

Tender Package — Request for Proposal (RFP)



1. Invitation to Tender

Tender Name: Procurement of a firm to carry out end of program evaluation for Agrifin for Women (A4W) in India	Tender No: MC-AG/NBO/068/SA/2023
Location: Nairobi, Kenya	Correspondence Language(s): English
Brief Summary Description of Project: Mercy Corps AgriFin Program is seeking a firm for the provision of consultancy services end of program evaluation for Agrifin for Women (A4W) in India.	

Tender Package Available from: 31st March 2023	Tender Package Pickup Location: Download from our website. www.mercycorpsafa.org or Interested bidders can submit a request for the tender documents to this email address agrifinprocurement@mercy Corps.org
Deadline for Offer Submission: 14th April 2023; 05.00 P.M	Submit Offers via Email to: tendersmca@mercy Corps.org quoting the tender Reference Number and Name in the subject line.

Mercy Corps reserves the right to accept or reject any late offers

Questions and Answers (Q&A)	
If any, Submit Questions in writing to: agrifinprocurement@mercy Corps.org	
Last Day for Questions: 7th April 2023	Questions will be answered by: 10th April 2023
Questions will be answered through: www.mercycorpsafa.org or agrifinprocurement@mercy Corps.org	

Documentation Checklist		
These documents are contained within this tender package:	✓	Invitation to Tender
	✓	General Conditions for Tender
	✓	Criteria and Submittals
	✓	Price Offer Sheet
	✓	Supplier Information Form
	✓	Scope of Work/Technical Specifications/BoQ

2. General Conditions for Tender

Mercy Corps invites proposals for the goods, services and/or works described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the quantity of work/materials specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

2.1 Mercy Corps' Anti-Bribery and Anti-Corruption Statement

Mercy Corps strictly prohibits:

- Any form of bribe or kickback in relation to its activities
This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.
- Conflicts of interests in the awarding or management of contracts
If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.
- The sharing or obtaining of confidential information
Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps' price estimates, competing offerors or competing offers, etc. Any information provided to one offeror must be provided to all other offerors.
- Collusion between/among offerors
Mercy Corps requires fair and open competition for this solicitation. No two (or more) companies submitting proposals can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:

integrityhotline@mercycorps.org

Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps' donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

2.2 Tender Basis:

- All offers shall be made in accordance with these instructions, and all documents requested should be furnished,

including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.

- No respondent should add, omit or change any item, term or condition herein.
- If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offeror may make one response only.
- Each offer shall be valid for the period of 180 days from its date of submission.
- All offers should indicate whether they include taxes, compulsory payments, levies and/or duties, including VAT, if applicable.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
- Any requests for clarifications regarding the project that are not addressed in written documents must be presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.
- This Tender does not obligate Mercy Corps to execute a contract nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of proposals. Furthermore, Mercy Corps reserves the right to reject any and all proposals, if such action is considered to be in the best interest of Mercy Corps.

2.3 Supplier Eligibility

Suppliers may not apply, and will be rejected as ineligible, if they:

- Are not registered companies
- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct
- Have not fulfilled obligations related to payment of social security and taxes
- Are guilty of serious misinterpretation in supplying information
- Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti-Corruption Statement
- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: the United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

2.4 Response Documents

Offerors can either utilize the response documents contained in this tender package to submit their offer or they can submit

an offer in their own format as long as it contains all the required documents and information specified by this tender.

2.5 Acceptance of Successful Response

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror will be required to sign a contract for the stated, agreed upon amount.

2.6 Certification Regarding Terrorism

It is Mercy Corps' policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

3. Criteria & Submittals

3.1 Contract Terms

Mercy Corps intends to issue a **Fixed Price** contract to one or several company(ies) or organization(s). The successful offeror(s) shall be required to adhere to the statement of work and terms and conditions of the resulting contract. The anticipated contract is incorporated in Section 6 herein. By submitting an offer, offerors certify that they understand and agree to all of the terms and clauses contained in Section 6.

