

27. November 2023

Terms of References for Request of Quotations

Subject: Negotiated procurement procedure with open competition for the development of a learning package on disability-inclusive Water, Sanitation, and Hygiene in humanitarian action

Dear Sir or Madam,

Humanity and Inclusion, also known as Handicap International, and its German National Association Handicap International e.V., (hereafter also: HI) are successfully implementing different projects worldwide. Within the Phase 3 - Leave no one behind! project, we aim to develop an accessible learning package to be delivered Face to Face (hereafter: F2F) or online, consisting of 9 modules on inclusive Water Sanitation and Hygiene (hereafter: WASH) in humanitarian action.

Further information on the background and all details of this call can be found below. This call is part of a negotiated procurement procedure with open competition. All bids will be evaluated based on predefined criteria.

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1) Context / Background

In 2019, the launch of the [IASC Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action](#) marked an important point in efforts to ensure that persons with disabilities are fully included as both beneficiaries and actors in humanitarian response. A [Reference Group](#) (hereafter: DRG) was set-up to sustain gains made and further advance disability inclusive humanitarian action, for a real impact to be seen ‘on the ground’.

The DRG is a platform fostering cooperation between UN, International Agencies, NGOs and organizations of persons with disabilities in promoting disability inclusive humanitarian response, including, but not limited to, supporting the development, dissemination and implementation of key guidance materials, including the IASC Guidelines. Within the framework of Phase 2 of the Leave no one behind! (hereafter: LNOB) project, the Working Group 1 of the DRG developed in 2021 and 2022 a Learning Package of 7 modules on [“Introduction to Inclusive Humanitarian Action”](#) around the introduction and cross-cutting chapters of the IASC Guidelines.

Phase 3 of the LNOB project supports the operationalisation of the IASC Guidelines on Inclusion of Persons with Disabilities through foundational and pilot activities on various levels. Phase 2 of the Leave No One Behind project demonstrated an ongoing need for expert sector-specific skills and knowledge on inclusive humanitarian action. Based on the already developed materials of Phase 1 and 2, the ongoing regional and global capacity development initiatives on quality WASH programming and the volume of support requests by humanitarian actors – including capacity development on disability-inclusive WASH – , Phase 3 will develop, pilot, and globally disseminate 2 to 3 sector-specific learning packages in an inter-agency approach. The learning package on disability-inclusive WASH will be based

on and complementary to the aforementioned learning package to support the operationalisation of the IASC Guidelines for WASH actors.

The Online and Face to Face learning modules aims to sensitise, increase understanding and support first skills development among Humanitarian Actors on the inclusion of persons with disabilities in WASH programming, e.g. needs assessments, planning and monitoring, as well as accountability to affected population. The work of this consultancy is financially supported by the "[Phase 3 - Leave no one behind!](#)" project, funded by the German Federal Foreign Office.

2) Description of the required service

We are looking for a **consultant** or **group of consultants** to compile and develop content to support the design of an accessible learning package that can be delivered F2F or online on nine modules depending on needs identified from WASH actors, 60 to 180 minutes each. The direct target audience of the learning package are practitioners and programmers, as well as trainers and facilitators who will deliver the learning package themselves with and without disabilities from the humanitarian field working in the WASH sector. The indirect target audience participating in both courses will include humanitarian actors with and without disabilities.

The learning package on inclusive WASH will be aligned with Chapter 18 of the [IASC Guidelines](#) and integrate standard modules from the [DRG learning package on inclusive humanitarian action](#) to ensure coherence and avoid duplication, as well as co-create and/or adapt additional modules based on the needs and priorities of WASH actors, aligned to the IASC Guidelines and global WASH standards using existing learning modules as much as possible.

The content and produced files should then be adapted based on feedback received from a core group of WASH actors that will be built for the purpose of contributing to this learning package, adhere to accessibility standards for persons with different types of impairments and combine presentations of key messages and concepts with scenario-work, exercises and self-reflections. A facilitator guide adapted from the pre-existing DRG modules needs to be developed for the learning package, including a section on inclusive facilitation. Pre-existing training materials will be sourced from WASH actors to contribute to the learning package.

