



Request for Proposal (RFP) – GBV Coordinated Response

RFQ Title: Development of SGBV Case Management System

RFQ Issue Date: September 5th, 2022

RFQ Expiry Date: September 12th, 2022 @ 5.00pm

RFP Summary: The services to be rendered are detailed in the attached schedule. Interested parties should send in proposals detailing plans for the development of an SGBV Case Management System. Interested bidders are expected to demonstrate capacity to undertake and conclude the project with a competent team of developers. The selected bidder will be expected to actively participate and make recommendations to the design and planning of the system. Please note the following:

1. Preference will be given to firms with a proven record of developing technology solutions
2. Proposals must not exceed fifteen (15) pages and must be in pdf. Format.
3. Proposals should include a detailed breakdown of costs for the entire project

Project: GBV Coordinated Response – UNFPA Spotlight

Organization: Neem Foundation

Contact Person: Head of Procurement Unit

Details for Submission: Email the below set of documents as one attachment:

1. Detailed proposal and quotes.
2. Tax Identification Number
3. CAC registration details

All documents should be sent in PDF format only to

procurement@neemfoundation.org.ng

Thank you for your interest in the above procurement. As the managing contractor for the Project, Neem Foundation invites you to submit a detailed proposal to develop/upgrade the Neem Foundation Early Warning and Early Response System (EWERS). Your quote will be valid for the Validity Period of 2 Months (Renewable). Please forward your quotes in line with the details for submission above by the Closing Date and Time.



Request for Proposal (RFP) Submission Form

To: The Procuring Entity

Dear Sir/Madam,

Having examined the bidding documents, the receipt of which is hereby acknowledged, we, the undersigned, _____ offer to deliver the required Goods and/or Services in conformity with the said bidding documents for the sum of _____ in accordance with the price schedule attached herewith and made part of this request for proposals (RFP).

We undertake, if our bid is accepted, to deliver the Goods and/or Services in accordance with the delivery schedule specified in the schedule of requirements.

We agree to abide by this RFP for a period of _____ days from the date fixed for opening of bids in the Request for Quotes (RFP), and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any bid you may receive.

Dated this _____ day of _____ 20__

[Name, Designation, Signature and Date]

Duly authorized to sign the bid for and on behalf of _____

[Company Name]



Terms and Conditions

1. Proposal Conditions:

By submitting a proposal, potential suppliers are bound by these terms and conditions. Potential suppliers must submit offers with all details provided in English and with prices quoted in a single currency.

2. Deadline Extension:

Neem Foundation may grant extensions to the Closing Time at its discretion. Neem Foundation will not consider any quotes received after the Closing Time specified in the RFP unless Neem determines to do so otherwise at its sole discretion.

3. Evaluation:

Neem Foundation may review all quotes to confirm compliance with this RFP and to determine the best quote in the circumstances.

4. Alterations:

Neem Foundation may decline to consider a quote in which there are alterations, erasures, illegibility, ambiguity, or incomplete details.

5. The Organization's Rights:

Neem Foundation may, at its discretion, discontinue this RFP; decline to accept any quote; terminate, extend or vary its selection process; decline to issue any contract; seek information or negotiate with any potential supplier that has not been invited to submit a Quote; satisfy its requirement separately from the RFP process; terminate negotiations at any time and commence negotiations with any other potential supplier; evaluate quotes as the organization deems appropriate (including with reference to information provided by the prospective

supplier or from a third party); and negotiate with any one or more potential suppliers.

6. Amendments and Queries:

Neem Foundation may amend or clarify any aspect of the RFP prior to the RFP Closing Time by issuing an amendment to the RFP in the same manner as the original RFP was distributed. Such amendments or clarifications will, as far as is practicable be issued simultaneously to all parties.

Any queries regarding this RFP should be directed to the Contact Person identified on the cover page of this RFP.

7. Clarification:

Neem Foundation may, at any time prior to the execution of a contract, seek clarification or additional information from, and enter discussions and negotiations with, any or all potential suppliers in relation to their quotes. In doing so, Neem Foundation will not allow any potential supplier to substantially tailor or amend their quote.

8. Confidentiality:

In their quote, potential suppliers must identify any aspects of their quote that they consider should be kept confidential, with reasons. Potential suppliers should note that Neem Foundation will only agree to treat information as confidential in cases that it considers appropriate. In the absence of such an agreement, potential suppliers acknowledge that Neem Foundation has the right to disclose the information contained in their quote.

