

**Request for Proposal**

For Livelihoods Coaching Consultant

FOR

DANISH REFUGEE COUNCIL (LEBANON)

<b>Request for proposal (RFP) BEY/19/010</b>	
Name of the organization	Danish Refugee Council
Date of issue	14 of October 2019
Last date and time for receipts of bids	23 of October 2019
Address for the submission of proposals	By email at: <b>LBN-Procurement-RFP@drc.ngo</b>
Address for queries	By email at: <b>LBN-Procurement-RFP@drc.ngo</b>

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and whenever possible – for the fulfillment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956, and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced.

All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

Operating since 2004 in Lebanon, DRC has addressed the needs and rights of vulnerable populations, working initially with Palestinian refugees (since 2004), Iraqi refugees (2007-2010), Lebanese IDPs (during the 2006 conflict), migrant domestic workers (since 2009) and, since 2011, responding to the Syrian refugee crisis.

DRC Lebanon is currently delivering programming in protection, housing, infrastructure, basic assistance, livelihoods, and community development interventions. This myriad programming seeks to address the immediate needs of displaced populations and concurrently support vulnerable host populations. DRC has five offices spread throughout Lebanon in, Beirut, the Bekaa, Saida, Tripoli and Qobayat.

For further information about DRC, please refer to our website: [www.drc.dk](http://www.drc.dk)

### **Objectives:**

DRC is seeking to appoint a **Livelihoods Coaching Consultant** (individual) for the following deliverables:

The Livelihoods Coaching consultant will be responsible to develop, with both a Livelihoods and Protection lens, processes, standard operating procedures (SOPs), materials and tools that will be used by DRC Livelihoods programs to provide career counselling and livelihoods coaching to DRC beneficiaries in order to help them to identify and pursue the most suitable livelihoods pathway for them. The livelihoods coaching aims at supporting the most vulnerable individuals to identify livelihoods objectives and work together towards achieving them in order to obtain self-reliance. It will be needed to understand the job market situation in Lebanon, the difficulties faced by job seekers in the country, the obstacle that can exist for accessing livelihoods (familial, psychologic, physic, etc.), how to tackle barriers to employment, and identifications of relevant coaching support to achieve self-reliance. Other processes, tools and materials are in use in DRC Middle East region and it is expected that the consultant will draw on and build on these, as well as from his own knowledge and experience and existing literature.

### **Responsibilities:**

- Review of existing processes, tools and materials in use in DRC Lebanon and Middle East region, and review secondary data relevant to the area of implementation
- Discuss possible processes, tools and materials with the livelihoods and protection field teams through field visits and with other sector like protection and community empowerment

- Field visit and discussions with key stakeholders and beneficiaries from the current livelihoods/career counselling
- Agree with the field teams on the shape of the livelihoods coaching according to the context in Lebanon, present a process and outline of the counselling/coaching (contents, delivery and timeframe) to DRC for feedback before building the SOPs
- Agree with the livelihoods coordinator on the draft of the SOPs before proceeding to its writing, upon the DRC livelihoods strategy and with consultation of the protection coordinator
- Train key field staff on conducting the livelihoods coaching and adopting the best communication strategy with beneficiaries
- Test the SOPs, tools and materials at DRC employability centers with field staff
- Prepare the final copy based on the feedback and field testing results

**Deliverables:**

The consultancy work will start as soon as possible and will take up to 35 working days. Specific deliverables include:

- An inception report detailing the approach to be taken, the broad contents of the livelihoods coaching, its contents, tools and materials to be used.
- A draft SOPs and tools for feedback from DRC to be tested in the field (Bekaa and North) that will cover livelihoods coaching, career counselling, the follow-up case management approach on an individual basis and the linkages possible with a set of possible livelihoods pathways. This work will be based on an individual and household approach, and be taking into consideration socio economic and protection vulnerabilities, emotionnal distress, being gender sensitive and inclusive of persons with specific needs.
- Delivery of training sessions on the approach, tools and SOPs of livelihoods coaching for DRC staff.

The livelihoods coaching processes, materials and tools developed will be considered as DRC intellectual property, thus DRC has the right to use and share with its partners.

**Timeframe for Outputs/Deliverables:** 5 days (40 working hours) per week for 7 weeks

Deliverables	W1	W2	W3	W4	W5	W6	W7
An inception report detailing the approach to be taken		X					
A draft SOPs, tools and materials				X			
Final SOPs, tools and materials						X	
Delivery of training sessions on career counselling on a ToT format for DRC staff							X

**Experience and technical competencies:**

- At least four-year of relevant experience in livelihoods, in human resources, social work, as a Career Advisor, with psychosocial support;
- Excellent level of written and spoken proficiency in English and Arabic languages;
- University degree in Social Work, Human Resources, Entrepreneurship, or other relevant discipline;
- Demonstrable experience in developing similar products for programs related to the humanitarian sector;
- Experience and understanding of the issues facing by job seekers in Lebanon;
- Excellent computer skills and experience in editing, formatting, and polishing large documents.

**Education:** (include certificates, licenses etc.)

University degree in Social Work, Human Resources, Entrepreneurship, or any other related field.

