



# REQUEST FOR PROPOSAL (RFP)

ShelterBox Syria Winterisation 2023 Response Evaluation



**COMPETITIVE  
BID INFORMATION**

Commercial in Confidence

Proposal Due Date:  
26<sup>th</sup> November 2023

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*“Since ShelterBox was founded in 2000, it has responded to over 250 disasters and humanitarian crises in over 90 countries, providing aid for well over one million people”*

## 1. WHAT WE DO

ShelterBox is a charity that supports people overwhelmed by disaster and humanitarian crisis through the provision of emergency shelter assistance. We support people by facilitating access to high quality shelter and essential items. We maximise positive impact by reaching the people most in need of support and by working in close partnership with other humanitarian responders.

Since ShelterBox was founded in 2000, we have responded to over 250 disasters and humanitarian crises in over 90 countries, providing aid for well over one million people.

Our vision is to see a world in which all people displaced by disasters and humanitarian crises are provided with rapid emergency shelter and vital aid, helping them to rebuild their communities and lives. No family should be without shelter after disaster.

For further information visit: [www.shelterbox.org](http://www.shelterbox.org)



## 2. INTRODUCTION

The Syrian conflict has been ongoing since March 2011, when peaceful anti-government protests descended into violence. The conflict has caused the displacement of over half the population of pre-war Syria with 5.6 million people seeking refuge in neighbouring and further afield countries and 6 million IDPs. 15.3 million people are in need of humanitarian assistance and 5.7 million of those in need of shelter and NFI assistance (HNO 2023).

The northeastern region of Syria has been one of the centres of the conflict, causing widespread displacement, with 276,800 IDPs residing in over 259 sites across the region (HNO 2023), tens of thousands of whom reside in informal sites and collective centres. While the Idlib Governorate, in the northwest of the country, is the last remaining opposition stronghold and despite having relative stability since March 2020 (on the back of a ceasefire agreement guaranteed by Turkey and Russia), there are still daily aerial bombardments of direct and indirect fire across areas of Idlib.

The crisis in Syria was further compounded by the massive earthquake that struck southern Turkey and northern Syria in February 2023, killing at least 5,791 people and injuring more than 10,000 in Syria alone (OCHA). In December 2022, prior to the earthquake, the northwest region hosted over 2.8 million IDPs (Shelter Cluster). In April 2023, at least another 53,000 families were displaced following the earthquakes and were in need of dignified shelters (North-west Syria | Situation Reports (unocha.org)).

Northwest and Northeast Syria both suffer from long, extremely cold, and unpredictable winters which cause acute suffering for those living without adequate shelter. An ongoing economic crisis leaves families further unable to meet their own basic requirements and in severe need of NFI assistance. As of 27th April 2023, only 7.8% of the country-wide 2023 Syria Humanitarian Response Plan had been funded (North-west Syria | Situation Reports (unocha.org)).

### 3. BACKGROUND

These projects aim to contribute to addressing some of these extensive needs with objectives identified as:

#### Project Impact:

Contribute to the self-recovery of conflict and earthquake affected displaced people in Northwest (NW) & Northeast (NE) Syria through the provision of shelter repair kits, winter clothing and household items, ahead of winter.

#### Project Outcome:

Households enabled to sustain winter conditions in Northwest and Northeast Syria, through shelter improvements, household items and thermal protection.

#### Project Outputs:

1. People equipped with winter weather clothing.
2. Enhanced household insulation achieved through shelter repairs.
3. Effective accountability mechanisms functioning.

The assistance package was developed by the ShelterBox (SB) team in consultation with each partner, utilising their local knowledge, their experience from previous winterisation projects and guidance from the Syria Humanitarian Needs Overview 2023 as well as guidance and gap analysis of informal settlements shared from the SNFI cluster working group. Across Syria as a whole winterisation assistance is one of the top 3 needs as expressed by HH in camp setting according to the Humanitarian Needs Overview. Clothing items, blankets, mattresses, tarpaulins and ropes are crucial items to ensure the well-being of the most vulnerable, particularly during harsh winter seasons and have in recent years become increasingly inaccessible as prices have increased.

The project consists of two winterisation projects, each covering a specific area of Syria, each project facilitated by a different partner.

