

## **Engaging an NGO/CSO as Responsible Party for maintenance and coordination of the Ombudsperson's Office Network of Regional Coordinators Call for Proposals**

### **I. BACKGROUND**

This Call for Proposals (CFP) is specifically related to the Human Rights for Ukraine (HR4U) Project (2019 – 2023) funded by the Danish Ministry of Foreign Affairs and implemented by UNDP Ukraine. The project is an integral part of UNDP democratic governance and reform portfolio that strengthens accountable and responsive public institutions and trust in state-society relations, respect of the rule of law and human rights, and inclusive political processes and social policies, with a specific focus on women, youth and disadvantaged groups. The Project's overall goal is to promote human rights through strengthening capacities of the national actors to effectively promote, protect and observe human rights and integrate human rights-based approach (HRBA) into the national and local policies all over Ukraine including conflict area.

One of key goal of the project is the support of the National Human Rights Institution, i.e. the Ombudsperson's Office (hereafter "OO"), covering all Ukraine through its regional network, including remote areas, and to build capacities of civil society organizations (CSOs) focusing on defending human rights. In particular, the project is aimed at reaching out to men and women across Ukraine, including remote communities, to empower them to exercise their rights, supporting the regional network of the Ombudsperson's Office and the network of civic monitors across Ukraine, strengthening the capacities of the institution and making it more accessible.

The OO regional network is developed based on Ombudsperson+ model in close cooperation with non-governmental organizations and with the support of donors. As a result, a network of Regional Coordinators of the Commissioner from among local public activists have been established since 2013 and which currently includes 22 regional coordinators (plus 2 vacancies)<sup>[1]</sup>.

Regional Coordinators (hereinafter referred to as "RCs") are locally-involved civic experts who serve as "eyes and ears" of the Ombudsperson's Office for monitoring the human rights situation and bringing the institution of the Ombudsperson closer to its sub-national constituencies. RCs are public activists and human rights defenders who within the regional level will: provide for interaction between the Ombudsperson and citizens as well as representatives of civil society; exercise powers delegated by the Ombudsperson; strengthen cooperation of the civil society and state authorities.

Regional Coordinators along with Regional Representatives are part of the Regional Network of the Ombudsperson. The regional presence was formalized in May 2018 when regional representation (civil officers) and six areal Representatives of the Ombudsperson were appointed. Nevertheless, cooperation with regional coordinators remains at the same level with a focus on the development of interrelations with local CSOs and monitoring initiatives. The UNDP-supported OO regional network of civic activists (RCs) remains a "trusted brand" providing secure and accessible channels of reaching the most vulnerable groups, including rural population, persons with disabilities, women, children, and minorities with the view of collecting first-hand data and provision of individual assistance. The results of the ongoing HR4U project showcased great potential and further need for enhancing and strengthening the OO's regional presence under the 'Ombudsperson Plus'-model from the perspective of (1) physical and at-distance accessibility of the institution, (2) cooperation with

local civil society, including as liaison points with the community, that installs more trust and willingness to share, (3) enhancing effectiveness of the institution as a whole through locally gathered data, that are crucial in the context of conflict-related violations, gender inequalities and vulnerabilities, (4) raising awareness and trust on the institution among Ukrainian population.

To this end UNDP intends to select a not-for-profit civil society organization (“CSO”) as a responsible party to carry out the maintenance and coordination of the existing OO regional network of civic activists (RCs).

## II. OBJECTIVES AND EXPECTED OUTPUTS/ DELIVERABLES

The objective of this Call for Proposals is to maintain and coordinate the existing Ombudsperson’s network of regional coordinators (RCs) with the view to effectively respond to human rights challenges specific to the area of coverage and monitor the human rights situation at the regional level; as well as supporting strengthening, capacity development and networking of the Ombudsperson’s regional coordinators.

Detailed objectives, related outputs, deliverables and key considerations are provided in the Terms of Reference – Annex I.

### Final Beneficiaries

Eligible proposals will be those focused on **Ombudsperson’s Office regional network** and targeting **Regional Coordinators (RCs)** as the direct and final beneficiaries.

## III. ELIGIBILITY & QUALIFICATION CRITERIA

Interested NGOs/CSOs must meet the following criteria to be eligible for the selection:

- Entity registered in Ukraine for at least 5 years (non-governmental, public, charitable, non-profit);
- Experience in cooperation with the OO and its regional network (at least 2 projects); signed memorandum of cooperation between organization and the OO;
- Experience in project implementation or execution of contracts for the provision of professional services in the area of human rights and OO regional network support with a total budget of projects/contracts from USD 15,000;
- Legal status of the organization should enable it to receive grant pool from UNDP without incurring tax liabilities.

NGOs/CSOs must have a team of at least 3 members satisfying the requirements that are provided in the Terms of Reference – **Annex I**.

