Request for Quotations (RFQ)

RFQ Number: RFQ-CSII-1070-18-001

Issuance Date: December 21, 2017

Questions due by: January 10, 2018

Answers posted by: January 12, 2018

Deadline for Offers: January 19, 2018

Description: Counterpart International (hereinafter COUNTERPART) is seeking proposals from qualified individuals for a range of Developmental Evaluation services for its Innovation for Change (I4C) Incubate project, as further described below

For: Innovation for Change

Funded By: United States Agency for International Development (USAID)

Implemented By: Counterpart International Inc.

Number of anticipated awards: Single/Multiple

Section 1: Instructions to Offerors

Introduction: Innovation for Change (I4C) is a global network of people and organizations who want to connect, partner and learn together to defend and strengthen civic space and overcome restrictions to our basic freedoms of assembly, association and speech.

We are a community-led network inspired by ideas, methods, and technologies from across different sectors. We work together on advocacy, research, network building, education and training, fundraising, digital literacy and technology development.

Our six connected Regional Hubs are growing in both physical and online spaces across Africa, Central Asia, East Asia, Latin America and the Caribbean, the Middle East and North Africa and South Asia. Here, people exchange ideas and share their successes, challenges and opportunities in incubating social change and building sustainable solutions. The Helper Hub, which is directly staffed by CIVICUS, Counterpart and TIDES, provides global support to the Regionals Hubs through capacity building, grants, and relationship building internal and external to the Hub participants.
The role of each hub is to provide/exchange resources, be a marketplace for civil society offering innovation solutions, collaborate with private sector, donors and state and non-state actors in the region in support of civil society.

COUNTERPART will be providing customized support to each identified regional hub based on their area of need and interest and will simultaneously build a global architecture of resources and platforms to enhance networking and knowledge sharing among civil society champions and other key stakeholders across all regions. By the end of I4C Incubate, hubs will have access to a variety of toolkits, focusing on topics such as leadership, social innovation modeling, and hub set-up, as well as an online platform to house resources and to facilitate networking.

An impact of the project’s success will be measured against a number of indicators, such as diversification of cross-sector initiatives including private sector and technology focused partners, average satisfaction rating of toolkits as rated by Hubs and many more.

The purpose of this RFQ is to solicit quotations from eligible consultants for as-needed, ad hoc services of Developmental Evaluation. As a result of this RFQ, the I4C Project anticipates issuing a blanket purchase agreement (BPA)—or possibly multiple BPAs—to establish specific pricing levels and parameters for ordering these commodities/services. This will allow the I4C Project to issue specific ordering documents, on an as-needed basis, for the procurement of these items over the next twelve (12) months. The consultant shall furnish the services described in any ordering documents issued by Counterpart under this BPA. Counterpart is only obligated to pay for services ordered through ordering documents issued under this BPA and delivered by the consultant in accordance with the terms/conditions of this BPA.

Offerors are responsible for ensuring that their offers are received by Counterpart in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

1. **Offer Deadline and Protocol**: Offers must be received no later than 11:00PM local Washington DC time on January 15, 2018 by email to rfp.csii@counterpart.org.

   Please reference the RFQ number in any response to this RFQ. Offers received after this time and date will be considered late and will be considered only at the discretion of Counterpart.

2. **Questions**: Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than 11:00PM local Washington DC time on January 10, 2018 by email to rfp.csii@counterpart.org. Questions and requests for clarification—and the responses thereto—that Counterpart believes may be of interest to other offerors will be circulated to all RFQ recipients who have indicated an interest in bidding.

   Only the written answers issued by Counterpart will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of Counterpart or any other entity should not be considered as an official response to any questions regarding this RFQ.
3. **Specifications**: Section 3 contains the technical specifications of the services that may be ordered under the BPA.

At this time, specific tasks to be ordered under any BPA resulting from this RFQ are unknown. Specific tasks will depend on the needs of the I4C Project. Individual ordering documents will be issued under the BPA agreement, as the need arises for additional services.

4. **Quotations**: The per-unit pricing in quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including delivery and all other costs. Pricing must be presented in US dollars. Offers must remain valid for not less than thirty (30) calendar days after the offer deadline.