**Northeast Syria** Winterisation will be led by **Bahar**.

**Northwest Syria** Winterisation will be led by **ReliefAid**.

**NE Syria / Bahar:** Estimated household reach: 2,900. Estimated individual reach: 16,820.

Shoes and Clothing		Shelter / NFIs	
Item	# per person	Item	# per household (HH)
Baby Grow	2 per child	Blanket, High Thermal Quilted	6
Insulated One Piece for Babies	1 per child	Tarpaulin (6x4m 190gsm)	2
Children's Thermal Underwear Top & Bottom	1 per child	Rope (30m)	1
Children's track suit	1 per child	Woven Bag (No logo)	1
Children's Insulated Coat	1 per child		
Bag for clothing sets	1 per child		
Child wellington	1 per child		
Child/ vulnerable socks	2 per child		
Woven Bag for shoes	1 per child		
gloves	1 per child		
scarf	1 per child		
Hat	1 per child		

NW Syria / ReliefAid: Estimated household reach 2,010. Estimated individual reach 10,050.

Shoes and Clothing		Shelter / NFIs	
Item	# per person	Item	# per household (HH)
Baby Grow	2 per child	Carpet	1 per HH
Insulated One Piece for Babies	1 per child	Mattress, 10cm	4 Per HH
Children's Thermal Underwear Top & Bottom	1 per child	Blanket, High Thermal Quilted	4 per HH
Children's track suit	1 per child	Tarpaulin (6x4m 190gsm)	2 per HH
Children's Insulated Coat	1 per child	LuminAID PackLite Max Phone Charger	1 per HH
Bag for clothing sets	1 per child	Water Carrier, 20 litres	2 per HH
Child wellington	1 per child	Rope (30m)	1 per HH
Children's socks 3 per child	3 per child	Woven Bag (with printed ShelterBox & RA logos)	1 per HH
Children's hat	1 per child		
Children's gloves	1 per child		
Children's Scarf	1 per child		
Vulnerable Adult wellington	1 per adult		
Vulnerable Adult Socks	3 per adult		
Bag for boots	1 per HH		
Men's Coat	1 per adult		
Women's Coat	1 per adult		
Vulnerable Adult thermal underwear	1 per adult		

## 4. THE REQUIREMENT

ShelterBox (SB) are looking to contract a **Consultancy company** to undertake an Evaluation that will provide an impartial assessment of the SB response to the 2023 winterisation in NE and NW Syria serving the dual purpose of accountability and learning.

It will assess the same aspects for the two projects which will include assessing *the project process and the project outcome* to better understand the extent to which objectives were achieved and provided in a safe and accountable way to affected communities. The evaluation will generate evidence to document and celebrate project success and good practice as well as identify the challenges faced, suggesting recommendations that will be relevant for future projects. Findings will support and strengthen ShelterBox project development and management and contribute to organisational learning and strategy.

### 4.1 Specific Objectives

The specific objective of this summative evaluation is to assess how well the project delivered timely and appropriate winter weather clothing and shelter repair kits to affected communities.

Specific areas of inquiry will include:

- To assess the design, planning and management of the project in accordance with SB organisational processes and standards.
- To identify and assess key internal and external factors that have contributed to, affected, or impeded the project and how ShelterBox and each partner have managed these factors.
- Assess the extent to which accountability to affected populations was realised: How did the project engage with project participants, identify priority needs, communicate objectives, and enable feedback mechanisms?
- Assess the extent to which the project achieved stated outcomes and outputs as articulated in the project proposal and logframe.
- To draw key lessons and learning from the project and make recommendations that will help inform ShelterBox projects.
- To assess the relevance, coherence, effectiveness, coverage, efficiency, and timeliness

The learning from the evaluation is intended to capture project learning to inform Bahar, ReliefAid and SB learning. Evaluation findings will ensure all stakeholders can capture learnings, both positive and negative to ensure they are better able to respond to future humanitarian crisis. As relevant, it will be shared with Rotary International and stakeholders to communicate findings and celebrate successes and recommendations.

## 5. PRINCIPLES AND APPROACH

The following principles underpin ShelterBox approach to evaluation:

- **Impartiality and objectivity** – statements and judgements should be evidenced by data or evidence. Information should be triangulated, and critical thinking applied. This will provide the evaluation with credibility and therefore make it more worthwhile.
- **Centrality of project participants and project partners** to enhance learning and further accountability to the affected population.

