

Call for Proposals: Consultant Services for Designing an Operational Handbook for the Help Localisation Facility

Date of issue:	30.04.2025
RFP no.:	PGLO-001-24-25-10
Contract title:	Consultant Services for Designing an Operational Handbook for the Help Localisation Facility
Closing date:	10.06.2025
Contracting Authority:	Help – Hilfe zur Selbsthilfe e.V. Adenauerallee 131a D – 53113 Bonn
<p>The tender documents can be found under following Link: Ausschreibungen. Help – Hilfe zur Selbsthilfe</p> <p>Please submit your proposal to info@help-ev.de with the subject: GLO-001_Handbook_Name</p> <p>If you have any questions, please address them until 04.06.2025 to krey@help-ev.de</p>	

Help invites you to submit a Proposal for the Consultancy “Development of a Handbook”

Dear Sir/Madam,

We are looking for the Consultant Services for Designing an Operational Handbook for the Help Localisation Facility. Please find enclosed the following documents, which constitute the Request for Proposal:

A – Instructions

B – Annexes

Annex 1: Terms of Reference

Annex 2: Proposal Submission Form

Annex 3: “General Terms and Conditions” to sign

Annex 4: “Code of Conduct for Contractors” to sign

Annex 5: “Declaration for Tenderers” to sign

Annex 6: “Confirmation of Compliance” to sign

A. Instructions

In submitting a proposal, the Candidate accepts in full and without restriction the special and general conditions including annexes governing this Contract as the sole basis of this procedure, whatever his own conditions of services may be, which the Candidate hereby waives. The Candidates are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this Request for Proposal.

A.1. Scope of services

The Services required by the Contracting Authority are described in the Terms of Reference.

The Candidate shall offer the totality of the Services described in the Terms of Reference. Candidates offering only part of the required Services will be rejected.

A.2. Cost of proposal

The Candidate shall bear all costs associated with the preparation and submission of his/her proposal and the Contracting Authority is not responsible or liable for these costs, regardless of the conduct or outcome of the process.

A.3. Eligibility and qualification requirements

Candidates are not eligible to participate in this procedure if they are in one of the situations listed in Article 33 of the Help General Terms and Conditions for Service Contracts.

Candidates shall in the Proposal Submission Form attest that they meet the above eligibility criteria. If required by the Contracting Authority, the Candidate whose proposal is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility.

As a rule, the arrival of a proposal in due time is always the candidates responsibility. Late proposals refer to any proposal arriving after the Closing date for submitting proposals, and any proposals arriving late due to a delay, for example, due to a technical problem related to electronic data transmission.

A.4. Exclusion from award of contracts

Contracts may not be awarded to Candidates who, during this procedure:

- (a) are subject to conflict of interest
- (b) are guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the Contract procedure or fail to supply this information
- (c) were involved in the development of the TOR related to this RFP/Service Contract

A.5. Documents comprising the Request for Proposal

The Candidate shall complete and submit the following documents with his proposal:

- a. Proposal Submission Form completed and signed
- b. At least two samples of previous work (e.g. handbook or manual)
- c. The Technical Offer, including:
 - Experience & Expertise: Summary of relevant qualifications, including past projects in handbook/manual development, process design, and localization.
 - Methodology & Approach: Explanation of the implementation plan, handbook structure, use of templates and visualizations, stakeholder feedback integration, and collaboration strategy.
 - Personnel Concept: For individuals, confirmation of ability to execute all tasks; for teams, description of roles and task distribution.
- d. Annex 3 to 6 signed by the Candidate.

The proposal and all correspondence and documents related to the Request for Proposal exchanged by the Candidate and the Contracting Authority must be written in the language of the procedure, which is English.

A.6. Financial proposal

The Financial Proposal shall be presented as an amount in EUR in the Proposal Submission Form. The remuneration of the Candidate under the Contract shall be determined as follows:

The Candidate shall indicate in his/her proposal his/her proposed remuneration for the performance of the Services. The Candidate shall be deemed to have satisfied himself as to the sufficiency of his/her proposed remuneration, to cover both his/her fee rate, including overhead, profit, all his/her obligations, sick leave, overtime and holiday pay, taxes, social charges, etc. and all expenses (such as transport, accommodation, food, office, etc.) to be incurred for the performance of the Contract. The proposed global remuneration shall cover all obligations of the successful Candidate under the Contract (without depending on actual time spent on the assignment) and all matters and things necessary for the proper execution and completion of the Services and the remedying of any deficiencies therein.

