

# Request for Proposal

DRC Iraq  
Erbil, 40-meter Road, Star Towers, Building D, Floor 11

21.02.2022

To Service Provider

**Request for Proposal No: RFP-IRQ-CO-22-002 Alternative Dispute Resolution (ADR) for HLP Disputes Consultancy**

Dear Sir/Madam:

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid and facilitate access to rights. We work in conflict-affected areas, along displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and durable solutions.

The Danish Refugee Council was founded in Denmark in 1956 and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced. All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

DRC has been operating in the Middle East region for over a decade, running a combination of emergency, livelihood, protection and advocacy programs through Country Offices in Yemen, Syria, Iraq, Jordan, Lebanon, and Turkey with a Regional Office in Amman.

In Iraq, DRC has been at the forefront of aiding the most vulnerable among conflict and displacement affected individuals, families, and communities. DRC' response in Iraq has focused on ensuring displacement and conflict affected people are able to access protection, meet basic needs, and have access to safe shelter and WASH, Therefore, DRC requests you to submit price bid(s) for the provision of the services listed on the attached **Annex A- Term of Reference- Alternative Dispute Resolution (ADR) for HLP Disputes Consultancy**.

**Note:**

Awarded consultant shall provide documentation that her/his company has a liability insurance that covers any damage or injury the consultant may inflict on any persons or objects during the performance of work. Consultants contracted by DRC shall be covered by travel insurance when travelling.

## I. TENDER DETAILS

The Tender details are as follows:

| Line | Item                                         | Time, date, address as appropriate                                                                                                               |
|------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | RFP published                                | 21.02.2022                                                                                                                                       |
| 2    | Closing date for clarifications              | 01.03.2022-1:00 PM Iraq Time                                                                                                                     |
| 3    | Email for Clarifications                     | <a href="mailto:irq-tenderclarifications@drc.ngo">irq-tenderclarifications@drc.ngo</a>                                                           |
| 4    | Closing date and time for receipt of Tenders | 06.03.2022-4:00 PM Iraq Time                                                                                                                     |
| 5    | E mail for Submission of Tenders/Proposals   | <a href="mailto:tender.irq.co@drc.ngo">tender.irq.co@drc.ngo</a>                                                                                 |
| 6    | Tender Opening Location                      | DRC Country Office-Erbil, 40-meter Road, Star Towers, Building D, Floor 11 (Due to COVID 19 restrictions, Bidders will not be allowed to attend) |
| 7    | Tender Opening Date and time                 | 07.03.2022-10:00 AM Iraq Time                                                                                                                    |

**PLEASE NOTE: NO BIDS WILL BE ACCEPTED AFTER THE ABOVE CLOSING TIME AND DATE**

## II. IMPORTANT INFORMATION REGARDING THIS RFP:

- This RFP is launched for the purpose of establishing a Consultancy Contract with the service provider for Delivery of Alternative Dispute Resolution (ADR) for HLP Disputes Consultancy
- The deliverables under this consultancy are divided into 2 parts. Consultants may submit a bid for part 1, or part 2 or both parts.
- In case of bidding for two parts, the technical and financial proposals for each part shall be separate.
- DRC may choose to cancel the agreement if deemed necessary.
- The delivery time of the service shall be commenced as early as mid-March 2022.
- DRC may terminate the contract if Service provider fails to deliver items within this period.
- DRC reserves the rights to award both lots to one bidder based on technical competencies or can split the award to two different bidders
- No advance payment will be paid to the awarded Service provider. The awarded service provider/ bidder is expected to mobilize its own resources to deliver the agreed Service.

## III. SELECTION AND AWARD CRITERIA

The criteria for awarding contracts resulting from this Tender is based on 'best value for money'. For the purpose of all tenders DRC defines best value for money as:

Best value for money should not be equated with the lowest initial bid option. It requires an integrated assessment of technical, organizational and pricing factors in light of their relative importance (i.e. reliability, quality, experiences, and reputation, past performance, cost/fee realism, delivery time, reasonableness, need for standardization, and other criteria depending on the item to be procured).

