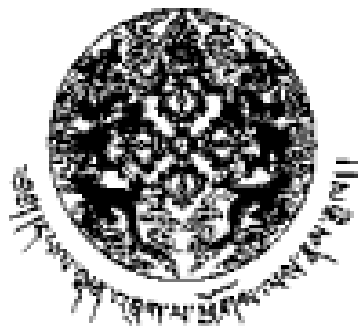

STANDARD REQUEST FOR PROPOSAL
Procurement of Consulting Services (SRFP)

(For value up to Nu. 1.0 Million)



Royal Government of Bhutan
Ministry of Finance

March 2011

Preface

This Standard Request for Proposal (SRFP) for the Procurement of Consulting Services has been prepared by the Public Procurement Policy Division (PPPD), Ministry of Finance to be used for the Procurement of Consulting Services for the projects that are financed in whole or in part by the Royal Government of Bhutan (RGoB). It should be used in conjunction with the Procurement Rules and Regulations.

Those wishing to submit comments or questions on this Bidding Document or to obtain additional information on procurement under RGoB-financed projects may contact:

Public Procurement Policy Division
Ministry of Finance
Royal Government of Bhutan
Email: pppd@mof.gov.bt
Telephone no. 00975 2 336962, fax no. 336961

ACRONYMS

CQ	Consultants Qualifications
CV	Curriculum Vitae
EoI	Expression of Interest
MoF	Ministry of Finance
IC	Individual Consultant
PPPD	Public Procurement Policy Division
SRFP	Standard Request for Proposals
TOR	Terms of Reference



དཔལ་ལྷན་འབྲུག་གཞུང་།
ROYAL GOVERNMENT OF BHUTAN
རྒྱལ་ཡོངས་ཨ་མ་སྤུངས་ཨ་ལོའི་ལྷན་ཚོགས།
NATIONAL COMMISSION FOR WOMEN AND CHILDREN
Making a difference



Ref: No. NCWC/PRO-11/2017-2018/

October 25, 2017

Consultancy to develop the Toll Free helpline Standard Operating Procedure for Women and Children in Difficult circumstance.

Letter of Invitation

The National Commission for Women and Children (NCWC) has budget provision from the SCF and intends to apply part or whole of the proceeds for the procurement of ***Consultancy to develop the Toll Free helpline Standard Operating Procedure for Women and Children in Difficult Circumstance*** under Save the Children funding. The services include ***Consultancy to develop the Toll Free helpline Standard Operating Procedure for Women and Children in Difficult circumstance*** and the timeframe for completion of the work is 45 days from the day of awarding the work.

The NCWC now invites eligible consultants to indicate their interest in providing the services. Interested consultants must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Consultants may associate to enhance their qualifications.

The selection process of a consultant shall be in accordance with the procedures set out in the Procurement Rules and Regulations.

Interested consultants may obtain further information at the address below during office hours 09:00 to 17:00 hours or from the NCWC website at www.ncwc.gov.bt.

Proposal must be delivered to the address below by November 2, 2017 before 10 a.m.(BST)

National Commission for Women and Children

Attn: KunzangLhamu, Director

PO Box 556, Thimphu Bhutan

Tel: 00975 02 334549/334551

Fax: 00975 02 334709

E-mail: klhamu@ncwc.gov.bt

Web site: www.ncwc.gov.bt

1. **INTRODUCTION**

- 1.1 Firms/individuals are hereby invited to submit a technical and financial proposal for consulting services required for the ***Consultancy to develop the Toll Free helpline Standard Operating Procedure for Women and Children in Difficult circumstance*** in the attached LOI Data Sheet (referred to as "Data Sheet"). The proposal could form the basis for future negotiations and ultimately a contract between your firm and the NCWC.
- 1.2 A brief description of the Assignment and its Objectives are given in the Data Sheet.
- 1.3 The Assignment will be implemented in accordance with the procedure indicated in the Data Sheet.
- 1.4 To obtain firsthand information on the Assignment and on the local conditions, firms/individuals are encouraged to pay a visit to the Client before submitting a proposal and attend a pre-proposal conference as specified in the Data Sheet. Firms/individuals must take into account the local conditions while preparing the proposal.
- 1.5 The Client will provide the inputs specified in the Data Sheet, and will assist the Consultants in obtaining licenses and permits needed to carry out the services, and make available relevant project data and reports.
- 1.6 Please note that (i) the costs of preparing the proposal and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the Assignment; and (ii) the Client is not bound to accept any of the proposals submitted.
- 1.7 Consultants shall not be under a declaration of ineligibility for corrupt and fraudulent practices specified in the Standard Request for Proposal (Large Assignments) Instruction to Consultant Clause 4.

