

UK Humanitarian Innovation Hub

**Exploring the HRI Digital Landscape**

Call for Proposals

Th UK Humanitarian Innovation Hub is pleased to issue this Call for Proposal (CfP) in connection with the competitive procurement for the *Exploring the HRI Digital Landscape* initiative.

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# **I: SERVICES DESCRIPTION**

**1. Summary**

Elrha and the UK Humanitarian Innovation Hub (UKHIH) are launching a strategic initiative to explore the landscape and opportunity for digital platforms that will support humanitarian research and innovation (HRI). This initiative is a response to the challenges faced by the humanitarian sector, particularly in adapting to dynamic operational environments and improving the accessibility, usability, and sustainability of digital tools used by humanitarian actors.

Through this initiative, Elrha and UKHIH seek to consolidate internal knowledge, map the existing digital ecosystem, and develop principles and guidelines that will ensure future digital platforms are not only aligned with sectoral needs but also ethical, inclusive, and adaptable. This work will build on prior experiences from UKHIH, the Humanitarian Innovation Fund (HIF), and Research for Health in Humanitarian Crises (R2HC), ensuring that the platforms created are tailored to address the specific challenges of the humanitarian sector.

The initiative will unfold across four work packages, each designed to build on the insights and lessons learned from the previous phase. The process will conclude with the potential development of mock-ups or specifications for new platforms, based on the principles and guidelines developed throughout the initiative. The goal is to explore practical and sustainable digital solutions that can be implemented across diverse humanitarian contexts.

**2. Background**

**2.1 Overview of Elrha and the UK Humanitarian Innovation Hub**

Elrha is a global organisation dedicated to finding solutions to complex humanitarian challenges through research and innovation. Established in 2009, Elrha collaborates with a worldwide community of humanitarian actors, researchers, and innovators to enhance the quality of humanitarian action and achieve better outcomes for people affected by crises. By fostering partnerships among humanitarian organisations, academics, and governments, Elrha aims to transform humanitarian practices, focusing on effective and sustainable solutions

The UK Humanitarian Innovation Hub (UKHIH), launched in 2020 and hosted by Elrha, harnesses UK and international capabilities to undertake responsive research and problem-led systems innovation in the humanitarian sector.

Elrha and UKHIH, together with their partners, have developed several digital platforms to support humanitarian research and innovation. These platforms have been instrumental in providing critical tools and resources to aid the work of humanitarian practitioners, policymakers, and researchers. However, lessons from past efforts have revealed limitations in the existing digital ecosystem. There is a recognised opportunity to refine these platforms and ensure that future solutions are designed with the needs of the sector in mind.

**2.2 Initiative Background and Rationale**

The purpose of this initiative is to inform and guide Elrha’s and the UK Humanitarian Innovation Hub’s (UKHIH) future plans for the development of digital platforms that support humanitarian research and innovation (HRI). While there are existing digital tools in the humanitarian sector, many of these platforms could be more fully utilised, better aligned with sector priorities, and more adaptable to the rapidly changing operational contexts in which they are used.

Our evidence indicated that humanitarian organisations need comprehensive support to address the growing scale and complexity of crises, particularly through enhanced research and innovation. This support must prioritise generating actionable, evidence-based solutions that are responsive to specific operational challenges and diverse crisis contexts. It includes fostering equitable and sustainable partnerships and embedding innovations within existing systems to improve impact and long-term sustainability. Capacity strengthening is essential, especially for local actors, who require targeted investments to lead, implement, and scale community-driven initiatives effectively. Organisations also require access to appropriate funding, tailored resources, specialised technical expertise, and collaborative platforms to synthesise learning, facilitate cross-sector collaboration, and address systemic barriers to innovation adoption. Ultimately, a more coordinated, inclusive, and adaptive research and innovation ecosystem - one that prioritises ethical standards, accessibility, and co-creation with affected populations - is crucial to empowering humanitarian actors and improving outcomes for crisis-affected communities.

This initiative is focused on developing insight into practical, cost-effective, and sustainable digital platforms that directly address these gaps, ensuring that the platforms designed by Elrha and UKHIH will be impactful, inclusive, and adaptable to the dynamic needs of the sector. The work will consolidate internal knowledge from previous initiatives, identify emerging needs, and provide actionable insights that will inform future decisions regarding digital platform development. Importantly, the insights generated will not only enhance Elrha’s and UKHIH’s own strategies and digital solutions but may also provide valuable learning for other Humanitarian Research and Innovation (HRI) actors working in this space.

