

REQUEST FOR PROPOSALS
PACES
Child Safeguarding Policy

RFP Date of Issuance: **January 12, 2020**

Due Date for Questions: **January 20, 2020**
Submission of questions or requests for clarification in writing via email to info@pacescharity.org by **15:00 PM local time**.

Due Date for Proposals: **February 06, 2020**
Proposals (including technical proposal and financial proposal) are due by **15:00 PM** via email to info@pacescharity.org

Subject: **Child Safeguarding Policy**

I. Background

Palestine Association for Children's Encouragement of Sports (PACES), is a UK based charity established in 2006, with the aim of providing healthy, structured after- school sports programs for Palestinian girls and boys ages 7-16 years Living in refugee camps and most marginalized and vulnerable areas in Palestine, Jordan, and Lebanon.

Through its core sports program, PACES provide children with multiple educational benefits to help them thrive in their own communities. From March to November every year, children are granted an escape from being idle on the streets, or in their homes; an escape that is fun, healthy, and one that encourages participation and inclusion. Since its establishment, PACES has reached out and served over 30,000 children, 2,000 young female and male coaches and assistant coaches, and over 100 local sports clubs and other community-based organizations. All programs promote gender equality, and have successfully reached and maintained a 50% female participation rate.

Through the work PACES is committed to achieve the following objectives:

- To enhance children's life skills through sports programs and educational activities and empower them to become active citizens within their communities.
- To enhance employability skills for young female and male coaches.
- To improve the capacity of local partners to become part of the development of sustainable communities.
- To provide equal opportunities for both genders in sports.

The main asset of PACES is children and they are the core of our work, we are creating a safe environment by allowing boys and girls to interact and communicate within their own gender specific group without being exposed to risks or threats.

II. Purpose

The purpose of this Request for Proposals (RFP) is to solicit proposals from prospective subcontractors to support PACES in developing its own Child Safeguarding Policy.

PACES is seeking proposals from firms and organizations registered in either Jordan, Palestine and Lebanon to develop a child protection and safeguarding policy to be imbedded within PACES activities as well as train the staff and trainers in the 3 countries to implement the policy.

This RFP is issued as a public notice to ensure that all interested, qualified, and eligible organizations based in Jordan, Palestine and Lebanon to have a fair opportunity to submit their proposals.

III. Program Background

All organizations that work with or come into contact with children should have safeguarding policies and procedures to ensure that every child, regardless of their age, disability, gender, race, religion or belief, has a right to equal protection from harm.

Setting up and following good safeguarding policies and procedures means children are safe from adults and other children who might pose a risk. This includes voluntary and community organizations, faith groups, private sector providers, as well as schools, hospitals and sports clubs.

In a report by UNICEF on the children right for social protection; “Eighteen of the 20 countries in the MENA region have a legal guarantee to social protection in their constitutions—the two exceptions being Djibouti and Lebanon. However, only a few countries— namely, Bahrain, Egypt, Iran, Iraq and Morocco—clearly extend the right to social protection or to an adequate standard of living to all children.”

Embedding social protection programs in comprehensive legal frameworks is particularly relevant for children, as they are not only more vulnerable to malnutrition, disease and abuse (and thus in need of adequate social protection) but are also more dependent on others for support. Social protection schemes enshrined in national legal frameworks are less prone to political manipulation and become entitlements to which citizens have the right to access (UNICEF 2014).¹

As mentioned above PACES has been working in Jordan, Palestine and Lebanon since 2006 and served more than 30,000 children between the ages of 7 -16 years old. We believe that investing in these children and providing them with extra curriculum activities in sports and life skills that enable them to interact independently and confidently without fear or hesitation and assist them to improve their socio-emotional composite scale. The program also encourages children to go to school and to stay away from the streets and build friendships in a healthy manner. Recent evaluations show a significant improvement in PACES children life skills and their ability to deal with the surrounding environment and an improved relationship with family members and community members.

