



# REQUEST FOR PROPOSAL (RFP)

ShelterBox Morocco Response Evaluation



**COMPETITIVE  
BID INFORMATION**

Commercial in Confidence

Proposal Due Date:  
23<sup>rd</sup> November 2023

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*“Since ShelterBox was founded in 2000, it has responded to over 250 disasters and humanitarian crises in over 90 countries, providing aid for well over one million people”*

## 1. WHAT WE DO

ShelterBox is a charity that supports people overwhelmed by disaster and humanitarian crisis through the provision of emergency shelter assistance. We support people by facilitating access to high quality shelter and essential items. We maximise positive impact by reaching the people most in need of support and by working in close partnership with other humanitarian responders.

Since ShelterBox was founded in 2000, we have responded to over 250 disasters and humanitarian crises in over 90 countries, providing aid for well over one million people.

Our vision is to see a world in which all people displaced by disasters and humanitarian crises are provided with rapid emergency shelter and vital aid, helping them to rebuild their communities and lives. No family should be without shelter after disaster.

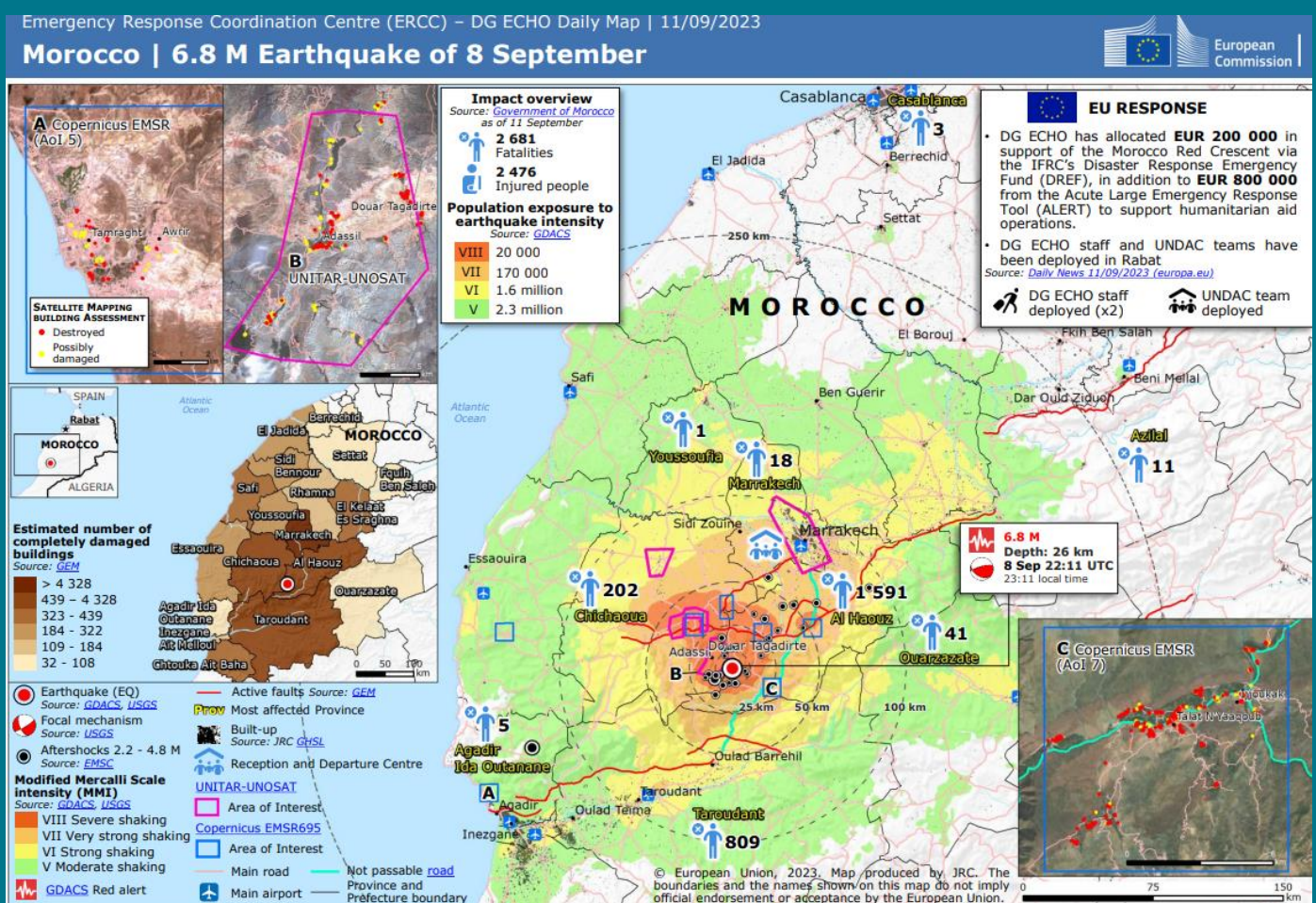
For further information visit: [www.shelterbox.org](http://www.shelterbox.org)



