REQUEST FOR PROPOSAL

TO:

To whom it may concern

Date of issue:	01.04.2025
RFP no.:	2025-011
Contract title:	Evaluation of GBV and MHPSS Programme in NCA's Ukraine Response
Closing date:	07.05.2025 17:00 CEST
Contracting Authority:	Norwegian Church Aid Email: procurement@nca.no
Please note that the Proposals must be sent to the Contracting Authority to procurement@nca.no marked with the above RFP number and the name of the submitting company.	

NORWEGIAN CHURCH AID (NCA) INVITES CONTRACTORS/CONSULTANTS TO SUBMIT A PROPOSAL FOR PROVISION AN INDEPENDENT EVALUATION OF THE GENDER-BASED VIOLENCE (GBV) AND MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS) PROGRAMME IN NCA'S UKRAINE RESPONSE

Dear Sir/Madam,

The Service(s) required will contribute to strengthening NCA's technical capacities through the provision of an independent evaluation of the Gender-Based Violence (GBV) and Mental Health and Psychosocial Support (MHPSS) Program in NCA's Ukraine Response. This evaluation will assess the performance, relevance, effectiveness, efficiency, and sustainability of the programs, generate knowledge, reflect on challenges, and propose actionable recommendations for future programming. The evaluation will also enhance NCA's ability to document results, improve program quality, and inform strategic decision-making for ongoing and future interventions.

Please find enclosed the following documents which constitute the Request for Proposal:

- **Instructions**
- **Annex 1: Terms of Reference (ToR)**
- **Annex 2: Proposal Submission Form** (to be completed by the Contractor/Consultant)
    - **General Terms and Conditions for Service Contracts**
    - **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.

A. INSTRUCTIONS

In submitting a proposal, the Contractor/Consultant 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 Contractor/Consultant hereby waives. The Contractor/Consultants 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 Contractor/Consultant may offer parts of, or the total of the Services described in the Terms of Reference.

A.2. Cost of proposal

The Contractor/Consultant 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

Contractor/Consultants 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.

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

Contractor/Consultants 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 Contractor/Consultants 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 Contractor/Consultant shall complete and submit the following documents with his proposal:

a. Proposal Submission Form (Annex 2) duly completed and signed by the Contractor/Consultant
b. CV. highlighting the Contractor/Consultant'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.
c. Proposal specifying the contractor/consultants experience and technical knowledge in line with the expected results, scope of services and qualifications in the ToR and under article A.9.

The proposal and all correspondence and documents related to the Request for Proposal exchanged by the Contractor/Consultant 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 **NOK, USD,** or **EUR** in the Proposal Submission Form in Annex 2.

The Candidate shall only present the Financial Proposal in one currency. The price proposed by the Candidate shall not be subject to adjustments except as otherwise provided in the conditions of the Contract.

For evaluation purpose, where proposals are given in USD or EUR, it shall be converted into NOK at the rate published by OANDA (https://www.oanda.com/) on the closing date at 3:00 PM Norwegian time.

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

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 email address mentioned on the front page 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**
1	Relevant experience and expertise in conducting Gender Based Violence and Mental Health/ Psychosocial Support evaluations, based on CV's and at least 2 relevant pieces of work	30
2	Methodology quality and ability of the approach to address the evaluation objectives and questions	35
3	Workplan and budget proposed are able to achieve the evaluation's objectives	15
4	Presence and access capacity in Ukraine, including proficiency in Ukrainian and Russian and safety and risk management capacity	20
Total Technical Score		**100**

Financial evaluation

Each proposal shall be given a financial score. 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 x Fm/F**, in which **Sf is the financial score**, **Fm is the lowest price** and **F is the price of the proposal under evaluation

Interviews
The Contracting Authority reserves the right to call to interview the Contractor/Consultants having submitted proposals determined to be substantially responsive.

Negotiations
The Contracting Authority reserves the right to contact the Contractor/Consultants 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 Contractor/Consultants 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.
The Contracting Authority will award the Contract to the Contractor/Consultant 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 Contractor/Consultant in writing that its proposal has been accepted and inform the unsuccessful Contractor/Consultants 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 Contractor/Consultant must sign and date the Contract and return it to the Contracting Authority. On signing the Contract, the successful Contractor/Consultant will become the Contractor and the Contract will enter into force once signed by the Contracting Authority.

