REQUEST FOR PROPOSAL
FRAMEWORK AGREEMENT - Data Service Provider

About the International Federation of Red Cross and Red Crescent Societies (IFRC)
The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world’s largest humanitarian organization, with 192-member National Societies. As part of the International Red Cross and Red Crescent Movement, our work is guided by seven fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

The International Federation of Red Cross and Red Crescent Societies (IFRC or "the Federation") is the World’s largest volunteer-based humanitarian network. The Federation is a membership organization established by and comprised of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the Federation is part of the International Red Cross and Red Crescent Movement. The overall aim of the IFRC is to inspire, encourage, facilitate, and promote at all times all forms of humanitarian activities by National Societies with a view to preventing and alleviating human suffering and thereby contributing to the maintenance and promotion of human dignity and peace in the world. It works to meet the needs and improve the lives of vulnerable people before, during and after disasters, health emergencies and other crises. The Federation is served by a Secretariat based in Geneva, with regional and country offices throughout the world. The Secretariat is led by the IFRC Secretary General and provides the central capacity of the International Federation to serve, connect, and represent National Societies. The Secretariat’s focus includes providing support to the IFRC governance mechanisms; setting norms and standards; providing guidance; ensuring consistency; coordination and accountability for performance; knowledge sharing; promoting collaboration within and respect for the RCRC Movement; and expanding engagement with partners.

About the Turkish Red Crescent Society (TRCS/Kizilay)
Turkish Red Crescent Society (TRCS) is the largest humanitarian organization in Turkey, and, as an auxiliary to the government, has been playing a leading role in providing assistance to the refugees and migrants since the beginning of the Syria crisis.

The decade-long conflict in Syria has created an overwhelming and enduring humanitarian suffering, displacing over five million Syrian people into neighbouring countries and other regions around the world. About 4 million registered refugees are living in Turkey, including Syrians, Iraqis, Afghan, Iranian, Somali and other nationalities. Over 90 percent of the displaced people are living in urban areas. The Turkish Red Crescent Society has been providing a first-line response in all the activities related to the Syrian people and organizing its dedicated structures to receive and protect the people in need. The IFRC continues to support the Turkish Red Crescent Society in its response to the growing humanitarian needs in Turkey resulting from the Syrian and other concurrent crises, including through the Emergency Social Safety Net (ESSN), funded by the European Union.

About the ESSN
The ESSN brings monthly cash assistance, via debit cards, called “Kizilaykart”, to over 1.8 million of the most vulnerable refugees in Turkey. It is the largest humanitarian programme in the history of the EU and the largest single programme ever implemented by the IFRC and TRC. Every month, each family member receives 155 Turkish Lira (17 Swiss Francs), on a prepaid debit card, enabling them to decide for themselves how to cover essential needs. The money can be used in shops and spent on rent, food and daily essentials, which also helps people participate in community life and contribute to their local economies. Despite their hardship, it gives them freedom to manage their own lives.

1. Purpose of the service required
The IFRC Information Management and Data Analysis (IM&DA) Team for ESSN fulfills two primary roles within the ESSN program.

A) It plays an integral role with the Finance team, providing a level of assurance for the core program activities ensuring recipients are paid on a monthly basis – Verification, Reconciliation, and Transfer Management.

B) It serves as a service workshop for the other program work streams such as Field, Monitoring and Evaluation, Protection etc. providing services such as:
   - Thematic maps and spatial analysis
   - Static info graphics
   - Interactive dashboards
   - Data Analysis, including statistical analysis and machine learning.
   - Support for mobile data collection

To fulfill these roles, the team currently relies on an in-house ensemble with strong data visualization and analytical skills, including expertise in mobile data collection, visualization and mapping, BI platforms, Python, and machine learning. Despite this, simultaneous high priority requests for data services can stretch the team beyond capacity. Likewise short-term solutions have led to significant technical debt.

The team is seeking a framework agreement with one or more 3rd party service providers that can provide a pool of data experts with international experience, in order to increase its capacity to provide data services to the ESSN program. This agreement will streamline access to a broad range of data services, allowing the team to utilize them as and when the need arises.

2. Duties of the Service Provider

Suppliers may bid for one or more categories of work and give an indication of their priority sections of interest. These services include the implementation of and support for:
   - Data Analysis
   - Creation of info-graphics and Maps
   - Database management
   - Capacity Strengthening and Training
   - Tools development
   - Cyber Security
   - Consultation and Strategic Data Advisory Services.

The form of support requested will depend largely on the request. Some requests would be accomplished on a self-contained per-project basis, and could be completed remotely, while others may require the addition of personnel to an existing project, or multiple projects on a short-term basis.

