



Request for Proposals

Performance and Impact Evaluation

OF

iMMAP Inc. Provision of Information Management Support to Ukraine Crisis Response Clusters

Background about iMMAP Inc.

iMMAP Inc., established in 2006 and headquartered in Washington D.C., is a leading non-profit organization specialized in humanitarian information management (IM), and represented by its CEO, William E. Barron. Through information management, we help our partners target assistance to the world's most vulnerable populations. Our core philosophy is that better data leads to better decisions and that better decisions lead to better outcomes. iMMAP Inc.'s critical support to information value chains helps to solve operational and strategic challenges of our partners in both emergency and development contexts by enabling evidence-based decision-making for better outcomes. iMMAP Inc. has been implementing programs geared towards emergency and disaster response worldwide for over 18 years in over 13 countries. With a pool of approximately 500 diverse experts, we support thousands of humanitarian workers annually and collaborate with over 200 partners to enhance the global humanitarian system's response to crises. Leveraging our expertise in information management and emergency coordination, we develop innovative programs and assist partners in bridging the information gap. Our services include data collection, verification, analysis, visualization, and dissemination across various sectors such as food security, health, disaster risk reduction (DRR), humanitarian mine action (HMA), coordination and more.

I. PURPOSE

This Request for Proposals (RFP) is issued by iMMAP Inc. a 501c3 nonprofit (herein referred to as iMMAP Inc.), for the purpose of commissioning consultant(s)/a consultancy company for providing Project Evaluation services in Ukraine for the project Provision of Information Management Support to Ukraine Crisis Response Clusters.

The summative evaluation conducted by iMMAP Inc. aims to evaluate the performance and impact of the project on the clusters and cluster partners supported, as well as to generate lessons learned and recommendations to improve future planning, inform future interventions, and adjust



programmatic approaches. Through an analysis of the outcomes and performance of activities execution, comparing them against the initial objectives and goals, it will seek to determine the extent to which the project has enhanced the capacity of the clusters to respond to the crisis in Ukraine and identify weaknesses in the current mechanism that could be addressed to improve the mechanism’s responsiveness, efficacy, and efficiency.

The evaluation will have two key focus areas: a) Effectiveness, efficiency and relevance of the support provided to the clusters and their partners; and b) Relevance of the capacity-building component.

II. BACKGROUND INFORMATION

A. ACTIVITY INFORMATION

Activity Name	Provision of Information Management Support to Ukraine Crisis Response Clusters
Implementer(s)	iMMAP Inc.
Budget	\$ 4,623,744.00
Period of Performance	15 April 2022 – 14 June 2024
Active Geographic Regions	Ukraine, including support provided from Kyiv, Dnipro, Odesa

B. BACKGROUND AND CONTEXT

On February 24, 2022, the Russian Federation launched a military offensive in Ukraine, leading to a rapid deterioration of the security situation. As a result of the hostilities, humanitarian needs in Ukraine remain dire. According to the Humanitarian Needs Overview (2023), 17.6 million people in Ukraine need some form of humanitarian assistance, while 87 percent of People in Need (PiN) face severe, extreme, or catastrophic needs. In addition, 6.3 million people are estimated to be internally displaced, while 4.4 million people have returned to their habitual place of residence and often face challenges in rebuilding their lives.

Given the rapid escalation of the conflict in Ukraine and the escalating humanitarian needs, there is a need for timely and up-to-date high-quality data. Data availability and data quality are affected by barriers such as access, time, personnel or technical capacity, beyond the protection and security concerns raised by the conflict. As the number of humanitarian actors gradually increased, while coordination mechanisms strengthened, amounts of information and data started growing in parallel. At the same time, this presented novel challenges for the



humanitarian community in Ukraine, as massive amounts of information need to be analyzed within a short timeframe to ensure that the analytical insights remain timely and operationally relevant. This is further hampered by the lack of data and tools standardization, which can lead to reduced data quality and inconsistent results.