2. **DOCUMENTS**

- 2.1 To enable firms/individual to prepare a proposal, please find and use the attached Documents listed in the Data Sheet.
- 2.2 Consultants requiring a clarification of the Documents must notify the Client, in writing, not later than seven days before the proposal submission date.
- 2.3 At any time before the submission of proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited consulting firm, modify the Documents by amendment.

3. **PREPARATION OF PROPOSAL**

- 3.1 Firms/individuals are requested to submit a technical and a financial proposal separately. Your proposal shall be written in the language specified in the Data Sheet.

Technical Proposal

- 3.2 Firms/individuals are expected to examine all terms and instructions included in the Documents. Failure to provide all requested information will be at your own risk and may result in rejection of your proposal.
- 3.3 During preparation of the technical proposal, firms/individuals must give particular attention to the following:
- i) If firms/individuals consider that the firm does not have all the expertise for the Assignment, you may associate with other firms or entities, including the other firms invited for this

Assignment and/or local consultants, subject to restrictions specified in the Data Sheet, to enable a full range of expertise to be presented;

- ii) The estimated budget ¹for the Assignment is stated in the Data Sheet for your information. The financial proposal for the Assignment should be substantially in accordance with the budget;
- iii) The estimated man months for the assignment are stated in the data sheet for your information. However, firms/individuals should feel free to submit your proposal on the basis of man months which firms/individuals consider necessary to undertake the assignment.

3.4 The technical proposal must provide the following information, using, but not limited to, the formats attached in **Annexure 2**:

- i) A brief description of the Consultant's organization and an outline of recent experience on assignments of a similar nature. The information provided on each assignment should indicate, inter alia, the profiles of the staff provided, duration, contract amount and firm involvement;
- ii) Any comments or suggestions on the TORs, and a description of the methodology (work plan) which the Consultants propose to execute the services, illustrated with bar charts of activities.
- iii) The composition of the proposed staff team, the tasks which would be assigned to each and their timing;
- iv) Curriculum Vitae (C.V.) recently signed by the proposed key professional staff or an authorized manager in the home office.
- v) Estimates of the total time effort (person x months) to be provided for the services, supported by bar chart diagrams showing the time proposed (person x months) for each professional staff; and
- vi) The Consultant's comments, if any, on the data, services and facilities to be provided by the Client indicated in the TORs.

3.5 **The technical proposal must not include any financial information.**

Financial Proposal

3.6 The financial proposal should list the costs associated with the Assignment. These normally cover: remuneration for staff, accommodation (perdiem, housing), transportation, for mobilization and demobilization, and equipment (vehicles, office equipment, furniture and supplies), printing of documents, surveys. Your financial proposal should be prepared using, but need not be limited to, the formats attached in **Annexure 3**.

3.7 The financial proposal must take into account the tax liability and cost of insurances specified in the Data Sheet.

3.8 Costs should be expressed in currency as provided in data sheet.

4. SUBMISSION OF PROPOSALS

¹ This will apply only for fixed budget selection method

- 4.1 Firms/individuals must submit one original proposal and the number of copies indicated in the Data Sheet. Each proposal should bear the address and information indicated in the Data Sheet. The proposal should be submitted in two different stages.
- 4.2 The completed technical and financial proposal must be delivered on or before the time and date stated in the Data Sheet.
- 4.3 The proposal must be valid for the number of days stated in the Data Sheet from the date of its submission during which firms/individuals must maintain available the professional staff proposed for the assignment. The Client will make its best effort to complete negotiations at the location stated in the Data Sheet within this period.
- 4.4 The client will not accept the electronic submission of bids (Technical and Financial Proposals).

