



REQUEST FOR PROPOSAL (“RFP”)

RFP Title: Centre of Excellence for Civil Registration and Vital Statistics (CRVS) Systems MONITORING AND EVALUATION STRATEGY CONSULTANCY	RFP #: 15160046
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SECTION 1 – INTRODUCTION

The purpose of this section is to provide general information about the International Development Research Centre (“IDRC”) and this RFP.

1.1 IDRC OVERVIEW

IDRC is a **Canadian Crown Corporation** established by an act of Parliament in 1970.

IDRC was created to help developing countries find solutions to their problems. It encourages, supports, and conducts research in the world’s developing regions, and seeks to apply new knowledge to the economic and social improvement of those regions. IDRC aims to reduce poverty, improve health, support innovation, and safeguard the environment in developing regions.

IDRC employs about 375 people at its Ottawa, Ontario, Canada head office and at its four (4) global regional offices (Cairo-Egypt, New Delhi-India, Nairobi-Kenya, and Montevideo-Uruguay). For more details visit: www.idrc.ca

1.2 PURPOSE OF THIS RFP

IDRC requests proposals for the provision of a Consultant to develop a Monitoring and Evaluation Strategy for the Centre of Excellence for Civil Registration and Vital Statistics Systems, where requirements are described in section 2, the Statement of Work (“Services”).

1.3 DOCUMENTS FOR THIS RFP

The documents listed below form part of and are incorporated into this RFP:

- This RFP document
- Annex A – Resulting Contract Terms and Conditions

1.4 TARGET DATES FOR THIS RFP

The following schedule summarizes significant target events for the RFP process. The dates may be changed by IDRC at its sole discretion and shall not become conditions of any Contract which may be entered into by IDRC and the selected Proponent.

Event	Date
RFP issue date	See page 1
Deadline for Enquiries	See section 5.1
RFP close date	See page 1

SECTION 2 – STATEMENT OF WORK

This section is intended to provide Proponents with the information necessary to develop a competitive proposal. The Statement of Work (“SOW”) is a complete description of the tasks to be done, results to be achieved, and/or the goods to be supplied.

2.1 BACKGROUND

Systematic registration of vital and civil events—including birth, death, causes of death, marriage, and divorce—is critical for improving maternal, newborn, child, and adolescent health. Integrated into existing health information systems, these statistics become valuable evidence, giving policymakers and practitioners the knowledge they need to review the circumstances leading to each maternal and child death, identify preventable factors, and take action where needed. However, such crucial information systems are lacking in many countries. It is estimated that one-third of the world’s births and two-thirds of the world’s deaths are not registered or are incorrectly certified. Where global norms, standards, tools, and promising practices exist, they are not readily accessible and useable to those who need them most.

Funded by Global Affairs Canada and the International Development Research Centre (IDRC) and housed at IDRC, the Centre of Excellence for Civil Registration and Vital Statistics (CRVS) Systems will link knowledge seekers with information, tools, and expertise to facilitate the development and implementation of integrated CRVS systems. The Centre of Excellence will coordinate with existing expert groups to generate, consolidate and disseminate information, including by developing an open access, electronic platform to make key resources readily accessible. It will facilitate exchange of good practices and capacity strengthening, and will play an important role brokering technical assistance for countries needing more direct support.

At the country level, the Centre of Excellence will work closely with the World Bank hosted Global Financing Facility (GFF) in Support of Every Woman Every Child to support the development and implementation of CRVS systems plans as part of country-led Investment Cases for GFF financing. More specifically, the Centre of Excellence will advocate for – and support – the inclusion of CRVS systems components in Investment Cases. It will work with stakeholders to identify needs and ensure that CRVS systems components are feasible and address established priorities. As countries are implementing their Investment Cases, the Centre of Excellence will broker their access to and use of CRVS systems knowledge, tools, good practices, and expertise. Collected, synthesized and/or developed by the Centre of Excellence, these resources will also be made available for use by other countries and stakeholders. Furthermore, the Centre of Excellence will establish exchange between countries and experts in order to cultivate a community of practice that addresses CRVS systems gaps and challenges.

Funded by Global Affairs Canada and IDRC, over a 5 year period (2015 – 2020), the establishment of the Centre of Excellence reflects Canada’s overall commitment to improving the health of women, children, and adolescents through the GFF.

