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REQUEST FOR QUOTATION: RFQ MDACH/2022/136

Mapping of local NGOs providing refugee response services in Moldova

TO RECEIVE WITHIN: **Friday 19th August 2022**

Contracting Office: UNHCR

I. BACKGROUND

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). In more than five decades, the agency has helped tens of millions of people to restart their lives. Today, UNHCR is one of the world's principal humanitarian agencies. Their staffs of more than 18,000 personnel are helping 89.3 million people in 137 countries. For more information, please see www.unhcr.org.

II. CONTEXT

After eight years of armed conflict in eastern Ukraine which had left millions of people in need of humanitarian assistance, the Russian Federation launched a military offensive on the country on 24 February 2022. The war, and the intensity and nature of the fighting with indiscriminate strikes damaging or destroying civilian as well as private and communal infrastructure, have caused fear and the tragic loss of human life. It has triggered one of the fastest-growing displacement and humanitarian crises on record, pushing millions into internal displacement and abroad in search of safety. Some 5,381 civilian casualties have been recorded in Ukraine – 2,435 killed and 2,946 injured – however the actual figures may be considerably higher¹.

As of 13 May 2022, 6.1 million refugees have already fled Ukraine², and the number of internally displaced people (IDPs) has reached 7.7 million.³ Of those who have fled the country, it is estimated that 90 per cent are women and children, while most men aged 18–60 are required to stay behind under martial law.⁴ Based on current data from the International Organization for Migration, 60 percent of the adult internally displaced population are female, while 40 per cent are male.⁵

On 24 February the Government of the Republic of Moldova declared a state of emergency, following the outbreak of hostilities in neighboring Ukraine. Authorities established a special regime of entry and exit from the country, special measures for the protection of refugees, the protection of the population and of the country's institutions. The Government has declared its readiness to receive refugees from Ukraine and is cooperating with the UN, as well as local and international organizations to respond to the unfolding crisis.⁶ As of 01 July, Moldovan authorities have reported 517,738 arrivals from Ukraine, of whom 92% are Ukrainian refugees and 8% third-country nationals

¹ [OHCHR Ukraine: civilian casualty update 22 April 2022](#)

² UNHCR (8 April 2022) Ukraine Refugee Situation

³ IOM (17 April 2022). Ukraine Internal Displacement Report Round 3

⁴ United Nations (24 March 2022). "One month of war leaves more than half of Ukraine's children displaced."

⁵ IOM (17 April 2022). Ukraine Internal Displacement Report Round 3

⁶ [UN Women fact Sheet on Gender Data on Refugees at a Glance: The Republic of Moldova](#)

(TCNs) with 82,845 refugees staying on the territory of Moldova⁷.

Government of the Republic of Moldova has generously kept its borders open and local communities have welcomed refugees and third-country nationals not in need of international protection. In addition to UN Agencies and NGOs, local responders, including civil society organizations, faith-based institutions, refugee- and women-led organizations, academia, sport associations and the private sector, as well as private citizens, have played an important role in supporting and complementing state initiatives and efforts, at border reception points and in main urban centres. Local and national authorities have established reception facilities at border crossing points to receive new arrivals and are providing life-saving assistance, including accommodation, food, and other basic needs, as well as onward transport for those moving to urban centres. In the reception centers, information is also provided on the asylum process and temporary protection, as well as on the risks of trafficking. Access to basic rights and services, such as health, has been facilitated. Steps have already been taken to foster protection and inclusion into national systems, such as for health and education. Referral services are being scaled up, focusing especially on case management and protection of unaccompanied children and those evacuated from boarding schools, institutions and other alternative care arrangements, survivors of gender-based violence (GBV), victims of trafficking, persons with disabilities and other vulnerable groups.

Despite the tremendous support being provided by hosting countries, national reception capacities and services are increasingly coming under strain, raising concerns over future provision of basic needs.

III. GENERAL AND SPECIFIC OBJECTIVES

UNHCR in cooperation with UN Women is planning to conduct mapping of local NGOs supporting the refugee response in Moldova, including but not limited to women-led and women's rights organizations, to better understand the landscape of service providers, existing capacity and opportunities to enhance support and promote meaningful engagement and participation of local NGOs on the refugee response. The intended mapping of local NGOs supporting the refugee response in Moldova was proposed by the Refugee Coordination Forum and members of the Gender Task Force with the aim to enhance coordination and joint work.

UNHCR is therefore looking for a qualified supplier able to carry out the **mapping of local NGOs that provide sector-specific and inter-sectoral refugee response in Moldova** in accordance with the below specifications and requirements.

The mapping will give a picture on community resources and help to draw an availability map of local actors. It will specifically outline availability of actors that have strong field presence and outreach to smaller communities/localities and border areas. It will also help characterize the institutional capacities of **women-led organization (WLO) and Women's rights organization (WRO)**.