Since the escalation of the conflict into a war, Food Security and Livelihoods (FSL), Protection, Health and Water, Sanitation and Hygiene (WASH) needs remain to be among the most widespread ones. Damage to health infrastructure, coupled with impeded access to medicines, health, and social services has left 14.6 million people in need of health assistance. The war and associated displacement dynamics, loss of livelihood opportunities, poverty, and reduced access to food contribute to food insecurity, leaving 11.1 million Ukrainians in need of food security and livelihoods assistance. At the same time, 11 million people are in need of WASH assistance, due to the disruption of drinking water supplies, damage to water infrastructure and increased financial costs.

C. DESCRIPTION OF THE ACTIVITY

The project 'Provision of Information Management Support to Ukraine Crisis Response Clusters' started in April 2022 with the aim to provide critical information management (IM) support to humanitarian actors to enhance the coordination mechanism and better identify humanitarian needs and gaps across the country.

The overall goal of the project is to improve the IM capabilities of the humanitarian community by providing IM products and services to Clusters and NGOs operating in Ukraine. The primary beneficiaries of the project are humanitarian clusters, United Nations (UN) Agencies and Non-Governmental Organizations (NGOs) that are engaged in the humanitarian response efforts inside Ukraine.

Interventions: iMMAP Inc. offers holistic IM services to support clusters and partners, focusing on those clusters providing lifesaving activities to improve their IM processes through standardization, mapping, data management, and tool development and adjustment throughout the project duration. iMMAP Inc. offers holistic IM assistance to the clusters, by assigning IM capacity and providing on-demand support to sectorial and multi-sectorial strategic objectives.

To support the localization efforts, iMMAP Inc. is building the skills, knowledge, and resources of cluster partners to enable them to take the lead in designing and implementing contextually relevant and sustainable responses. The comprehensive training curriculum covers core IM areas such as the Humanitarian Programme Cycle (HPC), data collection and data management, visualization techniques and Geographic Information Systems (GIS).

Outcome: The IM ecosystem in Ukraine is expanded to support evidence-based decisions, minimize the data processing time and ensure that the IM infrastructure is adjustable to respond to the rapidly changing context on the ground, thus ensuring the resilience of the existing IM systems.



Ultimately, this ensures that the most vulnerable populations are provided with timely humanitarian assistance based on actual needs. Moreover, the development of the new system mentioned above ensures that the operational and movement risks for humanitarian organizations are mitigated.

III. EVALUATION TYPE

iMMAP Inc. will conduct a summative evaluation to assess the effectiveness and relevance of the selected activities. The evaluation process will include an analysis of the outcomes and performance of activities execution, comparing them against the initial objectives and goals. The evaluation will aim to provide an understanding and insight into the extent to which the activities contributed to the project goal and objectives and achieved the expected outcome.

IV. EVALUATION QUESTIONS

The evaluation questions aim to assess the relevance, effectiveness and efficiency of the selected activities and their implementation:

- **Relevance:** To what degree project outputs are relevant to the implementation plans of the supported Clusters and cluster partners?
- **Effectiveness:**
 - To what extent has the project met the stated project objectives?
 - How can effectiveness be improved?
- **Overall Performance:** What has changed as a result of the project (*i.e.* improvement of humanitarian information management landscape and analytical outputs in newly established and other clusters)?

I. ADMINISTRATIVE INFORMATION

1. Expected Period of Contract

The contract performance period resulting from this RFP is between 2nd of December and 1st of March 2025.

2. RFP Coordinator

Written questions must be directed, via email, to the RFP Coordinator at procurement-hq@immap.org.



2.1 Proposer Inquiries

iMMAP Inc. will consider written proposer inquiries regarding RFP requirements or Scope of Services before the date specified in the Calendar of Events. iMMAP reserves the right to modify the RFP should a change be identified that is in the best interest of iMMAP.