The facilitator guide and the content of the learning sessions are to follow a modular structure and need to be developed with flexibility in mind. Flexibility in this regard means that any of the modules can be tailored to different humanitarian contexts, actors and/or humanitarian sectors.

The facilitator package should include interest and needs assessments and self-evaluation forms for each, training participants and facilitators.

3) Accessibility policy

All documents of the training package should follow international standards of accessibility.

This means that the documents (including pdf, word files, and ppts), texts, images, forms, sounds, etc. should be accessible, meeting the varying requirements of persons with different types of impairments and being understandable by as many people as possible without discrimination based on impairment, gender, age, or other factors.

4) Deliverables

➤ Disability Inclusive WASH Learning Package: PowerPoints including suitable illustrations for content; a Facilitator Guide including session plan with details of each module, its contents, and learning technique; Interest and Needs Assessments; Evaluation sheets for learning sessions participants and facilitator/ trainer; Group and Individual Worksheets, including scenarios, videos, sound bites or case studies; relevant resources including but not limited to handouts.

5) Bidder's profile

- Proven strong experience in packaging content for interactive face-to-face learning and sensitization modules, as well as Training of Trainer packages for humanitarian audiences (samples of work will be requested upon shortlisting)
- Experience working with audiences in an inclusive manner, that is persons with and without disabilities
- Demonstrated experience in working with accessible online collaboration platforms for learning such as e.g. Padlet, Mural, Jamboard, Cryptopad or similar
- Experience on working on disability, age, gender, protection, and WASH
- Knowledge and/or experience in producing accessible digital materials
- Excellence in English

As persons with disabilities were involved in most of the learning modules developed, we strongly encourage, also for this piece of work, applications of consultants that are persons with lived experience of disability and/or consultants that are working in partnership with Organizations of Persons with disabilities.

6) Contract and Sub-contracting

We intend to conclude one contract for the service as described in this call. An award in form of separate lots is not envisioned.

Sub-contracting for specific works such as the creation of graphics, accessibility checks, or similar is allowed but needs to be disclosed to and approved in writing by HI and has to be coordinated by the main contractor. Disclosure of intend to sub-contract certain parts should already be stated in the initial bid.

Note, that sub-contracting does not release the winning bidder from its responsibility to HI and the winning bidder needs to ensure that any sub-contract adheres to the agreed upon standards, code-of-conduct and other contractual agreements.

7) Selection Criteria and Process

This call is part of a negotiated procurement procedure with open competition. All interested bidders are welcome to submit the required documents as specified in this call until the deadline for submission. Candidates will be shortlisted and contacted for interviews after the deadline for applications.

a) Required documents:

Bidders shall provide as minimum a minimum the following documents / information:

- Cover letter
- Confirmation that such services can be provided within the timeframe
- Proposal of number of days required to complete the services
- Portfolio of developed comparable learning packages for humanitarian audiences including highlighting those packages which were developed according to accessibility standards
- Confirmation of experience working with audiences in an inclusive manner, that is persons with and without disabilities

- Confirmation of experience working with accessible online collaboration platforms and specification which platforms
- Proof of experience and/ or sufficient knowledge in developing digital documents according to requested accessibility standards (this can be for example by including an example of a developed accessible documents, by providing professional training certificates or the written intend to conduct specific professional trainings if selected, etc.)
- Disclosure if sub-contracting is envisioned and possible, including confirmation that bidder is fully responsible for all sub-contractors
- Proof of valid registration of the bidder (according to the country of establishment of the consultant/firm, may be: legal status, registration certificate, tax registration certificate, tax clearance certificate, trading licence, compulsory submission up-to-date...)
- Detailed technical proposal including a clear work schedule
- Detailed financial proposal in EURO with separately stated VAT if applicable

b) Assessment of bids:

- The following exclusion criteria apply:
 - o Incomplete set of information and documents as listed above
 - o No previous experience in developing F2F or online learning materials
 - o No technical knowledge, experiences or training on digital accessibility
 - o No valid registration of bidder
- All bids are assessed with the following weighing:

Price	Experience on developing learning packages for humanitarian audiences	Experience / knowledge on accessibility of learning materials for persons with different types of impairments	Experience working with audience in an inclusive manner	Time frame
25%	25%	25%	15%	10%

c) Selection of winning bidder:

- After the assessment of the bids according to the point system above, HI reserves the right to negotiate with those with the highest points
- HI will assess all bids according to the criteria above. We reserve the right to negotiate, accept or reject any bid or quotation at its sole discretion, and to continue the competitive dialogue for any response it considers advantageous.
- If deemed necessary, online meetings are set-up with those bidders with the highest points or additional examples of previous work will be requested
- Handicap International is not obliged to accept the lowest prices or any of the bid.