- For all bids deemed technically compliant as per the specification stipulated in Annex A – Term of Reference- Delivery of Alternative Dispute Resolution (ADR) for HLP Disputes Consultancy, DRC will give a weighted combined technical and financial score. The weighted score will determine the contract award.

The technical criteria for both lots(parts) for this RFP and their weighting in the technical evaluation are:

| Technical criteria # | Technical criteria                             | Points to be awarded | Weighting in technical evaluation |
|----------------------|------------------------------------------------|----------------------|-----------------------------------|
| 1                    | Technical quality of the research proposal     |                      | 35%                               |
| 1.2                  | Demonstrated understanding of the methodology, | 1-10                 | 25%                               |

|     |                                                                                                                   |      |             |
|-----|-------------------------------------------------------------------------------------------------------------------|------|-------------|
|     | context and requested deliverables, all important components of the ToR are sufficiently addressed and considered |      |             |
| 1.3 | Style, language, sophistication, and presentation                                                                 | 1-10 | 10%         |
| 2   | <b>Expertise</b>                                                                                                  |      | <b>50%</b>  |
| 2.1 | Demonstrable experience in developing and delivering mediation/ADR training in culturally appropriate manner      | 1-10 | 30%         |
| 2.2 | Experience in HLP dispute resolution; preferably in the Middle East                                               | 1-10 | 20%         |
| 3   | <b>Personal Qualifications</b>                                                                                    |      | <b>15%</b>  |
| 3.1 | Certification in mediation<br>A degree in conflict management, mediation, etc                                     | 1-10 | 15%         |
|     | <b>Total Maximum Score</b>                                                                                        |      | <b>100%</b> |

For each part of the weighted technical criteria defined in the scoring matrix, a point between 1-10 shall be given on the following basis

- 1 point = does not meet requirement
- 4 points = slightly below requirement
- 5 points = meets requirement
- 7 points = slightly above requirement
- 10 points = significantly above requirement

An average technical score of 5.00 or higher is required to proceed to the financial evaluation.

Please note that bids shall respond to all criteria, or their bid may be disqualified.

#### A. Administrative Evaluation

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant may be rejected. Documents listed below shall be submitted with your bid.

| # | Annex # | Document                                                                              | Instructions                                                                                                                                                                                       |
|---|---------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | NA      | Technical Proposals: Part#1 and Part#2                                                | Sign, stamp and submit – To be prepared on Bidders own template as per the Term of Reference                                                                                                       |
| 2 | NA      | Financial Proposals: Part#1 and Part#2                                                | Sign, stamp and submit- To be prepared on Bidders own template including (Consultant's daily rate in US dollars and inclusive of associated costs (accommodation, travel, training materials etc.) |
| 3 | A       | Term of Reference- Alternative Dispute Resolution (ADR) for HLP Disputes Consultancy. | Sign, stamp and submit                                                                                                                                                                             |
| 4 | B       | Tender and Contract Award Acknowledgement Certificate                                 | Complete ALL sections in full, sign, stamp and submit (attach with Technical proposal)                                                                                                             |
| 5 | C       | General-conditions-of-contract-standard                                               | Sign, stamp and submit (Attach with technical proposal) (attach with technical proposal)                                                                                                           |
| 6 | D       | Supplier Code of Conduct                                                              | Fill, sign, stamp and submit                                                                                                                                                                       |

|    |    |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                     |
|----|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7  | E  | Supplier Profile and Registration Form                                                                                                                                                                                                                                                               | Complete ALL sections in full, sign, stamp and submit. (DRC registered Service providers / Vendors will not need to provide this Form.) (Attach with Technical proposal)                            |
| 8  | NA | Updated CV of the Consultant that clearly spells out their qualifications and experience                                                                                                                                                                                                             | Include a Copy (attach with technical proposal)                                                                                                                                                     |
| 9  | NA | samples of similar work completed in past<br>(attached to technical proposal)                                                                                                                                                                                                                        | Include a Copy (Attach with technical proposal)                                                                                                                                                     |
| 10 | NA | Company Registration Certificate and Evidence of Tax Registration for Company, and Taxregistration/clearance in case of Individuals                                                                                                                                                                  | Corporate Consultancy Firms/Individuals are required to include a copy (Attach with technical proposal) and a copy of partnership agreement required in case of implementing through local partner. |
| 11 | NA | Reference contacts of clients for relevant previous work done in the past                                                                                                                                                                                                                            | Include within technical proposal                                                                                                                                                                   |
| 12 | NA | A cover letter, including commitment to availability for the duration of the assignment and to conduct in-presence training in Iraq.<br>The cover letter shall mention consultant ability to deliver the service as early as mid-March and ability to do in person training of participants at Iraq. | Include a Copy (Attach with technical proposal)                                                                                                                                                     |