To be considered, written inquiries and requests for clarification of the content of this RFP must be received via e-mail using the email addresses **by 5:00 p.m. (EEST) on the date specified in the Calendar of Events**. Any and all questions directed to the RFP Coordinator will be deemed to require an official response. Official responses to each of the questions presented by the proposers will be sent via email to all proposers by the date specified in the calendar of events. Only the RFP Coordinator have the authority to officially respond to a proposer’s questions on behalf of iMMAP Inc. Ukraine Office. Any communications from any other individuals are not binding to iMMAP Inc.

CALENDER OF EVENTS

(Re)release RFP	25 October 2024
Deadline for receiving proposer inquiries	7 November 2024
Responses to proposer inquiries due	8 November 2024
Proposal submission deadline 5:00 pm (EEST)	18 November 2024
Expected Award to Successful Proposers	28 November 2024
Expected Commencement of Contract Execution	2 December 2024

3. RFP Addenda

iMMAP Inc. reserves the right to change the calendar of events or revise any part of the RFP by issuing an addendum to the RFP at any time.

4. Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by iMMAP Inc. to award a contract. iMMAP Inc. reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement.

5. Withdrawal and Re-submission of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator.



6. Subcontracting

iMMAP Inc. shall have a single prime contractor as the result of any contract negotiation, and that prime contractor shall be responsible for all deliverables referenced in the RFP or proposal. This general requirement notwithstanding, proposers may enter subcontractor arrangements; however, they should acknowledge in their proposal total responsibility for the entire contract. Where the proposer intends to subcontract portions of the work, specific designations of the tasks to be performed by the subcontractor should be included. Information required of the proposer under this RFP is also required for each subcontractor.

Unless provided for in the contract with iMMAP Inc., the prime contractor shall not contract with any other party for furnishing any of the work and professional services herein contracted for without the express written approval of iMMAP Inc.

7. Ownership of Proposal

All materials submitted in response to this request become the property of iMMAP Inc. Selection, or rejection of a proposal does not affect this right.

8. Proprietary Information

Only information like legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

9. Cost of Preparing Proposals

iMMAP Inc. is not liable for any costs incurred by prospective proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal and any other expenses incurred by the proposer in responding to this RFP are entirely the responsibility of the proposer, and shall not be reimbursed in any manner by iMMAP Inc.

10. Errors and Omissions in Proposal

iMMAP Inc. will not be liable for any proposal errors and reserves the right to make corrections or amendments due to minor errors identified in proposals. iMMAP Inc., at its option, has the right to request clarification or additional information from the proposer.

11. Contract Award and Execution



iMMAP Inc. reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offer received. iMMAP Inc. reserves the right to contract for all or a partial list of services offered in the proposal. The RFP and proposal of the selected proposer will become part of any contract between the selected service provider and iMMAP Inc. If the contract negotiation period exceeds 14 calendar days or if the selected proposer fails to sign the final contract within 7 business days of delivery of it, iMMAP Inc. may elect to cancel the contract and award the contract to the next-highest-ranked proposer.

12. Special Clause on Ethics

- I. When and if a consultant/consultancy company is recruited, they shall also sign the iMMAP Inc. code of conduct and non-disclosure agreement.
- II. The contractor commits to respect iMMAP Inc.'s ethical principles, highlighted in the Code of Conduct. By signing the Code of Conduct, the consultant/consultancy company commits to ensure the respect of such principles in all work done with iMMAP Inc. and in the general management of its company.
- III. iMMAP Inc. has a zero-tolerance policy for Sexual Abuse, and Exploitation, and Human trafficking.

Sexual Exploitation and Abuse:

The consultant/consultancy company shall respect the following principles:

- Principle 1: Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
- Principle 2: Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
- Principle 3: Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes the exchange of assistance that is due to beneficiaries.
- Principle 4: Sexual relationships between humanitarian workers and beneficiaries are strongly discouraged since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of humanitarian aid work.



- Principle 5: When a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
- Principle 6: Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct.

