

**World Vision International Ukraine Crisis Response Romania**

Tender NO 34.2\_07.03.2023

<b>Title of the service</b>	Consultancy: Monograph study of the "Social Store for Refugees" Intervention, developed by World Vision in the process of managing the Ukrainian Refugee Crisis in Romania.
<b>Location</b>	Romania (Bucharest, Constanta, Brasov, Iasi and Suceava)
<b>Organization</b>	World Vision Romania
<b>Department</b>	MEAL & OPERATIONS

**General Information**

In the framework of the Project “Emergency Preparedness Response for Ukraine refugees” funded by World Vision Singapore, World Vision in Romania is seeking to contract an expert with the skills and experience to conduct a Monograph of the "Social Store for Refugees" Intervention, developed by World Vision in the process of managing the Ukrainian Refugee Crisis in Romania.

**1.1. Background**

The number of refugees present in Romania continues to increase, and as of the 10th of December, 100,822<sup>1</sup> refugees were registered in Romania. This is the highest number of refugees present in the country since 24 February. The increase in numbers is believed to be driven by the attacks on energy infrastructure in Ukraine and the gradual deterioration of weather conditions – temperatures falling to below negative 20 degrees. The overwhelming majority of refugees are women and children, often separated from husbands and fathers who remained in Ukraine; older people; and unaccompanied children, including those from state care facilities<sup>2</sup>.

According to the Romanian National Council for refugees (CNRR), UNHCR, more than half of the refugees who are hosted in Romania (53%) plan to stay in Romania in near future, with safety, protection procedures and community ties as the main reasons. While (23%) plan to return to Ukraine in near future, (14%) plan to move to another host country and (10%) are uncertain about their plans.

In the context of Romania, most of the refugees do not live in specific areas or camps. The Romanian government has given them the rights to move anywhere within the country or even cross the borders. Refugees who are staying for long - term are either staying with rented apartments, homes with host families, and locals’ unoccupied homes.

---

<sup>1</sup> <https://reliefweb.int/report/romania/unhcr-romania-ukraine-refugee-situation-update-update-25-10-december-2022>

<sup>2</sup> <https://reliefweb.int/report/romania/unhcr-romania-ukraine-refugee-situation-update-update-25-10-december-2022>

Apart from that, there are some refugees living in the shelters that are being operated by local NGOs and churches. To support these, the government has introduced a support program referred to as “[50/20 program](#)” to partially offset costs for locals hosting refugees by providing RON50 (US\$10) per refugee per day to cover hosting expenses and RON20 (US\$4) per day for food.

Although the government supports refugees partially with housing; inflation, and the increasing energy and basic products prices make it much harder for the refugees to survive in this economic context and to cover all the basic needs for a family.

World Vision is among humanitarian organization actively participated in the Ukraine Crisis Response since March, 2022. The organization reaching over 120,000 refugees – over 50,000 being children - through education in emergencies (EiE), Protection including mental health and psychosocial support (MHPSS), food and hygiene support, among others. However, there is still need to support the Ukrainian refugees to enhance their well – being.

## 1.2. The Project

In Romania, within the frame of the project, World Vision and partners will aim to reduce human suffering and increase and maintain dignity for conflict-affected and most vulnerable women, girls, boys, and men. The rationale of the project will be to support Ukrainian refugees by delivering life-saving in-kind assistance to meet basic needs of refugees in Romania on winterization and thus support these on accessing such items as sleeping mattresses and bedding (bed covers and covers) to ensure their warmth, and power banks as backup to power their phones. Other items these will receive include hygiene items - including standard family hygiene kits (soap, hairbrush, toothbrush, toothpaste, hand towel, shaving razor and cream, toilet bag and toilet paper) and standard female hygiene kits (sanitary towels, women’s underwear and waterproof toilet bag). Other items in the basic items include baby clothing and other baby needs.

World Vision already works with partners to support Ukrainian refugees, including new arrivals in accessing basic needs through social stores, and this project will build on the existing partnership with local organizations. Initiated by UNHCR, government and partners including World Vision, the social store concept has been successful in meeting basic needs of over 35,000 refugees at their convenience as part of the response intervention.

The social stores are located in Bucharest, Brasov and Constanta. Additionally, the project will ensure at the point of accessing basic needs, refugees also are sensitized on information relating to available services available around these locations, including internet connectivity to enhance online learning for their children. World Vision continue to collaborate with UNHCR and local authorities to deliver this project through local organizations (NGO partners) and engage in direct implementation in Constanta. The social stores operating from Monday to Friday, 5 days/week:

- **Bucharest – Romexpo Hub Center** - local partner – DGASMB continue to implement in Bucharest's social store – Romexpo. This is the largest which also operates a child – friendly space and centre for children and parents to access internet connectivity to access information and undertake Ukrainian online lessons respectively. At least 90% of the items are supported by WV through ongoing projects, and Romexpo’s operations have grown from few dozens refugees to over 1,000 visiting this each day. During the first 2 weeks in December 2022, at least 2,000 refugees per day were reported to be using this social store.