- **Ethical approach**, respecting people's rights and dignity.
- **Do not harm**: the evaluation will not cause any harm to affected communities or stakeholders.
- **Utility**: the evaluation will contribute to organisational and potentially sector learning.
- **Timeliness**: the evaluation will be carried out in a timely manner to best capture lessons and to be able to access stakeholders.
- **Compliance with ShelterBox's policies and procedures** – a commitment to our code of conduct and safeguarding policy

## 6. EVALUATION FRAMEWORK

The evaluation will draw upon the following criteria:

### Relevance

- Did the project reflect the needs and priorities of affected populations? How was this evidenced?
- Were the project activities and outputs consistent with achieving intended outcome?
- To what extent did the project logic remain sound and as intended?
- Were accountability mechanisms embedded effectively throughout the project? How robust were project safeguarding processes and mechanisms?
- To what extent was the project able to adapt and provide appropriate response to context changes and emerging local needs?

### Coherence

- Were project activities coordinated with other actors? What coordination mechanisms existed and to what extent did Rotary International/ ShelterBox participate in coordination mechanisms? What were the advantages and disadvantages of doing so?
- Was the project design in line with ShelterBox's organisational strategies and policies & national priorities for the response, laws and regulations?

### Effectiveness

- To what extent has the project achieved its outcomes? Did the delivery of inputs lead to timely implementation of activities resulting in success at output/outcome level?
- What factors have contributed to achieving or not achieving intended project outcomes?
- Were the target project participants reached as expected, were differential results observed for different groups/identity characteristics?
- Were project participants satisfied with the aid distributed?
- Have the M&E system delivered robust and useful information that could be used to assess progress towards outcomes and contribute to learning?
- Has the accountability system served to ensure participation, identification of needs, regular feedback/complaint from the community and provided a timely response?
- Did the project implementing model prove to be the most effective model: to what extent did the partnership contribute to a) project efficacy and b) organisational strategic objectives?

### Coverage

- Who were the major groups in need of humanitarian assistance? Of these groups how did ShelterBox/Rotary International select project participants?



- To what extent were project participants capacities, preferences and intentions captured in the project design?
- What, if any, were the differential impacts of this humanitarian assistance on different groups or subgroups according to identity characteristics?
- Was the assistance proportionate to needs and devoid of agendas?

#### **Efficiency**

- Was the project delivered in a timely manner? Were activities/outputs delivered on time?
- Did Value for Money (VfM) considerations/analysis contribute to decision making?
- Were alternatives approaches/models assessed?

## **7. METHODOLOGY**

The consultancy company is responsible for the development of the methodological approach which is expected to be most appropriate to achieve the aims of the evaluation.

Efforts shall be made to safeguard the inclusivity and engagement of relevant stakeholders to bring out their voices and to understand how they perceived the project.

Project data will be drawn upon from:

- Needs Assessments
- FCRM data
- Endline findings
- Project meetings
- Project documentation e.g. sitreps/reports/decision log

The evaluation is expected to involve:

- Desk research:
- Review of SB strategies/processes/project documentation/monitoring data.
- The consultant will coordinate with the respective partners in order to access and carry out Household (HH) surveys, Key Informant Interviews (KII) and Focus Group Discussions (FGDs).

The consultants will travel to project locations to carry out:

- KIIs with Bahar, ReliefAid and SB reps
- KII with municipality as appropriate and possible
- KII with Project participants
- FGDs with Women, Men, Youth and marginalised sectors
- KIIs with community leaders and camp management

## **8. EVALUATION DELIVERABLES**

The evaluator should produce:

- Inception report as per agreed template
- Detailed data collection plans and tools in time for ShelterBox Programme Quality to be able to conduct quality assurance.
- Data collected from the different sources.
- Briefing and debriefing meetings in addition to the routine meetings and discussions with key stakeholders
- The draft evaluation report (based on ShelterBox template, incorporating comments and technical inputs from the reference group)

- A presentation at a validation workshop
- The final evaluation report with findings and recommendations with a summary of the evaluation brief (2-pager evaluation brief per ShelterBox template)

## 8. CONTRACT & TERMS

The evaluation is planned for December 2023 / January 2024 against the below approximate milestones. The total consultancy period is expected to be 20 Days.

<b>Milestone</b>	<b>Timeframe</b>
Kick-off meeting and desk review:	Friday 15 <sup>th</sup> December 2023
Inception report due:	Wednesday 3 <sup>rd</sup> January 2024
Data collection:	Monday 15 <sup>th</sup> to Sunday 28 <sup>th</sup> January 2024
Submit final report for review:	5 <sup>th</sup> February 2024

As mentioned above, the successful supplier will be required to agree and adhere to ShelterBox's Supplier Code of Conduct (available to view at: <https://www.shelterbox.org/wp-content/uploads/2019/10/Supplier-Code-of-Conduct-v3.pdf>).