The parameters that will determine whether a NGO is eligible to be considered by UNDP will be based on the NGO Request for Information (RFI) template. NGOs who already submitted the information requested in the RFI do not have to resubmit it.

Capacity Assessment Checklist (CACHE) For NGO/CSO template – **Annex II**.

## IV. TECHNICAL AND FINANCIAL PROPOSAL

The Proposal shall consist of the following sections:

- (1) Proposed Methodology, Approach (max. 5000 symbols) – this section should demonstrate the NGO's response to the objectives and expected outputs / deliverables by identifying the specific components proposed, how the outputs/ delivery shall be addressed, as specified; providing a detailed description of the essential performance characteristics proposed; identifying the works/portions of the work that will be subcontracted (if needed).

Moreover, the proposal should demonstrate how the proposed methodology meets or exceeds the expected outputs, while ensuring appropriateness of the approach to the local conditions and the rest of the project operating environment. This methodology must be laid out in an implementation timetable and a quality assurance.

- (2) Implementation Plan - this section should demonstrate NGO's ability to provide realistic timetable to implement activities related to the task.
- (3) Quality assurance plan (max. 2500 symbols) - this section should demonstrate NGO's qualification in providing high quality results, monitoring and reporting.

The Responsible Party shall submit the following reports according to UNDP's format and guidelines. The format of reports shall be agreed during the first stage of the contract implementation programme, but UNDP reserves the right to make further changes and clarifications in the report form.

#### Types of reports:

- 1) Interim quarterly reports, including information on the accomplished activities, results, monitoring, and financial indicators.
- 2) Monthly operational email reports on current results, implementation, and issues of OO regional coordinators performance;
- 3) Brief ad-hoc reports submitted upon request of UNDP in cases where it is required to get information on the progress of the programme in between reporting periods;
- 4) Completion report at the end of the project implementation including a summary of activities and results, lessons learned and conclusions, end-of-project financial report– till October 2022.

The Responsible Party shall comply with the system of monitoring, evaluation and quality control introduced by UNDP, and provide the necessary information, reports and statistical data according to the predetermined schedule *or* as soon as possible (within a reasonable time).

The Interim and completion reports shall follow the pre-set template agreed with UNDP that includes both substantial and financial parts and shall be shared with the respective official.

As a quality assurance measure, UNDP reserves the right to initiate spot-checks of final beneficiaries to conduct interviews and receive feedback on the quality of the Responsible Party's work. The Responsible Party shall facilitate the process by presenting UNDP with all necessary contacts of the final beneficiaries and shall refrain from influencing the impartiality of the assessment procedures.

- (4) Risk log (max 2000 symbols) - the NGO should identify risks during implementation of the assignment and propose relevant mitigation strategy.
- (5) Sustainability and exit strategy (max 2000 symbols) - the NGO should propose a sustainability plan as regards regional coordinators network after completion of the assignment.

- (6) Administrative costs - the NGO should provide relevant calculation of the administrative costs, in accordance with the budget requirements under current CfP.
- (7) Management Structure and Resource (Key Personnel) – This section should include the comprehensive description of the management structure and information regarding required resources including curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the proposed methodology, clearly defining the roles and responsibilities vis-à-vis the proposed methodology. CVs should establish competence and demonstrate qualifications in areas relevant to the TOR.

## **V. EVALUATION CRITERIA & METHODOLOGY**

**Proposals will be evaluated based on the following criteria and methodology:**

Technical Proposal Evaluation Form		Score Weight	Points Obtainable
<b>1.</b>	<b>NGO Eligibility and qualifications (Annex 1)</b>	<b>30%</b>	<b>300</b>
<b>2.</b>	<b>Proposed Methodology, Approach and Implementation Plan</b>	<b>40%</b>	<b>400</b>
<b>3.</b>	<b>Management Structure and Key Personnel</b>	<b>30%</b>	<b>300</b>
	<b>Total</b>		<b>1000</b>

Please refer to **Annex II** for detailed sub criteria.

### **Evaluation methodology: Quality based under Fixed Budget Selection.**

QB-FBS methodology implies that all proposals have the same maximum overall price (which cannot exceed a known fixed budget amount), focusing the selection on the quality of the proposal and the CSO/ NGO proposed approach and methodology. CSO have to provide their best technical proposal and financial breakdown (within the budget) in one single envelope (clearly stating proposed overheads). Evaluation of all technical proposals shall be carried out, in accordance with below outlined evaluation criteria, and the institution which obtains the highest technical score shall be selected. CSOs/ NGOs exceeding the established fixed budget in their financial proposals will be rejected.

Any NGO/CSO engaged to act as RP is subject to and must comply with the HACT policy (i.e., micro-assessment and assurance activities) that must be validated through performance measures and quality certified by an independent assessor engaged by UNDP.