- **Brasov – CATTIA Hub Center** - local partner-AMDDDB (Brasov Metropolitan Agency for Sustainable Development) implement this initiative in CATTIA center, Brasov where a social store is operated. 100 – 150 refugees are targeted to be reached per day – and this operates six days a week. This location also operates a refugee shelter hosting refugees and an educational hub for children.
- **Constanta – WV Social Store** - direct implementation by using the social store model approach operating five days a week and targeting 100 refugees per day.
- **Nicolina Social Store in Iasi and Suceava Social Store** – other two initiatives that were supported by World Vision in partnership with a local NGO – FONSS and Suceava University – education public institution.

## 2. Purpose and Objectives of the Monograph study of the "Social Store for Refugees" Intervention, developed by World Vision in the process of managing the Ukrainian Refugee Crisis in Romania

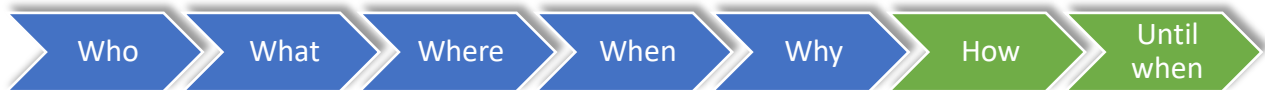
The purpose of the study is to document the Social Store for Refugees intervention created by WVI in Romania in the context of the refugee crisis from Ukraine and to identify the development directions of this intervention, in Romania, in the next period.

The objectives of the study are the following:

- Description of the way of organizing and carrying out the activity of the Social Store in each of the five mentioned locations. Highlighting the common elements and organizational resources available to each location: Bucharest, Constanța, Iași Suceava and Brașov;
- Identification and description of process and organization peculiarities generated by the types of partnership in which this intervention was carried out in Romania for each of the five pilot cities: Bucharest, Constanța, Iași Suceava and Brașov;
- Identifying, describing and exemplifying the main problems with which WV representatives and their main partners have been confused since the beginning of the intervention until now (logistics, personnel, utilities, etc.);
- Identifying and describing ways to manage the challenges that arose during the implementation of the intervention (flow management, adaptation to the needs of refugees, stock monitoring, communication with refugees and feedback from them, etc.). Highlighting good practices and lessons learned;
- Identifying trends in the evolution of the intervention as a result of the balance between the needs of the beneficiaries and existing resources from WVI donors and partners. Description of three scenarios for the next period.

The methodology recommended for carrying out the study is mixed, quantitative and qualitative, the findings mentioned in the study being the result of triangulation of the information obtained through the following methods. Analysis of administrative data provided by WV Romania and partners for each of the intervention centers, respectively the related monitoring and evaluation reports for each Social Store for refugees.

The methodological perspective capitalizes on the 5W monitoring mechanism, to which it adds two new dimensions: *How did it work?* and *Until when will it work?*



The processing of the collected data will use as appropriate, descriptive statistical and trend analysis of central values, thematic analysis, comparative analysis and process analysis.

## 2.2 RFP Timetable

<b>RFP Release</b>	<b>March 09, 2023</b>
<b>Services Provider's Response of Intent to Bid</b>	<b>By March 14, 2023</b>
<b>Proposal Submission Deadline</b>	<b>17.00 hours (Romanian Time); March 14, 2023</b>
<b>Evaluation</b>	<b>March 15, 2023</b>
<b>Award</b>	<b>March 17, 2023</b>
<b>Contract Signing</b>	<b>March 17, 2023</b>

## 3. Main activities and Time Frame:

It is envisaged that the data collection process should be complete by April, 14 2023 and that the final study report should be produced by the end of April 2023.

<b>TASKS TENTATIVE TIMETABLE</b>	<b>TENTATIVE TIMETABLE</b>
Development of the methodology, design and tools submitted to World Vision .	<b>The fourth week of March 2023 ( 20-24 March)</b>
Completion of the data collection	<b>Period 27 March – 14 April 2023</b>
Data Cleaning, Analysis, and draft study report	<b>Period 14 – 28 April 2023</b>
Presentation of the Monograph study of the "Social Store for Refugees- key findings and finalization of the report	<b>30<sup>th</sup> April 2023</b>

## 4. Expected Outputs/ Deliverables

### 4.1 The expected deliverables throughout the process of the Monograph study of the "Social Store for Refugees include:

- An inception report for the planned study report of 7 pages, including a detailed section on quantitative and qualitative methodology, sampling plan and tools (without annexes) to be submitted within 8 days of signing the contract.
- Data analysis plan and timeline
- A draft report of the of 30-40 pages maximum (excluding annexes), including a draft executive summary of the study results.

- The final study report of 30-40 pages maximum (excluding annexes) with the final executive summary.
- A 2–3-page executive summary of the key findings
- A presentation of study report and key findings to World Vision, at which key internal staff should be present.