The potential supplier acknowledges that in the course of this RFP, it may become acquainted with or have access to Neem Foundation Confidential Information (including the existence and terms of this RFP and the TOR). It agrees to maintain the confidence of the Confidential Information and to prevent its unauthorized



disclosure to any other person. If the potential supplier is required to disclose Confidential Information due to a relevant law or legal proceedings, it will provide reasonable notice of such disclosure to Neem Foundation. The parties agree that this obligation applies during the RFP and after the completion of the process.

9. Alternatives:

Potential suppliers may submit quotes for alternative methods of addressing Neem Foundation's requirement described in the RFP where the option to do so was stated in the RFP or agreed in writing with the Company prior to the RFP Closing Time. Potential suppliers are responsible for providing a sufficient level of detail about the alternative solution to enable its evaluation.

10. Reference Material:

If the RFP references any other materials including, but not limited to, reports, plans, drawings, samples or other reference material, the potential supplier is responsible for obtaining the referenced material and considering it in framing their quote. And provide it to Neem Foundation upon request.

11. Price Basis:

Prices quoted must be provided as a fixed maximum price and show the tax exclusive price, the tax component and the tax inclusive price. The contract price, which must include any and all taxes, supplier charges and costs, will be the maximum price payable by Neem Foundation for the Goods and/or Services.

12. Financial information:

If requested by Neem Foundation, potential suppliers must be able to demonstrate their financial stability and ability to remain viable as a provider of the Goods and/or Services over the term of any agreement. If requested by

Neem Foundation, the potential supplier must promptly provide Neem Foundation with such information or documentation as the organization reasonably requires in order to evaluate the potential supplier's financial stability.

13. Referees:

Neem Foundation reserves the right to contact the potential supplier's referees, or any other person, directly and without notifying the potential supplier.

14. Conflict of interest:

Potential suppliers must notify Neem Foundation immediately if any actual, potential or perceived conflict of interest arises (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised, whether due to a financial or personal interest (including those of family members) in the procurement or the organization).

15. Inconsistencies:

If there is inconsistency between any of the parts of the RFP, the following order of precedence shall apply:

- (a) These Terms and Conditions
- (b) The first page of this RFP; and
- (c) The Schedule

so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

16. Collusion and Unlawful Inducements:

Potential suppliers and their officers, employees, agents and advisors must not engage in any collusive, anti-competitive conduct or any other similar conduct with any other potential supplier or person or quote any unlawful



inducements in relation to their quote or the RFP process.

Potential suppliers must disclose where quotes have been compiled with the assistance of current or former the organization's employees (within the previous 9 months and who was substantially involved in the design, preparation, appraisal, review, and or daily management of this activity) and should note that this may exclude their quote from consideration.

Potential suppliers warrant that they have not provided or offered any payment, gift, item, hospitality or any other benefit to the organization, its employees, consultants, agents, subcontractors (or any other person involved in the decision-making process relating to this RFP) which could give arise to a perception of bribery or corruption in relation to the RFP or any other dealings between the parties.

17. Jurisdiction:

This Agreement shall be subject to the laws of the Jurisdiction. The Supplier and Neem Foundation will use their best efforts to settle amicably any dispute, controversy, or claim arising out of, or relating to this Agreement or the breach, termination, or invalidity thereof.



Schedule - Terms of Reference

Name of Project: GBV Coordinated Response – UNFPA Spotlight

Terms of Reference for: Development of SGBV Case Management System

Number of Vendors Required: One (1)

Location: Virtual

Background

Neem Foundation is a leading crisis response organisation committed to promoting the protection and wellbeing of populations and communities living in contexts affected by conflict, violence, and fragility. We strengthen the resilience and capacity of crisis-affected communities across the Lake Chad Basin region to adopt inclusive approaches to recovery from the effects of instability and mitigate future crises. We achieve these by providing and raising the standards of mental health and psychosocial support for trauma-affected populations. We design and deliver reintegration and stabilisation services that target displaced communities as well as former associates of violent armed groups. Through our communications and advocacy work, we influence narratives and collaborate with credible stakeholders to promote social cohesion, reconciliation, and community action to maintain peace and progress. Our education component advocates for, and improves access to, quality education for marginalised and disadvantaged groups, especially girls, while our research work leverages key partnerships with global research institutions to inform evidence-based approaches to crisis interventions

In achieving its mandate, Neem Foundation in collaboration with the Ministry of Women Affairs is implementing the Coordinated Response to Sexual Gender Based Violence in Adamawa State and FCT. The programme is aimed at providing a holistic approach to GBV response and access to comprehensive services for survivors of GBV. The project also supports coordination among relevant Ministries, Agencies, Departments and Civil Society organisations to support the One Stop Centre in Adamawa State and FCT.