* 1. **Aim, Objectives, Deliverables, and Activities**

**Aim:** The generated insight in the opportunity space to develop practical, and sustainable digital platforms that address gaps in the current HRI digital ecosystem and support humanitarian research and innovation.

**Objectives:**

The initiative has four main objectives:

1. **Consolidate institutional learning: Facilitate a structured process to build a deeper understanding of the role and potential of digital platforms in addressing humanitarian research and innovation needs. This will involve systematically capturing lessons and insights from current and previous Elrha and UKHIH digital platform initiatives (both active and scoped), collating institutional knowledge of sector-wide needs and priorities, and aligning these findings with the organisation’s long-term strategic ambitions to ensure sustainable and impactful outcomes.**
2. **Map the current digital ecosystem related to Humanitarian Research and Innovation (HRI):** Conduct a comprehensive mapping of the HRI digital ecosystem, including desktop research and analysis. Engage with relevant external actors to consolidate lessons learned on the challenges and opportunities within the digital ecosystem**.**
3. **Generate insights and principles:** Triangulate and consolidate learning to generate actionable insights that can inform future decisions for digital platforms. Develop principles or guidance for effective digital platform development that address challenges such as inclusivity, adaptability, and sustainability.
4. **Develop an outline of how best practice principles for digital platform design could apply to a digital innovation catalogue** (building on Elrha and UKHIH’s prior work).

**Deliverables and Activities:**

The initiative will proceed through a structured series of work packages, each designed to support real-time learning exchanges, cross-sector collaboration, and identifying strategic insights for broader application.

|  |  |  |
| --- | --- | --- |
| **Work Package** | **Activity** | **Output** |
| **WP1**  | Conduct workshops and interviews with Elrha and UKHIH staff to capture internal knowledge and learning from past and existing platforms. | A synthesis report summarising internal insights and lessons learned. |
| **WP2** | Engage external stakeholders, including other HRI actors and end-users (humanitarian program managers and technical advisors), through interviews and desk research to map existing platforms and address key questions such as effectiveness, inclusivity, sustainability and adaptability.  | A report detailing external findings from research and consultations, with recommendations on gaps and opportunities. |
| **WP3** | Triangulate and consolidate learning to provide actionable insights that can inform future decisions for digital platforms. Develop principles or guidance for effective digital platform development that address challenges such as inclusivity, adaptability, and sustainability. | Consolidated insight report on HRI digital ecosystem and a detailed set of principles and guidelines to inform future platform design. |
| **WP4**  | Develop mock-ups or specifications for a digital innovation catalogue based on principles and guidelines from WP 3. Engage sector stakeholders to refine these concepts.  | Mock-ups, specifications, and a final report summarising findings and recommendations on the digital catalogue concept.  |

Moving forward with WP4 will be subject to a stage-gate decision based on findings under the previous 3 work packages.

**2.4 Key Stakeholders**

This initiative will engage a diverse range of stakeholders to ensure that the work is informed by a broad set of perspectives:

* + - Elrha and UKHIH staff: The core team will provide insights into previous and existing platforms and help to capture internal knowledge of what has worked well and areas for improvement.
		- Elrha and UKHIH programmatic advisory groups: These groups will provide expert input and ensure that the initiative aligns with broader sector priorities and addresses emerging trends.
		- Other HRI actors and platform developers: These stakeholders will contribute to mapping the digital ecosystem, identifying trends, gaps, and opportunities for new platforms or platform integrations.
* Humanitarian organisations and staff: Special attention will be given to engaging national and local humanitarian actors, ensuring that platforms are designed to meet the needs of those working in crisis-affected contexts. Alongside workshops and interviews, surveys could be used where appropriate to gather additional insights and feedback from stakeholders, ensuring broad representation and more comprehensive data. The initiative will adopt a combination of interviews, workshops, consultations, and collaborative co-design sessions to engage a wide range of stakeholders. This approach will enable a more participatory process, ensuring that the future platform developments are shaped by sector needs and real-world applications.

