

REQUEST FOR PROPOSAL

TO:

To whom it may concern

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Date of issue:	07.03.2025.
RFP no.:	2025-006
Contract title:	Framework agreement for collaborative research on the social and behavioral aspects of WASH
Closing date:	06.04.2025. 17:00 CEST
Contracting Authority:	Norwegian Church Aid Email: procurement@nca.no
Please note that the Proposals must be sent to the Contracting Authority to procurement@nca.no marked with the above RFP number and the name of the submitting company.	

NORWEGIAN CHURCH AID (NCA) INVITES ACADEMIC AND RESEARCH INSTITUTIONS TO SUBMIT A PROPOSAL FOR COLLABORATION ON SPECIALIZED HUMANITARIAN WASH SERVICES UNDER A FRAMEWORK CONTRACT

Dear Sir/Madam,

The Service(s) required will contribute to strengthening NCA's technical capacities through the provision of research, advisory, and technical expertise to strengthen the social and behavior components of NCA's humanitarian WASH programs

Please find enclosed the following documents which constitute the Request for Proposal:

- **Instructions**
- **Annex 1: Terms of Reference**
- **Annex 2: Proposal Submission Form** (to be completed by the Contractor)
 - **General Terms and Conditions for Service Contracts**
 - **Code of Conduct for Contractors**

If this document is a PDF format, upon request, a complete copy of the above documents can be forwarded in a WORD format for electronic completion. It is forbidden to make alterations to the text.

A. INSTRUCTIONS

The research and academic institutions (herein referred to as 'Contractor' - while the specific experts are referred to as 'Consultants') are expected to carefully review and fully comply with all instructions, forms, contract provisions, and specifications outlined in this Request for Proposal.

In submitting a proposal, the accepts in full and without restriction the special and general conditions including annexes governing this Contract as the sole basis of this procedure, whatever his own conditions of services may be, which the Contractor/Consultants hereby waives. The Contractor/Consultants are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this Request for Proposal.

A.1. Scope of services

The Services required by the Contracting Authority are described in the Terms of Reference in Annex 1.

The Contractor/Consultants may offer parts of, or the total of the Services described in the Terms of Reference.

The framework agreement will be valid for **5 years** and a specific purchase order will accompany each deliverable when needed with specifications.

A.2. Cost of proposal

The Contractor/Consultants shall bear all costs associated with the preparation and submission of his proposal and the Contracting Authority is not responsible or liable for these costs, regardless of the conduct or outcome of the process.

A.3. Eligibility and qualification requirements

Contractor/Consultants are not eligible to participate in this procedure if they are in one of the situations listed in article 33 of the General Terms and Conditions for Service Contracts.

Contractor/Consultants shall in the Proposal Submission Form attest that they meet the above eligibility criteria. If required by the Contracting Authority, the Contractor/Consultant whose proposal is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility.

Contractor/Consultants are also requested to certify that they comply with the Code of Conduct for Contractors.

A.4. Exclusion from award of contracts

Contracts may not be awarded to Contractors/Consultants who, during this procedure:

- (a) are subject to conflict of interest.
- (b) are guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the Contract procedure or fail to supply this information.

A.5. Documents comprising the Request for Proposal

The Contractor/Consultants shall complete and submit the following documents with his proposal:

- a. Proposal Submission Form (Annex 2) duly completed and signed by the Contractor/Consultants
- b. CV. highlighting the Contractor/Consultants' experience in the specific field of the Services and his/her specific experience in the country/region where the Services are to be performed.
- c. Proposal specifying the contractor/consultants experience and technical knowledge in line with the Terms of Reference (maximum 3 pages long)

The proposal and all correspondence and documents related to the Request for Proposal exchanged by the Contractor/Consultants and the Contracting Authority (NCA) must be written in the language of the procedure, which is English.

A.6. Financial proposal

The Financial Proposal shall be presented as an amount in Norwegian Kroners (**NOK**) in the Proposal Submission Form in Annex 2. The Contractor/Consultants shall indicate the daily fee-rate based on an eight-hour working day.