#### **4.2. The final report should be available in two versions:**

- A detailed, in-depth that will be available internally to World Vision staff
  - A lighter, abbreviated version that will be shared with peers, authorities, and other key stakeholders.
  - All reports need to be submitted in English and Romanian versions.
  - The findings and executive summary report must be structured according to the evaluation questions.
- An outline of the report's structure needs to be agreed upon during the inception phase with World Vision's focal point.

#### **5.Required Qualifications and Expertise of the Consultant/Consultancy firm**

- Previous experience in monitoring, evaluating, or research exercises in Romania, including primary data collection.
- Have proven experience conducting qualitative and quantitative multi-sectoral needs assessment exercises and have access to technical expertise related to sectors under study.
- Proven capacity to engage an experienced team to carry out data collection.
- Have a good knowledge of data collection software's and statistical packages (such as SPSS) and advanced analysis skills
- Excellent report-writing skills
- Capacity to arrange all logistical and security arrangements independently for fieldwork (the contracted service provider is expected to organize its logistics and security arrangements
- Ability to meet deadlines and maintain high-quality output while working under pressure and time constraints.
- To provide a list of 3 references for previous similar work conducted.

**6.Ethical considerations:** All persons working with World Vision must respect the Child Safeguarding Policy and General Code of Conduct.

#### **7. Submission of Application**

The Proposal should include the following:

- Letter of application that details the ability of the consultant/consultancy to deliver a quality needs assessment within the given time frame, including an overview of relevant work and technical experience
- CV of key personnel on the assessment team
- Technical proposal and work plan for the process of developing and conducting the needs assessment
- Overview of the proposed methodology
- Financial fee that is broken down with explanations for key lines including all applicable taxes
- Sign the Supplier Code of Conduct;
- If you are a registered company / organization / agency, please also provide Tax Registration certification (NUIS)

### 8. Payment/Fee expert

- The service is expected to be finalized by the end of April 2023.
- Actual workdays should not exceed 40 days for the consultancy.

### 9. Criteria's for evaluation

Nr.crt	Criteria description	score
1	Consultant understands of the brief and the methodology	15
2	Capacity and capability to handle the work	15
3	A proposed plan of action to achieve the objectives of the ToR should be submitted for evaluation	15
4	The experience in the fields of	15
5	Transfer of knowledge and skills to executives within WVA	10
6	Price	30
	<b>Total</b>	<b>100</b>

### 10. General administrative information:

Technical proposal - In this part, the applicants will describe the approach and methodology for implementing the tasks. The proposal will include a statement outlining the rationale for the number and relevant experience of the experts/ agency that will be included for the service.

If more than one expert will apply, team composition and distribution of tasks should be a specific section of the technical proposal.

**Financial Proposal** - The applicants should provide a detailed budget for delivering all the tasks and activities foreseen in this call. The budget should, at least, distinguish between expertise days (fee days), and miscellaneous costs related with the preparation, presentation and printing of the final report.

\*World Vision maintains the confidentiality of the offer and documentation you submit based on its strict procurement policies.

**Final Evaluation and Award of Contract.** The contract will be awarded to the best technically acceptable proposal considering proposed prices.

The following formula will be used for combined technical and financial evaluation of proposals: The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.

The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

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

The weights given to the Technical (T) and Financial (P) Proposals are: T = 70, and P = 30

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following:  $S = St \times T\% + Sf \times P\%$ .

Only Bidders that have passed the pre-qualification process of Technical and Administrative proposals will be considered for financial proposal evaluation Selection process The proposals received will be evaluated according to the following criteria (70 % technical and 30% financial offer):

## **11. Application procedure:**

Deadline for receipt of applications 14 March , 2023

Questions/requests should be made by latest 13 March 2023 to the following e-mail address: [mihaela\\_rotaru@wvi.org](mailto:mihaela_rotaru@wvi.org)

Applications should be submitted:

1. Only via email at this address: [achizitii@wvi.org](mailto:achizitii@wvi.org)
2. Offers/applications received in other email addresses other than [achizitii@wvi.org](mailto:achizitii@wvi.org) and after the deadline will not be accepted.
3. Suppliers/Service providers that fail to comply with required documents can result not to be considered for further comparison

### **Notes related to World Vision Child and Adult Safeguard Policy:**

All people working for World Vision, or visiting its programmes are obliged to sign its Child and Adult Safeguard Policy and Behavior Protocols. This policy aims to create a child-safe organizational environment and is based on the principles of the UN CRC and its protocols.

Important note: The contract will be awarded to the winner upon submission of official documents that certify that the full team of the project – including field team – complies with the child protection rules and procedures. The selected applicant will be informed about the required documents before finalization of the contract. Child protection & data confidentiality

The consultant, along with all enumerators and sub-contractors, will be required to sign and follow World Vision International's child and adult safeguarding standards and protocols of behavior, which will be provided to the research team selected. The consultant must obtain respondents' consent before any data collection exercise involving surveys, FGD and KII. All primary data collected by this evaluation process must remain confidential and not be shared with third parties.