**2.5 Timescale**

The initiative to explore digital platforms supporting humanitarian research and innovation will commence in December 2024 and conclude by March 2025. The following timeline outlines the key stages, activities, and corresponding timeframes to achieve the project’s objectives and deliverables:

|  |  |  |
| --- | --- | --- |
| **Stage** | **Key Activities** | **Timeline** |
| Stage 1: Project initiation | Confirm project scope with stakeholders, establish a work plan, and prepare materials for engagement activities. | By end of December 2024 if feasible  |
| Stage 2: Stakeholder engagement | Conduct internal engagement to gather insights, map the digital ecosystem, and identify gaps and opportunities. | January 2025 |
| Stage 3: Framework development | Develop principles and guidelines for digital platforms through analysis and collaborative sessions with stakeholders. | February 2025 |
| Stage 4: Concept exploration (Subject to decision making to proceed)  | Design mock-ups or detailed specifications for potential new platform, incorporating feedback from iterative stakeholder consultations. | February – March 2025 |

## **Ways of working**

# The service provider will adopt a collaborative and flexible approach throughout the initiative. Key principles include:

# Inclusivity: Engaging a wide range of stakeholders, particularly national and local actors, to ensure that the work reflects the needs and experiences of those directly impacted by humanitarian crises.

# Adaptability: Adjusting plans and methodologies based on insights gathered during each stage of the work, ensuring responsiveness to changing circumstances and sector needs.

# Transparency: Maintaining clear processes and regular updates to ensure the initiative is guided by input from all stakeholders.

# The service provider must ensure that all findings are presented in a clear, actionable format to inform decision-making throughout the project.

# **II: REQUIREMENTS AND EVALUATION**

## **requirements**

The selected provider must demonstrate:

* Expertise in humanitarian research and innovation: A strong background in HRI and digital platform development.
* Experience in stakeholder engagement: Proven ability to conduct consultations and synthesise diverse perspectives into actionable insights.
* Capacity to deliver within the specified timeframe: The ability to complete the work within 2-3 months, starting December 2024 or January 2025.
	1. **Technical requirements**

Proposals for the digital platform initiative will be evaluated based on the following technical specifications, demonstrating the provider's capacity to meet the project’s objectives and deliverables.

1. Expertise in digital platform development
* Proven capacity to assess gaps in the digital ecosystems, including sustainability, usability, and adaptability challenges.
* Track record of contributing to or leading initiatives that align with humanitarian research and innovation and ethical digital design principles.

2. Strong stakeholder engagement and consultation capacities

* Strong networks and demonstrated ability to engage diverse stakeholders, including humanitarian organisations at multiple levels.
* Expertise in conducting interviews, workshops, and surveys to gather actionable insights, ensuring inclusivity and responsiveness.
* Capacity to synthesise feedback into clear, actionable recommendations that align with sector needs and priorities.

3. Analytical and strategic thinking capabilities

* Experience in evaluating the effectiveness of digital platforms and identifying opportunities for enhancement or innovation.
* Proven ability to develop evidence-based frameworks and principles to guide platform design and development.
* Capability to produce high-quality analyses and synthesis reports, translating findings into practical guidelines and recommendations.

4. Resource development expertise

* Experience producing insights that address sector-wide challenges and opportunities.
* Ability to translate insights into mock-ups or specifications for digital tools, informed by stakeholder consultation.
* Proficiency in creating materials that are accessible and adaptable for local, national, and international actors in the humanitarian ecosystem.

5. Commitment to inclusivity and ethical Practice

* Demonstrated sensitivity to the needs of diverse humanitarian contexts, ensuring cultural, social, and political nuances are respected.
* Commitment to inclusive design principles that prioritise localisation and elevate the voices of marginalised stakeholders.
* Proven track record of developing solutions that are ethical, transparent, and aligned with humanitarian principles.

