

REQUEST FOR PROPOSALS (RFP)
INVITATION NOTICE
RFP No. TGF-17-082

**Strengthening Community Based Monitoring and Feedback
in Global Fund Grants
(the “Project”)**

RFP Information Table	
Issue Date:	22 May 2017
RFP Closing Date:	19 June 2017
RFP Closing Time:	5 pm Geneva time
Proposal Submission Address:	By E-mail to Solicitation@theglobalfund.org, and Orion Yeandel at
Global Fund Contact Person and Contact Information:	Orion Yeandel at Orion.Yeandel@theglobalfund.org

1. The Global Fund to Fight AIDS, Tuberculosis and Malaria (the “Global Fund”) now invites proposals for the above-captioned Project.
2. The Statement of Work for the Project is attached hereto as **Attachment A**.
3. The Global Fund will evaluate all proposals received in response to this Request for Proposals (RFP) in accordance with the Evaluation Criteria in **Attachment B**.
4. The requirements and general information regarding the RFP submission are attached hereto as **Attachment C**.
5. Terms and Conditions is attached hereto as **Attachment D**.
6. This RFP is in line with the Global Fund’s **Procurement Regulations (2015, as amended from time to time)**, which may be found at <http://www.theglobalfund.org/en/business/>. The following are integral parts of this RFP:
 - a. The **Global Fund Solicitation Rules (2015, as amended from time to time)**, which may be found at: <http://www.theglobalfund.org/en/business/>;
 - b. The **Policy on Ethics and Conflict of Interest for Global Fund Institutions (2002, as amended from time to time)**, which may be found at:

https://www.theglobalfund.org/media/6016/core_ethicsandconflictofinterest_policy_en.pdf;
 - c. The **Code of Conduct for Suppliers (2009, as amended from time to time)**, which may be found at: <http://www.theglobalfund.org/en/business/>;
 - d. The **Sanctions Panel Procedures Relating to the Code of Conduct for Suppliers (2014, as amended from time to time)**, which may be found at <http://www.theglobalfund.org/en/documents/governance/>; and

- e. The **Global Fund Terms and Conditions of Purchase of Goods and Services (15 September 2015, as amended from time to time)**, which will also be an integral part of any contract resulting from this solicitation, and which may be found at <http://www.theglobalfund.org/en/business/>.

Submitting a proposal in response to this RFP constitutes an acceptance of the terms indicated herein and of the terms of each of these documents, and the Global Fund reserves the right to reject the proposal of any entity or individual, as the case may be, that fails or refuses to comply with, or accept, such terms.

7. This RFP shall not be construed as a contract or a commitment of any kind. This RFP in no way obligates the Global Fund to award a contract, nor does it commit the Global Fund to pay any costs or expenses incurred in the preparation or submission of proposals.
8. All communications with regard to this RFP shall be in writing and sent to the Global Fund Contact Person and Contact Information indicated in the above RFP Information Table.
9. Proposals must be submitted at the Proposal Submission Address, and received by the Global Fund by the RFP Closing Time and at the RFP Closing Date, all as indicated in the above RFP Information Table.
10. Option to Extend. The Global Fund intends to award a contract(s) for the period specified in this Solicitation. The Global Fund may, subject to the agreement of the parties, extend the(se) contract(s) for an additional period up to two times the period stated in this solicitation or any fraction of that time. The(se) contract(s) may be extended subject to good performance on the part of the contractor, the availability of funds and the needs of the Global Fund.

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ATTACHMENT A STATEMENT OF WORK

I. Background information

The Global Fund Board reaffirmed its commitment to civil society and community engagement in the 2017-2022 Global Fund Strategy *Investing to End Epidemics*¹. Specifically, *Strategic Objective 2 “Building resilient and sustainable systems for health”* recognizes communities as critical actors for inclusive access to health care and commits to strengthening community systems and responses.

As part of its commitment to increasing the impact of its work, the Global Fund aims to document ways in which community based monitoring and feedback has improved quality and efficiency of programmes, and to support countries to scale up these practices in their AIDS, tuberculosis, malaria and overall health systems efforts.

Community based monitoring and feedback is eligible for funding in Global Fund grants. While uptake is low, with most countries choosing not to prioritise these interventions, a number of grants do include support for methods such as health care scorecards, complaints mechanisms, community led health facility or treatment observatories, and human rights monitoring, with the aim of increasing local accountability and improving responsiveness of services.

Community monitoring and feedback in relation to health can be general (e.g. scorecards for a range of health services at community level), or disease specific, or even sub-programme specific (e.g. monitoring of HIV treatment access or of human rights barriers for key populations).