Within agreed timeframes, the evaluation team will be expected to deliver:

- Inception report as per agreed template
- Detailed data collection plans in time for ShelterBox Programme Quality to be able to conduct quality assurance
- Data collected from the different sources
- Briefing and debriefing meetings in addition to the routine meetings and discussions with key stakeholders
- The draft evaluation report (based on ShelterBox template, incorporating comments and technical inputs from the reference group)
- A presentation at a validation workshop
- The final evaluation report with a summary of the evaluation brief (2-pager evaluation brief per ShelterBox template).

## 9. BID REQUIREMENTS

Please note the Bid is expected to be inclusive of all costs for achieving The Requirement. While ShelterBox will consider reasonable requests in writing a head of time for additional expenses if the situation warrants it we are primarily interested in an itemised breakdown of the costs at a fixed price for the Bid.

A consultancy firm/individual legally registered to operate in Syria with formal access to visit and carry out research in the project locations.

The selected company should possess the following minimum qualifications as follows:

- Higher university degree in humanitarian / development studies or any related academic discipline or an affiliation with a research institution
- 7 years evaluating humanitarian programmes including using OECD/DAC evaluation.
- Knowledge of CHS commitments and experience evaluating shelter, gender and protection programming in emergencies

- Strong background in monitoring and evaluation, with experience in the use of quantitative and participatory qualitative methods of data collection
- Excellent analytical, communication, writing and presentation skills in Arabic & English.
- Ability to analyse complex interventions.
- Conversant with the context in Syria
- Syrian Arabic Language skills (Final report will be in English)

Experience of emergency shelter / winterisation projects would be advantageous.

Given the project timeframe and multiple project locations **this piece of work would be unsuitable for an individual consultant.**

**How to apply:**

Interested individuals or research/consultancy firms, with the experience and skills described should submit an Expression of Interest (EOI) to [tenders@shelterbox.org](mailto:tenders@shelterbox.org) FAO of Sophia Novelli Supply Chain Specialist no later than **23:59 GMT Sunday 26<sup>th</sup> November 2023.**

The EOI must include:

1. **A cover letter** of no more than 2 pages introducing the evaluator/organisation and how the skills and competencies described above are met, with concrete examples. Please also use this cover letter to indicate the consultants' availability for the proposed period. Note: the evaluation should start December 2023 to conclude in February 2024.
2. **Technical Proposal:** The technical proposal should include an interpretation of the objectives of the consultancy, detailed methodology and a detailed work plan.

Organization/individual capacity statement, experience and activities related to evaluation, Safeguarding/ Protection Policy, Data protection/ Information Sharing Policy. CVs of the consulting team and their roles in the achievement of the assignment; names, addresses and telephone numbers of three professional referees.

3. **Financial Proposal:** A one-page budget of the offer, covering all anticipated costs including expenses during data collection; (proposed budget should not be included in the technical proposal).
4. Two to three **samples of evaluation reports** for recent evaluations conducted of humanitarian and development interventions.
5. **References** for each of the **sample evaluation reports** provided (minimum 2).
6. **Names and identification documents** of members of the boards and individuals who will have contact with the affected population.
7. Signed **ShelterBox Supplier Code of Conduct.**

## 10. TIMELINE

Suppliers interested in bidding should follow the steps in the timeline below:

- **Questions**

You're welcome to ask any questions about this RFP via email. These can be sent to:

[tenders@shelterbox.org](mailto:tenders@shelterbox.org).

Questions can be submitted until **4.00 pm (GMT) on Thursday 16<sup>th</sup> November 2023**.

We would also be happy to set up a call to discuss any queries you may have (if required). Q&A calls can be arranged to take place before **4.00 pm (GMT) on Monday 20<sup>th</sup> November 2023**.

Please contact [tenders@shelterbox.org](mailto:tenders@shelterbox.org) if you wish to arrange a Q&A call.

- **Submission of written proposal**

Written proposals must be submitted by **11:59pm (GMT) on Sunday 26<sup>th</sup> November 2023**.

Proposals must be sent to: [tenders@shelterbox.org](mailto:tenders@shelterbox.org).

When submitting your proposal, please include your availability for a presentation call within the dates set out in the next step.

- **Interview**

ShelterBox will review all written proposals and arrange interviews with bidders deemed to meet the requirements of this RFP. The calls will give suppliers a chance to present their proposal and are opportunity for ShelterBox to discuss aspects of the submissions and feedback on the proposals. Calls are expected to take place from **Friday 1<sup>st</sup> December 2023**.