2.1.1 Core Functions

The core functions of the Centre of Excellence include:

1. Strengthening the capacity of CRVS implementers and advocating for sustainability in the GFF countries;
2. Building a knowledge base by collecting evidence, synthesizing and disseminating good practices;
3. Facilitating exchange of knowledge and practices and supporting networks;
4. Contributing to global tools and standards and promote their use; and,
5. Contributing to accountability in GFF countries and at the global level.

2.1.2 Results

The ultimate, long-term outcome of the Centre of Excellence for CRVS Systems is the improvement of reproductive, maternal, newborn, child and adolescent health in low and middle income countries with a focus on those countries eligible for support through the GFF.

The intermediate outcomes are:

- Improved CRVS systems to track progress on women’s, children’s and adolescents’ health in GFF eligible countries that are implementing or have implemented Investment Cases;
- Increased use of evidence, global tools and standards in planning and executing reforms to CRVS systems, particularly in GFF eligible countries that are implementing or have implemented Investment Cases; and,
- Increased collaboration between private and public as well as global, regional and national organizations involved in strengthening CRVS systems.

The connections among the Centre of Excellence’s objectives and activities along with outputs and outcomes are represented in the draft Logic Model and Performance Measurement Framework (PMF) which should be the basis from which to develop monitoring tools amenable to Centre of Excellence for CRVS Systems partners and donors.

2.2 DESCRIPTION AND SCOPE OF WORK

2.2.1 Project Scope

The consultant is expected to:

- i) Review the Centre of Excellence for CRVS Systems’ draft Logic Model and draft Performance Measurement Framework (PMF) and provide input to finalize the PMF;

- ii) Further define the PMF indicators (ensuring that indicator definitions and data sources are clearly outlined);
- iii) Develop a Monitoring plan for the Centre of Excellence for CRVS Systems to include: data collection methods where new data is required; frequency of monitoring; monitoring templates; and recommendations on reporting format, including how this data can be summarized in a dashboard for the Executive Committee and used internally for program decision-making;
- iv) Develop an Evaluation plan for the Centre of Excellence for CRVS Systems to include: intended users and uses of evaluation (to include funding partners, the Centre of Excellence for CRVS Systems, and key stakeholders as appropriate); suggested evaluation approaches that address the needs of users; and preliminary Terms of Reference for specific evaluation activities; and,
- v) Establish consensus on the different levels and purposes of monitoring and evaluation in the Centre of Excellence for CRVS Systems' Monitoring and Evaluation Strategy. This will consider learning and decision-making needs within the Centre of Excellence for CRVS Systems and the reporting needs of all partners. This may include facilitating the development of a program Theory of Change and setting out options for contracting roles for evaluation.

The Centre of Excellence for CRVS Systems expects that the project tasks will include the following elements (we welcome additional suggestions from the consultant):

- Review background documents of the Centre of Excellence for CRVS Systems;
- Review of the evidence base for the Logic Model and PMF;
- Review Monitoring and Evaluation strategies for similar initiatives, and potentially engaging with staff who have M&E systems in place for programs similar to the Centre of Excellence for CRVS Systems and who could inform the initiative's approach to M&E;
- Interviews and consultations with select staff of the Centre of Excellence for CRVS Systems' funding partners (IDRC and Global Affairs Canada), as well as with its key strategic partner (World Bank as Secretariat to the Global Financing Facility); and,
- Close engagement with IDRC staff, including conducting interviews and facilitating work-sessions.

2.2.2 Project Budget

Estimated budget for this assignment is \$20,000 - \$25,000 including travel.

2.3 IDRC RESPONSIBILITIES, SUPPORT, AND REPRESENTATIVES

IDRC will identify a **Project Authority** to whom the successful Proponent will report during the period of a resulting Contract. The Project Authority will be responsible for coordinating the overall delivery of service, providing as required direction and guidance to the Proponent, monitoring Proponent performance and accepting and approving Proponent deliverables on behalf of IDRC. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Project Authority, as submitted, the Project Authority shall have the right to reject it or require its correction at the sole expense of the Proponent before recommending payment.