5. PROPOSAL EVALUATION

- 5.1 A two-stage procedure will be adopted in evaluating the proposals:
 - i) a technical evaluation, which will be carried out prior to opening any financial proposal;
 - ii) a financial evaluation.

Firms will be ranked using a combined technical/financial score, as indicated below.

Technical Proposal

- 5.2 The evaluation committee appointed by the Client will carry out the evaluation applying the evaluation criteria and point system specified in the Data Sheet. Each responsive proposal will be attributed a technical score (St).

Financial Proposal

- 5.3 The evaluation committee will determine if the financial proposals are complete and without computational errors. The lowest financial proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores of the proposals will be computed as follows: $Sf = 100 \times Fm/F$ (F - amount of financial proposal).
- 5.4 Proposals will finally be ranked according to their combined technical (St) and financial (Sf) scores using the weights indicated in the Data Sheet” $S = St \times T\% + Sf \times F\%$.

6. Negotiations

- 6.1 Prior to the expiration period of proposal validity, the Client will notify the successful Consultant who submitted the highest scoring proposal (technical + financial) in writing by registered letter, cable telex or facsimile and invite to negotiate the Contract.
- 6.2 Negotiations normally finish within five days. The aim is to reach an agreement on all points, and initial a draft contract by the conclusion of Negotiations.
- 6.3 Negotiations will commence with a discussion of technical proposal, the proposed methodology (work plan), staffing and any suggestions made to improve the TORs. Agreement must then be reached on the final TORs, the staffing and bar charts, which will indicate activities, staff, periods in the field and in the home office, staff months, logistics and reporting. Special attention will be paid to optimize the required outputs from the Consultants within the available budget and to define clearly the inputs required from the Client to ensure satisfactory implementation of the Assignment.
- 6.4 Changes agreed upon will then be reflected in the financial proposal, using proposed unit rates

6.5 The negotiations will be concluded with a review of the draft form of Contract. The Client and the Consultants will finalize the contract to conclude negotiations.

7. AWARD OF CONTRACT

7.1 The Contract will be awarded after successful Negotiations with the successful Consultants. If negotiations fail, the Client will invite the Consultants having obtained the second highest score to Contract negotiations. Upon successful completion, the Client will promptly inform the other Consultants that their proposals have not been selected.

7.2 The selected Consultant is expected to commence the Assignment on the date and at the location specified in the Data Sheet.

8. CONFIRMATION OF RECEIPT

8.1 The consultant shall acknowledge the following:

- i) The receipt of the letter of invitation by the consultant.
- ii) Whether or not the consultant will submit a proposal.

LOI DATA SHEET

Clause No. Clauses

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- 1.1 The name of the Assignment is: **Consultancy to develop the Toll Free helpline Standard Operating Procedure for Women and Children in Difficult circumstance.** The name of the Client is: National Commission for Women and Children .
- 1.2 The description and the objectives of the Assignment are: The NCWC is seeking submissions of bids from suitably qualified and experienced firms based in Bhutan to **Consultancy to develop the Toll Free helpline Standard Operating Procedure for Women and Children in Difficult circumstance.** The timeframe for completion of the work is 45 days from the day of awarding the work.
- 1.3 The assignment will be carried as *lump sum*
- 1.4 Pre-Proposal Conference: No
- 1.5 The Client shall provide the following inputs: A copy of the CCPA, DVPA, CAA for reference and outline of task to be carried out by the Consultancy firm. From time to time, officers from the Children and Women Division will be available for consultation.
- 1.6 The Documents are: (TORs, Contract, Appendices etc.)
- 1.7. The address is: National Commission for Women and Children, PO Box 556, Thimphu Bhutan
- 3.1 The language is: English
- 3.7 Applicable Tax liability, insurances, etc. if any, is the responsibility of the firm.
- 4.1 The number of copies of the proposal is: One original only.
- 4.3 The date and time of proposal submission are:
- **Technical proposal November 2, 2017 before 10 AM Bhutan Standard Time (BST)**
 - **Financial proposal November 2, 2017 before 10 AM BST should submit the Technical and financial proposal packed in the different/separate envelop clearly marks the contain outside the envelop.**
- 4.4 Validity period (days, date): **45 days**