## 2. INTRODUCTION

On Friday 8<sup>th</sup> September 2023, an Earthquake struck in the Ighil area of the High Atlas, Morocco, with a magnitude of 6.8. Ighil, a mountainous area with small farming villages, is about 70km (40 miles) south-west of Marrakech. According to national authorities, 2,949 people died in the earthquake and a further 5,674 were injured. 380,000 people were affected, including 320,000 estimated to live in the rural mountainous areas of the High Atlas. Most casualties were in these remote villages in the mountains southwest of Marrakech. Most damage to housing and infrastructure is also seen in the same locations with fallen down boulders leading to road closures, making access challenging and slowing down rescue efforts.

This map was created on 11 September. Since, reported numbers of dead and injured have increased, however, this map is a good indicator of geographical spread.



### 3. BACKGROUND

The Project Objectives were identified as:

**Project Impact:**

To contribute to the self-recovery of approximately 1200 households affected by the earthquake in the Atlas Mountain Region of Morocco.

**Project Outcome:**

Approximately 1200 households in earthquake affected communities live in improved shelters that are adequate and appropriate for their needs

**Project Outputs:**

1. 1200 emergency tents correctly erected maximising protection of occupants and shelf life
2. 1200 households benefit from prioritised and fit for purpose household items
3. Project is accountable to affected population

In the initial stages of project development, the Emergency Team and Partnerships Manager discussed appropriate aid items with several local NGOs. Tents, blankets, solar lights and kitchen sets were identified as the highest priority; the team continued to triangulate appropriate aid items with Rotary networks, the government and representatives of the local communities who corroborated these items were the priority. With winter approaching and temperatures in the Atlas Mountains due to fall ShelterBox selected high thermal blankets to support the tent, two solar lights and a kitchen set per family. We did investigate whether we could add a cash component to further allow families to winterise at their own pace but were warned off as this would be seen to go against the King’s cash program that was being set up and permissions for the project would be in jeopardy.

Quantity	Item
1267	ShelterBox AMG Relief tent
10136	High Thermal Blankets
2534	LuminAID PackLite Nova
1267	Kitchen Sets

## 4. THE REQUIREMENT

ShelterBox (SB) are looking to contract a Consultancy to undertake an Evaluation of the Morocco response so that the effectiveness of the response can be quantified and lessons learned for future responses.

The evaluation will provide an impartial assessment of the SB response to the earthquake in Morocco serving the dual purpose of accountability and learning. It will employ quantitative and qualitative methods to assess both project process and outcome to better understand the extent to which objectives were achieved and emergency shelter was provided in a safe and accountable way to affected communities. The evaluation will:

- 1) Generate evidence to document and celebrate project success and good practice
- 2) Identify the challenges faced
- 3) Suggest recommendations that will be relevant for future projects

Findings will support and strengthen ShelterBox project development and management and contribute to organisational learning and strategy.

### 4.1 Specific Objectives

The specific objective of this Summative Evaluation is to assess how well the project delivered timely and appropriate emergency shelter to earthquake affected communities.

Specific areas of inquiry will involve:

- Assess the partner identification, capacity assessment, selection, and engagement.
- Assess the design (planning, delivery, and management of the project) in accordance with organisational processes and standards.
- Identify and assess key internal and external factors that have contributed to, affected, or impeded the project and how ShelterBox/RI have managed these factors.
- Assess the extent to which accountability to affected populations was realised: How did the project engage with project participants, identify priority needs, communicate objectives, and enable feedback mechanisms?
- Draw key lessons and learning from the project and make recommendations that will help inform ShelterBox projects.

Please note, the learning from the evaluation is primarily intended to support ShelterBox organisational learning, and to support ShelterBox processes and practices so that we are better able to respond to future humanitarian crisis.