Purpose

To address the significant cultural and financial barriers to accessing comprehensive SGBV care, Neem Foundation will provide an integrated support service to women and girls affected by Sexual and Gender-Based violence, in private and public spaces, within the family, community, and at the workplace. Women facing physical, sexual, emotional, psychological, and economic abuse, irrespective of age, class, education status, marital status, race, and culture will be facilitated with support and redressal. Aggrieved women and girls facing any kind of violence due to attempted sexual harassment, sexual assault, domestic violence, intimate spouse violence, trafficking, who have reached out or been referred to the One Stop Centre will be provided with specialized services.

Neem Foundation is seeking developers to develop a unique case management system to meet the needs of the Centres processes. It will enable the team to monitor case activities in real-time and support decision-making using real-time data analysis. It will also provide a complete set of functionalities that includes online data entry, analytics, GBV case



management response time and duration of response, workflow management, and system administration. The system will be in line with the Federal laws as well as conduct relevant training for stakeholders.

Scope

Neem Foundation expects the technology partner to develop, design, and deploy a case management system that will collect, store, analyse and display data. The system will collect and store SGBV incidents submitted by case management workers through a form, analyse and display information on the submitted SGBV data.

CASE MANAGEMENT SYSTEM

1. Dashboard: the dashboard will consist of summaries of data collected including closed cases, open cases, referred cases, cases waiting to be referred, an interactive map displaying number of cases by state, and a summary table of reported cases including number of days a beneficiary has stayed in the shelter. Detailed information on cases will be available in other tabs.
2. Form: a detailed incident form will be available on the platform to case management workers to fill on behalf of a victim/survivor. A consent form will have to be filled first by the beneficiary, and a fingerprint capture will serve as the beneficiary signature authorizing the collection of data.
3. Reports: Users will be able to download filtered or complete data in xlsx or csv format. Maps and charts will also be available for download in pdf or jpg.

Timeline

The project is expected to be completed in 4 weeks.

S/N	Activity	Timeline	Deliverables
1.	Initial Assessment and SRS	Commencement Date – Week 1	SRS Document
2.	Architecture Design and Prototype Development	Week 1 – Week 2	Proposed Prototype
3.	System Development, Deployment and Testing	Commencement Date – Week 4	Completed System
4.	User Training	Week 4	Training Documents and Manuals
5.	Project Completion and Sign off	Week 4	

Expectations

The bidder(s) should state attach to this RFP a letter expressing interest in delivering the service outlined in this document and attach a costed proposal. The letter should be organized and indexed in a form noted below that ensures the Foundation can easily review to effectively evaluate the quotes.

- The Bidder’s name (company name), address, e-mail, telephone phone number
- The name, title or position, and telephone number of the individual signing the cover letter



- The name, title or position, and telephone number of the primary contact and/or account administrator, if different from the individual signing the letter of interest
- A statement expressing the Bidder’s willingness to provide the services described in this RFP.

Please attach a scanned copy of your companies CAC registration to the bid

Reporting

- This will mostly be a feedback mechanism, where the selected bidder will maintain constant communication with the project team to report milestones achieved in the implementation of the project, including challenges, lessons, and recommendations for improvement.
- The successful consultant/vendor/company must demonstrate the expertise and capacity to provide relevant recommendation and creative input at every stage of the project.
- The selected bidder must be willing to accommodate regular project meetings where Neem Foundation staff may request updates and demonstration of features that are of priority to the EWERS team during development

Application Submission

Interested parties (individuals and organisations) should submit a comprehensive proposal and budget of no longer than 15 pages (including budget, company profile or CV and references, certificate of incorporation and TIN number).

Selection Criteria

Criteria	Weight (%)
Expertise/Understanding of the Terms of Reference	30
Relevant Experience and references	25
Fee rate in Naira	25
Team and Resumes	20
Total score	100

If your proposal is successful, you will be required to enter Neem Foundation’s Standard Contract for the types of goods or services being provided. In the provision of the Goods and Services, you will be required to comply with the organization’s policies, including (without limitation) its Business Partner Code of Conduct and any relevant Project Manual.

If you are bidding as part of a joint venture, partnership or similar, please make this clear in your submission. Likewise, if you propose to subcontract any part of the goods or services provision, then disclose this fact within your submission. Neem Foundation may require additional information from you and approval for subcontracting will not be automatic as subcontractors will be subject to Neem Foundation’s Due Diligence process.