering only part of the required Services will be rejected.

A.2. Cost of proposal

The Candidate shall bear all costs associated with the preparation and submission of his proposal and the Contracting Authority is not responsible or liable for these costs, regardless of the conduct or outcome of the process.

A.3. Eligibility and qualification requirements

Candidates are not eligible to participate in this procedure if they are in one of the situations listed in article 33 of the General Terms and Conditions for Service Contracts.

Candidates shall in the Proposal Submission Form attest that they meet the above eligibility criteria. If required by the Contracting Authority, the Candidate whose proposal is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility.

Candidates are also requested to certify that they comply with the Code of Conduct for Contractors.

A.4. Exclusion from award of contracts

Contracts may not be awarded to Candidates who, during this procedure:

- (a) are subject to conflict of interest.
- (b) are guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the Contract procedure or fail to supply this information.

A.5. Documents comprising the Request for Proposal

The Candidate shall complete and submit the following documents with his proposal:

- a. Proposal Submission Form (Annex 2) duly completed and signed by the Candidate.
- b. Proposal description (no formal template from NCA)
- c. CV. highlighting the Candidate's experience in the specific field of the Services and his/her specific experience in the country/region where the Services are to be performed.

The proposal and all correspondence and documents related to the Request for Proposal exchanged by the Candidate and the Contracting Authority must be written in the language of the procedure, which is English.

A.6. Financial proposal

The Financial Proposal shall be presented as an amount in USD (based on the currency rate 4th of August 2023) or NOK in the Proposal Submission Form in Annex 3. The remuneration of the Candidate under the Contract shall be determined as follows:

Global price: The Candidate shall indicate in his/her proposal his/her proposed global remuneration for the performance of the Services. The Candidate shall be deemed to have satisfied himself as to the sufficiency of his/her proposed global remuneration, to cover both his/her fee rate, including overhead, profit, all his/her obligations, sick leave, overtime and holiday pay, taxes, social charges, etc. and all expenses (such as transport, accommodation, food, office, etc.) to be incurred for the performance of the Contract. The proposed global remuneration shall cover all obligations of the successful Candidate under the Contract (without depending on actual time spent on the assignment) and all matters and things necessary for the proper execution and completion of the Services and the remedying of any deficiencies therein.

VAT and/or any sales tax applicable to the purchase of services shall be indicated separately in the proposal if applicable.

A.7. Validity

Proposals shall remain valid and open for acceptance for 30 days after the closing date.

A.8. Submission of proposals and closing date

Proposals must be received at the address mentioned on the front page in a sealed envelope not later than the closing date and time specified on the front page.

A.9. Evaluation of Proposals

The evaluation method will be the quality and cost-based selection. A two-stage procedure shall be utilised in evaluating the Proposals, a technical evaluation and a financial evaluation.

Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights of <75>% for the Technical Proposal; and <25>% for the offered price. Each proposal's overall score shall therefore be: St X <75>% + Sf X <25>%.

Technical evaluation

For the evaluation of the technical proposals, the Contracting Authority shall take the following criteria into consideration, with the indicated weights:

Technical evaluation		Maximum Points
Candidate and/or Organisation		
1	To what degree does the proposal show understanding of the task?	20
2	Have the Terms of Reference been addressed in sufficient detail?	20
3	Is the conceptual framework adopted appropriate for the task?	10

4	Is the sequence of activities and the planning logical, realistic and promising efficient implementation to the Contract?	10
5	Is the work plan adequate in responding to the Terms of Reference	10
6	Relevant academic qualifications	10
7	Relevant experience in the field of assignment	10
8	Experience in the region/country e.g. knowledge of local language, culture, administrative system, government etc.	10
Total Technical Score		100

Interviews

The Contracting Authority reserves the right to call to interview the Candidates having submitted proposals determined to be substantially responsive.

Financial evaluation

Each proposal shall be given a financial score by the Procurement committee. The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The formula for determining the financial scores shall be the following:

$Sf = 100 \times Fm/F$, in which
Sf is the financial score
Fm is the lowest price and
F is the price of the proposal under evaluation

Negotiations

The Contracting Authority reserves the right to contact the Candidates having submitted proposals determined to be substantially and technically responsive, in order to propose a negotiation of the terms of such proposals. Negotiations will not entail any substantial deviation to the terms and conditions of the Request for Proposal, but shall have the purpose of obtaining from the Candidates better conditions in terms of technical quality, implementation periods, payment conditions, etc.

Negotiations may however have the purpose of reducing the scope of the services or revising other terms of the Contract in order to reduce the proposed remuneration when the proposed remunerations exceed the available budget.

A.12. Award criteria

The Contracting Authority will award the Contract to the Candidate whose proposal has been determined to be substantially responsive to the documents of the Request for Proposal and which has obtained the highest overall score.