When purchase orders describing deliverables are issued and sent the preselected suppliers the Contractor/Consultants shall indicate his/her proposed global remuneration for the performance of the Services. The Contractor/Consultants shall be deemed to have satisfied him/herself as to the sufficiency of his/her proposed global remuneration, to cover both his/her fee rate, including overhead, profit, all his/her obligations, sick leave, overtime and holiday pay, taxes and social charges, etc.

Expenses when travelling for the assignment (such as transport, accommodation, food, office, etc.) to be incurred for the performance of the Contract shall be entitled to reimbursement of actual expenses incurred for the performance of the Contract. These costs and expenses are to be agreed upon in writing.

VAT and/or any sales tax applicable to the purchase of services shall be indicated separately in the proposal.

A.7. Validity

Proposals shall remain valid and open for acceptance for 30 days after the closing date.

A.8. Submission of proposals and closing date

Proposals must be received at the email address mentioned on the front page not later than the closing date and time specified on the front page.

A.9. Evaluation of Proposals

The evaluation method will be the quality and cost-based selection. A two-stage procedure shall be utilised in evaluating the Proposals, a technical evaluation and a financial evaluation.

Proposals will be ranked according to their combined technical (*St*) and financial (*Sf*) scores using the weights of **75% for the Technical Proposal**; and **25% for the offered price**. Each proposal's overall score shall therefore be: $St \times 75\% + Sf \times 25\%$.

Technical evaluation

For the evaluation of the technical proposals, the Contracting Authority shall take the following criteria into consideration, with the indicated weights:

Technical evaluation		Maximum Points
1	Contractor/Consultants' specialised knowledge and experience covering the areas outlined in the Terms of Reference (ToR). Please provide at least two samples of relevant work.	30
3	Contractor/Consultants' relevant academic qualifications (please see specific requirements under qualifications of key experts)	15
4	Contractor/Consultants' work experience in the humanitarian contexts, and in any of the regions/ countries where NCA operates in (https://www.kirkensnodhjelp.no/en/where-we-work)	15
5	Contractor/Consultants' proficiency in and working knowledge of English. (please specify any other language skills - including French, Arabic, and/or knowledge of other local languages)	10
6	To what degree does the proposal show understanding of the task?	15
7	Have the Terms of Reference been addressed in sufficient detail?	15
Total Technical Score		100

Financial evaluation

Each proposal shall be given a financial score. The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The formula for determining the financial scores shall be the following:

Sf = 100 x Fm/F, in which Sf is the financial score, Fm is the lowest price and F is the price of the proposal under evaluation

Interviews

The Contracting Authority reserves the right to call to interview the Contractor/Consultants having submitted proposals determined to be substantially responsive.

Negotiations

The Contracting Authority reserves the right to contact the Contractor/Consultants having submitted proposals determined to be substantially and technically responsive, in order to propose a negotiation of the terms of such proposals. Negotiations will not entail any substantial deviation to the terms and conditions of the Request for Proposal, but shall have the purpose of obtaining from the Contractor/Consultants better conditions in terms of technical quality, implementation periods, payment conditions, etc.

Negotiations may however have the purpose of reducing the scope of the services or revising other terms of the Contract in order to reduce the proposed remuneration when the proposed remunerations exceed the available budget.

The Contracting Authority will award the Contract to the Contractor/Consultants whose proposal has been determined to be substantially responsive to the documents of the Request for Proposal and which has obtained the highest overall score.

A.13. Signature and entry into force of the Contract

Prior to the expiration of the period of the validity of the proposal, the Contracting Authority will inform the successful Contractor/Consultants in writing that its proposal has been accepted and inform the unsuccessful Contractor/Consultants in writing about the result of the evaluation process.

Within 5 days of receipt of the Contract, not yet signed by the Contracting Authority, the successful Contractor/Consultant must sign and date the Contract and return it to the Contracting Authority. On signing

the Contract, the successful Contractor/Consultants will become the Contractor, and the Contract will enter into force once signed by the Contracting Authority.

If the successful Contractor/Consultants fails to sign and return the Contract within the days stipulated, the Contracting Authority may consider the acceptance of the proposal to be cancelled without prejudice to the Contracting Authority's right to claim compensation or pursue any other remedy in respect of such failure, and the successful Contractor/Consultant will have no claim whatsoever on the Contracting Authority.