If the successful Contractor/Consultant 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 Contractor/Consultant 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.

Annex 1: TERMS OF REFERENCE

1. Context and Background

Description of the context of the response

More than three years into Russia's full-scale invasion of Ukraine, the situation is volatile and unpredictable, and changes can occur at short notice. In the Southern and Eastern regions near the military frontline of the conflict, the situation remains an active emergency due to active warfare, moving frontlines, destruction of infrastructure and housing and deterioration of public services. The conflict has led millions of people to flee and seek refuge in Central and Western part of the country or abroad, however many remain in the war-torn areas and are in dire need of humanitarian assistance.

NCA has been responding to the humanitarian crisis in Ukraine and neighbouring countries since the onset of the conflict in a Joint Country Programme for Ukraine (JCPUA) together with ACT Alliance member DanChurch Aid (DCA), as well as through a partnership with the Swiss Church Aid HEKS-EPER (HEKS). NCA and partners are delivering lifesaving, cross-sectorial, integrated programming, within GBV and MHPSS, WASH, including district heating, winterization support, and utilizing the modality of multipurpose cash assistance. With funding from the Norwegian Government, NCA's response has supported more than 300 000 people affected by the war to meet urgent and complex needs, in collective shelters and affected urban and rural sites, including frontline and de-occupied areas across 7 oblasts (Odesa, Mykolaiv, Kherson, Dnipro, Kharkiv, Zaporizhzhia, and Donetsk) and in selected locations in Moldova.

Brief stakeholder/ partner information

Through JCPUA and HEKS, partnerships have been established with several registered Ukrainian and Moldovan organisations. In line with the preferred strategy and methodology outlined in the Nansen Support Programme, the response is implemented in close cooperation and coordination with relevant Ukrainian and Moldovan authorities, relevant stakeholders and humanitarian coordination structures, to ensure that the response is in line with the needs of people affected by the war in Ukraine and strengthens democratic institutions and civil society in Ukraine and Moldova. All NCA's humanitarian responses are based on the humanitarian principles: humanity, impartiality, neutrality, and independence.

Programme strategy and description of the results framework

The overall goal of GBV and MHPSS programme is to increase survivors, and women and girls' access to lifesaving GBV services appropriate and relevant to their immediate needs. NCA and partners are providing survivor-centred case management, mental health and psychosocial support focused on healing, empowerment and recovery. The partners are providing mobile and static services to increase access to services and information.

The project seeks to achieve the key outputs:

- **Output 1:** Women and adolescent girls at risk of violence and survivors access quality and specialised lifesaving GBV services
- **Output 2:** Dominant norms are transformed to protect girls and women from violence and harmful practices
- **Output 3:** At risk groups access quality mental health and psychological support focused on healing, empowerment and recovery.

2. Purpose of the Evaluation

Purpose and objectives

The GBV and MHPSS programme has been implemented from March 2022 to the present, and the evaluation will focus on the entire implementation from 2022 until the end of 2024. NCA is seeking to capture and demonstrate evaluative evidence of its contribution to Ukraine humanitarian protection response. The purpose of the evaluation is to provide NCA, project partners and stakeholders with an overall independent assessment of the performance of the GBV and MHPSS programmes. This will provide evaluative evidence of the relevance, effectiveness, efficiency and sustainability of current programme, which can be used by NCA and its partners to strengthen existing and future programmes.

The evaluation will generate knowledge from the implementation of the programme and reflect on challenges and lesson learnt. It will also propose actionable recommendations for future programming.
Intended use of the evaluation for the different stakeholders

The evaluation will be used by NCA, JCPUA and partners as documentation of results and will be shared with NCA's donor, NORAD. Field visit reports, the draft evaluation report and the final evaluation report will be shared with the JCPUA and HEKS. The evaluation will generate knowledge from the implementation of the programme and reflect on challenges and lesson learned.