A.13. Signature and entry into force of the Contract

Prior to the expiration of the period of the validity of the proposal, the Contracting Authority will inform the successful Candidate in writing that its proposal has been accepted and inform the unsuccessful Candidates in writing about the result of the evaluation process.

Within 5 days of receipt of the Contract, not yet signed by the Contracting Authority, the successful Candidate must sign and date the Contract and return it to the Contracting Authority. On signing the Contract, the

successful Candidate will become the Contractor and the Contract will enter into force once signed by the Contracting Authority.

If the successful Candidate fails to sign and return the Contract within the days stipulated, the Contracting Authority may consider the acceptance of the proposal to be cancelled without prejudice to the Contracting Authority's right to claim compensation or pursue any other remedy in respect of such failure, and the successful Candidate will have no claim whatsoever on the Contracting Authority.

A.14. Cancellation for convenience

The Contracting Authority may for its own convenience and without charge or liability cancel the procedure at any stage.

A.15. Data Protection and Privacy

The Contracting Authority may collect and process personnel data such as names, addresses, telephone numbers, email addresses, banking details and CVs. Such data will be used for the sole purpose of managing the procurement process and any subsequent Contract issued as a result of the procurement process, including transmission to bodies charged with monitoring and or inspecting procurement processes, in accordance with applicable EU, international and national law on data protection. Data may be stored for as long as a legitimate reason remains for its storage and up to a period of seven years.

Submission of any bid, proposal, quotation or offer and acceptance of any subsequent Purchase Order or Contract signifies the bidders consent to such data collection and its processing

The General Terms and Conditions provide reference to the specific rights, and regulations related to the data that is stored.

Terms of Reference – Evaluation of VR as therapeutic intervention

BACKGROUND INFORMATION

Gender-based violence (GBV) and other manifestations of gender inequality have a deep impact on women's and girls' mental health and psychosocial well-being, especially in humanitarian contexts. To address this problem, Norwegian Church Aid (NCA) seeks to continually improve the quality of care for survivors and those at risk of GBV so that they can increase feeling of wellbeing, restore their wellbeing, reconnect with their communities, and be agents of social change.

With funding from Innovation Norway, NCA aims to leverage private sector expertise in adapting and/or designing and building a Virtual Reality (VR) experience(s) for therapeutic or behaviour change purposes with adult women and adolescent girls (ages 14+) who have experienced GBV. This project will be first piloted in Iraq, where NCA's needs assessment verified that women, adolescent girls and GBV survivors find it very difficult to talk with others about issues they find most important to address, like depression, overthinking/anxiety, sadness, isolation/loneliness, and fear of shame. NCA wants to explore how VR technology can offer survivors the opportunity to do a meaningful piece of therapeutic work without the discomfort or pressure of talking to another person. Therapeutic uses of VR may increase access to quality care when specialized services and trained providers are not available. VR may also allow paraprofessionals to offer higher quality care more efficiently to survivors.

NCA is following Innovation Norway's Innovation-Friendly Procurement Process. As such, NCA conducted a thorough Needs Assessment in Iraq in mid-2022 (see Annex 4 for the report), during which NCA engaged potential end users to clearly define and prioritize their own needs. Then, NCA conducted a global market dialogue with private companies, software developers, social enterprises, academia, humanitarian actors and other experts and institutions, which formed the basis of the procurement of two VR solutions for the project.

CONTRACT PURPOSE AND EXPECTED RESULTS

NCA wishes to have an external evaluation carried out to evaluate whether the use of VR technology has offered women and girls support, increased access to care and provided higher quality care.

The two suppliers of the two VR solutions will provide psychometric scales and/or questions to add to existing scales to measure the proposed/intended outcome. NCA caseworkers currently use the GBV Case Management Outcome Monitoring Toolkit. The toolkit includes two scales to measure wellbeing and stigma, and more indicators can be added to these scales. The VR solution suppliers will work with researchers/evaluators to support the design and execution of the study, including access to the technology and key personnel. The VR solution suppliers will also provide a brief questionnaire and guidance to collect user feedback (via paper data collection), including proposing indicators for user feedback. The aim is not to evaluate the two VR solutions against each other, but each VR solution against the goals of the project.

The evaluation shall cover the detailed problem statements (Annex 5).

Overall objective:

Evaluate whether the use of VR technology has:

- a) offered survivors the opportunity to do a meaningful piece of therapeutic work without the discomfort or pressure of talking to another person,
- b) increased access to quality care when specialized services and trained providers are not available,
- c) VR allowed paraprofessionals to offer higher quality care more efficiently to survivors, and
- d) Offered women and girls at risk of violence increased wellbeing.