For example, the request could take the form of an additional data scientist for a 3-week period or a database administrator for 2 months. In other instances, it may seek to hand over the creation of certain dashboard or analysis product to the service provider. In other cases, the team may wish to reach out to the service provider for advice on the approach or design of a given process or conduct a multi-day workshop across workstreams.

3. Deliverables

Bidders should provide their approach to meeting requirements and a cost structure for each section below for which they bid including a pricing mechanism and relevant units (labor-hours, per, project basis, etc.).

   A) Data Analysis.
      - Spatial Analysis
• Statistical Analysis
  • Machine Learning, including training and deployment of models.
  • Work in and review of python scripts in Jupyter Notebook type environments.
  • Finished outputs in form of reports, cartographic and infographic products or securely shared, well documented mutually understood machine code.

B) Creation of info-graphics and Maps
  • Employ spatial representation and design principles to present situational and operational information in meaningful and actionable formats including:
    ◦ Static or interactive info-graphics
    ◦ Static or interactive maps
    ◦ Interactive dashboards, using either bespoke web platforms or existing BI platforms such as power BI and Tableau.

C) Database management
  • Collaborate with team to find effective solutions for the management of millions of rows of data.
  • Advise on improvements to current infrastructure or suggest alternatives.
  • Provide human resources necessary for specific tasks as needed, such as the creation of data tables and initial loading of data from sources.

D) Capacity Strengthening and Training
  • Creation and delivery of international standard multi-week humanitarian data analysis training for relevant parties within both IFRC and TRC sections of the Turkey country office.
  • Delivery of customized training and capacity development activities to fill identified skills gaps within the IM team or wider Turkey country office.
  • Provide Individual mentorship where relevant in to increase IM&DA capacity in humanitarian analysis.
  • Provide on-site or remote workshops to lead the team and/or other work stream members through complex data driven processes where capacity can be strengthened.

E) Tools development
  • Where a need is identified and requested, develop custom solutions for:
    ◦ Data storage
    ◦ Data analysis and visualization
    ◦ Report generation and distribution
    ◦ Data sharing and information dissemination

F) Consultation and Strategic Data Advisory Services.
  • Project, functions, systems analysis and advisory for improvement
  • Systems architecture design.
  • Information management strategy development
  • Process re-engineering
  • Provide on-site or remote workshops and strategy sessions.

4. Documentation Language:
   All tender documents, markings and labelling should appear in English.

5. Duration of Agreement
   a. The Framework Agreement will be for a period of one year with a possibility for renewal.
   b. The Federation reserves the right to terminate the Framework Agreement at any time by giving one-month prior written notice to the Service Provider.

6. Currency:
   All the prices should be in US Dollars (USD)
7. **Price Offer:**
   As it will be Framework Agreement, budget to be provided with a proposed payment plan:
   - Hourly price offer per person based on the level of experience.
   - Daily price offer per person based on the level of experience.

8. **Advance:**
   No advance/pre-payment will be made to service provider before complete work is done as per approved Purchase Order / Work Order.

9. **Payment:**
   The service provider agrees to provide a line of credit to International Federation of Red Cross and Red Crescent Societies for a number of thirty (30) days. However, International Federation of Red Cross and Red Crescent Societies will endeavor to make full payment to the Service Provider within period of (30) working days from the date of submission. If your payment term is different, please indicate it with your price offer.

10. **Conditions for Proposal submission:**
    - For the tender package and to show you interest, please send email to Qasim Zahid, Logistics Coordinator, IFRC Turkey. qasim.zahid@ifrc.org to receive the tender documents via email.
    - Offers must be received, completing the prior requested tender package prior to 4pm (Istanbul time zone) of 09 August 2021
    - All offers MUST be sent only by EMAIL to the sealed bids e-mail account of IFRC Global Service Center: GSC.bids@ifrc.org. Do not cc or bcc any other IFRC email addresses on your email with the proposal.
    - The subject of the email shall clearly state “Proposal Reference RFPN-2021/07/29/IM/DSP/RFP001” and the name of the Bidder.
    - Offer sent via Fax / Courier will not be considered (IMPORTANT)
    - LATE offer after the deadline will not be considered (IMPORTANT)
    - The offers must be submitted on the company’s letter head and must be signed and stamped.

    Please note that the e-mail policy employed by the IFRC limits the size of attachments to a maximum of 20 MB so it may be necessary to send more than one e-mail for the whole submission.

11. **Validity:** Your Quotation must remain valid for 60 days from the date of submission or the award of the contract.

12. **Evaluation:** Selection criteria would be based on technical and financial evaluation.