**NB:** Following the interview and ahead of the 'Best and final offer' date, please be aware that further questions and queries may be submitted by ShelterBox to bidders to ensure a comprehensive understanding of proposals is obtained.

- **Best and final offer**

Those bidders who were successful in their presentations will be given the opportunity to provide their best and final offer by **9:00am (GMT) on Wednesday 6<sup>th</sup> December 2023**.

- **Target award date**

ShelterBox aim to inform all bidders on the outcome of their bids on or by **Thursday 6<sup>th</sup> December 2023**.

- **Contracts**

ShelterBox aim to complete all contracts with the successful bidder by **Thursday 14<sup>th</sup> December 2023**.

**NB:** ShelterBox reserves the right to extend or amend the timeline if necessary. All suppliers will be notified of any such amendment.

## 11. SUBMISSION PROCESS

### Invitations to bid

There will be one supplier for the contract. However, ShelterBox reserves the right to place orders with another supplier for additional requirements if deemed necessary.

This RFP does not constitute an offer by ShelterBox. ShelterBox is under no obligation to award a contract to any bidder because of this tender process.

### Submitting a bid

All responses to this RFP should be submitted as email attachments to [tenders@shelterbox.org](mailto:tenders@shelterbox.org). Only PDF and Microsoft Excel file types will be accepted.

### Bid pricing format

Bidders are required to provide complete and comprehensive pricing for all the requirements set out in this RFP. All pricing must be provided in Euros.

### Award decision

ShelterBox plans to award this business to a supplier based upon the suitability of the proposed bid, expertise demonstrated, and best value in meeting the requirements of this RFP.

### RFP updates

ShelterBox intends to provide all suppliers with complete and accurate information about this opportunity. If ShelterBox obtains any additional material information, including responses to individual suppliers' questions that could affect other suppliers, ShelterBox will share this information.

The contents of responses and the provisions of this tender document will be available for inclusion in final contractual obligations. Proposals must be signed by a duly authorised owner, officer or agent of the company submitting the bid.

### Notification of award

ShelterBox will notify the successful bidder on the target award date in Section 10. At this stage, ShelterBox may negotiate with the successful bidder to finalise the offer.

## 12. CONTACT INFORMATION

Contact: ShelterBox Tender Team

Email: [tenders@shelterbox.org](mailto:tenders@shelterbox.org)

## 13. CONDITIONS OF TENDER

### 13.1 General

This tender document does not constitute an offer by ShelterBox. Any bid submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any bid by ShelterBox. ShelterBox is under no obligation to award a contract to any bidder due to this tender process.

ShelterBox further advises all suppliers that ShelterBox may accept any bid submitted; however, ShelterBox reserves the right to request best and final offers. ShelterBox may enter negotiations with more than one supplier simultaneously and award the business to any supplier in negotiations without prior notification to any other supplier.

### 13.2 Offer validity

Bids shall remain valid for 180 calendar days after the bid submission deadline.

### 13.3 Cost of bidding

The bidder is responsible for all costs associated with the preparation and submission of its bid. ShelterBox will not be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

### 13.4 Warranty

The Supplier warrants that the proposed services meet the required specifications set out herein.

### 13.5 Bid withdrawal

The bidder may withdraw its bid after submission, provided that written notice of the withdrawal of the bid is received by ShelterBox.

### 13.6 Right to accept or reject

ShelterBox reserves the right to accept or reject any bid, to annul the tendering process, and reject all bids at any time before contract award, without incurring any liability to the affected bidder/s or any obligation to inform the affected bidder/s the reason for ShelterBox's action.

### 13.7 Right to retender

ShelterBox reserves the right to retender where a viable offer is not presented for any or all parts of this tender.

### 13.8 Corrupt or fraudulent activities

ShelterBox will reject a bid if it determines that the bidder has engaged in corrupt or fraudulent practices in competing for the contract/s in question. A bidder suspected to have indulged in corrupt or fraudulent practices risks being prevented from participating in ShelterBox's future procurement opportunities.

### 13.9 Confidentiality

All information in this tender document or otherwise provided in connection with this tender is confidential and may not be disclosed, published, or advertised in any manner without written authorisation from ShelterBox.

All tender documents remain the property of ShelterBox, and all suppliers are required to return to ShelterBox or delete these documents upon request. ShelterBox and any third parties acting on behalf of ShelterBox will consider the responses to this tender confidential. Suppliers who do not honour these confidentiality provisions will be excluded from participating in future ShelterBox supply opportunities.



**ShelterBox**

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