II. The Global Fund rationale for supporting community based monitoring and feedback

Key challenges

Long feedback loops and top-down monitoring

The Global Fund is one of the largest ever ventures aimed at ending AIDS, tuberculosis and malaria, three of the world’s deadliest epidemic diseases. The scale of the Global Fund’s mission – in terms of financial resources, in terms of numbers of countries funded and grants managed, and in terms of the many millions of people the Fund aims to serve – creates challenges for management, monitoring, and most of all ensuring the resources have the greatest impact possible.

Understandably, the systems that an organisation like the Global Fund has to implement and to monitor progress at grant level and overall, involve a degree of simplification. While standard performance metrics enable fund managers to disburse funds based on uniform, objective criteria and allow for an aggregate description of progress at country and global levels, they may not reveal the complexities and particular challenges faced by each country, each epidemic, and indeed each health care facility or community. To the extent that these metrics do point to failures, they provide big picture signals that require a reaction at a strategic or policy level – for instance, in terms of high level decision making on how funding is allocated. The policy level response to these signals involves a long feedback and accountability loop. While this long route feedback loop is critical for informing policy and

¹ To see the 2017-2022 Global Fund Strategy “Investing to End Epidemics”, please follow the link: http://www.theglobalfund.org/documents/board/35/BM35_02-TheGlobalFundStrategy2017-2022InvestingToEndEpidemics_Report_en/.

investment decisions, there is also a need to ensure health services and programmes can be responsive to problems and changes that occur at the local level. The Global Fund therefore aims to invest in supporting short-route accountability and feedback, so that local challenges and successes can be identified and addressed by local actors at community level, in real time, to improve the quality of services and maximize impact.

Programme-centred rather than people-centred design

Linked to the previous challenge, grant agreements and performance measures generally define the role of implementers in terms of the volume of activity and of people reached. Contracts or grants to local level providers often specify the number and type of activities to be implemented in a given period, with deviations requiring prior authorisation. While this approach helps ensure the delivery of a standardised package of services to people, the people-centred approach which is necessary for effective responses, and to which the Global Fund aspires, above all requires programmes to be responsive to diverse and changing needs. To be responsive, implementers at the local or community level need to be aware of the needs of the communities they serve, they need to be updated on these needs in real time, and they need the capacity and flexibility to react to emerging problems and changing needs.

Limited community engagement beyond grant design

Meaningful engagement of those most affected by the diseases was a founding principle of the Global Fund, and is reflected through the inclusion of community representatives in priority-setting and grant design mechanisms at global and country levels. Mechanisms for community engagement at the policy and planning stages are well established and while challenges remain, they undergo continuous improvement. However, their influence remains limited since it is based on a delegation model whereby a small number of individuals are expected to represent and be accountable to very diverse communities. Moreover, these mechanisms are specific to the Global Fund and may lose their influence in countries where domestic funding plays an increasing role. It is therefore essential to ensure that communities also have a stake and a say in the response to the three diseases at a local level, throughout the entire implementation cycle.

Responding to the challenges: improving programmes through community feedback at the local level

This initiative aims to address these challenges by improving, promoting, and learning from community feedback mechanisms at the local level. The Global Fund recognises that regular monitoring and feedback on health services and programmes by communities themselves is an exceptionally valuable way of identifying successes and failures, problems and solutions and can therefore enable better quality and efficiency of programmes and therefore of impact on health. Moreover, community led feedback and monitoring helps to embed ownership and accountability at the local and national levels, and to ensure that monitoring focuses not just on the delivery of programmes but on ensuring the responsiveness of those programmes to peoples' changing needs and to problems that occur at local level. Enabling and taking greater account of feedback from communities therefore has the potential to address a number of concerns such as local ownership, accountability, sustainability, quality and efficiency. It can also help local providers and community members identify and address a range of risks such as human rights barriers, ineffective implementation and mismanagement.

III. Description

This RFP invites qualified suppliers to present technical proposals demonstrating their expertise and capacity as service providers to this initiative throughout 2017-2018. The aim of this initiative is to provide technical assistance and support learning and continuous

improvement in community based monitoring and feedback components of Global Fund grants.

The key activities to be implemented by selected providers are:

1. Technical assistance to assist current implementers to evaluate, learn from and improve their community based monitoring and feedback activities.
2. Technical assistance for design and inclusion of community based monitoring and feedback in 2017-2019 funding cycle grants.
3. Compiling and sharing experiences from Global Fund supported community based monitoring and feedback via case studies, reports and regional or global learning events.
4. Organisation and facilitation of regional or global learning events on community based monitoring and feedback.
5. Development of technical assistance, operations research and documentation tools for use under this initiative.

One or more qualified providers will be awarded an indefinite quantity contract (IQC) which will provide a framework for the assignment of purchase orders for specific activities under this initiative.