#### **B. Technical Evaluation**

To be technically acceptable, the bid shall meet or exceed the stipulated requirements and specifications in the RFP. A Bid is deemed to meet the criteria if it confirms that it meets the conditions, procedures and specifications in the RFP without substantially departing from or attaching restrictions with them. If a Bid does not technically comply with the RFP, it will be rejected.

The criteria for the tender are stipulated in Section III of this Document and Annex A – Term of Reference- RFP-IRQ-CO-22-001 Delivery of Technical Training on Age and Disability Inclusion in Shelter and Settlements.

#### **C. Financial Evaluation**

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation. Bids that are deemed technically non-compliant will not be financially evaluated.

#### **IV. TENDER PROCESS**

The following processes will be applied to this Tender:

- Tender Period
- Tender Closing
- Tender Opening
- Administrative Evaluation
- Technical Evaluation
- Financial Evaluation
- Contract Award
- Notification of Contract Award

#### **V. SUBMISSION OF BIDS**

Bidders are solely responsible for ensuring that the full bid is received by DRC in accordance with the RFP requirements, prior to the specified date and time mentioned above. DRC will consider only those portions of the bids received prior to the closing date and time specified.

All responsive Bids shall be written on Bidders own template, stamped and signed.

the following documents shall be contained with the bid:

- **Tender & Contract Award Acknowledgment Certificate (Annex B),**
- **Supplier Profile and Registration form (Annex E),**
- **plus any other documents required as indicated in Section A.**

Bids not received before the indicated time and date as set forth on page 1, or delivered to any other email address, or physical address may be disqualified.

Bids submitted by mail, email or courier by so is at the Bidders risk and DRC takes no responsibility for the receipt of such Bids.

Bidders are solely responsible for ensuring that the full Bid is received by DRC in accordance with the RFP requirements.

**A. Hard Copy:**

Hard copy Bids shall be separated into 'Financial Bid' and 'Technical Bid':

- The Financial proposal shall only contain the financial proposal.
- The Technical proposal shall contain all other documents required by the tender as mentioned in section A. Administrative Evaluation, but excluding any pricing information

Each part shall be placed in a **sealed** envelope, marked as follows:

**RFP No.: RFP-IRQ-CO-22-002 Alternative Dispute Resolution (ADR) for  
HLP Disputes Consultancy**

**TECHNICAL Proposal -Part#1/Part#2**

**Bidder Name:**

**RFP No.: RFP-IRQ-CO-22-002 Alternative Dispute Resolution (ADR) for  
HLP Disputes Consultancy**

**FINANCIAL Proposal-Part#1/Part#2**

**Bidder Name:**

Both envelopes shall be placed in an outer **sealed** envelope, addressed and delivered to:

**RFP No.: RFP-IRQ-CO-22-002 Alternative Dispute Resolution (ADR) for  
HLP Disputes Consultancy**

Erbil, 40-meter Road, Star Towers, Building D, Floor 11

**Bidder Name:**

## **B. Email submission**

Bids can be submitted by email to the following dedicated, controlled, & secure email address:

**[tender.iqr.co@drc.ngo](mailto:tender.iqr.co@drc.ngo)**

When Bids are emailed the following conditions shall be complied with:

- **The RFP number shall be inserted in the Subject Heading of the email**
- **Separate emails shall be used for the 'Financial Bid' and 'Technical Bid', and the Subject Heading of the email shall indicate which type the email contains**
  - The financial proposal shall only contain the financial proposal,
  - The technical proposal shall contain all other documents required by the tender, but excluding all pricing information
- Bid documents required, shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. **Documents in MS Word or excel formats, will result in the bid being disqualified.**
- Email attachments shall not exceed 4MB; otherwise the bidder shall send his bid in multiple emails.