As relevant, it will be shared with Rotary International and other stakeholders to communicate findings and celebrate successes and recommendations.

## 5. PRINCIPLES AND APPROACH

The following principles underpin ShelterBox approach to evaluation:

- **Impartiality and objectivity** – statements and judgements should be evidenced by data or evidence. Information should be triangulated, and critical thinking applied. This will provide the evaluation with credibility and therefore make it more worthwhile.
- **Centrality of project participants and project partners** to enhance learning and further accountability to the affected population.
- **Ethical approach**, respecting people’s rights and dignity.
- **Do not harm**: the evaluation will not cause any harm to affected communities or stakeholders.
- **Utility**: the evaluation will contribute to organisational and potentially sector learning.
- **Timeliness**: the evaluation will be carried out in a timely manner to best capture lessons and to be able to access stakeholders.
- **Compliance with ShelterBox’s policies and procedures** – a commitment to our code of conduct and safeguarding policy

## 6. EVALUATION FRAMEWORK

The evaluation will draw upon the following criteria:

### Relevance

- Did the project reflect the needs and priorities of affected populations? How was this evidenced?
- Were the project activities and outputs consistent with achieving intended outcome?
- To what extent did the project logic remain sound and as intended?
- Were accountability mechanisms embedded effectively throughout the project? How robust were project safeguarding processes and mechanisms?
- To what extent was the project able to adapt and provide appropriate response to context changes and emerging local needs?

### Coherence

- Were project activities coordinated with other actors? What coordination mechanisms existed and to what extent did Rotary International/ ShelterBox participate in coordination mechanisms? What were the advantages and disadvantages of doing so?
- Was the project design in line with ShelterBox's organisational strategies and policies & national priorities for the response, laws and regulations?

### Effectiveness

- To what extent has the project achieved its outcomes? Did the delivery of inputs lead to timely implementation of activities resulting in success at output/outcome level?
- What factors have contributed to achieving or not achieving intended project outcomes?
- Were the target project participants reached as expected, were differential results observed for different groups/identity characteristics?
- Were project participants satisfied with the aid distributed?

- Have the M&E system delivered robust and useful information that could be used to assess progress towards outcomes and contribute to learning?
- Has the accountability system served to ensure participation, identification of needs, regular feedback/complaint from the community and provided a timely response?
- Did the project implementing model prove to be the most effective model: to what extent did the partnership contribute to a) project efficacy and b) organisational strategic objectives?

#### Coverage

- Who were the major groups in need of humanitarian assistance? Of these groups how did ShelterBox/Rotary International select project participants?
- To what extent were project participants capacities, preferences and intentions captured in the project design?
- What, if any, were the differential impacts of this humanitarian assistance on different groups or subgroups according to identity characteristics?
- Was the assistance proportionate to needs and devoid of agendas?

#### Efficiency

- Was the project delivered in a timely manner? Were activities/outputs delivered on time?
- Did Value for Money (VfM) considerations/analysis contribute to decision making?
- Were alternative approaches/models assessed?

## 7. METHODOLOGY

The firm/consultant is responsible for the development of the methodological approach which is expected to be most appropriate to achieve the aims of the evaluation.

Efforts shall be made to safeguard the inclusivity and engagement of relevant stakeholders to bring out their voices and to understand how they perceived the project.

Project data will be drawn upon from:

- Needs Assessments
- FCRM data
- Endline findings
- Project meetings
- Project documentation e.g. sitreps/reports/decision log

The evaluation process will be compliant with data protection principles, ShelterBox's Supplier Code of Conduct, and 'do no harm' principles.

The Programme Quality team will act as the point of contact and support the process regards both quality assurance and logistical support. The emergency response team will be available for Key Informant Interviews (KIIs), Focus Group Discussions (FGDs), logistical/ planning support and the validation exercise.

The Evaluation Team will:

- Review of ShelterBox strategy/ systems & processes.
- Review Project documentation/ monitoring data (as above).
- Carry out online KIIs with the project implementing team to fully understand the context, operating constraints and team perspectives upon project design and delivery.



- Conduct Endline data collection – a survey with a sample of the affected community to measure agreed outcomes and outputs stated in the project logframe.
- Triangulate quantitative findings and further interrogate/analyse through qualitative processes, such as KIIs and FGDs (with RI reps, project participants, community leaders, the coordinators from coordination structures, including the government and UN etc.).

## 8. CONTRACT & TERMS

The evaluation is planned for December 2023 / January 2024, and the total consultancy period is 28 Days.