Specific terms of reference and workplans will be developed for each assignment that is allocated to applicants who are awarded an IQC as a result of this RFP. These terms of reference will specify level of effort and reimbursement of costs based on the assignment, and will be agreed between the Global Fund and the provider before a purchase order is issued. The selection of providers for each assignment will be based on availability, relevant skillset and costs.

IQCs may be awarded in June-July 2017 and will run until December 2018.

IV. Time schedule

All IQCs signed under this RFP will cover the period – **1 July 2017 to 30 December 2018**. Please note that selected providers will be asked to sign an IQC contract and be part of a pre-qualified pool of consultancies to be deployed on **demand basis**. The contract, however, **does not obligate the Global Fund to award consultancies or related assignments** to selected providers. To promote sustainability, wherever possible technical assistance will be provided by a **domestic or regional** civil society/community organization or network, with strong links to the country where the recipient of the TA is based.

V. Conditions

The service providers are expected use an approach that is both collaborative and highly professional to ensure high-quality products and service delivery. The service providers must establish and maintain open communications with the Community Rights and Gender Department of the Global Fund and, when relevant, with other Global Fund Secretariat Staff and country level stakeholders.

In accordance with standard terms and conditions, apart from disclosures, consultations with third parties and peer reviews required for the timely and effective completion of this assignment, the service providers shall not publish, present or cause to be published the results of this assignment without prior written consent of the Global Fund.

The service providers should keep confidential all non-public information known to them by reason of conducting this review. This includes, without limitation, analyses performed and viewpoints expressed by key informants.

ATTACHMENT B EVALUATION CRITERIA

A Global Fund evaluation panel will assess the extent to which proposals submitted in response to this RFP meet the evaluation criteria below and in accordance with the Global Fund Solicitation Rules.

In assessing each proposal, the Global Fund will allocate greater importance to technical factors than to cost factors. A two stage procedure will be utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being considered; and cost evaluation is only undertaken for technical submissions that score above the minimum.

The score assigned to each proposal will be of guidance in determining which proposal would provide the greatest value to the Global Fund. However, the Global Fund reserves the right not to employ raw scores in determining best value where it considers, in its sole discretion, that this would not be appropriate.

Successful applicants will have a demonstrated expertise and track record in the following:

- Developing, implementing and evaluating different types of community based monitoring and feedback activities in the health domain, as per the definitions provided above;
- Provision of technical assistance to the health sector and to community-based and civil society organizations, including in the area of community based monitoring and feedback;
- Conducting operations research and facilitating institutional learning;
- Experience in the above-listed areas with particular reference to AIDS, tuberculosis, malaria, or health in general;

In addition, successful applicants will have:

- Excellent knowledge of the Global Fund mandate, strategy and business model.
- A demonstrated portfolio of qualified individuals that can provide support in relevant languages, including English, Spanish, French, Russian and Arabic.

Technical proposals will be evaluated based on the following Evaluation Criteria:

Category	Max. score
a. Technical structure/ organizational capacity	30 points
The extent to which the concept paper was able to show that the organization was able to deliver high standard outcomes.	
a. Technical approach	40 points
The extent to which the concept paper demonstrates sound knowledge and capacity to deliver support in the areas described in this RFP.	
b. Expertise and qualifications	30 points
The extent to which the applicants have demonstrated to have sufficient personnel with the necessary education, training, technical knowledge, and experience for their assigned functions.	

Selection of the successful applicant will be based on the best value offered. Technical proposals shall be awarded scores out of the maximum number of points indicated above for each of the criteria. A minimum technical score of 70 out of a maximum of 100 is required to pass the technical evaluation. A proposal which fails to achieve the minimum technical threshold will not be considered further.

Cost Proposals will be evaluated in terms of best value to the Global Fund, price and other factors considered. Cost proposals must be submitted in US Dollars.

ATTACHMENT C
PROPOSAL REQUIREMENTS & GENERAL INFORMATION

1. Proposal Requirements

The proposal should be concisely presented and structured, and should explain in detail your availability, ability, capacity and resources to provide the requested services. Proposals that are incomplete or not responsive to these criteria may not be considered in the review process. All proposals must be submitted in English and can be in MS-Word or MS Power Point including applicable schedules where defined.

On electronic submission of the proposal and for correspondence regarding this request for proposal, the RFP number, as appears in the cover letter for this solicitation and your company name must be clearly indicated in the subject line of your e-mail and in the names of any documents attached to the e-mail.