IDRC will provide any relevant documents to the consultant as needed. These will include the Centre of Excellence proposal and grant agreement, as well as relevant documentation such as the draft logic model and performance measurement framework;

IDRC will facilitate contact with relevant staff from the funding partners and key stakeholders;

IDRC will identify a **Travel Administrative Representative**, who will manage all travel requirements approved by the Project Authority.

IDRC will identify a **Contracting Authority**, who will oversee a resulting Contract throughout its lifecycle, in conjunction with the Project Authority and the Proponent, create amendments for any changes to a resulting Contract, answer questions on terms and conditions, and manage the receipt and payment of invoices.

2.4 LOCATION OF WORK AND TRAVEL

Work is expected to take place at the Proponent's site and onsite at IDRC in co-ordination with IDRC's **Project Authority**.

2.5 DURATION / PERIOD OF A RESULTING CONTRACT

A resulting Contract will (OR is expected to) commence March 2016 and conclude by end of May, early June 2016.

SECTION 3 – PROPOSAL EVALUATION

This section describes the process that IDRC will use to evaluate Proposals and select a Lead Proponent.

3.1 EVALUATION COMMUNICATION

During Proposal evaluations, IDRC reserves the right to contact or meet with any individual Proponent in order to obtain clarification of its submission or to gain insight into the quality and scope of relevant services. A Proponent will not be allowed to add, change or delete any information during the process. IDRC is in no way obligated to meet with any or all Proponents for this purpose.

3.2 EVALUATION METHODOLOGY

The following methodology will be used to evaluate Proposals:

3.2.1 Mandatory Requirements

Each Proposal will first be examined to determine compliance with each **mandatory** requirement ("**M**") identified in this RFP. A mandatory requirement is a minimum standard that a proposal must meet in order to be considered for further evaluation. Mandatory is defined as having substantial compliance as assessed by IDRC in its sole and absolute discretion.

Important Note: Proposals which fail, in the sole discretion of IDRC, to meet any mandatory requirement will be eliminated from further consideration in the evaluation process.

3.2.2 Rated Requirements

Responses that have met all the mandatory requirements will then proceed to the **rated** requirements ("**R**") evaluation. **Rated** requirements will be evaluated according to the degree to which they meet or exceed IDRC's requirements.

3.2.3 Financials

Financial Proposals will be scored based on a relative pricing formula. Each Proponent will receive a percentage of the total possible points arrived at by dividing that Proponent's total price by the lowest submitted total price. For example, if the lowest total price is \$120.00, that Proponent receives 100% of the possible points ($120/120 = 100\%$), a Proponent who submits \$150.00 receives 80% of the possible points ($120/150 = 80\%$), and a Proponent who submits \$240.00 receives 50% of the possible points ($120/240 = 50\%$).

Travel expenses will not be used for scoring.

3.2.4 Presentations/Shortlist

Proponents may be invited to make a presentation or participate in a formal (OR informal) interview to support their proposals at their own expense prior to final selection.

3.3 EVALUATION TABLE

IDRC will evaluate Proponent's proposals based on the following:

RFP Section	Mandatory Requirements	Weighting
Throughout the RFP	Mandatory Requirements (<i>If Pass, proceed with evaluation process</i>)	Pass or Fail

RFP Section	Rated Requirements	Weighting
Technical:	Proposal	95
Financial:	Total pricing, exclusive of taxes	5
	Total %	100

3.4 PROPONENT FINANCIAL CAPACITY

IDRC reserves the right to conduct an assessment of the Lead Proponent's financial capacity. IDRC may request that the Lead Proponent provide proof of financial stability via bank references, financial statements, or other similar evidence. The Lead Proponent must provide this information upon 72 hours of IDRC's request. Failure to comply may result in disqualification.

3.5 PROPONENT SELECTION

As noted in section 5.8, acceptance of a proposal does not oblige IDRC to incorporate any or all of the accepted proposal into a contractual agreement, but rather demonstrates a willingness on the part of IDRC to enter into negotiations for the purpose of arriving at a satisfactory contractual arrangement with one or more parties.

Without changing the intent of this RFP or the Lead Proponent's proposal, IDRC will enter into discussions with the Lead Proponent for the purpose of finalizing the Contract.

In the event no satisfactory Contract can be negotiated between the Lead Proponent and IDRC, IDRC may terminate negotiations. IDRC will continue the process with the secondary Proponent, and so on.