6. Availability and delivery within project timelines

* Immediate availability to commence work upon selection, with the ability to meet all deliverables within the designated timeline (December 2024 to February 2025).
* Proven project management capabilities to ensure high-quality outputs within tight timeframes.
	1. **Project management requirements**
* **Delivery modality**
* Submissions from either a single organisation or a consortium of organisations under the lead of a main service provider will be accepted.
* Services can be delivered through Sub-contractors.
* Sub-contractors are not allowed to further externalise a portion of the Services, they must either deliver the work themselves or purchase specialised services (e.g. lead service provider or implementing partner ® sub-contractor ® seller).
* If the Services are delivered with Implementing Partners and/or Sub-contractors, the organisations or individuals must be identified in the Technical Proposal, which must demonstrate:
* their specific added value to the delivery of the Services
* their clearly identified roles and responsibilities against each of the Deliverables, and how these are fit-for-purpose for the delivery of the Services
* how the Service Provider will monitor and manage their performance
* the oversight mechanisms in place to ensure Sub-contractors meet deadlines and deliverables, particularly given the short timeframe for the work
* The Proposal must also clearly describe the type(s) of relationship between the Service Provider and the Implementing Partners and/or Sub-contractors.
* Information regarding the member of the Consortium and/or Sub-contractors shall be provided as per the form in Annex 5.
* Please see section 12 below for the definitions of Consortium and Sub-contractor under this contract.
* **Delivery structure**

The Proposal must demonstrate how the Services will be delivered in an effective manner, within the agreed period, feasibility of the approach is therefore key. The team structure must show roles and responsibilities are clearly identified and allocated against each of the Deliverables, and they are fit-for-purpose for the delivery of the Services.

If the Services are delivered through a Consortium and/or Sub-contracting, the Proposal must clearly describe how the delivery structure effectively integrates the different organisations involved in completing the Deliverables. This should include clear decision-making processes to ensure all activities are completed within the agreed timeframe. The organisational structure should ensure that local delivery partners are integrated into decision-making and implementation processes.

* **Work plan**

The proposal must identify key activities and delivery paths in completing each Deliverable, and the time required. It must also clearly determine critical dependencies between activities, such as the recruitment of local partners, and timing of workshops.

* **Risk management**

Relevant assumptions and risks in delivering the Services and finalising the Deliverables must be identified, together with the risk management strategies to be put in place in order to minimise their impact in the Services.

* **Organisational capacity**

Applicants must have the organisational and managerial capacity to deliver the Services in an effective and timely manner. Areas to be assessed include (this is not an exhaustive list):

* Legal registration with a relevant regulatory body
* Financial capacity and stability
* Insurance arrangements
* Experience managing contracts of a similar size and value
	1. **Costing requirements**
* **Cost structure**

The cost structure for delivering the Services must demonstrate the Bidder’s knowledge of the resources (people’s time, goods, outsourced services etc.) needed to complete the Deliverables. It must also show a balanced, cost-efficient and appropriate use of those resources across the Deliverables.

The ratio between contract-specific cost versus overheads is expected to be according to the Service Provider’s industry standards, although, as a charity, Elrha and UKHIH strive to make the most efficient use of its financial resources.

Costs for different Service Providers and/or Sub-contractors should be clearly defined.

* **Costing parameters**

All prices and rates must be set in GBP only, as the contract will be signed in this currency.

The prices and rates quoted shall be the fully inclusive value of the Services, including all costs and expenses that may be required to complete the Services, together with all general risks, liabilities and obligations, set out or implied, necessary to comply with the terms and conditions of the contract.

UK-registered bidders shall not display VAT costs in the quoted prices and rates. If VAT is displayed, bidders must clearly indicate the pre-VAT costs of each of the Services and itemise VAT separately.

Non-UK registered bidders shall include in their quoted prices and rates all taxes they are subject to under their country of registration.

**The maximum budget available for the work is £50,000 exclusive of VAT**. As part of the Bid evaluation, and without prejudice of all other elements described in this Part II, particular consideration will be given to the cost structure and unit costs, as well as quality of Services and value added to the offered Technical Proposal.

* **Pro bono and other non-financial contributions**

Elrha is committed to maximise its financial resources, so that more funding can be spent on programmes that benefit people affected by crises.

Providing any element of the service on a pro bono basis, offering a cost reduction and/or service enhancement, or any other charitable support to Elrha the organisation, will be assessed favourably. However, this is not a requirement and therefore it will not be marked as part of the proposal evaluation. It might thought be taken into consideration when making the contract award decision.

If the Bidder is offering such charitable support, this must be clearly set out the Proposal.