As mentioned above, the successful supplier will be required to agree and adhere to ShelterBox's Supplier Code of Conduct (available to view at: <https://www.shelterbox.org/wp-content/uploads/2019/10/Supplier-Code-of-Conduct-v3.pdf>).

Within agreed timeframes, the evaluation team will be expected to deliver:

- Inception report as per agreed template
- Detailed data collection plans in time for ShelterBox Programme Quality to be able to conduct quality assurance.
- Data collected from the different sources
- Briefing and debriefing meetings in addition to the routine meetings and discussions with key stakeholders
- The draft evaluation report (based on ShelterBox template, incorporating comments and technical inputs from the reference group)
- A presentation at a validation workshop
- The final evaluation report with a summary of the evaluation brief (2-pager evaluation brief per ShelterBox template)

## 9. BID REQUIREMENTS

Please note the Bid is expected to be inclusive of all costs for achieving The Requirement. While ShelterBox will consider reasonable requests in writing a head of time for additional expenses if the situation warrants it we are primarily interested in an itemised breakdown of the costs at a fixed price for the Bid.

A consultancy firm/individual will be required to travel to Morocco and be legally registered to operate in Morocco (with formal access to visit and carry out research in the project locations)

The selected firm/ consultant should possess the following minimum qualifications as follows:

- Higher university degree in humanitarian / development studies or any related academic discipline or an affiliation with a research institution.
- 5 years evaluating humanitarian programmes, with experience in gender and protection in emergencies.
- Familiarity with the OECD/DAC evaluation framework.
- Strong background in monitoring and evaluation, with experience in the use of quantitative and participatory qualitative methods of data collection.
- Excellent analytical, communication, writing and presentation skills in English.
- Ability to analyse complex intervention.
- Conversant with the context in Morocco

Arabic and or French speaking skills are desirable. (Final report will be in English)

Experience of emergency shelter projects would be advantageous.

**How to apply:**

Interested individuals or research/consultancy firms, with the experience and skills described should submit an Expression of Interest (EOI) to [tenders@shelterbox.org](mailto:tenders@shelterbox.org).

The EOI must include:

1. **A cover letter** of no more than 2 pages introducing the evaluator/organisation and how the skills and competencies described above are met, including a history of similar projects (if applicable) with concrete examples. Please also use this cover letter to indicate the consultants' availability for the proposed period.
2. **Technical Proposal:** The technical proposal should include an interpretation of the objectives of the consultancy, detailed methodology and a detailed work plan.

Organization/individual capacity statement, experience and activities related to evaluation, CVs of the consulting team and their roles in the achievement of the assignment; names, addresses and telephone numbers of three professional referees.

3. **Financial Proposal:** A one-page budget of the offer, covering all anticipated costs; (proposed budget should not be included in the technical proposal).
4. Two to three **samples of evaluation reports** for recent evaluations conducted of humanitarian and development interventions.
5. **References** for each of the **sample evaluation reports** provided (minimum 2).

## 10. TIMELINE

Suppliers interested in bidding should follow the steps in the timeline below:

- **Questions**

You're welcome to ask any questions about this RFP via email. These can be sent to:

[tenders@shelterbox.org](mailto:tenders@shelterbox.org).

Questions can be submitted until **4.00 pm (GMT) on Thursday 16<sup>th</sup> November 2023**.

We would also be happy to set up a call to discuss any queries you may have (if required). Q&A calls can be arranged to take place before **4.00 pm (GMT) on Monday 20<sup>th</sup> November 2023**.

Please contact [tenders@shelterbox.org](mailto:tenders@shelterbox.org) if you wish to arrange a Q&A call.

- **Submission of written proposal**

Written proposals must be submitted by **4.00 pm (GMT) on Thursday 23<sup>rd</sup> November 2023**.

Proposals must be sent to: [tenders@shelterbox.org](mailto:tenders@shelterbox.org).

When submitting your proposal, please include your availability for a presentation call within the dates set out in the next step.

- **Presentation call**

ShelterBox will review all written proposals and arrange presentation calls with bidders deemed to meet the requirements of this RFP. The calls are to provide the opportunity for ShelterBox to discuss aspects of the submissions and feedback on the proposals. Calls are expected to take place on **Tuesday 28<sup>th</sup> November 2023**.