It is important for PACES to have their own child safeguarding policy as most of the staff, the network of local partner (clubs) and pool of coaches and assistant coaches deals with the children on almost daily basis throughout the program cycle. Working with children and young people can be incredibly rewarding, but it also comes with a good deal of responsibility. One of the most important aspects of this responsibility is our obligation to keep those children safe from harm from the organization staff, coaches, assistant coaches and volunteers as well as upon conducting any sports programs, activities and events and when using any media.

¹ UNICEF, Children' Right to Social Protection in the Middle East and North Africa Region—an Analysis of Legal Frameworks from a Child Rights Perspective

IV. Objectives

Having a customized safeguarding policy for PACES and training is vital to ensure that PACES team members and network have the skills that they need in order to be able to provide a service that protects children. The selected organization is expected to conduct a thorough study on the best practices on the safeguarding policies developed such as UNICEF, Save the Children, Keeping Children Safe, etc. and to customize those standards to PACES needs.

Upon developing the policy, the it is expected to achieve the following for PACES under this contract:

1. Have the knowledge and resources to act with children in a safe way (know the Dos and Don'ts), PACES need to follow an approach to understand and measure the risk to children by its work (staff, programs and operations) and address those risks to be a child safe organization.
1. Develop a customized child safe guarding policies and procedures to prevent harm and how to respond to concerns appropriately.²
2. Learn who might be vulnerable: distinguish which children may be at additional risk of mental or physical abuse or neglect.
3. Recognizing tell-tale signs of abuse and neglect: enable staff, coaches and assistant coaches to actively monitor the wellbeing of the children in their care.
4. Improve the members communication ability with the children about their needs and well-being lays at the core of safeguarding.
5. Establish and enforcing the policy and procedures within PACES and training the staff and coaches will increase trust and shows to both parents and stakeholders that PACES takes best practice very seriously.
6. Enable staff to record and report abuse and neglect appropriately and direct it right.³

V. Scope of Work

The selected organization or firm is expected to integrate the following in their proposal:

Phase 1: Policy Development Initiation and Stakeholder's Engagement

Task 1.1: Kick off Meeting

The firm in coordination with PACES team should decide on strategic objectives and engage in the first phase of the policy development. Topics Include:

- Review the current work / challenges / objectives
- Define key stakeholders, main beneficiaries.
- Explore stakeholder expectations including PACES staff, partners (clubs), trainers, children.
- Define the policy structure and framework.
- Develop the final project plan and timeline.

Phase 2: Child Safe Guarding Policy Research

² <https://www.keepingchildrensafe.org.uk/>

³ <https://www.educare.co.uk/ppc/safeguarding-training-the-top-5-benefits>

Task 2.1: Desk Review policy research

To complement the initial research and initial set of policy objectives agreed upon with PACES team in phase 1; the firm is expected to complete a desk research including: interviews, request information, and hold focused group meeting with selected stakeholders in order to gather and validate the needed information. The desk review will be conducted taken into consideration the following aspects:

1. Best Practice Aspect: a comparative review on available on child safeguarding policies
 - A summary of the child safeguarding policies developed
 - What are the main parts for the structure / policy framework?
 - How can the policy be rooted with the organization?
 - What are the standards and general principles to be taken into consideration?
 - How can the policy be applied taking into consideration the country PACES implement their activities within (Jordan, Palestine and Lebanon)?
 - List of the advantages of the child safeguarding policy.
 - Any foreseen challenges
2. Stakeholders This will be the basis for a focus group discussion with key stakeholders covering 3 countries (depending on the country of the selected firm – base- other countries can be covered by conference or skype calls)
 - Conduct a focus group with children
 - Conduct a focus group with parents
 - Conduct a focus group with clubs, coaches and assistant coaches
 - Conduct a focus group with PACES staff
 - Conduct an observation field visit to a training session (boys and girls) in one country depending on where the selected organization is based.