## **Evaluation criteria**

Elrha is committed to ensuring its financial resources are used as effectively and efficiently as possible, so that it can focus them on achieving maximum impact for the humanitarian actors and they communities affected by crisis they serve. Proposals will therefore be evaluated against the Requirements described above and under the criteria set out below.

Bidders must provide information that demonstrates and supports their understanding of, and ability to meet, the Services and Requirements contained within this document.

* 1. **Evaluation grid**

Proposals will be scored by a cross functional evaluation panel. All members of the panel will evaluate the information provided according to the following grid:

| **Criteria** | **Weighting** |
| --- | --- |
| Technical capabilities | 70% |
| Project management capabilities | 20% |
| Costing analysis | 10% |

##

* 1. **Proposal Evaluation**
* **Technical and Project Management Capabilities**

In evaluating the Technical and Project Management element of the Proposals, each criterion defined above will be evaluated against the relevant Requirement. They will be marked based on the level for which the requirement is met, as demonstrated in the Proposal and in accordance with the following table:

|  |  |
| --- | --- |
| **Score** | **Guidelines** |
| 0 Points | Wholly unsatisfactory – fails to meet the requirement or not answered. |
| 1 Point | Poor – only partially meets specified requirements. |
| 2 Points | Satisfactory – meets specified requirements in full. |
| 3 Points | Good – exceeds the specified requirements and provides significant added value to Elrha. |

* **Costing proposal**

The cost evaluation will consider both the proposed cost structure to deliver the Service for the duration of the contract and across the Deliverable, as well as unit costs and total costs.

The costing proposal will be scored from 0 to 3 points based on the Bidder demonstrating they have understood the resources needed for the completion of each Deliverable, as well as good value for money. The table below provides examples of elements to be considered during this evaluation, but the list is not exhaustive and other considerations might be taken into account:

|  |  |
| --- | --- |
| **Score** | **Guidance** |
| 0 Points | Wholly unsatisfactory – not all Deliverables have been costed; template has not been followed or fully completed; overhead ratio is significantly higher than the one in the next highest bid; highest unit costs; highest total value. |
| 1 Point | Poor – only partially meets expectations in their understanding of the resources needed for the completion of the Services; overhead ratio higher than average\*, by more than 5%; higher than average unit costs; higher than average total value. |
| 2 Points | Satisfactory – meets expectations in their understanding of the resources needed for the completion of the Services; overhead ratio within 5% range average\*; average unit cost; average total value. |
| 3 Points | Good – exceeds expectations in their understanding of the resources needed for the completion of the Services (e.g. provides additional relevant costing analysis); overhead ratio average, by more than 5%; lower than average unit cost; lower than average total value  |

\* ‘Average’ in this table refers to the average across the relevant cost presented by the other bids.

***Elrha Not Bound***

Elrha will award the contract based on obtaining the best value for money, having regard to the evaluation criteria set above, for all technical, project management and costing elements. Elrha does not bind itself to accept the lowest priced offered among the bidders.

* 1. **Shortlisting and Interview**

All Proposals that have been received by the receipt deadline will be evaluated using the criteria and methodology described in this CfP document.

Following the evaluation of all Proposal received before the deadline, bidders for the highest scored Proposals will be invited for interview.

The interview will be designed to gain a greater insight into the approach to delivering the services, assess the Service Provider’s suitability and capacity to deliver the services effectively, and to clarify any aspect of the Proposal that may require further exploration.

Shortlisted bidders are expected to be represented by at least one senior member of staff involved in the preparation of the Proposal, and one senior member of staff who would be responsible for the execution of the Services.

Format and agenda for the interview will be sent out to all shortlisted bidders in advance.

# **III: SUBMISSION INSTRUCTIONS**

The deadline for submitting proposals in response to this Call for Proposals is **23:59 UK time on Wednesday 11th December 2024.**

Submissions missing any of the documents listed below or received after the deadline might not be considered.

Please submit the Technical and Cost Structure Proposals, the completed Annex 1 & 2 & 3, and any supporting documents (as relevant) (the ‘Proposal’) as per the following instructions:

* email address: information@ukhih.org with bidsandproposals@elrha.org in copy
* subject line: Call for Proposals – Adaptive Learning for Humanitarian Impact: Harnessing Real-Time Tacit Knowledge – [your organisations name]
* signed with the name and title of the person making the submission
* Submissions emailed to any other Elrha OR UKHIH email address will not be considered.
* Submissions not following the ‘subject line’ instructions might not be considered.