The evaluation will focus on the following items, which are further detailed below:

- An in-depth review of implementation of various programme outputs and activities outlined in the project documents with a view to identify the level of achievement as well as an analysis of factors in case the targets were not fulfilled
- Review the extent by which the programme has contributed to women and girls' protection, participation, wellbeing and empowerment
- Assess the quality of partnerships with women led/ or women rights organisations, identify if there were gaps and document a lesson for future referencing
- Extract the lessons learned and best practices that can be considered in planning and design of an amended future phase and recommendation that can be applied in projects with the same nature
- Assess the quality of GBV and MHPSS projects and activities, and the competency including soft skills of all staff

3. Evaluation criteria and questions

An in-depth review of implementation of various programme outputs and activities outlined in the project documents with a view to identify the level of achievement as well as an analysis of factors in case the targets were not fulfilled

1. To what extent is the programme in line with national action plans, feminist movement and priorities on GBV and mental health?
2. Are the programme's objectives and outputs clear, practical and feasible within its frame?

Review the extent by which the project has contributed to women and girls' protection, participation, well-being and empowerment, and addressed during project planning and implementation

3. To what extent does the programme contribute to women and girls' protection, empowerment and participation?
4. To what extent does the programme facilitate access and adapt programming for women and girls with disability?

Assess the quality of partnerships with women led/ or women rights organisations, identify if there were gaps and document a lesson for future referencing

5. To what extent has partnership strategy with Women Led/ or Rights Organisations been appropriate and effective?

6. To what extent have local authorities and local partners been involved in project implementation?

Extract the lessons learned and best practices that can be considered in planning and design of an amended future phase and recommendation that can be applied in projects with the same nature

7. In which areas does the programme have the greatest achievements or negative impacts? Why and what have been the contributing factors? How can the project build on or expand these achievements and avoid negative impacts for future programming.

Assess the quality of GBV and MHPSS projects, and the competency including soft skills of all staff

8. To what extent was resources used to build the capacity of staff in GBV and MHPSS? Has the project promoted quality and positive changes (knowledge, skills and attitudes) in staff in areas of gender equality and more.

9. To what extent have supervision mechanisms been implemented in the programming and its contribution in the development of staff skills and quality of care provided.

10. Is there a system of measuring and follow up on the psychosocial wellbeing of clients which informs client care and interventions.

4. Scope

The evaluation will focus on the GBV and MHPSS programme in NCA's Ukraine response from the start in March 2022 to the end of 2024 in Ukraine and Moldova. The geographical focus of the evaluation will cover locations within Moldova, Kyiv, Mykolaiv, Odesa and Kharkiv in addition to on-line services.
The total duration of the assignment is expected to be a maximum of 10 weeks with at least three weeks of in-person interviews and data collection in Ukraine, and desk review and online-interview with partners in Moldova.

5. Methodological approach

Conduct a qualitative and quantitative evaluation which will be centred around the following activities:

a. **Desk review of relevant documents** (including project documents, donor reports with project amendments made, project quality assurance reports, annual workplans, financial reports and including funding data required for the funding analysis as per the evaluation questions., etc.)

b. **Interviews and Meeting** with GBV and MHPSS staff in JCPUA, HEKS, local partners and key stakeholders including donors including Norad and local authorities

i. **Semi-structured key informant** interviews designed for different categories of stakeholders

ii. **Focus Group Discussions** with male and female beneficiaries and stakeholders

c. **Survey and Questionnaire** of staff, participants in programmes, partners and other stakeholders including a KAP (Knowledge, Attitude and Practice) survey in MHPSS and GBV for technical staff

d. **Observations** of project activities including the soft skills and attitudes of staff

e. **Case reviews Discussions and** use of supervision checklist and assessment of case formulation skill

f. **Data review and analysis** of monitoring and other data sources and methods. Evidence will be provided for every claim generated by the evaluation and data will be triangulated to ensure validity. An evaluation matrix or other methods need be used to map the data and triangulate the available evidence.

The evaluation team must be able to conduct field visits in our areas of operation (see Scope section and below) and to communicate with stakeholders in Ukrainian and Russian. Depending on how the safety and access situation may develop during the assignment, data collection may be alternatively done remotely, e.g. through online or phone interviews.