In addition, offerors responding to this RFQ are requested to submit the following:
- Brief bio or CV of a consultant. Further interview is likely to ascertain fit.
- Past performance information: include recent and relevant two-three contacts for the same or similar items and other references. Please provide the following for each reference: contact information, dates of project(s) with each client, type of work performed in engagement and brief demo if available, industry of the client, and any other relevant information that assists with feedback gathering.
- A copy of their identification card.

5. **Delivery**: As part of its response to this RFQ, each offeror is expected to provide an estimate (in calendar days) of the delivery timeframe (after receipt of order). The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.

6. **Expected qualifications**: Offerors must show qualifications in the following areas:

   Extensive and current field experience working in programming and/or evaluation in one/several geographic areas where the hub network operates (e.g. Africa, Central Asia, East Asia, Latin America and the Caribbean, the Middle East and North Africa, and South Asia);
   Demonstration of strategic thinking skills;
   Active listening and time management skills;
   Technical knowledge, skills and expertise in evaluation concepts and approaches, and evaluating complexity, in particular;
   Programming and/or evaluation experience in the broad area of international development, civil society, and networks
   Strong analytical skills to support both qualitative and quantitative research;
   Facilitation skills, particularly design and execution of stakeholder consultations and team building exercises;
   Management skills, particularly to remote support staff in Hubs who are expected to contribute to data collection, facilitation, and learning dissemination.
Excellent oral and written communication and report writing skills in English; (proficiency and the ability to communicate in other languages will be assessed as an added advantage);

Strong computer literacy including use of ICT, social media, and analytical applications; and,

Background in innovative approaches and tools design

7. **Eligibility**: By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. Counterpart will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.

8. **Evaluation and Award**: The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and is determined via a trade-off analysis to be the best value based on application of the following evaluation criteria.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Past performance and region-specific experience</td>
<td>20%</td>
</tr>
<tr>
<td>Creativity and innovative approaches</td>
<td>25%</td>
</tr>
<tr>
<td>Ability to meet specifications</td>
<td>35%</td>
</tr>
<tr>
<td>Ability to meet RFQ timeline</td>
<td>10%</td>
</tr>
<tr>
<td>Cost Effectiveness</td>
<td>10%</td>
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</tbody>
</table>

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. Counterpart reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested. It is anticipated that award(s) will be made solely on the basis of these original quotations. However, Counterpart reserves the right to conduct any of the following:

- Counterpart may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFQ, Counterpart may issue a partial award or split the award among various consultants, if in the best interest of the I4C Project.
- Counterpart may cancel this RFQ at any time.
- Counterpart may reject any and all offers, if such action is considered to be in the best interest of Counterpart.

Please note that in submitting a response to this RFQ, the offeror understands that USAID is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to the I4C Project for consideration, as USAID
will not consider protests regarding procurements carried out by implementing partners. Counterpart, at its sole discretion, will make a final decision on the protest for this procurement.

9. **Terms and Conditions**: This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate Counterpart, the I4C Project, or USAID to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

This solicitation is subject to Counterpart’s standard terms and conditions. Any resultant award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request. Please note the following terms and conditions will apply:

(a) Counterpart’s standard payment terms are net 30 days after receipt and acceptance of any commodities or deliverables. Payment for ordering documents issued under any BPA resulting from this RFQ will only be issued to the entity submitting the offer in response to this RFQ and identified in the corresponding BPA award; payment will not be issued to a third party.

(b) Any award resulting from this RFQ will be in the form of a Blanket Purchase Agreement (BPA). The I4C Project anticipates issuing a BPA (or multiple BPAs) under which specific ordering documents can be issued—on an as-needed basis—at the pricing levels established in the BPA. When the need arises for the services described in the BPA, the I4C Project will issue an ordering document to the BPA-holder. If there are multiple BPA-holders as a result of this RFQ, the ordering document will be issued to the BPA-holder that presents the best value for that specific order, based on price and delivery time. The consultant shall furnish the supplies/services described in any ordering documents issued by the I4C Project under the BPA. The I4C Project is only obligated to pay for supplies/services to the extent ordering documents are issued under any BPA resulting from this RFQ.