3.2 Specific Eligibility Criteria

Eligibility criteria must be met and the corresponding supporting documents listed below under “Tender Submittals” **must** be submitted with offers. Offeror who do not submit these documents may be **disqualified** from any further technical or financial evaluation.

Eligibility Criteria:

- The firm must be an eligible business under the applicable laws and regulations of the country(s) of operation.
- The firm must be in good standing with the taxation or legal authorities of the country(s) of operation.
- The firm must have a satisfactory record of performance and business ethics based on information available to Mercy Corps.

3.3 Tender Submittals

Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of Individuals, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.

Documents supporting the Eligibility Criteria:

- Business Registration Documents; certificate of registration/incorporation; relevant industry specific certifications or licenses; local business permits.
- Tax registration and Compliance documents

Documents to conduct the Technical Evaluation and additional Due Diligence:

- Company Profile with introduction exhibiting understanding of the overall evaluation purpose and Objective
- References from previous work projects in evaluating similar types of programs/models, including any experience with rural and agricultural finance and/or financial inclusion programs.
- Detailed Product Specifications or an Outline of the evaluation design and general evaluation approach, including learning questions, methods, analysis plan, and quality control.
- Evidence of similar services offered (including contact information, contract value, and geographic locations and two examples of evaluation reports recently completed, with at least one report led/authored by the primary consultant proposed for this assignment.
- List of key activities and deliverables, detailing the level of effort and associated team member(s)

- CV of technical staff or team composition including their role, qualification and experience for this assignment.
- Financial offer including professional Fees, Travel Expenses, and any expense.
- Technical proposal

Price Offer :

The Price offer is used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. Offerors must show unit prices, quantities, and total price, as displayed in the Offer Sheet in Section 4. All items must be clearly labeled and included in the total offered price.

Offerors must include VAT and customs duties if applicable in their offer.

3.4 Currency

Offers should be submitted in: USD

Payments will be made in: USD

3.5 Tender Evaluation (Trade-Off Selection Method)

Based on the above submittals, a Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. MC will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender.

Evaluations will be conducted as described in the following subsections:

3.5.1 Scoring Evaluation

Trade-Off Method

Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a weighted basis (each criteria is given a percentage, all together equaling 100%). Offeror's proposals should consist of all required technical submittals so a Mercy Corps committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

Award criteria shall be based on the proposal's overall "**value for money**" (quality, cost, delivery time, etc.) while taking into consideration donor and internal requirements and regulations. Each individual criteria has been assigned a weighting prior to the release of this tender based on its importance to Mercy Corps in this process.

Offeror(s) with the best score will be accepted as the winning offeror(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in [section 3.5.2](#).

When performing the Scoring Evaluation, the Mercy Corps tender committee will assign points for each criteria based

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on the following scale:

Point	Rationale
0	Not acceptable; has not met any part of the specified criteria
1-4	Has met only some minimum requirements and may not be acceptable
5	Acceptable
6-9	Acceptable; has met all requirements and exceeds some
10	Acceptable; has exceeded all requirements

Evaluation Criteria	Weight (%)	Possible Points (1 to 10)	Weighted Score
	(A)	(B)	(A*B)
Demonstrate at least five years' experience in conducting similar research activities, focusing on monitoring and evaluation, including working on climate change and weather advisory.	15%	10	
Demonstrate experience in developing and implementing qualitative surveys and research.	15%	10	
Demonstrate experience in conducting lean assessments/research	10%	10	
Demonstrate experience in evaluating digital service extension, ideally to smallholder farmers	10%	10	
Demonstrate analytical and writing skills and knowledge of qualitative and quantitative evaluation methodologies	10%	10	
Demonstrate ability to bring a strong rural gender and youth lens in data collection and analysis	10%	10	
Demonstrate a clear and detailed methodology of conducting the research evaluation	10%	10	
The pricing is well documented, with the preferred payment schedule and is within the budget	5%	10	
The proposal addresses all items requested by us whether verbally,	10%	10	

electronically or in the TOR			
The proposed fee is reasonable based on the experience, unique value and knowledge the firm/individual brings to the engagement.	5%	10	
TOTAL POSSIBLE SCORE:	100%		