*Failure to comply with the above may disqualify the Bid.*

DRC is not responsible for the failure of the Internet, network, server, or any other hardware, or software, used by either the Bidder or DRC in the processing of emails.

DRC is not responsible for the non-receipt of Bids submitted by email as part of the e-Tendering process.

**Bids can be submitted in one of two ways; hardcopy or electronically. If the Bidder submits a Bid in both Hardcopy and electronically, DRC will choose the version that is the most advantageous to DRC.**

## **VI. SUBMISSION OF SAMPLES** NA

## **VII. COMPLETION OF BID FORM**

### **A. Prices Quoted**

Any discount offered shall be included in the Bid price.

### **B. Currency**

The currency of the Bid shall be in **USD**. No other currencies are acceptable.

### **C. Language**

The Bid Form, and all correspondence and documents related to this RFP shall be in English.

### **D. Presentation**

Bids shall be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations shall be initialed by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary for your offer. All documentation shall be written in English. All Bids shall be signed by a duly authorized representative of the Bidder.

**E. Split Awards**

DRC reserves the right to split awards.

**F. Validity Period**

Bids shall be valid for at least the minimum number of days specified in the RFP from the date of Bid closure. DRC reserves the right to determine, at its sole discretion, the validity period in respect of Bids which do not specify any such maximum or minimum limitation.

**VIII. ACCEPTANCE**

DRC reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc.; or c) not presented on the Bid Form – and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the RFP Closure.

**IX. AWARD OF CONTRACTS**

This RFP does not commit DRC to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by DRC. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of DRC and the successful Bidder.

DRC may award contracts for part quantities or individual items. DRC will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. DRC reserves the right to cancel any RFP, to reject any or all Bids in whole or in part, and to award any contract.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and of different origin than stipulated in their Bid and covering contract may be excluded from future DRC RFPs.

**X. CONFIDENTIALITY**

This RFP or any part hereof, and all copies hereof shall be returned to DRC upon request. This RFP is confidential and proprietary to DRC, contains privileged information, part of which may be copyrighted, and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to others without the prior written consent of DRC, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the RFP, Bidders will be bound by the contents of this paragraph whether or not their company submits a Bid or responds in any other way to this RFP.

**XI. COLLUSIVE BIDDING AND ANTI-COMPETITIVE CONDUCT**

Bidders and their employees, officers, advisers, agent or sub-contractors shall not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relations to:

- The preparation of submission of Bids,
- The clarification of Bids,
- The conduct and content of negotiations,
- Including final contract negotiations,

In respect of this RFP or procurement process, or any other procurement process being conducted by DRC in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to DRC, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

**XII. IMPROPER ASSISTANCE**

Bids that, in the sole opinion of DRC, have been compiled:

- With the assistance of current or former employees of DRC, or current or former contractors of DRC in violation of confidentially obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,
- With the utilization of confidential and/or internal DRC information not made available to the public or to the other Bidders,
- In breach of an obligation of confidentiality to DRC, or contrary to these terms and conditions for submission of a Bid, shall be excluded from further consideration

Without limiting the operation of the above clause, a Bidder shall not, in the absence of prior written approval from DRC, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this RFP was an official, agent, servant, or employee of, or otherwise engaged by, DRC and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this RFP relates.

**XIII. CORRUPT PRACTICES**

DRC has zero tolerance for corruption.

The Bidder represents and warrants that neither it nor any of its potential subcontractors are engaged in any form of corruption, defined by DRC as the misuse of entrusted power for private gain.

This definition is not limited to interactions with public officials and covers both attempted and actual corruption, as well as monetary and non-monetary corruption. The definition includes, but is not limited to, corruption in the form of: facilitation payments, bribery, gifts constituting an undue influence, kickbacks, favouritism, cronyism, nepotism, extortion, embezzlement, misuse of confidential information, theft, and various forms of fraud, such as forgery or falsification of documents, and financial or procurement fraud. No offer, payment, consideration or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought or accepted – directly or indirectly – as an inducement or reward in relation to activities funded by DRC, including tendering, award or execution of contracts. DRC reserves the right, without prejudice to any other right or remedy available to it, according to any violation of this clause to immediately reject the submitted offer, and to take such additional action, civil and/or criminal, as may be appropriate.