The evaluation must answer:

1. How, if at all, do the two VR-based experiences help alleviate one or more of the identified psychosocial problems among individual GBV survivors?
 - a. The evaluation must address the following psychosocial problems at a minimum: Depression, Overthinking/Anxiety, Sadness, Isolation/Loneliness and Fear of Shame
 - b. Desired if the following are included: anger, negativity, suicide, regret, stigma, lack of self-esteem/inferiority.
2. How do survivors perceive their safety when accessing the VR-based experience/program?
 - a. VR solution A
 - b. VR solution B
3. Is the two VR-based experience/program easily used by newly hired staff?
4. How, if at all, are the two VR-based experience/program addressing the target psychosocial problems in a way that is culturally relevant, age-appropriate, in line with GBV minimum standards, and usable by survivors with diverse experiences?
5. Is the measuring of the therapeutic outcomes and changes from the VR experience/program in line with client feedback?
6. Do case workers perceive that the data is easily collected and safely stored?
7. Do survivors perceive that their data is easily collected and safely stored?
8. Should there be any changes to the VR experience design?
9. What is the perception of scaling the VR experiences to other areas in Iraq or other countries?
10. Would survivors recommend this to others? Why?
11. Would case workers recommend this to others? Why?

Sample size:

- 30-50 survivors (15 – 25 for VR solution A and 15 – 25 for VR solution B)
- 50 women and girls
- 50 non-VR users

Results to be achieved by the Contractor:

1. Approved inception report with detailed timeline
2. Approved research methodology, including questionnaires.
3. Draft evaluation report
4. Approved final evaluation report.

TIMING, LOGISTICS AND FACILITIES

NCA aims to have an approved final evaluation report ready by 30 January 2024.

Any expenses incurred (such as planning, transport, accommodation, food, office, etc.) shall be covered by the supplier. This includes all matters and things necessary for the proper execution and completion of the Services and the remedying of any deficiencies therein.

Contractor(s) must clearly state that they have access to Alqush and Mosul areas of Iraq.

Recruitment of enumerator(s) is the responsibility of the contractor(s), however NCA can provide support in advertisement, recruitment, and orientation of selected enumerator(s) if needed.

NCA has the necessary VR equipment in Iraq.

KEY EXPERTS AND OTHER PERSONNEL

NCA requests that our contracting partner is knowledgeable and has broad experience in the relevant subject areas.

ANNEX 3: PROPOSAL SUBMISSION FORM

My financial proposal for my services is as follows:

Global price

	Currency	Amount
Global price (fees and expenses)		
VAT or other tax on services		
Total price incl. taxes		

CANDIDATE OR COMPANY INFORMATION

Company (legal name)	
Street name and no.	
City	
Postal code	
Country	
Phone no.	
Email	
Website	
Director (name)	

GENERAL COMPANY INFORMATION

Year of establishment	
Licence number (VAT no./TAX id)	
Country of registration	
Does your company have CSR related policies in place. Please state which policies.	
Does your company adhere to General Data Protection Regulations (GDPR)	

REFERENCES

Name and country of customer	Type of contract	Value	Contact name	Phone/fax and email

Include details of the experience and past performance on contracts of a similar nature within the past five years and information on other contracts in hand and/or future commitments including details of the actual and effective participation in each of such contracts, description of the Candidate's assignments and periods of engagement. Additional documents can be attached to the above form.

The proposal is valid for a period of 30 days after the closing date in accordance with the article A.9. Validity.

After having read your Request for Proposal no. 2023-029 for Evaluation VR as therapeutic intervention dated 05.07.2023, and after having examined the Request for Proposal, I/we hereby offer to execute and complete the services in conformity with all conditions in the Request for Proposal for the sum indicated in our financial proposal.

Further, I/we hereby:

- Accept, without restrictions, all the provisions in the Request for Proposal including the General Terms and Conditions for Service Contracts.
- Provided that a contract is issued by the Contracting Authority I/we hereby commit to perform all services described in the Terms of Reference, Annex.
- Certify and attest compliance with eligibility criteria of article 33 of the General Terms and Conditions for Service.
- Certify and attest compliance with the Code of Conduct for Contractors in Annex 5.

The above declarations will become an integrated part of the Contract and misrepresentation will be regarded as grounds for termination.

Any subsequent Contract related to this Proposal will be subject to the Contracting Authorities General Terms and Conditions for Service Contracts and the Code of Conduct for Contractors available through the below link. Printed versions are available on request.

<https://www.kirkensnodhjelp.no/en/about-nca/for-contractors/>

Signature and stamp:

Signed by:

The Candidate

Name of the company

Address

Telephone no.

Email

Name of contact person

Annex 4: NEEDS ASSESSMENT REPORT

[Needs Assessment Report](#)

Annex 5: DETAILED PROBLEM STATEMENTS

[Detailed problem statements](#)

Annex 6: General Terms and Conditions

[Terms and Conditions](#)

Annex 7: Code of Conduct

[Code of Conduct](#)