Human

Trafficking:

The consultant/consultancy company shall not:

- a. Engage in severe forms of trafficking in persons.
- b. Procure commercial sex acts.
- c. Use forced labor in the performance of any activity related to iMMAP Inc
- d. Destroy, conceal, confiscate, or deny access to the personnel or any other person to their own immigration or identity documents such as passports, IDs, and drivers' licenses.
- e. Use misleading or fraudulent practices during the recruitment of personnel or selection of sub-contractors/implementing partners, such as failing to disclose basic information or making material misrepresentations regarding the key terms and conditions of contracting, including remunerations, the location of work, the living conditions, housing, and associated costs (if arranged by iMMAP Inc.) and if applicable the hazardous nature of the work.
- f. Use recruiters that do not comply with the local labor laws of the country in which the recruiting takes place.
- g. Charge personnel recruitment fees.
- h. Fail to provide return transportation or fail to pay for the cost of return transportation upon the end of employment. This is except if the personnel are witnesses, and at that time, the witness is still needed to testify.
- i. Fail to provide a recruitment contract /sub-contracting agreement or other working document in writing. Such written documents shall be in a language that the counterpart understands. Any work contract shall include a description of the work, wages, allowances,



and applicable laws and regulations and shall state the prohibition of the trafficking of persons.

- j. The breach of the above standards will result in the termination of the contract.

4.0 RESPONSE INSTRUCTIONS

1. Proposal Submission

Each competitor is REQUIRED to submit their bid individually, using the prescribed Bidding Forms and Attachment 3, the "Certification Statement." Any proposals not submitted in accordance with these requirements will not be considered for evaluation under this Request for Proposals (RFP).

Proposal submission must be received via email on or before 5:00 p.m. (EEST) November 18, 2024 to procurement-hq@immap.org. It is solely the responsibility of each proposer to assure that their proposal is received prior to the deadline for submission. Proposals received after the submission deadline will not be considered.

2. Certification Statement

The proposer must sign and submit the Certification Statement shown in Attachment II.

3. Proposal Format

The proposer should submit a proposal as specified in this RFP - which should include enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to perform the **scope of services as described in Attachment 1**.

5.0 EVALUATION AND SELECTION

1. Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by iMMAP Inc., which will determine the proposal most advantageous to iMMAP Inc.

2. Administrative and Mandatory Screening



All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals found not to be in compliance will be rejected from further consideration.

3. Evaluation and Review

The RFP process aims to secure the contractor most capable of providing the services specified in this document. Selection of the contractor will be made solely based on the most responsive proposal submitted by a qualified proposer that satisfies all services and products described in this RFP, followed by a short interview with the evaluation team. iMMAP Inc. reserves the right to award a contract based upon initial offers received.

The criteria for the evaluation process will be weighted as follows:

- A. Corporate Qualifications and Management Support 10%
- B. Technical Requirements/Approach and Methodology 40%
- C. Interviews 25%
- D. Cost 25%

A. Corporate Qualifications and Management Support: This refers to the capability of the organization to perform the work requested in the RFP. This includes whether the organization has sufficient resources to work within the time constraints while maintaining desired performance levels and the level of competence of their professional personnel who will be assigned to the job by the proposer. Qualifications of professional personnel will be judged on the basis of experience and education with particular reference to prior experience on projects of a similar nature.

B. Compliance with the Technical Requirements of the RFP/Approach and Methodology: A proposal consisting of repetition of the RFP only will not be a satisfactory indicator of the proposer's grasp of the complexity of the project. Each proposal will be evaluated on (1) the proposer's understanding of the nature and scope of the work involved and (2) the proposer's procedures, with an emphasis on the techniques proposed for executing each task, the sequencing of tasks, and the methods used for quality control. The proposal should reflect compliance with all activities and procedures requested in the RFP.



- C. Interviews: Interviews may be conducted with proposers that have fulfilled all the technical requirements specified in the RFP. The interviews will address contextual experience, and evaluation experience, among other topics that iMMAP Inc. will determine.
- D. Cost: The grand total proposed cost will be evaluated for the purpose of selecting the successful proposer.

4. Announcement of Providers

The RFP Coordinator will notify the successful proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified by email accordingly.