The proposed approach and methodology should be considered as flexible guidelines rather than final requirements. The evaluator will have an opportunity to make their innovative inputs and propose changes in the evaluation design—with the final methodological approach to be clearly outlined in the inception report and fully discussed and agreed with NCA.

6. Evaluation deliverables, timeline and logistics

The following deliverables are expected:

a. Submit the inception report: The inception report should be carried out following and based on preliminary discussion with NCA and partners after the desk review and should be produced before the evaluation starts.
b. Submit the assessment tools
c. Field work debrief: Immediately following the field work, the evaluator/s will provide a debriefing to NCA and partners
d. Draft Evaluation Report
e. Final Evaluation Report with incorporation of feedback from NCA on the draft report and following the 1-2-25 format:
   - 1-page of specific, actionable recommendations
   - 2-page evaluation summary, following a template provided by NCA
   - 25-page evaluation report with a presentation of background, methods, results, and findings, with discussion of limitations and specific actionable recommendations
f. Presentation to NCA, partners and donors.

All deliverables will be submitted in electronic format and in English.

Tentative timeline

When	What
1st of April	Tender is publicised
30th of April	Deadline for submitting questions to the ToR and RfP
7th of May	Closing date for proposals
14th of May	Selection of consultancy
20th of May	Contract signed
3rd of June	Delivery of inception report
9th of June-9th of July	Interviews and data collection and field carried out in Ukraine (and online interviews in Moldova)
To be confirmed	Field work debrief
15th of September	Draft evaluation report submitted
5th of October	Final report submitted
7th of October	Presentation of evaluation report, including recommendations
15th of October	NCA Management response

7. Evaluation logistics and other support

The consultant is expected to organize and assume full responsibility for the conduct of the evaluation, including field visits, in line with the approved inception report.
Expected participation and support from JCPUA DCA-NCA office and from HEKS-EPER:

- Sharing of relevant information and documentation
- Key staff being available for interviews
- Safety briefings
- Facilitation of contact with partners and other stakeholders (authorities, public institutions, UN system)

8. Required expertise, qualifications and competencies

The researcher/ research team requires a strong team of experts with different backgrounds. The expertise and requirements include but not limited to:

a. Advanced research expertise and experience in a wide range of evaluation and research approaches
b. Previous experience, preferably conducting thematic research and evaluations of GBV and MHPSS programmes
c. Extensive conceptual and methodological skills and experience in applying qualitative and quantitative research/ evaluation methods.
d. Knowledge of the relevant international/regional frameworks pertaining to women political rights and gender equality, women's political participation
e. Country level programming expertise, gender mainstreaming, experience/knowledge of feminist's movements in Ukraine.
f. Strong experience and knowledge in human rights issues, the human rights-based approach to programming, human rights analysis and GBV
g. Excellent analytical, facilitation and communications skills
h. Ability to negotiate with a wide range of stakeholders
i. Experience in parliamentary work, governance, rule of law, civil society movements.
j. Fluency in English, Ukrainian and Russian is mandatory
k. Independent access to the relevant parts of Ukraine

Annex 2: Proposal Submission Form

My financial proposal for my services is as follows:

IMPORTANT NOTE: VAT OR ANY OTHER SALES TAX SHOULD ONLY BE INCLUDED IF THE CANDIDATE IS REGISTERED AS AN ENTITY FOR TAX PURPOSES IN THE COUNTRY IN WHICH THE SERVICES ARE TO BE RENDERED

	Currency	Amount
Fixed consultancy prices		
Any other cost		
VAT or other tax on services		
Total price incl. taxes		

CONTRACTOR/CONSULTANT 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)	
Does your company have CSR related policies in place – e.g. Health, Safety, HR, Energy or Climate policy or is a member of Global Compact? Please state which policies.	
Is your company e.g. ISO 26000/50001/14000 certified or SA8000 certified? Please state which.	

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 Contractor/Consultant's assignments and periods of engagement. Additional documents can be attached to the above form.

The proposal is valid for a period of 30days after the closing date in accordance with article A.7. Validity.

After having read your Request for Proposal 2025-010, 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 1.
- 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.

General Terms and Conditions

Code of Conduct for Contractors

Signature and stamp:

Signed by:

The Contractor/Consultant
Name of the company
Address
Telephone no.
Email
Name of contact person