The location is: National Commission for Women and Children, Above Memorial Chorten, Thimphu, Bhutan

- 5.1 The points given to evaluation criteria are:

POINTS

- | | |
|---|-----------|
| (i) The consultants' relevant experience for the assignment | 15 |
|---|-----------|

(ii)	The quality of methodology proposed	18	20
(iii)	The qualifications of the key staff proposed (refer details below)	55	55
Iv	The extent of participation by national among key staff in		
	The performance of the assignment.		10
		Total:	100

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The points given to evaluation sub-criteria for qualifications of key-staff proposed:

	<u>POINTS</u>
General Qualifications	30
Experience and Language in region	5
Adequacy for the Project	65
	Total: 100

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The technical proposal should score at least 60 points out of 100 to be considered for financial evaluation.

5.3 The currency is: Ngultrum (Nu)

5.4 The weight (T%) given to the Technical Proposal is 70 percent.
The weight (F%) given to the Financial Proposal is 30 percent.

7.2. Commencement of Assignment (date, location): November 6, 2017, National Commission for Women and Children, Above Memorial Chorten, Thimphu, Bhutan.

8.1 Whether the firm/ individual choose to submit both Technical and Financial Proposals in hard, submissions shall be made in accordance to Clause 4.4. No information of the financial proposal should be provided in the Technical Proposal.

8.2 The Technical Proposal will be opened and evaluated first and the Financial Proposal will be opened only for those participating firms who have scored equal to or more than 70 % in their Technical Proposal.

Attachments:

1. TORs
2. Annexures

Terms of Reference for

Consultancy to develop the Toll Free helpline Standard Operating Procedure for Women and Children in Difficult circumstance.

National Commission for Women and Children

1. BACKGROUND:

Having placed women and children at the center of its development approach, the Royal Government of Bhutan (RGoB) has made tremendous investment in promoting the welfare of women and children in Bhutan. Article 9.17 and 18 of the Constitution of the Kingdom of Bhutan 2008 reaffirms the directive principles of the state policy “to take appropriate measures to eliminate all forms of discrimination and exploitation against women including trafficking, prostitution, abuse, violence, harassment and intimidation at workplace in both public and private space” and “to take appropriate measures to ensure that children are protected against all forms of discrimination and exploitation including trafficking, prostitution, abuse, violence, degrading treatment and economic exploitation”. Further, Article 9.3 states “the state shall endeavor to create a civil society free of oppression, discrimination and violence, based on the rule of law, protection of human rights and dignity, and to ensure the fundamental rights and freedom of the people.”

- i. The RGoB ratified the Convention on Elimination of All Forms of Discrimination Against Women (CEDAW) in 1981 and established various institutional mechanisms for the promotion and protection of rights of women in the country including the setting up of Women and Child Protection Units/Desk. Further, the RGoB in 1990 also ratified the Convention on the Rights of Children (CRC) and thereafter the two Optional Protocols to the CRC on the Involvement of Children in Armed Conflict and Sale of Children, Child Prostitution and Child Pornography in 2009. Following this the government again showed its firm commitment to protect children and to implement the CRC by aligning national legislations to related articles in the Convention. The enactment of the Child Care Protection Act of Bhutan 2011 (CCPA), the Child Adoption Act of Bhutan 2012 (CAA) and the Domestic Violence Prevention Act (2013) in addition to the rules and regulations for these legislations that came into effect on January 1, 2015 were major achievements in laying the legal framework in addressing the rights of women and children.
- ii. The National Plan of Action for Child Protection was developed to institute a strong and efficient child protection system in Bhutan to effectively prevent and respond to violence, abuse, neglect and exploitation against children and ensure that “all children have access to systematic, appropriate and efficient protective services.” The lack of confidential helpline for children or other confidential services through which children can seek help and advice was identified as a gap in institutionalizing protective services for children