**NB:** Following the presentation calls and ahead of the 'Best and final offer' date, please be aware that further questions and queries may be submitted by ShelterBox to bidders to ensure a comprehensive understanding of proposals is obtained.

- **Best and final offer**

Those bidders who were successful in their presentations will be given the opportunity to provide their best and final offer by **4.00 pm (GMT) on Friday 01 December 2023**.

- **Target award date**

ShelterBox aim to inform all bidders on the outcome of their bids on or by **Monday 4<sup>th</sup> December 2023**.

- **Contracts**

ShelterBox aim to complete all contracts with the successful bidder by **Monday 11<sup>th</sup> December 2023**.

**NB:** ShelterBox reserves the right to extend or amend the timeline if necessary. All suppliers will be notified of any such amendment.

## 11. SUBMISSION PROCESS

### Invitations to bid

There will be one supplier for the contract. However, ShelterBox reserves the right to place orders with another supplier for additional requirements if deemed necessary.

This RFP does not constitute an offer by ShelterBox. ShelterBox is under no obligation to award a contract to any bidder because of this tender process.

### Submitting a bid

All responses to this RFP should be submitted as email attachments to [tenders@shelterbox.org](mailto:tenders@shelterbox.org). Only PDF and Microsoft Excel file types will be accepted.

### Bid pricing format

Bidders are required to provide complete and comprehensive pricing for all the requirements set out in this RFP. All pricing must be provided in Euros.

### Award decision

ShelterBox plans to award this business to a supplier based upon the suitability of the proposed bid, expertise demonstrated, and best value in meeting the requirements of this RFP.

### RFP updates

ShelterBox intends to provide all suppliers with complete and accurate information about this opportunity. If ShelterBox obtains any additional material information, including responses to individual suppliers' questions that could affect other suppliers, ShelterBox will share this information.

The contents of responses and the provisions of this tender document will be available for inclusion in final contractual obligations. Proposals must be signed by a duly authorised owner, officer or agent of the company submitting the bid.

### Notification of award

ShelterBox will notify the successful bidder on the target award date in Section 10. At this stage, ShelterBox may negotiate with the successful bidder to finalise the offer.

## 12. CONTACT INFORMATION

Contact: ShelterBox Tender Team

Email: [tenders@shelterbox.org](mailto:tenders@shelterbox.org)

## 13. CONDITIONS OF TENDER

### 13.1 General

This tender document does not constitute an offer by ShelterBox. Any bid submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any bid by ShelterBox. ShelterBox is under no obligation to award a contract to any bidder due to this tender process.

ShelterBox further advises all suppliers that ShelterBox may accept any bid submitted; however, ShelterBox reserves the right to request best and final offers. ShelterBox may enter negotiations with more than one supplier simultaneously and award the business to any supplier in negotiations without prior notification to any other supplier.

### 13.2 Offer validity

Bids shall remain valid for 180 calendar days after the bid submission deadline.

### 13.3 Cost of bidding

The bidder is responsible for all costs associated with the preparation and submission of its bid. ShelterBox will not be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

### 13.4 Warranty

The Supplier warrants that the proposed services meet the required specifications set out herein.

### 13.5 Bid withdrawal

The bidder may withdraw its bid after submission, provided that written notice of the withdrawal of the bid is received by ShelterBox.

### 13.6 Right to accept or reject

ShelterBox reserves the right to accept or reject any bid, to annul the tendering process, and reject all bids at any time before contract award, without incurring any liability to the affected bidder/s or any obligation to inform the affected bidder/s the reason for ShelterBox's action.

### 13.7 Right to retender

ShelterBox reserves the right to retender where a viable offer is not presented for any or all parts of this tender.

### 13.8 Corrupt or fraudulent activities

ShelterBox will reject a bid if it determines that the bidder has engaged in corrupt or fraudulent practices in competing for the contract/s in question. A bidder suspected to have indulged in corrupt or fraudulent practices risks being prevented from participating in ShelterBox's future procurement opportunities.

### 13.9 Confidentiality

All information in this tender document or otherwise provided in connection with this tender is confidential and may not be disclosed, published, or advertised in any manner without written authorisation from ShelterBox.

All tender documents remain the property of ShelterBox, and all suppliers are required to return to ShelterBox or delete these documents upon request. ShelterBox and any third parties acting on behalf of ShelterBox will consider the responses to this tender confidential. Suppliers who do not honour these confidentiality provisions will be excluded from participating in future ShelterBox supply opportunities.



**ShelterBox**

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