Task 2.2: Present the Research Findings to PACES

- The firm will hold a meeting with PACES team in order to present the findings of the research report based on the above.
- Deliver a report on the desk review and focus group outcomes.

Phase 3: Policy Development

Task 3.1: Developing the Child safe guarding policy

Based on phase 2 tasks, the firm is expected to submit the following documents:

The firm is expected to develop a customized and comprehensive child safe guarding policy for PACES including all the guidelines, procedures, any material to be presented to stakeholders, self-assessment tools, etc. the policy will be reviewed by PACES team and provide feedback to the draft. The draft will be amended and finalized.

Phase 4: Training and Awareness

Task 4.1: Developing training material for the Child safe guarding policy

- 1- Develop training martial for PACES staff.

- 2- Conduct TOT training session for staff from Jordan, Palestine and Lebanon (number of days for each training session per country to be suggested by the firm as per the methodology presented).
- 3- Any feedback provided during the training to be taken into consideration and if changes needs to be incorporated to the policy to be done to deliver a final document.

Task 4.2: Create Awareness material for Stakeholder on the safeguarding policy

In coordination with PACES team, the firm is expected to create material for the policy to be used for awareness to stakeholder (clubs, coaches) to ensure full understanding to of the policy components and tools.

VI. Deliverables

The Firm will be responsible for preparing and submitting the following deliverables:

Phase	Deliverables	Due dates
Phase 1: Policy Development Initiation and Stakeholder's Engagement	<ol style="list-style-type: none"> 1- Kick of meeting 2- Final project work plan and timeline 3- policy structure and framework 	3 weeks after signing
Phase 2: Child Safe Guarding Policy Research	Develop the desk review on the policy: <ol style="list-style-type: none"> 1. Best Practices aspects 2. Stakeholder focus groups (in one selected country) 3. Field visits 4. Present the Research Findings to PACES 	6 weeks after signing
Phase 3: Policy Development	Develop the Child safe guarding policy with all supporting document and tools	9 weeks after signing
Phase 4: Training and Awareness	<ol style="list-style-type: none"> 1. Develop training material 2. Conduct TOT training session for PACES staff (Jordan, Palestine and Lebanon) 3. Finalize Policy after feedback 4. Develop awareness material for the policy 	14 weeks after signing

*NOTES:

- *Written reports deliverables are to be submitted in English unless indicated otherwise.*
- *The child safeguarding policy should be submitted in Arabic and English.*
- *Training material and awareness material should be submitted in Arabic.*
- *Final due dates/ timeline will be negotiated with selected firm upon selection/ kick off meeting.*
- *The above-mentioned implementation plan can be negotiated with selected firm if it achieves the objective of this RFP Upon implementation all deliverables must be reviewed and approved by PACES prior to payment. The selected firm will be informed of this process during the kick-off meeting.*
-

VII. SUBMISSION INSTRUCTIONS

This section contains general and specific requirements for submitting the technical and Financial proposals. Please ensure the following forms are completed and submitted with your proposal:

- **Copy of your legal registration**
- **A copy of (POA) Power of Attorney or any other equivalent legal document for the authorized person to sign the contract.**

Failure to submit these forms may result in disqualification from consideration.