Please send your cost proposal and technical proposal separately, with two different emails.

a) Concept paper (max 3 pages), containing the following information:

Organization profile;
Designated Technical Advisor/Lead;
ALL areas of expertise for which the organization can provide support (see section III) and the respective languages in which support can be provided for each area listed in the proposal (please present this information in tabular format);
Regions where the applicant is willing to provide support;
Concrete examples of deliverables that the organization would be willing to provide, in relation to the statement of work provided above.

b) Statement of past professional experience (max 5 pages), containing:

Description of 1 to 3 projects executed within the last five years, which demonstrate technical ability to conduct assignments that are similar to the description of this RFP. The description should include the following:

1. Place and period of performance
2. Description of the work
3. How performance was assessed
4. Timeline and milestones for the project;

c) Evidence of technical expertise (max 2 pages for each CV attached), including the following:

The CV of one designated Technical Advisor/Lead to respond to Global Fund technical requests.

At least three CVs from team members/consultants that the organization will be willing to deploy. The CVs should clearly mention which are the areas of

expertise where consultants are able to deliver, as well as countries/regions of expertise and spoken languages.

d) Fees and other associated costs (max 2 pages)

The finance proposal must be denominated in US dollars. It should present:
Consultancy daily rates per team member/role; *i.e.* Senior Consultant, Junior Consultants and Administrative Staff;
Administrative fees;
Other costs.

Please note that any travel-associated costs will be reimbursed based on actual costs of each assignment, in line with Global Fund travel policies.

e) Other supplementary documents

In addition, potential suppliers may add any other documents they see relevant to clarify their expertise in conducting this work, including reference/recommendation letters.

2. Proposal Submission and Communications

Proposal submissions and all communication shall be sent via e-mail to the following contacts only:

- Solicitation@theglobalfund.org and
- Orion Yeandel at Orion.Yeandel@theglobalfund.org

The full proposal must be submitted no later than **5 pm Geneva time, 19 June 2017**.

Please submit two separate emails, one containing your cost proposal, and one containing your technical proposal.

Both the subject line of your email and the attached document must be labeled as follows:
Your organization name – technical proposal – TGF-17-082
Your organization name – cost proposal – TGF-17-082

3. Specific Instructions

Period of validity

Proposals should be valid for a period of 3 calendar months from the closing date of their receipt.

Modifications to Proposal

No further additions to, or modifications on submitted proposals shall be allowed unless it is proven to be a bona fide typographical error or omission and that it may have material impact on the evaluation process. Such additions or modifications may only be effected with prior, written, approval from The Global Fund.

Tender expenses

Suppliers are solely responsible for their own expenses or losses, if any, in preparing and submitting an offer to this Request for Proposal. This would include any costs incurred during functional demonstrations and subsequent meetings and negotiations.

Currency and language to be used

All costs in the pricing spreadsheets must be in USD only (for proposal). All communication in respect to this RFP shall be in English.

4. General information

The Global Fund may, at its discretion, change the closing date, cancel the RFP, or revise the terms of reference, by issuing an amendment to this solicitation. All amendments to this RFP will be posted on the Global Fund website: <http://www.theglobalfund.org/en/business/>

It is the Supplier's responsibility to consult the Global Fund's website to ensure that they are aware of amendments to this RFP.

The Global Fund may (a) reject any or all proposals, (b) accept for award a proposal other than the lowest cost proposal, (c) accept more than one proposal, (d) accept alternate proposals, (e) accept part of a proposal, (f) waive informalities and minor irregularities in proposals received, and (g) cancel this RFP.

The Global Fund may award one or more contracts on the basis of initial proposals received, without discussions or negotiations. Therefore, each initial proposal should contain the Supplier's best terms from a cost and technical standpoint. The Global Fund reserves the right (but is not under obligation to do so) to enter into discussions with one or more Suppliers in order to obtain clarifications or additional detail, to suggest refinements in the technical proposal or other aspects of the proposal, or negotiate the cost proposal.

The Global Fund will be under no obligation to reveal, or discuss with any Suppliers, how a proposal was assessed, or to provide any other information relative to the selection process. Suppliers whose proposals are not selected will be notified in writing of this fact, and shall have no claim whatsoever for any kind of compensation.

This RFP shall not be construed as a contract or a commitment of any kind. This request for proposals in no way obligates the Global Fund to award a contract, nor does it commit the Global Fund to pay any cost incurred in the preparation of the proposal.

In addition to the written proposal, the Global Fund may request bidders to make oral presentations in English or to participate in a pre-proposal conference. The date, time, and place for such (if any) will be communicated to all eligible bidders. Any statement or presentation made during these meetings shall not in any way amend or modify the Global Fund RFP Invitation Notice solicitation.

Information obtained through oral presentations will be considered in the overall evaluation process.

ATTACHMENT D THE GLOBAL FUND TERMS AND CONDITIONS OF PURCHASE OF SERVICES 15 September 2015