- iii. The Committee on the Rights on the Child highlighted the need to establish specific mechanism for monitoring the child rights that is able to receive, investigate and address complaints regarding violation rights of the child. Further, the Committee also recommended making the toll free helpline operational and promote awareness among all children at the national level on its existence and purpose.²⁰
- iv. The National Plan of Action for Gender (NPAG) 2008-2013 identified seven specific gender interventions; good governance; economic development, with a focus on employment; education and training; health; ageing, mental health and disabilities; violence against women; and prejudices and stereotypes. These critical areas are still relevant and needs to place extra efforts in tackling the issues.
- v. The Bhutan Multiple Indicator Survey (BMIS) 2010 found that approximately 30 per cent of girls married before the age of 18 years. The study also found that the acceptance of violence is as high as 68.4 percent in 2010 and increased to 74 percent in 2012 (National Health Survey, 2012). The Violence Against Children (VAC) Study 2016 and Violence Against Women Study 2012, also indicate that women and children in Bhutan face a wide range of protection issues, particularly violence in different forms. This violation of rights of women and children has been taking place despite the existence of a strong legal framework and the growing number of organizations within the government and non-government sectors working towards preventing and responding to women and child protection issues.
- vi. To ensure that women and children are provided with adequate care and protection, the NCWC as the lead government organization to protect and promote the rights of women and children in Bhutan will establish a national toll-free helpline. The toll free helpline would form an integral part of the women and child protection system, enabling women and children to access telephonic services from any place at any given time, and if necessary follow up services from relevant stakeholders – RBP, NCWC, RENEW, DYS and other relevant stakeholders as and when required.
- vii. The SOP will assist in guiding service providers, staffs at the contact center to deliver uniform helpline services which shall be accessible to any child or adult from any place at any given time. A team of trained operator and counselor shall be available to attend calls made by women and children. For any specific needs that the helpline is not equipped to address, the SOP will guide the relevant staff dealing calls and intervene with the most appropriate guidance and services within the protection system.

2. OBJECTIVES:

1. To provide efficient and effective services to protect the rights of women and children.
2. To guide and establish uniform standards and procedures for effective and coordinated operation of toll-free help lines service providers and NCWC;
3. Provide a platform for network amongst relevant organizations to link support program which facilitate the rehabilitation, repatriation and reintegration of children in needs of care and protection.
4. Procedures for the referral mechanism in line with the Standard Operating Procedures for the Management of Cases of Women and Children in Difficult Circumstances (SOP WCDC); and
5. To ensure required information, uniform case response and service delivery.

3. DELIVERABLES:

The key deliverable of the consultant shall follow:

- a. SoP for toll free management including²¹ all aspects of the children and women helpline operation in Bhutan.
- b. Manual/guideline for agent/counselors in responding to different types of calls and issues
- c. Intervention protocols/assistance steps to types of call in relations to Women and Children in difficult circumstances but not limited.
- d. Means to address ethical and confidentiality considerations.
- e. Report compilation on mapping of service providers.
- f. Development of this document must be prepared separately for Women and Children.

4. SCOPE OF WORK (AN OUTLINE OF THE TASK TO BE CARRIED OUT)

To achieve the above mentioned objectives and deliveries, the consultant/consulting firm shall carry out the following tasks but not limited to:

- Literature review of rules, policies, guidelines, SoP, legislations and other regional and international conventions where Bhutan is party to in relation to Women and Children.
- Referral procedures of cases reported should be based under the umbrella of the SoP WCDC.
- Functions of important stakeholders whom NCWC have constant interactions and work out innovative solutions for various issues faced by Women and Children and by NCWC.
- Role of Helpline partners(stakeholders)
- Basic intervention protocol from the call start to end the call (flow chart)
- Intervention guideline on the types of calls and enquiry in response to Women and Children in difficult circumstances.
- Means to address ethical and confidentiality considerations;(annexure)
- Identify Women and Children issues with possible ideological stand of the NCWC and other related stakeholders.
- Intervention assistance steps to types of call in relations to Women and Children in difficult circumstances.
- Report compilation on mapping of service providers
- Interventions and protocols should be developed separately for Women and Children

5. SELECTION OF THE CONSULTANT/CONSULTING FIRM:

The consultant/consulting firm shall be selected based on a competitive bidding process as outlined in the letter of invitation for bids.