1. This RFP is open to all qualified, interested firms and organizations registered in Jordan, Palestine and Lebanon. The lead staff involved in this activity and those communicating with PACES must be fluent in both English and Arabic. The Offeror must also propose a Project Manager that serves as the primary Point of Contact (POC) for PACES. This solicitation is open to all interested, qualified and eligible organizations.
2. The Offeror is requested to submit a proposal directly responsive to the tasks, terms, and conditions of this RFP. The overall proposal shall consist of two (2) physically separated parts: Technical Proposal and Financial Proposal. Technical Proposals shall not make reference to cost or pricing details.
3. Alternative proposals will not be considered. Proposals not conforming to this solicitation may be categorized as unacceptable and eliminated from further consideration.
4. Offerors are allowed to submit one proposal. If an Offeror participates in more than one proposal, all proposals involving the Offeror will be rejected.
5. Proposals shall be written in English. Financial proposals shall be presented in USD and including all applicable local taxation.
6. Proposals must remain valid for a minimum of **sixty (60) days**. The Offerors shall submit their technical & Financial proposals in two separate scanned word or PDF format to the e-mail: info@pacescharity.org. All communications must include the solicitation title, **Child Safeguarding Policy**, in the subject line.
7. The person signing the Offeror's proposal must have the authority to commit the Offeror to all the provisions of the Offeror's proposal.
8. The Offeror shall submit its best proposal initially as PACES intends to evaluate proposals and make an award without discussions. However, PACES reserves the right to conduct discussions should PACES deem it necessary.
9. Proposals must be clearly and concisely written and must describe and define the Offeror's understanding and compliance with the requirements contained in the SCOPE OF WORK/TASKS/ACTIVITIES. All pages must be sequentially numbered and identified with the name of the Offeror.

PART A: TECHNICAL PROPOSAL

The Technical Proposal shall be straightforward and concise describing how the Offeror intends to carry out and satisfy the TASKS/ACTIVITIES described above. No cost or pricing information is to be included in the technical proposal.

*Technical proposals are **limited to 15 pages** in total, **not including**: Organizational Information, CVs of proposed personnel, and examples of previous relevant work to be included in an Annex described in the paragraph below. **Pages in the Technical Proposal in excess of 15 pages will not be read or evaluated.***

Items such as graphs, charts, tables may be used as appropriate but will be considered part of the page limitation. Key personnel resumes, dividers, and past performance report forms are not included in the page limitation. **Offerors are encouraged to provide an Annex, or “portfolio” of samples demonstrating past experience performing similar activities. This Annex can include copies of photographs, other visual representations, and media/social media clippings. This Annex should not exceed 10 pages.**

The technical proposal shall be formatted using the following sections:

1. Organizational Information (not part of page limit):

- Organization’s legal name
- Contact name and position or title
- Organization’s E-mail address, physical address and telephone number
- Copy of legal registration authorizing organization to do business in Jordan or Palestine or Lebanon
- A copy of (POA) Power of Attorney or any other equivalent legal document for the authorized person to sign the contract.

2. Technical Approach– Narrative not to exceed five (7) pages.

The Offeror shall demonstrate its understanding, ability and overall approach to performing the requirements described in the Scope of Work/Tasks/Activities. The Offeror shall clearly explain how it proposes to structure, design, manage and execution of the work required that meets PACES objectives. Proposals will become property of PACES.

The Technical Approach must include a timeline or Gantt chart of the deliverables required to execute this project.

3. Capability Statement - Narrative – not to exceed two (2) pages.

The Offeror shall demonstrate its specialized competence with regards to the requirements of the tasks/activities. The Offeror shall demonstrate it has the necessary personnel to successfully comply with the contract requirements and accomplish the deliverables. Do not reference past performance examples. Instead provide an overview of the firm’s capabilities to perform this work.

4. Past Performance – Narrative not to exceed five (3) pages.

The Offeror shall provide at least three (3) examples of past performance of implementing similar projects in the region as being requested in this RFP. The past performance examples must be within the last three (3) years and shall be similar in terms of the scale, and relevance. The Offeror

must provide references for each example, including the name, title, phone number and email address of the reference so we may contact.

5. Personnel/Staffing – A narrative not to exceed three (3) pages.

A summary describing the proposed staff for project including up to three team leaders. The summary shall include names, relevant qualifications of similar experience and the proposed role for each individual. A Project Manager must be identified with a minimum of five years' experience in related project management

The Offeror must also include the CVs of key staff members involved in the Project, including the Project Manager and up to 3 Team Leaders. Each CV should not exceed three (3) pages. Note: Again, CVs do not count towards the 15-page proposal limitation.