8) Timeframe and location

- This consultancy is to be completed remotely.
- There will be two rounds of revisions before the assignment is completed.

- HI aims to start the service contract the third week of December. However, if this starting date is not feasible then bidders are welcome to suggest an alternate timeframe.
- HI aims to have the learning package ready for piloting no later than May 1st, 2024
- On the basis of the proposed steps laid down in these Terms of Reference, the consultant must set up a work schedule for the performance of the service.
- The work schedule must clearly specify the manner in which the Consultant will approach the activities required to perform the service.
- The schedule must indicate the progress and/or the standard of service performance, including the criteria and/or indicators to check that the service provision is proceeding smoothly.

9) Proposed process for development of learning package

1. Initial briefing session with Core Group actors
2. Review of documentation, including DRG modules and pre-existing materials gathered by the Core Group
3. Development of facilitator guide outlines for the package, including learning objectives and methodologies per module
4. Presentation of work to group, followed by feedback round
5. Adaptation of DRG modules using pre-existing inclusive WASH learning materials, as well as development of two additional modules. Facilitator guides are also produced for each module. All materials are fully accessible and will undergo an accessibility check prior to conclusion
6. Continuous review of modules throughout development
7. Presentation of final package to Core Group, highlighting areas for specific feedback
8. HI and Core Group pilot learning package through a training and gather final feedback based on results
9. Integrate feedback and produce final product

10) Resource person

Within the framework of the service provision, the contracted consultant will be asked to collaborate with Handicap International's teams and in particular with Amanda Panella, who will be the point of contact.

11) Estimated budget and Terms of Payment

The estimated budget for this service is between 1.000 and <20.000 Euros.

HI strives for payment on account 30 days after proof and validation of delivery. If this is not possible, please indicate the best possible terms of payment including a rough payment schedule.

12) HI Policies: Code of Conduct, Good Business Practices, etc.

Applicants shall commit to comply with all Protection Policies, Code of Conduct, Good Business Practices, General Purchasing Conditions available for consultation on [HI's website](#). HI's data protection policy can be viewed via [this link](#).

13) Request for Clarifications

All questions shall be submitted by e-mail to Amanda Panella (am.panella@hi.org) AND Haakon Spriewald (h.spriewald@hi.org). **Deadline for questions 12 December 2023, 12:00 CEST.**

Answers that are deemed necessary for all interested parties will be published publicly on the day of deadline for questions on [HI's tender website](#) to ensure a fair and competitive process.

14) Deadline for submission of bid

Please submit your complete bid no later than **18 December 2023, 10:00 CEST by email to tender@deutschland.hi.org**

For questions, please see above.

Amendment or withdrawal of bids: Tenderers may amend or withdraw their bids by written notification before the closing date for submission of bids. No amendments may be made to bids after this date. Withdrawals shall be firm and final and will terminate any participation in the tendering process.

Costs of preparing bids: None of the costs incurred by tenderers in preparing and submitting their bids shall be reimbursable. All these costs shall be borne solely by the tenderers.

15) Cancellation of a negotiated procurement procedure with open competition

In the event of the cancellation of this process, tenderers shall be informed by Handicap International by email or by public notification.

If the call for tenders procedure is cancelled before the submission deadline all received files will be deleted.

A cancellation may occur when:

1. The tendering procedure has been unsuccessful, i.e. HI has received no valid or financially viable bids, or no bids at all;
2. The project's economic or technical parameters have been fundamentally modified;
3. Exceptional circumstances or force majeure makes the normal execution of the project impossible;
4. All technically compliant bids exceed the available budget;
5. Irregularities have occurred in the procedure, especially if these have prevented fair competition.

In no circumstances shall Handicap International be liable for damages of any kind (in particular damages for loss of profits) in the event of the cancellation of a call for tenders, even if Handicap International has been warned of the possibility of damages.