## **Documents submission**

* 1. **General instructions**

All documents shall be written in English.

The complete Bid must be submitted in electronic format. Electronic files must be set out and named in such a way that Elrha evaluators can easily find any information.

Documents must be properly formatted to allow easy reading and understanding of its content. Documents that have not been adequately formatted might not be considered.

In order to evaluate the Bid, all required documents must be included with the submission. If any of the required documents are not submitted with the Bid, Elrha reserves to itself the right to reject it.

Please follow the instructions below for the completion of the following documents that are to be part of each Proposal:

* Schedule 1 – Proposal Template
* Schedule 2 - Cost Structure Proposal
* Consortium Information form

* 1. **Technical Proposal**

Bidders should complete the Schedule 1 and include organisational details, contextual information, budget overview and all other relevant sections. Please submit to **information@ukhih.org** with **bidsandproposals@elrha.org** in copy by the stated submission date.

* 1. **Cost Structure Proposal**

Bidders must follow the Cost Structure format set in Schedule 2, submitted as an Excel file (i.e. it should not be converted to PDF). Please make sure that worksheets are properly formatted to ensure clear reading when printing.

Inserting additional rows and/or columns to this format is only permitted when and how indicated, in which case, bidders should ensure any calculations are amended accordingly.

Additional information and/or pricing breakdowns may be added through inserted worksheets in the same document.

Bidders who submit a Cost Structure Proposal with minor arithmetical errors leading to a revised Total Cost of +/- 15%, once the errors are corrected, will be given the opportunity to accept the revised total Cost or withdraw the Proposal.

A Proposal containing major arithmetical errors, or a large number of arithmetical errors may be rejected on the ground that there is serious doubt about the competence of the bidder.

* **Costing parameters**

All quoted costs should be in GBP.

UK-registered bidders shall not include VAT costs in the quoted prices and rates.

Non-UK registered bidders shall include in their quoted prices and rates all taxes they are subject to in their country of registration.

Costs for Implementing Partners and/or Sub-contractors and/or Vendors should be clearly defined (please see section 12 for definitions).

Clarifications and/or assumptions related to the proposed costs must be set out in the Cost Structure Proposal.

Fee-type costs must be clearly differentiated from proposed reimbursable expenses.

* 1. **Certificates and assurances**

The following documents must be printed in the Bidder’s headed letter, signed and submitted as part of this Call for Proposals:

* Proposal submission letter, as per Annex 1
* Non-collusive Proposal Certificate, as per Annex 2
* Terms and Conditions acceptance letter, Annex 3

These letters and certificates must be signed by an authorised person.

Unless the submission email is sent by the same person signing the listed letters and certificates, these must be signed in ink before scanning, or through an e-signature service.

* 1. **Consortium and Sub-contracting arrangements**

Where a Consortium and/or Sub-contracting arrangement is envisaged, their role and responsibilities must be clearly described as part of the Technical Proposal, and Cost Structure Proposal.

In addition, Annex 5 must be completed providing detailed information on each Implementing Partner and/or Sub-contractor.

Definitions concerning Consortium and Sub-contracting arrangements can be found in section 12 below.

## **Anticipated Timeline**

| **Activity** | **Deadline** |
| --- | --- |
| Call for Proposals issued | 28 November 2024 |
| Proposals submission deadline | 11 December 2024 |
| Evaluation of Proposals completed (anticipated) | 13 December 2024 |
| Communication on contract award (anticipated) | 16 December 2024 |
| Due diligence and contracting (anticipated) | 20 December 2024 |
| Start date of Services delivery (anticipated) | December 2024 (subject to confirmation with supplier) |

## **questions**

* 1. **Scope of enquiries**

Elrha will only provide clarity on content or items that might not be sufficiently self-explanatory in this Call for Proposals, but no additional information will be supplied to potential or actual bidders on individual basis.

Elrha will use best endeavours to provide such explanation as a matter of assistance to the bidder, but it shall not be construed as to add, modify or take away from the meaning and intent of the proposed contract and/or the obligations and liabilities of either party.