**Languages:**

Full proficiency in spoken and written English and Arabic.

**Key stakeholders:** (internal and external)

- DRC programme teams.

**Location:**

Based on the above timeframe for outputs and deliverables table, the consultant will be executing his/her tasks in Beirut Coordination office and in the field offices (Bekaa & North) with logistical coverage (transportation) supported by DRC vehicles and drivers from DRC Beirut office.

**To Apply:**

Interested applicants should submit the following:

The **technical proposal** must include

- Detailed CV
- Relevant experience
- Confirmation on the availability corresponding to the list of deliverables stated above.
- Relevant feedback / references from previous clients

The **financial proposal** must specify the following:

The costs for the services requested in the deliverables, it could be per visit, per month, etc...

The Costs should be provided in **USD**.

The Consultant shall be wholly responsible for all taxes, national insurance or other contributions, which are or may be payable out of, or as result of the receipt of, any fees or other monies paid or payable in connection with this Agreement. The Consultant shall accordingly indemnify and hold DRC harmless against all taxes (including VAT), national insurance or other contributions, costs, claims, penalties, interest, expenses or proceedings arising out of or in connection with such taxes and contributions.

The Consultant should notify DRC of his/her registration for V.A.T. and provides V.A.T. invoices in respect of the Consultancy Services, if applicable.

### **Instructions for Submission of Bid**

There are two methods for submitting bids:

- **Hard Copy:** One original copy of your proposal in a sealed envelope clearly marked with **RFP# BEY/2019/010 and the Consultant name**.  
The sealed envelope must be deposited into the DRC Tender Box to the address below *before the RFP Closing Date and Time*.

*Paragon Building, 3<sup>rd</sup> Floor, above Body Garage Gym, Alfred Naccache Street, Achrafieh, Beirut, Lebanon.*

It is the bidder's responsibility to ensure that the sealed envelope is deposited into the Tender Box.

- **By Email:** Email submissions will be accepted and must be sent to the following address: [Procurement.rfp@drclebanon.dk](mailto:Procurement.rfp@drclebanon.dk) quoting, RFP# BEY/2019/010, in the Subject line.  
RFPs must be received in the email inbox by the closing deadline.

The closing date for submission of proposals is **23 of October at 14:00 pm (local Beirut time)**.

**Any bids received past the deadline will be disqualified.**

All related questions should only be addressed to: [LBN-Procurement-RFP@drc.ngo](mailto:LBN-Procurement-RFP@drc.ngo)

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Bids submitted by mail or courier are done so at the bidder's risk and DRC takes no responsibility for the receipt of such bids.

All bids received in pencil will be disqualified.

#### **Validity of Offer**

Your bid must be valid for a minimum of 30 days from the date of the RFP closing date. Bids not meeting the Bid Validity Period may be disqualified. DRC will attempt to notify all suppliers of the outcome of their proposals as soon as possible after evaluation.

## Evaluation of Bids

All Bids received and accepted will be evaluated on a 'line item' basis as follows:

a) Administrative Evaluation: Evaluated to ensure compliance with all the RFP requirements and to ensure that all Bids and calculations are readable and acceptable and includes:

- *Signed Code of Conduct*
- *Supplier profile registration form*

b) Technical Evaluation: All Bids received will undergo a Technical Evaluation based on 'cumulative bid score' as stated below:

Generic Technical compliance:

- Technical/Finance proportion 70/30
- Minimum passing technical score 40

The technical criteria for this RFP and their weighting in the technical evaluation are:

Technical Criteria #	Technical Criteria	Technical Weighting
1	Required documents have been provided and instructions have been followed	20
2	Experience in working on career counselling/livelihoods pathways in the humanitarian sector	20
3	Experience and understanding of the issues facing by job seekers in Lebanon	20
4	Experience providing technical training of trainers	10
<b>Financial</b>		
Financial proposal / quotation		30

\*Out of the maximum 70 points that can be given for the Technical evaluation, bidders must obtain a minimum score of at least 40 in order to proceed to the financial evaluation. Only then will the financial offer be evaluated and reviewed against the technical offer.

c) Bids that comply with the requested items, specifications, and delivery conditions will be classed as 'responsive' (acceptable). Only Bids classed as 'responsive' (acceptable) will progress onto the 'Financial Evaluation' and will be shortlisted. 'Non-responsive' bids (not-acceptable Bids) will no longer be under consideration at this stage.

d) Financial Evaluation: All 'Responsive' Bids will undergo a Financial Evaluation based on proportion 70/30 where 30 is the weighted percentage of price offer.

**Note:** Shortlisted suppliers complying the technical and financial requirements may be asked for an interview with the responsible manager and supplier chain.

**Contract Award**

Under the 'best value for money' principle, DRC will award the contract(s) (DRC Purchase Requisition or Service Contract) to the 'lowest responsive bid' except where other considerations are warranted. These other considerations can be – total cost of ownership; cost of on-going consumables; price vs warranty; quality vs price.

**RFP Enquires**

All enquires and questions should be addressed to the email given in the RFP Detail's section! All Q&A's will Be shared with all invited suppliers.

**Under DRC's Anticorruption Policy, Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.**

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Sincerely,

Supply Chain Department

October 2019