### **Budget size and duration**

The overall indicative amount made available under this Call for Proposals is USD 196,175.00. UNDP reserves the right not to award all available funds should the number and quality of applications not meet the criteria. Moreover, UNDP reserves the right not to fund any proposals arising from this Call for Proposals.

The administrative costs related to the implementation of the given project under this CfP must not exceed 10% of the total allocated amount. The amount requested in the proposal should be commensurate with the organization's administrative and financial management capabilities

All activities are expected to be delivered by October 2022. The anticipated implementation period is October 2021 – August 2022.

The schedule of payments will be the following. Payments will be performed in 3 instalments and will be linked to the interim quarterly reports and the execution of an agreed work plan. The first tranche will be 25% of the total amount after the signing of the contract. The second (40%) and third (35%) tranches will be executed upon submission and acceptance of the Interim Reports (including the Financial Report).

Upon acceptance and approval of the Final Report (including Financial Report) the Responsible Party receives the final payment – 10, 000. 00 USD.

## **VI. SELECTION PROCESS:**

The UNDP will review proposals through a five-step process:

- (i) determination of eligibility;
- (ii) technical review of eligible proposals;
- (iii) scoring and ranking of the eligible proposals based on the assessment criteria outlined in the previous section to identify highest ranking proposal;
- (iv) round of clarification (if necessary) with the highest scored proposal; and
- (v) Responsible Party Agreement (RPA) signature.

## **VII. SUBMISSION PROCESS**

Applicants shall bear all costs related to proposal preparation and submission.

Applicants must submit their proposals through e-tendering online system and by the deadline indicated in <https://etendering.partneragencies.org>.

***Applicants are solely responsible for ensuring that any and all files uploaded to eTendering system are readable, that is, uncorrupted, in the indicated electronic format, and free from viruses and malware. Failure***

***to provide readable files will result in the proposal being rejected.***

The following documents must be submitted in order for the submission to be considered:

1) A letter of interest/letter of offer, which outlines previous experience in implementing similar programmes and competitive advantages of the applicant company;

(2) Proposal, including proposed methodology and approach, implementation plan, quality assurance plan, risk log, sustainability plan, breakdown of administrative costs in accordance with the requirements of the current CfP;

(3) CVs of the key personnel;

(4) Capacity Assessment Checklist for NGO/CSO), including organizational profile with links to analytical reports prepared:

- Copy of the Statute/Charter of the applicant.
- A clearly defined management structure of the organisation.
- Proven track record of experience in the implementation of similar/related type of activities.
- Copy of a certificate/excerpt from the Unified State Registry of Legal Entities and Private Entrepreneurs.
- Copy of a certificate proving that the organization is non-profit (if available).
- Memorandum of Cooperation with the Ombudsperson's Office in force (if available).

(5) Copy of financial assessment or audited financial statements for the past two years.

(6) At least 2 reference letters from previous customers/clients/partners reflecting the nature of projects implemented, their results and the role of the applicant;

(7) Information regarding required resources including **curriculum vitae (CVs)** of key personnel that will be assigned to support the implementation of the proposed methodology (clear definition of roles and responsibilities).

5. The Financial Proposal with a detailed cost breakdown, **Annex III**.

**Only one submission per organization is allowed. Organizations may not participate in more than one proposal. Once the application is complete and submitted, revised versions of proposal documents will not be accepted. Partial application will not be accepted.**

Interested NGOs/CSOs may obtain further information or clarification by contacting the UNDP office in Ukraine not later than 48 hours prior to the submission deadline indicated below with subject field "UN\_DG\_RPA": request for information" through the following address:

E-mail address: [grants.ua@undp.org](mailto:grants.ua@undp.org).

### Submission Deadline

For eTendering submission - proposals, with supporting documents, should be submitted as indicated in eTendering system.

### **Estimate Competition Timeline**

For reference purposes only, please consider the following indicative timeline:

29.09.21: Call for Proposal opens and relevant documents are posted online.

12.10.21: Deadline for organizations to submit proposals under this Call.

18.10.21: Assessment and selection processes will take place.

26.10.21 : Selected applicants will be notified.

### **IMPORTANT ADDITIONAL INFORMATION**

UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities.

(See [http://www.undp.org/content/dam/undp/library/corporate/Transparency/UNDP Anti Fraud Policy English FINAL june 2011.pdf](http://www.undp.org/content/dam/undp/library/corporate/Transparency/UNDP_Anti_Fraud_Policy_English_FINAL_june_2011.pdf) and <http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/> for full description of the policies)

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[1] <https://ombudsman.gov.ua/ua/page/secretariat/regionalni-predstavnicztva-upovnovazhenogo/>

*Manal Fouani*

Yours sincerely,

Ms. Manal Fouani

Deputy Resident Representative UNDP, Ukraine