No representation, explanation or statement made to a bidder, or anyone else by or on behalf, or purportedly on behalf of Elrha as to the meaning of the procurement documents, or otherwise in explanation as aforesaid, shall be binding on Elrha in the exercise of its obligations under a subsequently awarded contract.

Where the enquiry is beneficial to all bidders, both the original enquiry and the response will be sent to the other bidders anonymously.

* 1. **Timeframe**

Questions can be submitted up to 3 working days before the submission deadline, to allow sufficient time to respond to the query.

Once the submission period has been closed, Elrha will not respond to any question or query.

* 1. **Contact information**

Queries concerning information or documents required as part of this Call for Proposals and/or unclear content, can be submitted as per the following instructions:

* email address: information@ukhih.org, with bidsandproposals@elrha.org mailto:in copy
* subject line: QUERY – CfP – Inclusive Solutions for Humanitarian Technology – [your organisations name]

## **Contract Award**

At the conclusion of the evaluation process and subject to the provisos contained in these Call for Proposals, Elrha will decide to whom the Service Contract will be awarded, and the successful bidder will be expected to enter into a formal agreement.

The acceptance of the Proposal shall be formalised through a Letter of Acceptance signed and sent by Elrha’s authorised contract signatory. No other purported method of acceptance, (i.e. telephone call, correspondence from any other Elrha staff) shall be binding on Elrha.

In addition, any action on the part of the successful Bidder shall be of no contractual effect and not binding on Elrha without a Letter of Acceptance letter from Elrha being issued to the Bidder.

Unless otherwise agreed by Elrha and the Bidder, the contract agreement will be in a form prepared by Elrha.

All documents shall be written in English and the Service Contract subsequently entered into and its formation, interpretation and performance shall be subject to and in accordance with the law of England & Wales.

# **IV: GENERAL INFORMATION**

## **CALL FOR PROPOSALS Information**

This Call for Proposals (CfP) is issued to ensure that all received Proposals are given equal and fair consideration. It is important therefore that bidders provide all information asked for in the format and order specified in this CfP.

Proposals shall be submitted in accordance with the instructions contained in this ToR, save as may be allowed elsewhere in the issued document, without alterations or qualifications.

No alteration or addition shall be made by bidders to any part of the CfP except where expressly allowed herein or in the other issued documents.

Proposals that do not comply with any mandatory requirement (i.e., where the words “shall” or “must” are used) will not be considered.

Elrha does not bind itself to accept any Proposal. Elrha reserves the right to accept a Proposal in part, rather than in full, and Elrha reserves the right and to award a Contract to more than one bidder.

* 1. **Issued Documents**

As part of the Service Contract to be signed between Elrha and the successful bidder, arising from Elrha’s written acceptance of Proposal, the following documents referred to in these ToR might be considered part of the contract:

* Part I Service Description and Part II Requirements and Evaluations of these Terms of Reference
* Non-collusive Proposal certificate signed by the bidder
* Technical and Cost Structure Proposals submitted by the Bidder and accepted by Elrha
* Any additional documents and annexes submitted by the Bidder
	1. **Preparation of Bids**

Proposals shall not be subject to any pre-condition or otherwise qualified or accompanied by statements that might be construed as rendering the Proposal equivocal. Only unconditional Proposals will be considered. Elrha’s decision as to whether or not a submitted Proposal is in an acceptable form will be final.

A fully compliant Proposal must be submitted. Where a bidder wishes to submit a modified or alternative Proposal this must be in addition, and submitted separately, to the compliant Bid and may or may not be considered by Elrha. Any modified or alternative Proposal must also be free of qualifications, fully priced and complete.

Bidders must obtain for themselves, at their own responsibility and expense, any additional information deemed necessary for the preparation of their Proposal. Information supplied to bidders by Elrha is provided to the best of its acknowledge at the time of issuing these Terms of Reference. If bidders are uncertain of the accuracy of any information provided, they are advised to contact Elrha to seek clarification and/or to satisfy themselves by their own investigations. No responsibility is accepted by Elrha for any loss or damage of whatever kind or howsoever caused arising from the use by bidders of such information.