(c) No commodities or services may be supplied that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Bolivia, Iran, Russia, Serbia.

(d) Any international air or ocean transportation or shipping carried out under any award resulting from this RFQ must take place on U.S.-flag carriers/vessels.

(e) United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The Vendor under any award resulting from this RFQ must ensure compliance with these laws.

(f) The title to any goods supplied under any award resulting from this RFQ shall pass to Counterpart following delivery and acceptance of the goods by Counterpart. Risk of loss, injury, or destruction of the goods shall be borne by the offeror until title passes to Counterpart.
Section 2: Offer Checklist

To assist offerors in preparation of proposals, the following checklist summarizes the documentation to include an offer in response to this RFQ:

- Cover letter, signed by an authorized representative of the offeror (see Section 4 for template)

- Official quotation (see Section 3 for example format)

- Copy of offeror’s CV, an identification card, and past performance information (see Section 1.4 for more details)
Section 3: Specifications and Technical Requirements

Developmental Evaluation (DE) is an approach that injects evaluative thinking and supports adaptive learning in complex initiatives. This design combines the rigor of evaluation methodologies with the flexibility and creativity that is required in seeking solutions to development problems, typically involving innovation, high levels of uncertainty, and tackling social complexity (Patton, 2008; Gamble, 2008; Dozois, Langlois and Blanchet-Cohen, 2010). I4C seeks a developmental evaluator to work with the complex nature of the relationships and environments in which the program implements and to support program adaptation and innovation as it navigates towards the program goal to create space to address/harness civil society challenges/opportunities, support, and connect local and regional civil society organizations and networks.

To commence in 2017 as the Regional Hubs are ‘launching’ as independently governed networks, the DE will run with the program until close-out. The evaluator(s) will have a degree of freedom to determine the structure of the DE as the program has many facets and not all activities can be reasonably captured in this evaluation. However, the evaluator(s) will be expected to leverage the resources and staff available execute a utilization-focused evaluation.

Scope: The evaluation’s purpose is to systematically capture the learning that can be infused into the project to heighten its chances for success, understand the impact of the program, and provide insights on network sustainability after the project close. Hence, the evaluation framework will focus on three key areas in the Hubs development:

1. Strengths and Assets
2. Collaboration and Network building
3. Transparency and Accountability for Learning

The evaluation will be based on a learning framework which will develop sub-questions that are customized to the programming context, as well as criteria for weighing the evidence on each question. Special attention should be paid to the learning and impact of innovation on the networks and stakeholders and how the program addresses closing space in civil society. As the program has been operating since 2015, the evaluator(s) will be able to draw from existing program documentation, data, and stakeholders to determine the lens through which the key areas will be assessed.

Methodology: Given that it is an adaptive, context-specific approach, the methodology of a DE is usually largely informed by the theme/subject matter under investigation and context. Its practice offers a great opportunity for innovation and experimenting with new ideas, even in terms of the approach and methodology. However, DE primers (Dozois, 2010) have identified entry points, practices and organizing tools that are emerging as part of the methodology for a DE investigation. Below are some of the steps, in building the methodology for the proposed DE, adapted from Dozois, 2010 and tailored more to the context of I4C that should be considered.

1. Orienting the evaluation team: Evaluators undertake investigative work early in the initiative to build a deeper understanding of the identified problem or opportunity, resources, stakeholders and
broader context. I4C is a global project with a wide-range of key stakeholders with varying levels of engagement at the global and regional levels. The evaluator(s) should be prepared on orienting different groups both in-person and remotely.

2. Building relationships: The quality of relationships determines the degree to which the team can access information and influence change. For this reason, the methodology should consider a mapping of relationships that are critical to execute the DE, and a strategy to keep people engaged in the evaluation. In particular, the evaluator(s) should consider methods on building relationships and communication remotely.