The Bidder agrees to accurately communicate DRC's policy with regards to Anti- Corruption to Third Parties. The Bidder furthermore agrees to inform DRC immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific DRC country operations via [www.drc.dk/where-we-work](http://www.drc.dk/where-we-work), or via DRC's Code of Conduct Reporting Mechanism: [www.drc.dk/relief-work/concerns-complaints/code-of-conduct-reporting-mechanism](http://www.drc.dk/relief-work/concerns-complaints/code-of-conduct-reporting-mechanism). Reports of suspected corruption can also be reported directly to DRC HQ at [c.o.conduct@drc.dk](mailto:c.o.conduct@drc.dk).

**XIV. CONFLICT OF INTEREST**

A Bidder shall not, and shall ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of DRC and the Bidder's interests during the procurement process.

If during any stage of the procurement process or performance of any DRC contract a conflict of interest arises, or appears likely to arise, the Bidder shall notify DRC immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of DRC, or cases in which any DRC official, employee or person under contract with DRC may have, or appear to have, an interest of any kind in the Bidder's business or any kind of economic ties with the Bidder. The Bidder shall take steps as DRC may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of DRC.

**XV. WITHDRAWAL/MODIFICATION OF BIDS**

Requests to withdraw a Bid after the Bid Closure Time shall not be honoured. If the selected Bidder withdraws its Bid, DRC shall duly register the said Bid and shall evaluate it alongside all other received Bids. If the selected Bidder has furnished a Bid security, DRC shall withhold such Bid security until the issue has been resolved.

Withdrawal of a Bid may result in your suspension or removal from the DRC suppliers List.

A Bidder may modify its Bid prior to the RFP closure. Any such modification shall be submitted in writing and in a sealed envelope, marked with the original Bid number. No modification shall be allowed after the RFP closure.

#### **XVI. LATE BIDS**

All Bids received after the RFP closure will be rejected.

#### **XVII. OPENING OF THE RFP**

The Tender Opening will take place at the time and location stated above.

Any attempt by a Bidder to influence the Evaluation Committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence DRC in its decision concerning the award of the contract will result in the immediate rejection of the tender.

#### **XVIII. CONDITIONS OF CONTRACT**

All Bidders shall acknowledge that the DRC General Conditions of Contract, or the Special Conditions of Contract, as applicable, are acceptable.

#### **XIX. CANCELLATION OF THE RFP**

In the event of an RFP cancellation, Bidders will be notified by DRC. If the RFP is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders

The RFP may be cancelled in the following situations:

- where no qualitatively or financially worthwhile Bid has been received or there has been no response at all;
- the economic or technical parameters of the project have been fundamentally altered;
- exceptional circumstances or force majeure render normal performance of the project impossible;
- all technically compliant Bids exceed the financial resources available; or
- there have been irregularities in the procedure, in particular where these have prevented fair competition.

DRC shall not be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of an RFP, even if DRC has been advised of the possibility of damages. The publication of a procurement notice does not commit DRC to implement the programme or project announced.

#### **XX. QUERIES ABOUT THIS RFP**

For queries on this RFP, please contact the Procurement [irq-tenderclarifications@drc.ngo](mailto:irq-tenderclarifications@drc.ngo)

All questions regarding this RFP shall be submitted in writing to the above. On the subject line, please indicate the RFP number. **Bids shall not be sent to the above email.**

All questions during the tender period, as well as the associated answers, will be shared with all suppliers invited, or for open tenders published at:

<https://ngosjobs-bids.com/bids>

<https://www.iraqbusinessnews.com/>

#### **XXI. RFP DOCUMENTS**

This RFP document contains the following:

1. This covering Letter
2. Annex A: Term of Reference- Alternative Dispute Resolution (ADR) for HLP Disputes Consultancy.
3. Annex B: Tender and Contract Award Acknowledgment Certificate
4. Annex C: DRC General Conditions of Contract

5. Annex D: DRC Supplier Code of Conduct
6. Annex E: Supplier Profile and Registration

Under DRC's Anticorruption Policy Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

Yours sincerely

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