Announcement of the successful Proponent will be made to all Proponents following the signing of a Contract.

SECTION 4 – PROPOSAL FORMAT

Proposal responses should be organized and submitted in accordance with the instructions in this section.

4.1 GENERAL

Proposals should be in 8 1/2" x 11" (letter) format, approximately 2-3 pages in length with each page numbered. CV's can be attached as a separate document. Elaborate or unnecessarily voluminous proposals are not desired. The font used should be easy to read and generally be no smaller than 11 points (smaller font can be used for short footnotes).

4.2 OFFICIAL LANGUAGES

Proposals may be submitted in English or French.

4.3 ORGANIZATION OF RESPONSES

Responses should be organized as follows, where the sections that follow provide more details:

see RFP Section for full details	File	Contents
4.4	1.0	Technical Proposal
4.5	2.0	Financial Proposal

4.4 TECHNICAL PROPOSAL

4.4.1 General

The Proponent **must** provide detailed information relative to each requirement listed in the Statement of Work, for both Mandatory and Rated Requirements, and clearly outline the work that the Proponent proposes to undertake for the provision of these services to IDRC.

4.4.2 Response to the Statement of Work

#	Profile and Experience	Rating	Weight 45
1	All Proposed Resources Experience - CV The Proponent's response should demonstrate the quality and level of expertise of its proposed team by providing the following:	M	
2	Brief Introduction including a) Proponent's relevant areas of expertise and specializations b) Work location (specify city, country) c) Total number of year the Proponent has been in business d) Details of any sub-contracting arrangements to be proposed	R	20
3	Similar Services The Proponent must provide a description of experience working on similar projects where the following must be demonstrated <ul style="list-style-type: none"> Experience in monitoring and evaluation, highlighting expertise developing results based management frameworks such as Logic Models, Performance Measurement Frameworks, etc Experience in and understanding of health information systems 	R	20

	<ul style="list-style-type: none"> • Experience in research management • Experience in capacity building 		
4	<p>References the Proponent’s response should demonstrate the quality and level of their expertise (or of their proposed team) by providing the following:</p> <p>a. two (2) client references for each proposed “delivery of services personnel” for whom similar services have been done within the past five (5) years from the RFP closing date. This shall include: company name, client contact name, contact title, contact telephone number, email address, services period, and brief description of services provided.</p> <p>*IDRC reserves the right to contact these references. IDRC cannot be used as a reference towards this RFP.</p>	R	5

#	Solution / Methodology / Approach / Schedule	Rating	Weight 50
1	The Proponent should demonstrate its approach to successfully deliver the requirements detailed in Annex A – Statement of Work. Including an outline of initial thinking on approach and process to complete the assignment.	R	25
3	The Proponent shall include a proposed timeline, including availability and budget to complete the assignment.	R	25

4.5 FINANCIAL PROPOSAL

4.5.1 General

The Proponent should provide a *separate* response relative to the pricing of its proposed solution (reference section 5.3.2).

4.5.2 Financial Requirements

The Proponent must submit a Financial Proposal including a cost summary of the Services as follows:

Requirements	Weight (%) 5
<p>a. The Proponent is to state the assumptions underlying its financial proposal.</p> <p>b. All prices are to be quoted in Canadian dollars (CAD) and be exclusive of the Goods and services Tax (GST) or Harmonized Sales Tax (HST).</p> <p>The GST or HST, whichever is applicable, shall be extra to the prices quoted by the Proponent and will be paid by IDRC.</p> <p>If the Proponent will not be charging IDRC taxes, an explanation should be provided.</p>	

c. The Proponent must submit a fixed (firm) all inclusive price. In addition, the Proponent must submit pricing information that indicates how the fixed price was calculated.

Prices shall include all components normally included in providing the proposed services such as professional fees, disbursements, engagement support expenses, etc.

Travel expenses must NOT be included in price estimates as IDRC will provide standard per-diem rates, and will procure all air (and train) tickets directly through its designated travel agency.

IDRC will not be billed for travel time to and from any work site, for any purpose. Cost of such time will be the sole responsibility of the selected proponent.

d. The Proponent shall propose an invoicing schedule if other than providing one (1) invoice upon completion of all Services.