The consultant/consultancy firm will work closely with the Toll Free Project, Children Division of National Commission for Women and Children and will report on the progress to the toll free Task Force Members as and when required.

The consultant will be required to make the following presentations to the NCWC:

1. Make presentation on the methodology, framework and preparation plan for carrying out the assignment within a week of signing the contract

2. Make the presentation of the draft SoP after completion of 15 days of the consultancy period to the NCWC and the Task Force Members.
3. Submit a final soft and hard copy of the Standard Operating Procedure for final review and endorsement of the NCWC and TFMs before 15 days before the expiry of the contract period to the NCWC.
4. Consultant must to report to NCWC office when ever required at a reasonable time.
5. Consultant must prepare work plan and staffs engaged for the development of SoP.
6. Consultant must be available for any consultation workshops or meetings.

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Duration and Timeframe:

The total duration of this assignment will be 30 days excluding holidays

QUALIFICATION AND EXPERIENCE OF CONSULTANT:

1. Minimum Bachelor's degree in social science, public policy, management or related qualifications with experience in organizational assessment, strategic planning and customer service management from recognized university.
2. Specific experiences related to customer care services, women and children rights, human rights, toll free or call centre management will an asset for this assignment, and having worked for NCWC in the past assignment.
3. Past experience in stakeholder consultation, interviews and organizational capacities in organizing meetings will also be considered.
4. The consultant should also be fluent in both English and Dzongkha.

SELECTION CRITERIA:

The consultancy firm will be assessed based on a combined scoring of:

- Technical evaluation comprising of 70%, and
- Financial evaluation of 30%.

Payment Term:

- 20% of the Contract Price upon signing the Contract Agreement.
- 30% after submitting the first draft.
- 50% of the Contract Price upon submission of the revised/final version.

Table of content:

1. **Forward**
2. **Rights**
 - Women laws of the land, international human right treaties
 - Children laws of the land, international human right treaties

3. Role of Helpline partners(stakeholders)

- NGOs
- Government agencies
- Private Sector

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4. Intervention protocol from receiving the call till the end (flowchart) for women and children

5. Intervention guideline on the types of calls and enquiry in response to Women and Children in difficult circumstances but not limited to.

- Medical
- Shelter
- Missing person(trafficking)
- Abuse
- Disaster
- Information and referral services
- Domestic violence
- Sexual harassment
- Child labour
- Children in conflict with the law
- Mentally ill children
- Disability
- Drug abuse
- Abandoned children
- Gender based violence
- Sexual harassment
- Divorce
- Trafficking
- Emotional support

6. Means to address ethical and confidentiality considerations;

- Wherever there is need of ethical and confidentiality considerations.
- Women in difficult circumstances
- Children in difficult circumstances

7. Identify Women and Children issues with possible ideological stand of the NCWC and other related stakeholders.

- Issues related to Children
- Ideological stand
- Issues related to Women
- Ideological stand
- Agencies stand to issues

8. Outline step by step interventions depending on the classification of calls received s in relations to Women and Children in difficult circumstances.

- Types of call
- Women
- Children
- Steps of intervention assistance for each types of call (guide to agent on the steps and uniform procedures for intervention)

9. Referral procedures of cases reported under the umbrella of the SOP WCDC; and Related to be brought to SOP
10. Functions of important stakeholders with whom NCWC has constant interactions and work out innovative solutions for various issues faced by Women and Children.
 - Education system
 - Police system
 - Judicial system
 - Medical system
 - Disaster system
 - Etc...
11. Ethical interviewing of Women and Children
12. service providers detail and types of services they cater to Women and Children in difficult circumstances.
13. Conclusion