## **consortium and Sub-contracting arrangements**

Regarding the delivery modalities under which the Services could be delivered, the following definitions apply:

A **Sub-contractor** is defined as an individual or organisation who delivers a portion of the contract on behalf of the lead service provider, or the other consortium member(s). In general, the lead organisation should be responsible for at least 50% of the total budget. Each sub-contractor should be responsible for no more than 20% of the total budget.

For avoidance of doubt, a Vendor is defined as an individual or organisation selling a particular and specialised service or product, directly necessary for implementing the Services (e.g. meeting space, translation services, event recording etc.), which is their main and usual business activity. Under this contract, the Service Provider, its sub-contractors and/or its implementing partners are required to manage the identified vendors, but they are not expected to supply such services and goods themselves.

A **Consortium, or Partnership**, arrangement involves two or more individuals or organisations working together to deliver a contract. Each consortium will have a lead service provider (‘Lead’), closely working with one or more other organisations (‘Implementing Partner(s)’). In general, the Lead should be responsible for no less than 30% of the total budget and Implementing Partners should be responsible for no more than 70% of the total budget.

Where a consortium approach is envisaged, the following information must be provided as part of the application:

1. Details of the proposed consortium arrangement.
2. Details of areas of knowledge or expertise to be provided by members of the consortium.
3. Percentage of the contract value expected to be managed by each consortium member.
4. The full details for each of the proposed known consortia members, if known.

## **CONFIDENTIALITY**

All information and documents received by Elrha in response to this CfP shall be treated as private and confidential, save where the disclosure is required by law.

Bidders shall not:

1. Release to third parties any information relating to the Proposal that they intend to submit, other than with professional advisers who need to be consulted with regards to the preparation of the Proposal.
2. Canvass directly or indirectly with any other bidder concerning the award of the contract or directly or indirectly obtain or attempt to obtain information.
3. Canvass directly or indirectly with a member of Elrha or their trustees concerning the award of the contract or directly or indirectly obtain or attempt to obtain information from said individuals.

If a bidder does not observe points a), b) and c) above, Elrha will reject their Proposal and may decide not to invite the agency to bid for future business opportunities.

## **Conflict of Interest**

In order to ensure a fair and competitive procurement process, Elrha requires that all actual or potential conflicts of interest are identified and resolved to Elrha’s satisfaction.

* 1. **Conflict of interest in connection to this procurement process**

Without limitation and common definition of conflict of interest standing, Elrha may perceive conflicts of interest to arise in connection to this procurement process where:

1. the bidder, or their Implementing Partners and/or Sub-contractors, or any person employed / related to / engaged by / otherwise connected with them, has been within the last two years engaged or employed by, or otherwise connected with Elrha
2. the bidder, or their Implementing Partners and/or Sub-contractors, or any person employed / related to / engaged by / otherwise connected with them has discussed within the last 12 months matters relevant to this procurement process with Elrha
3. a bidder, or their Implementing Partners and/or Sub-contractors, propose to provide services or advice to, or is otherwise connected with, more than one other bidder in relation to this procurement process.
	1. **Notification**

Bidders should notify Elrha in writing of any actual or potential conflict of interest in their response to this procurement of the Services.

If the Bidder becomes aware of an actual or potential conflict of interest following submission of their Proposal, it should immediately notify Elrha in writing providing details of such actual or potential conflict of interest.

Notifications of a perceived, potential or actual conflict of interests must be communicated to incidentreporting@elrha.org, providing as much information as possible.

* 1. **Exclusion on the basis of conflict of interest**

Elrha reserves the right to exclude bidders from this procurement process should actual or potential conflicts of interest be found, which confer an unfair competitive advantage on one or more bidder, or to otherwise undermine a fair and competitive procurement process and, following consultation with the Bidder, such actual or potential conflicts are not resolved to the satisfaction of Elrha.

# **V: ATTACHMENTS**

## Schedule 1: Proposal Template

## Schedule 2: Cost Structure Proposal

## Annex 1: Proposal Submission Letter (Template)

## Annex 2: Non-Collusive Proposal Certificate (Template)

## Annex 3: Terms And Conditions Acceptance Letter (Template)

## Annex 4: Applicant Information Questionnaire

## Annex 5: Consortium and Sub-Contracting Information Form

## Appendix 1: Elrha Contract Terms & Conditions

## Appendix 2: Elrha Incident Prevention and Management Policy