Important Note: IDRC's payment terms are NET 30 and IDRC will make no advance on fees.

1. Taxes

1.1 Proponents hired to deliver goods and or services in Canada (regardless of their place of origin) must include all costs on their invoices for the purpose of calculating the applicable taxes payable by IDRC.

1.2 In accordance with the income tax regulations of Canada, IDRC must withhold 15% of fees and non-exempt expenses of **non-resident Proponents working in Canada** for transmittal to the Canada Revenue Agency ("CRA"). Such holdback may be either waived by the Canada Revenue Agency ahead of payment (the Proponent must secure the waiver himself / herself) or refunded later to the Proponent by the authorities of his country of residence (where the country in question has a tax treaty with the Government of Canada), upon the Proponent satisfying the country's revenue declaration requirements. Withholding by IDRC does not constitute sufficient reason to increase the negotiated fee. Tax matters remain entirely the responsibility of the Proponent. Waiver applications and information can be found on CRA's website: <http://www.cra-arc.gc.ca/tx/nnrdsnts/cmmn/rndr/menu-eng.html>

1.3 In accordance with the tax regulations of the jurisdictions of IDRC's Regional Offices, other tax regulations may apply.

4.5.3 Mathematical Errors

If there are errors in the mathematical extension of unit price items, the unit prices prevail and the unit price extension is adjusted accordingly.

If there are errors in the addition of lump sum prices or unit price extensions, the total is corrected, and the correct amount reflected in the total price.

Any Proponent affected by mathematical errors shall be notified by IDRC and be given the corrected prices.

SECTION 5 – CONDITIONS

The purpose of this section is to inform the Proponent about IDRC's procedures and rules pertaining to the RFP process.

5.1 ENQUIRIES

All matters pertaining to this RFP are to be referred exclusively to the Contracting Authority named on page 1.

No verbal enquiries or verbal requests for clarifications will be accepted.

Proponents should, as much as feasible, aggregate enquiries and requests for clarifications and shall submit them **in writing via email** to the **Contracting Authority** by Friday, May 15, 2015, at 11:00 a.m. EDT in order to receive a response prior to the close date. When submitting, Proponents *email subject line* should cite "**RFP # 15160046, Centre of Excellence for Civil Registration and Vital Statistics (CRVS) Systems MONITORING AND EVALUATION STRATEGY CONSULTANCY**".

The Contracting Authority will provide **all answers to significant enquiries** received on buyandsell.gc.ca without revealing the sources of the enquiries.

In the event that it becomes necessary to revise any part of the RFP as a result of any enquiry or for any other reason, **an Amendment** to this RFP will be issued and posted on buyandsell.gc.ca

Important note: Proponents must download all RFP documents directly from the Buy and Sell website. IDRC will not distribute RFP documents that are posted on buyandsell.gc.ca.

5.2 SUBMISSION DEADLINE

IDRC will only accept proposals up the close date and time indicated on page 1.

Important note: Late proposals will not be accepted. No adjustments to proposals will be considered after the close date and time.

5.3 PROPOSAL SUBMISSION INSTRUCTIONS

Proposals should be submitted in accordance with the instructions in this section.

5.3.1 Method of Sending

The preferred method of proposal submission is electronic, via **email**, in **Microsoft Word** or in **PDF** format to the Contracting Authority named on page 1. Proponents *email subject line* should cite "**RFP #15160046, Centre of Excellence for Civil Registration and Vital Statistics (CRVS) Systems MONITORING AND EVALUATION STRATEGY CONSULTANCY**" when submitting via email.

Email must include:

- a. A reference to the RFP number and RFP title.
- b. The primary contact person with respect to this RFP: the individual's name, address, phone number and email address.
- c. A statement confirming the validity of the proposal (refer to section 5.4).
- d. A statement confirming the Proponent does not have a conflict of interest with this RFP, real or perceived (refer to section 5.7).

Important Note: Email messages with large attachments can be slowed down in servers between the Proponent's email and the Contracting Authority's email inbox. It is the Proponent's responsibility to ensure that large emails are sent sufficiently in advance to be at IDRC by the close date and time. Proponents should use electronic receipt confirmation and or contact the Contracting Authority to confirm receipt.

Important Note: The maximum size of an email that IDRC can receive is 10MB. If necessary, Proponents can send multiple emails.