VAT and/or any sales tax applicable to the purchase of services shall be indicated separately in the proposal.

A.7. Validity

Proposals shall remain valid and open for acceptance for 30 days after the closing date.

A.8. Submission of proposals and closing date

Proposals must be received at (info@help-ev.de) not later than the closing date specified on the front page.

Questions for clarifications can be sent to the following e-mail address: lobmeier@help-ev.de until 13.05.2025. All answers will be published on Help's website under section "Tenders".

A.9. Evaluation of Proposals

Administrative Compliance

Administrative Compliance will be evaluated as follows:

Administrative Compliance		Candidate				
		A	B	C	D	E
Expertise of the Candidate submitting proposal						
1	All documents complete as requested (incl. samples)? (Yes/No)					
2	All documents signed? (Yes/No)					
3	Overall impression of application is professional? (Yes/No)					
Overall decision? (Accepted/Rejected)						

Technical and financial evaluation

The evaluation method will be the quality and cost based selection. A two-stage procedure shall be utilised in evaluating the Proposals; a technical evaluation and a financial evaluation.

Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights of 80% for the Technical Proposal; and 20% for the offered price. Each proposal's overall score shall therefore be: $St \times 80\% + Sf \times 20\%$

Technical evaluation

For the evaluation of the technical proposals, the Contracting Authority shall take the following criteria into consideration, with the indicated weights:

Technical evaluation		Maximum Points
Approach & Methodology	Clarity, feasibility, and relevance of the proposed methodology	25
Relevant Sector Experience	At least 5 years in humanitarian/development; experience with localisation/partnerships	25
Handbook/Manual Development Experience	Demonstrated authorship of at least 3 relevant documents with adequate Quality (e.g., handbooks or manuals)	20
Timeline & Delivery	Realistic timeline and clear plan for managing review/feedback cycles	20

Capacity		
Language & Communication	Quality of proposal writing; fluency in English; German is an asset	10

Interviews

The Contracting Authority reserves the right to call to interview the Candidates having submitted proposals determined to be substantially responsive.

Financial evaluation

Each proposal shall be given a financial score. The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The formula for determining the financial scores shall be the following:

$Sf = 100 \times Fm/F$, in which Sf is the financial score. Fm is the lowest price and F is the price of the proposal under evaluation

Negotiations

The Contracting Authority reserves the right to contact the Candidates having submitted proposals determined to be substantially and technically responsive, in order to propose a negotiation of the terms of such proposals. Negotiations will not entail any substantial deviation to the terms and conditions of the Request for Proposal, but shall have the purpose of obtaining from the Candidates better conditions in terms of technical quality, implementation periods, payment conditions, etc.

Negotiations may however have the purpose of reducing the scope of the services or revising other terms of the Contract in order to reduce the proposed remuneration when the proposed remunerations exceed the available budget.

A.10. Award Criteria

The Contracting Authority will award the Contract to the Candidate whose proposal has been determined to be substantially responsive to the documents of the Request for Proposal and which has obtained the highest overall score.

A.11. Signature and entry into force of the Contract

Prior to the expiration of the period of the validity of the proposal, the Contracting Authority will inform the successful Candidate in writing that its proposal has been accepted and inform the unsuccessful Candidates in writing about the result of the evaluation process.

Within 5 days of receipt of the Contract, not yet signed by the Contracting Authority, the successful Candidate must sign and date the Contract and return it to the Contracting Authority. On signing the Contract, the successful Candidate will become the Contractor and the Contract will enter into force once signed by the Contracting Authority.

If the successful Candidate fails to sign and return the Contract within the days stipulated, the Contracting Authority may consider the acceptance of the proposal to be cancelled without prejudice to the Contracting Authority's right to claim compensation or pursue any other remedy in respect of such failure, and the successful Candidate will have no claim whatsoever on the Contracting Authority.

A.12. Cancellation for convenience

The Contracting Authority may for its own convenience and without charge or liability cancel the procedure at any stage.

A.13. Appeals and Complaints

Appeals or Complaints regarding the procurement procedure at hand shall be filed in writing to the following e-mail-address: internal_revision@help-ev.de. Files complaints or appeals shall be investigated and addressed within 15 working days.