3.5.2 Additional Due Diligence

Upon completion of both the technical and financial evaluations Mercy Corps may choose to engage in additional due diligence processes with a particular supplier or supplier(s) or Individuals as applicable. The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference Checks
- Supplier’s facility visits
- Analysis of audited financial statements
- Determination of relations and affiliations between offerors
- Other appropriate documented method giving Mercy Corps increased confidence in the supplier’s ability to perform

4. Offer Form

Offerors must submit their own independent offer including at least (but not limited to):

- All documents requested in the “Eligibility Criteria” section of this Tender Package
- All documents requested in the “Tender Submittals” section of this Tender Package
- All information listed in the “Documents Comprising the Proposal” section below

All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.

Documents Comprising the Proposal

The following information must be included in the offer of any potential offeror:

- Cover Letter** explaining interest to be a contracted vendor or supplier, and the details of the Proposal. The content of the cover letter shall include the following information:
 - A Price Offer detailing the unit price only, using the **Price Offer Sheet** template provided in section 7 or your own price sheet
 - Completed and signed Mercy Corps **Supplier Information Form** (template provided in section 7)
 - Other important documents offeror feels need to be attached to support their proposal

The original proposal shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the proposal shall be initialed by the person or persons signing the proposal and stamped with the company seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the proposal.

5. Scope of Work/Technical Specifications

Mercy Corps AgriFin A4W Program Overview

With funding from the Walmart Foundation, MCA has expanded its proven market facilitation model to drive digital innovation for smallholder farmers to Asia through the AgriFin for Women (A4W) program. A4W focuses on building digital financial inclusion for WSHFs, bundled with services to increase productivity, income, and resilience by at least 25% over a two-year period. A4W has developed at least three scale partnerships and three rounds of product bundles to deliver high-impact, digitally enabled services to 100,000+ WSHFs, as well as design and test products with potential to scale. A4W has informed learning on what works for women. To achieve this, A4W employed a market facilitation and partnership-building approach, holding WSHF at the center of all we do. A4W collaborates with selected partners (typically financial institutions, agribusinesses, ag-tech innovators, and mobile network operators) to develop high-impact, farmer-centric "bundles" of digitally enabled services offering WSHFs affordable access to financing, markets, support services, e-learning, and climate-smart tools, based on gender transformational approaches.

Purpose of Engagement

This final program evaluation is being commissioned by the Mercy Corps AgriFin program, which will work in collaboration with the Walmart Foundation throughout the evaluation process. The evaluation will serve as the only program evaluation of the A4W program since inception. The evaluation should provide both the Walmart Foundation and Mercy Corps an understanding of progress towards project objectives from inception to program closure. It is expected that the contents of the evaluation will allow for a review of program design, achievements, and challenges to generate key lessons for future strategic and programming decisions related to the Mercy Corps Agrifin the overall Walmart Foundation portfolio learnings and the smallholder financial and digital inclusion sector more broadly.

Scope of Work

Mercy Corps requires the services of a research firm with extensive experience designing, and implementing high caliber program evaluations, including ecosystem studies, to conduct an evaluation of the MCA A4W program, to provide a final evaluation of program performance, answering specific program learning questions at the farmer, partner and ecosystem levels. As part of this engagement, the consultants will be expected to conduct the below activities:

To complete the MCA A4W final program evaluation, the selected evaluator should propose a framework / methodology that includes:

1. A mixed-methods approach including quantitative and qualitative data sources. Our emphasis is on the reliability and validity of information and analysis, rather than a preference for a specific data type or collection approach.
2. Primary data collection with key stakeholder groups at the partner and ecosystem levels. The Walmart Foundation values active and meaningful participation of program stakeholders in the evaluation, as well as creative means of communicating evaluation results back to stakeholders at multiple levels.
3. A global overview, with a geographic focus of India, as a key area of influence and impact.
4. At the partner level, research that measures:
 - The intended and unintended consequences of MCA-led or supported interventions across partner engagements (i.e. product, plans, projects, outreach, strategy, partnerships and learnings) and any changes invoked by those interventions; and