5.3.2 Number of Copies

Electronic submission should consist of **two (2) files**: one (1) for the technical proposal and one (1) for the financial proposal.

5.3.3 Changes to Submission

Changes to the submitted proposal can be made, if required, provided they are received as an Addendum (or an Amendment) to, or clarification of, previously submitted proposal, or as a complete new proposal to cancel and supersede the earlier proposal. The addendum, clarification, or new proposal should be submitted as per the delivery instructions outlined above, be clearly marked "**REVISION**", and **must be received no later than the submission deadline**. In addition, the revised proposal should include a description of the degree to which the contents are in substitution for the earlier proposal.

5.4 VALIDITY OF PROPOSAL

Proposals must remain open for acceptance for **ninety (90) days** after the close date.

5.5 PROPONENTS COSTS

All costs and expenses incurred by a Proponent in any way related to the Proponent's response to the RFP, including but not limited to any clarifications, interviews, presentations, subsequent proposals, review, selection or delays related thereto or occurring during the RFP process, are the sole responsibility of the Proponent and will not be chargeable in any way to IDRC.

5.6 GOVERNING LAWS

This RFP is issued pursuant to the laws of the province of Ontario and the laws of Canada.

5.7 CONFLICT OF INTEREST

In submitting a Proposal, the Proponent must avoid any real, apparent or potential conflict of interest and will declare to IDRC any such conflict of interest.

In the event that any real, apparent, or potential conflict of interest cannot be resolved to the satisfaction of IDRC, IDRC will have the right to immediately reject the Proponent from consideration and, if applicable, terminate any Contract entered into pursuant to this RFP.

5.8 RIGHTS OF IDRC

IDRC does not bind itself to accept any proposal submitted in response to this RFP, and may proceed as it, in its sole discretion, determines following receipt of proposals. IDRC reserves the right to accept any proposal(s) in whole or in part, or to discuss with any Proponents, different or additional terms to those envisioned in this RFP or in such a Proponent's proposal.

After selection of preferred proposal(s), if any, IDRC has the right to negotiate with the preferred Proponent(s) and, as a part of that process, to negotiate changes, amendments or modifications to the proposal(s) at the exclusion of other Proponents.

Without limiting the foregoing, IDRC reserves the right to:

- a. seek clarification or verify any or all information provided by the Proponent with respect to this RFP, including, if applicable to this RFP, contacting the named reference contacts;
- b. modify, amend or revise any provision of the RFP or issue any addenda at any time; any modifications, amendment, revision or addendum will, however, be issued in writing and provided to all Proponents;
- c. reject or accept any or all proposals, in whole or in part, without prior negotiation;
- d. reject any proposal based on real or potential conflict of interest;
- e. if only one proposal is received, elect to accept or reject it;
- f. in its sole discretion, cancel the RFP process at any time, without award, noting that the lowest or any proposal will not necessarily be accepted;
- g. negotiate resulting Contract terms and conditions;
- h. cancel and/or re-issue the RFP at any time, without any liability whatsoever to any Proponent;
- i. award all or any part of the work to one or more Proponents based on quality, services, and price and any other selection criteria indicated herein; and
- j. retain all proposals submitted in response to this RFP.

5.9 PROPOSED CONTRACT

5.9.1 Resulting Contract

Annex A has been provided as part of the RFP documents so that Proponents may review and become familiar with certain specific conditions that are expected to be adhered to in connection with the provision of services. While some of the language may be negotiated between IDRC and the successful Proponent, IDRC's flexibility to amend its standard terms and conditions may be limited.

Important note: The Proponent should outline any objections with reasons to any terms and conditions contained in this RFP and include them in its proposal. Failure to identify objections at the proposal stage may preclude Proponents from raising these objections in the course of any future negotiations.

5.9.2 Income Tax Reporting Requirement

As a Crown Corporation, IDRC is obligated under the Canadian Income Tax Act and Regulations to report payments made by IDRC to suppliers. IDRC must therefore obtain the necessary information from suppliers and will request from the Lead Proponent to complete and sign the appropriate form(s) prior to execution of any Contract.

ANNEX A – Resulting Contract Terms and Conditions

Annex A has been posted to buyandsell.gc.ca as a separate document for retrieval by Proponents.