A.14. Cancellation for convenience

The Contracting Authority may for its own convenience and without charge or liability cancel the procedure at any stage.

A.15. Data Protection and Privacy

The Contracting Authority may collect and process personnel data such as names, addresses, telephone numbers, email addresses, banking details and CVs. Such data will be used for the sole purpose of managing the procurement process and any subsequent Contract issued as a result of the procurement process, including transmission to bodies charged with monitoring and or inspecting procurement processes, in accordance with applicable EU, international and national law on data protection. Data may be stored for as long as a legitimate reason remains for its storage and up to a period of seven years.

Submission of any bid, proposal, quotation or offer and acceptance of any subsequent Purchase Order or Contract signifies the bidders' consent to such data collection and its processing

The General Terms and Conditions provide reference to the specific rights, and regulations related to the data that is stored.

Annex 1: TERMS OF REFERENCE FRAMEWORK CONTRACT

Background

Norwegian Church Aid (NCA) is one of the largest humanitarian aid organisations in the Nordic region, committed to promoting global justice to address the root causes of poverty. NCA is also part of the ACT Alliance - one of the world's largest humanitarian alliances with faith-based organisations in over 140 countries. Jointly with partners, NCA provides humanitarian assistance and long-term development work in: Climate-resilient WASH, Gender-based violence, Peace building, Climate and Environmental stewardship, and Economic Development and Food Security programmes, among others.

As a leading global WASH actor, NCA has broad expertise in the implementation of WASH programs in both humanitarian and development contexts. Through its CRWASH program NCA seeks to address both immediate needs and long-term challenges through adaptive strategies that integrate climate resilience into WASH programming to ensure sustainable access to WASH services.

NCA's new programme framework (2025-2029) emphasizes evidence-informed interventions, local capacity development in collaboration with various stakeholders in both humanitarian and development contexts to enhance the impact of our work.

Contract Purpose

NCA is committed to enhancing the effectiveness, sustainability and impact of its WASH interventions by focusing on increasing knowledge on social, cultural and behavioural factors that influence access to, and use WASH services in protracted humanitarian settings. This includes understanding the coping mechanisms and adaptive behaviors in response to WASH gaps, in order to design interventions that address these challenges and support more resilient, context-appropriate solutions.

To achieve this, NCA seeks to establish long-term framework agreements with research and academic institutions whose areas of academic focus, research interest and expertise are in public health (WASH-leaning), social research, and behaviour sciences to guide the design and implementation of evidence-based WASH social and behavioral interventions as part of a multi-year project titled: *WASH Social Components Initiative*. This initiative aims to strengthen the social and behavioral components of NCA's humanitarian WASH programs.

Scope of Work

Through this framework, the contractor/consultants will provide technical expertise and tailored support on WASH behavior research in humanitarian settings during the duration of the agreement. The research will be carried out across multiple countries - with the initial pilot focusing on countries in the horn of Africa region. It will be carried out in collaboration with local academic and research institutions, and NCA staff and partners in-country. Some of the key tasks include:

1. Designing the research methodology:
 - Develop a comprehensive research design and framework that includes qualitative and quantitative methods tailored to humanitarian contexts - and where feasible, incorporate AI tools to enhance data quality, and ensure the scalability of research efforts
 - Formulate research questions to address adaptive WASH behaviors, social norms, cultural practices, and coping mechanisms
2. Training of research assistants/ enumerators:
 - Collaborate with local academic institutions - with support from NCA country office staff and partners, and to identify research assistants and enumerators for field data collection
 - Provide training to the enumerators on participatory research methodologies, data collection techniques, ethical considerations, and the use of digital tools for data collection

3. Conducting research on adaptive WASH behaviors:

- Use participatory research methodologies, to gather insights on local knowledge, social norms, cultural motivations, and behavioral practices influencing WASH access and use
- Analyze the research data to inform the design of culturally appropriate, context-specific, and climate-sensitive WASH social and behavior interventions

4. Documentation, and sharing of research findings:

- Produce detailed research reports, and publication of key findings in academic/ research journals
- Present research findings at relevant WASH forums to enhance knowledge sharing and advocacy