- How program partners have been influenced by MCA program learnings.
5. At the ecosystem level, research guided by the initial ecosystem studies, assess the current condition of the environment to support digitally enabled service provision to smallholder farmers, indicating any changes in the environment where the MCA A4W program has contributed toward the growth and change in ecosystems, as well as clearly indicating which problems still exist;
 6. To build on the work being done on the ecosystem studies, the research should enrich output from previous ecosystem studies to:
 - Better understand the differentiated roles played by different actors in the A4W stakeholder ecosystem, during and after innovation processes
 - Better understand the impact pathways created.
 - Validate stakeholders' views on actors' relationships already established by existing program learnings and case studies.
 - Understand how other actors (outside of program partners) are influenced by MCA program learnings.
 7. Where feasible, measure return of investment and other business viability metrics and KPIs as appropriate to understand impacts at MCA partner levels.
 8. The evaluator should incorporate evidence of impact at the farmer level across MCA partners, including those completed by third parties under separate funding where deemed appropriate and agreed with MCA management. The evaluators should draw conclusions on the program's impact at the farmer level, including around gender, based on these studies and present in this study, including facets of impact such as active use of services, gender and other elements linked to the MCA learning agenda;
 9. Where possible, the evaluator should include an evaluation of the potential for leveraging Farmer Producer Organizations (FPOs), which is the current strategic focus for the Walmart Foundation and which has been touched on tangentially by some MCA activities in increasing access to financial services;
 10. Other activities, as agreed with the MCA management team and the Walmart Foundation with the consultants, as related to the MCA impact and learning agenda.

Deliverables

The consultant will work to produce and support production of the following deliverables, in close collaboration with AgriFin teams and relevant partners:

1. **Program Evaluation Inception Report:** In the inception phase of the evaluation, the evaluator is expected to review the available documentation for the evaluation and prepare an Inception Report/Work Plan. The report should not exceed twenty (20) pages and should include the following elements:
 - a. Overview of project
 - b. Purpose of the Evaluation
 - c. Evaluation Framework / Key Questions
 - d. Evaluation Approach and Methods, including data collection and analysis. Draft data collection tools including any surveys and interview protocols, should be included in the appendices to the report
 - e. Data analysis plan, addressing how the primary and secondary data will be systematically analyzed to address the learning questions
 - f. Activities and timeline, including roles and responsibilities of all team members

Timely feedback on the inception report will be provided by MCA and the Walmart Foundation; a final revised version of the Inception Report must be approved before the evaluation proceeds.

2. **Program Evaluation Report;** The draft evaluation report should not exceed thirty (30) pages and should include the following sections:
 - a. Executive Summary (maximum two pages)
 - b. Project introduction/background
 - c. Evaluation Purpose, including evaluation framework/learning questions
 - d. Evaluation approach and methodology, including limitations
 - e. Findings, organized in a clear and logical fashion that corresponds to the evaluation questions, assessment criteria, and overall project.
 - f. Conclusions
 - g. Recommendations

Annexes to the report (independent of document page count) should include:

- Terms of Reference for the evaluation
- Any further supporting information on the methodology, including individuals/groups consulted, documents reviewed, compiled monitoring data, etc.

The Consultant may be asked to present the draft report in person to Mercy Corps MCA. Timely feedback on the draft report will be provided by MCA and the Walmart Foundation.

3. **Evaluation Updates:** In addition to these deliverables, the evaluator will engage in regular briefing updates – either by phone or by email – with Mercy Corps and The Walmart Foundation.
4. **All other related work product:** All materials related to this evaluation, including evaluation insights should already be incorporated in the final evaluation report, but separate documents may be submitted to provide the full body of work on the evaluation.

The consultants will also submit regular invoices, as agreed tied to completion of deliverables.

6. Sample Contract

This is the anticipated contract. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.



Service Contract
Template 23.docx

7. Attachments to the Tender Package



Supplier Information
Form.docx

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Price Offer Sheet
-30.xlsx