3. Orienting the implementation team (the Hubs): Related to the point above, a key part of the evaluator’s role is to help stakeholders test their assumptions, articulate and refine their models, extend their understanding, and cultivate a culture that supports learning. These activities will likely help the Hubs teams to develop and maintain an adaptive orientation in complex and unknown territory.

4. Developing a learning framework: A learning framework is a good tool for DE practice. Working in collaboration with key stakeholders, developing a learning framework (slightly different from an evaluation framework), will guide the evaluation by mapping out potential areas for learning (and identify both opportunities and challenges), identifying data and/or evidence that is required to make decisions, and to articulate feedback mechanisms.

5. Observing: Evaluator(s) carefully observe the unfolding situation in order to help the group identify leverage points, assess their efforts, and stay true to the core intent and principles of their initiative. Evaluator(s) should observe (i) key developmental moments; (ii) group structure (iii) group dynamics; (iv) action or inaction; and (v) opportunities and threats. I4C should be able to benefit from a sustained evaluation effort that can bring a better calibration of impacts of micro-level solutions on a macro-level conflict. Evaluator(s) should consider methods for observation through leveraging ICT for remote communication.

6. Sense-making: Sense-making is largely about making sense of the data that has been collected. The evaluator’s role is to help the group identify patterns, integrate new information, and consider the implications of their observations, and propose solutions.

7. Intervening: As a member of the program team, evaluator(s) actively help to shape the work by: (i) asking questions; (ii) facilitating discussion; (iii) sourcing or providing information; (iv) modeling solutions; (v) and, making new connections.

The evaluator, with inputs from the program team and in consultation with I4C Chief of Party, will finalize the methodology for the DE, based on these rudimentary steps, and to enrich it with his/her knowledge and experience.

Below is the List of Services that may be ordered under the BPA mechanism:

a. Conceptualize and develop the DE design and methodology, including the evaluation/learning framework, and his/her own work plan in consultation with Chief of Party;

b. Provide inputs in the training and responsibilities of Hub learning leads, as well as guide collaborate with them;

c. Develop a DE module and other materials as he/she sees fit. This is a guidebook that the Hub learning leads can use and/or refer to in their Hubs;

d. Orient and/or coach the learning team and review work plans for Hub-level evaluation efforts, including and agreeing with Hub learning leads on a set of deliverables, as needed.
e. Develop tools for DE and conduct or facilitate data collection, data management, analysis and feedback loops based on DE design with collaboration/coordination of the evaluation manager and Chief of Party
f. Develop scope of work for and conduct 2 evaluation trips to key I4C or partner events for orientation, data collection, analysis or feedback;
g. Identify and interject in key learning moments to highlight emergent outcomes, analysis for decision-making, adaptations to improve program implementation;
h. Provide on-going desk-based quality assurance of all outputs, including reviewing periodic country outputs/reports, and final report of the evaluation;
i. In conjunction with the learning leads, provide milestone reports to the regional and Helper Hubs; and,
j. Ensure that the evaluation manager and Chief of Party is regularly informed of the progress of the evaluation, possible causes of delay and issues to resolve.

Offerors are requested to provide hourly rate quotations containing the information below on official letterhead or official quotation format. In the event this is not possible, offerors may complete this Section 3 and submit a signed/stamped version to Counterpart.

**Labor Rates***

*Include different rates if you anticipate to use a range rates for services*

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<th>Description of service</th>
<th>Burdened Rate (hourly or daily) US dollars</th>
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Delivery time (after receipt of order): ____________ calendar days
**Section 4: Offer Cover Letter**

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:

To: Innovation for Change Project

Reference: RFQ no. CSII-RFQ-2018-01

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any Counterpart or Innovation for Change project staff members;
- We have no close, familial, or financial relationships with any other offerors submitting proposals in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: ______________________________________________________

Name and Title of Signatory: ________________________________________________

Date: ___________________________________________________________________

Company Name: ____________________________________________________________

Company Address: __________________________________________________________

Company Telephone and Website: ____________________________________________
Company Registration or Taxpayer ID Number: ________________________________

Does the company have an active bank account (Yes/No)? __________________________ 

Official name associated with bank account (for payment): ________________________________