The Organization/Company will work under the overall guidance and direct supervision of the UN Women and UNHCR that will provide the selected organization/company the necessary guidance and materials for a better understanding of the context and for the successful fulfillment of the task.

IV. DELIVERABLES

The selected supplier is expected to carry out the following.

1. Conduct desk review of the results of existing mapping exercises conducted by other humanitarian actors part of the refugee response in Moldova.

⁷ Information available [here](#).

2. Submit an inception report that includes a clear methodology to undertake the mapping. This methodology should include desk review, population and sample strategy, quantitative and qualitative data collection tools.
3. Conduct mapping of local NGOs which provide (or have potential to provide) sector specific and multisectoral services at a community level to Ukrainian refugees and third country nationals in Moldova and Transnistria. The mapping should unpack, among others, the following:
 - Local NGOs location, area of interventions or targeted group of beneficiaries, services including outreach and geographical coverage, participation in coordination structures, human and financial resources, previous experience, among others.
 - Local NGOs' capacity to provide gender sensitive services in alignment with the [checklist on Gender in Humanitarian Action](#) (GiHA).

The mapping will cover up to 30 NGOs in each of 12 districts⁸ of Moldova and in Transnistria under the following areas per county:

- Cash - provision of cash-based interventions (multi-purpose cash, cash vouchers, cash for work, etc.) to refugees, third-country nationals and host communities
 - Livelihood and inclusion - economic inclusion, social cohesion and resilience building services to refugees, third-country nationals and host communities
 - Protection - provision of gender-based violence, child protection and legal support services to refugees, third-country nationals and host communities
 - Mental Health and Psycho-social Support (MHPSS) - provision of mental health and psycho-social support services to refugees, third-country nationals and host communities
 - Food Security and Nutrition - provision of food to refugees and third-country nationals
 - Shelter and Provision of Non-Food Items - provision of shelter and nonfood items (clothing, footwear, dignity kits, etc) to refugees and third-country nationals
 - WASH - provision of water, sanitation and hygiene services to refugees and third-country nationals
 - Education - provision of education services (school enrollment, vocational trainings, extra-curricular activities, etc.) to the children of refugees and third-country nationals
4. Conduct mapping of existing and emerging organizations, including refugee-led, (RLO), women-led⁹ (WLOs) and women's rights¹⁰ organizations (WROs) which provide (or have potential to provide) gender responsive and sector specific and multisectoral services at a community level to Ukrainian refugees and third country nationals in Moldova, besides Moldovan citizens in communities.

This will include the following:

⁸ The number of NGOs and districts is an indicative one.

⁹ Women-led organization (WLO): An organization with a humanitarian mandate and/or mission that is (1) governed or directed by women; or 2) whose leadership is principally made up of women, demonstrated by 50 per cent or more occupying senior leadership positions.

¹⁰ Women's rights organization (WRO): 1) An organization that self-identifies as a woman's rights organization with the primary focus of advancing gender equality, women's empowerment and human rights; or 2) an organization that has, as part of its mission statement, the advancement of women's and girls' interests and rights (or where 'women', 'girls', 'gender' or local language equivalents are prominent in their mission statement); or 3) an organization that has, as part of its mission statement or objectives, to challenge and transform gender inequalities (unjust rules), unequal power relations and promoting positive social norms.

- To map and assess WLRs and WROs registration, location, thematic focus, services including outreach, participation in coordination structures, human and financial resources, previous experience, among others.
 - To assess their operational, technical and financial capacity to 1) provide refugee assistance to different and more groups (higher case load), 2) provide assistance that is sector specific or multisectoral (i.e., Protection, Education), 3) provide assistance to at-risk groups (i.e., pregnant and lactating, LGBTQI, PwDs), 4) provide assistance at border areas and RACS (outreach).
 - To map existing women-led organizations which participate in the refugee coordination structure (which actor and what working group).
 - To outline the existing services being offered by WLOs and WROs (whether existing or emerging) and their thematic/sectoral focus is (i.e., protection, shelter, health) and the services that they have the potential to provide should they have resources.
5. Provide recommendations to the refugee response structure in Moldova on how to support refugee-led and women's led organizations participation in humanitarian coordination, contingency planning processes, decision-making and refugee response.

The Company/organization is expected to submit deliverables in the electronic copy via email in English.