PART B: Financial PROPOSAL

The Offeror shall propose realistic and reasonable costs for this work in accordance with the Offeror's technical approach. The Offeror cost should be in USD dollars and including all applicable local taxation. The financial proposal shall be prepared using the attached standards forms (**Attachment 1**). It shall list all costs associated with assignment, including:

- a. Remuneration for the staff based on staff daily rates and number of days taking into consideration that 1 working day=8 working hours. The number of days of the staff should be reflected per each phase described in the technical proposal.
- b. Reimbursable expenses. These costs should be broken down by each phase or activity. All phases and items described in the technical proposal should be priced separately, Phases and items described in the technical proposal but not priced, shall be assumed to be included in the prices of other phases or items. These costs include:
 1. Cost of necessary travel, including transportation by the appropriate means of transport.
 2. Cost of international or local communications required for the purpose of the services.
 3. Cost or rental cost of any instrument or equipment required to be provided by the consultant for the purpose of the services.
 4. Cost of printing of materials and reports to be produced for the services.
 5. Cost of any further items required for the purpose of the services.

VIII. EVALUATION CRITERIA

This solicitation is open to local and or regional and or international firms registered in Jordan, Palestine or Lebanon specializing in research and child safe guarding policy reform. Proposed key staff, including the Project Manager, must be fluent in English and Arabic. The selected Contractor will be responsible for designing and executing all activities outlined in this Request for Proposal in cooperation with PACES.

Proposals will be evaluated using the quality and cost-based selection, with a total score calculated out of 100% of which 80% is the weight of the technical proposal and 20% is the weight of financial proposal. proposals must meet the mandatory requirements as follows:

- Be legally registered in Jordan and or Palestine and or Lebanon;

Proposals meeting the mandatory requirements will be then evaluated for technical merit based on criteria in the below chart. **Those proposals scoring 65 points or higher (out of 80 points) will be considered for cost effectiveness.**

Section	Description	Maximum Points
Technical Approach	- Proposed structure, design, and management approach to execute the work required to develop the child safe guarding framework, and proposed design and implementation plan. (25 points) - Timeline or Gantt chart of the activities required for execution. (10 points)	35
Capability Statement	- Demonstration of the necessary organizational systems, vendors, and personnel to successfully comply with the contract requirements and accomplish the expected results. (15 points)	15
Past Performance	- Inclusion of at least 3 relevant past performance examples of similar projects in the region. (10 points) - References provided by past clients for these examples and their evaluation of the Offeror's ability to deliver on time and within quality and budget expectations. (5 points)	15
Personnel/Staffing	- Qualifications and past relevant experience of the Project Manager and up to 3 team leaders proposed to perform the requirements of this scope of work. (15 points)	15
Technical Evaluation Threshold	<i>Only offers that receive a technical evaluation score of 65 and above points (out of 80) will be considered for cost evaluation.</i>	80
Cost Evaluation	The financial proposal will be evaluated using the following formula: $FS=20*\text{lowest price}/F$, in which FS is the financial score and F is the price of the proposal under consideration.	20
Total Points		100

Notes for preparation of proposals – While preparing the proposal, the offeror shall give attention to the documents and details required by the RFP. Material deficiencies in providing the information requested may result in the rejection of a proposal. The technical proposal shall not include any financial information. A technical proposal containing financial information may be considered non responsive.

Negotiations: After PACES team finalizes the evaluation process, the first ranked offeror will be invited for the negotiations. Failure in satisfying such requirement may result in PACES proceeding to negotiate with the next-ranked offeror. Negotiations will include a discussion of the technical proposal, the proposed technical approach, methodology, work plan and staffing. Then, the financial negotiations will reflect the agreed technical modifications in the cost.

Award of a contract: After completing negotiations between PACES and the selected offeror, PACES will award the contract to the offeror and will notify all other offerors who have submitted proposals and were unsuccessful.

[END OF RFP]