Qualifications

The successful implementation of this initiative will require teams with broad areas of expertise. For the research-related services, this will include:

1. Advanced degree qualifications in public health (WASH focus), behaviour sciences, social research, anthropology, environmental sciences, Gender, and other related fields
2. Experience with participatory research methodologies, as well as expertise in behaviour, social, ethnographic and public health research
3. Experience working in (WASH behaviour interventions) in protracted humanitarian contexts
4. Excellent documentation and report-writing skills - including peer-reviewed publications
5. Experience in the use of AI in social research will be an added advantage
6. Experience collaborating with multiple stakeholders, including local academic institutions, government bodies, and international NGOs in implementing WASH programs
7. Demonstrated ability to work collaboratively with diverse communities to ensure gender and inclusion, as well as sustainability of WASH interventions

Note:

Framework contracts will commence upon signature and remain valid for three years, with specific purchase orders issued for defined deliverables. The specific conditions, quantity, date of delivery etc. of a given purchase shall only be laid down in a purchase order when the services are needed. This framework contract shall cover Global services, as well as services in specific regions and countries in NCA's areas of operation (<https://www.kirkensnodhjelp.no/en/where-we-work>).

Reporting

The Contractor/Consultants will report to the designated NCA advisor(s) as outlined in specific purchase orders.

Required Documents:

- CV and portfolio of relevant work
- Technical and financial proposals, including availability and consultancy rates

Annex 2: PROPOSAL SUBMISSION FORM

My financial proposal for my services is as follows:

IMPORTANT NOTE: VAT OR ANY OTHER SALES TAX SHOULD ONLY BE INCLUDED IF THE CANDIDATE IS REGISTERED AS AN ENTITY FOR TAX PURPOSES IN THE COUNTRY IN WHICH THE SERVICES ARE TO BE RENDERED

	Currency	Amount
Fixed consultancy prices	NOK	
VAT or other tax on services		
Total price incl. taxes	NOK	

Reimbursable expenses (transport, food and accommodation) will be issued in each purchase order.

CONTRACTOR/CONSULTANT OR COMPANY INFORMATION	
Company (legal name)	
Street name and no.	
City	
Postal code	
Country	
Phone no.	
Email	
Website	
Director (name)	

GENERAL COMPANY INFORMATION	
Year of establishment	
Licence number (VAT no./TAX id)	
Does your company have CSR related policies in place – e.g. Health, Safety, HR, Energy or Climate policy or is a member of Global Compact? Please state which policies.	
Is your company e.g. ISO 26000/50001/14000 certified or SA8000 certified? Please state which.	

REFERENCES				
Name and country of customer	Type of contract	Value	Contact name	Phone/fax and email

Include details of the experience and past performance on contracts of a similar nature within the past five years and information on other contracts in hand and/or future commitments including details of the actual and effective participation in each of such contracts, description of the Contractor/Consultant's assignments and periods of engagement. Additional documents can be attached to the above form.

The proposal is valid for a period of 30days after the closing date in accordance with the article A.9. Validity.

After having read your Request for Proposal 2025-006 , and after having examined the Request for Proposal, I/we hereby offer to execute and complete the services in conformity with all conditions in the Request for Proposal for the sum indicated in our financial proposal.

Further, I/we hereby:

- Accept, without restrictions, all the provisions in the Request for Proposal including the General Terms and Conditions for Service Contracts.
- Provided that a contract is issued by the Contracting Authority I/we hereby commit to perform all services described in the Terms of Reference, Annex 1.
- Certify and attest compliance with eligibility criteria of article 33 of the General Terms and Conditions for Service.
- Certify and attest compliance with the Code of Conduct for Contractors in Annex 5.

The above declarations will become an integrated part of the Contract and misrepresentation will be regarded as grounds for termination.

Any subsequent Contract related to this Proposal will be subject to the Contracting Authorities General Terms and Conditions for Service Contracts and the Code of Conduct for Contractors available through the below link. Printed versions are available on request.

[General Terms and Conditions](#)

[Code of Conduct for Contractors](#)

Signature and stamp:

Signed by:

The Contractor

Name of the company

Address

Telephone no.

Email

Name of contact person