V. TIMELINE AND DURATION OF THE WORK

Deliverable	Deadline
1. Desk review report on mapping exercises conducted by other actors of humanitarian response in Moldova (GBV sub-working group, MHPSS, People in Need, etc.)	20 days after the signature of the contract.
2. Inception report with clear methodology to undertake the mapping (timeframe, data collection tools, etc.).	30 days after the signature of the contract.
3. Report on mapping and mapping matrix of local NGOs/service providers (NGOs) which provide (or have potential to provide) sector specific and multisectoral services at a community level to Ukrainian refugees and third country nationals, in Moldova, besides Moldovan citizens in communities.	75 days after the signature of the contract
4. Report on mapping of existing and emerging refugee-led (RLO), women-led (WLOs) and women's rights organizations (WROs) which provide (or have potential to provide) gender responsive and sector specific and multisectoral services at a community level to Ukrainian refugees and third country nationals in Moldova, besides Moldovan citizens in communities.	75 days after the signature of the contract
5. Recommendations to the refugee response structure in Moldova on how to support the refugee and women's led organizations participation in humanitarian coordination, contingency planning processes, decision-making and refugee response.	100 days after the signature of the contract

It is expected that the organization/company shall begin work in mid/late **September 2022** with work being completed in 100 days in conformity with the indicative timeframe described under section "V. Timeline".

VI. IMPLEMENTATION SITE

The assessment will be implemented in the Republic of Moldova, focusing on the localities with expressive presence of refugees and third country nationals. Prioritization of locations will be jointly developed by the contractor in coordination with UNHCR and UN Women.

VII. TRAVEL AND OTHER LOGISTIC ARRANGEMENTS

Should the Company/organization decide that travel is required for the successful implementation of the assignment, it should envisage them in the submitted financial offer. The company/organization will also be responsible for all administrative arrangements and costs associated with undertaking this assignment.

VIII. PERFORMANCE EVALUATION

The Organization/Company Contractor's performance will be evaluated against such criteria as:

- timeliness,
- responsibility,
- initiative,
- communication,
- accuracy, and
- quality of the products delivered.

IX. REQUIREMENTS & EVALUATION CRITERIA

To be considered for the present RFQ, interested companies/organizations are requested to submit the following information, based on which they will be evaluated:

1. Company registration certificate
2. Evidence of at least 3 years of progressive experience in data collection, analysis and research in areas correlated therewith.
3. Evidence of experience of work with the Local Public Authorities, Government, NGOs and/or other relevant actors.
4. The description of the methodology of the project.
5. A description and/or CVs of the team involved in the review process (Minimum is a Team Leader and a Team member). See below section "X. Team experience" for the minimum requirements.
6. Indication of timeline/GANTT from the start of the initiation phase to the final delivery
7. Vendor registration form duly filled in (Annex A).

Previous work experience with UN or other international organizations will be considered an asset.

X. TEAM EXPERIENCE

The task team shall include one team leader and qualified team members in the area of data collection, analysis and research in areas correlated therewith. The required experience of the project team shall be explicitly described in their CVs and shall include the following requirements:

a) Team Leader (Task Manager)

- Master's degree in statistics, social assistance, anthropology, or any other related field relevant to the assignment. University degree in combination with two additional years of qualifying experience may be accepted in lieu of the Master's Degree.
- At least 5 years of experience as a team/group leader/manager.
- At least 3 years of work experience in data collection, analysis and research.

- Experience of reporting to UN or other international organizations, including donors and stakeholders will be considered an asset.
- Fluency in Romanian, Russian and English.

b) Team Member(s):

- University degree in statistics, social assistance, anthropology, or any other related field relevant to the assignment.
- At least 3 years of work experience in data collection, analysis and research.
- Fluency in Romanian and Russian.

XI. PRICE QUOTATION

Interested companies/organizations are required to submit an all-inclusive quotation for the delivery of the project as per section “IV. DELIVERABLES”.

In the quotation interested consultants/companies are required to indicate:

- Estimated number of working days for the project review, from initiation to report delivery;
- Daily cost
- Overall costs
- Any other cost for the delivery of the services, such as travels if any. any additional cost shall be detailed separately in the quotation.

Prices should be in MDL quoted without VAT.

XII. RFQ DOCUMENTS SUBMISSION

Documents and quotation are to be submitted in English.

Please send the documentation, from 1 to 7, indicated in section “IX. Requirements & Evaluation Criteria” together with the quotation no later than **Friday 19th August 2022** via e-mail, to Ms. Adelina Arapan, at ARAPAN@unhcr.org.

Please note that the email policy used by UNHCR limits the size of the attachments to a maximum of 15 Mb. For attachments with heavier size, you may need to send more than one email for all documentation or send a link.

It is required that the economic offer has a minimum validity period of 60 days. The standard payment terms of UNHCR shall prevail payment 30 days after receipt and approval of the invoice, unless otherwise agreed.

Any questions related to the present Request for Quotation can be sent directly to Ms. Adelina Arapan, at ARAPAN@unhcr.org.

XIII. ANNEXES

- Annex A: Vendor Registration Form → to be submitted duly filled in, stamped and signed.
- Annex B: UNHCR’s General Conditions of Contracts for the Provision of Services (2018 version)
- Annex C: UN Supplier Code of Conduct

By submitting a quotation against this RFQ, company accepts the UNHCR General Conditions of Contract (Annex B) and the UN Supplier Code of Conduct (Annex C).