**PR\_00153135**

**Annex A-Terms of Reference**

**Consultancy Service – Database Analyst**

**Introduction**

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and – whenever possible – for the fulfilment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956 and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced.

All our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

Since 1998, programmes in Georgia are designed through a “protection lens”, ensuring that all activities integrate protection principles. As such, we will continue to work on expanding our knowledge and ensure durable solutions are provided to IDPs, returnees and host communities, and as well as make IDPs, returnees, host communities and persons in a refugee-like situation aware of and actively claim their rights, through legal assistance and awareness raising.

The main DRC donors in Georgia in 2021 are the KfW, GIZ, UNHCR, UNDP and the European Union while fundraising efforts have been undertaken with other donors which could potentially effect priorities, the scope of work and tasks related to this particular Assignment.

In Georgia, the programmes focus on the following core sectors of intervention in line with DRC mandate to provide durable solutions to displaced populations of concern:

* Shelter and small-scale infrastructure (construction and rehabilitations work)
* Livelihoods (self-reliance, small-business and SME development, work placement etc.)
* Access to education and community services
* Access to rights and basic freedoms/protection (legal aid assistance)
* Protection monitoring and capacity-building of local communities are cross-cutting dimensions of the overall South Caucasus portfolio

**Background**

Since December 2018, Danish Refugee Council (DRC) implements the project "Developing the capacities of state stakeholders in Georgia to effectively address the vulnerable population’s economic and social needs” within the framework of programme EPIC – Economic and Social Participation of vulnerable displaced and local population in the South Caucasus with the financial support of the German Government through GIZ.

The goal of the project is to strengthen the capacities of public actors to contribute to needs-based and improved service delivery to vulnerable populations, primarily IDPs.

The project envisages close cooperation with Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia and newly established LEPL IDPs, Eco-Migrants and Livelihood Agency, which is responsible for developing and implementing IDP policies at central level.

**Project Title:** ***Developing the capacities of state stakeholders in Georgia to effectively address the vulnerable population’s economic and social needs***

**Donor*: GiZ***

**Subject****: *Business Process Modelling*** on the basis of a comprehensive organizational analysis of the IDP Agency in terms of data management in the framework of its IDP State response for the development of one integrated IDP database.

**Timeframe**: Consultation activities with stakeholders as part of the comprehensive organizational analysis of the IDP Agency shall be finalized no later than September 05, 2021.

The Final report should be submitted no later than September 30, 2021.

**Consultancy fee:** Bidder should provide the Detailed Budget in **in GEL excluding VAT** including all relevant costs (activities, administration) to the assignment (Annex 2).

**Methodology**

The organization or individual will be responsible to operationalize analytical activities through conducting meetings with stakeholders/Ministry staff, based on the already conducted analytical review of existing databases within the IDP Agency.

Methodology should include distant working measures, online tools such as: Skype, Zoom, phone conversations with ministry representatives etc.

**Required Deliverables**

* ***Business process modelling on the basis of a comprehensive organizational analysis of the IDP Agency as service provider to IDPs***
* ***SoP Development as relevant to needs on the basis of proposed modelling to an efficient roll out and management of newly introduced workflows and processes***
* ***Production of one Final Report with recommendations, action plan and indicative Budget for concrete interventions to be enacted***

Final Report (in Georgian, up to 100 pages) must include:

* Executive Summary – 10-15 pages máximum in English
* Written and visual description of business processes needed for creation of one united database
* Analysis of the conducted process
* SoPs

**Procedure for submission of quotation**

Interested bidders are requested to submit the following documents in response to these terms of reference:

* The Technical proposal shall be submitted in English. The proposal must be composed of signed and stamped filled-in application form
* CV(s) of person(s) involved in the research
* A detailed budget excluding VAT
* Filled and signed Request for Quotation Form
* Completed and signed DRC supplier profile registration form
* Signed Code of conduct

Deadline: The package must be submitted to the following email address: **rfq.geo.tbs@drc.ngo** no later than **June 10, 2021**. Please indicate the following assignment title in the subject line of the email **“Database Analyst”**, otherwise your application will not be considered.

Applications submitted after the deadline will not be considered for selection.

Additional questions are accepted by **June 4, 2021 at 6:00 PM** on the following email address: [nino.khokhobaia@drc.ngo](mailto:nino.khokhobaia@drc.ngo) and will be responded to all applicants on **June 7, 2021**.

**Proposal Evaluation and Selection**

The evaluation is made on a technical and financial basis.

The proposed technical offer by bidders will be evaluated using the following criteria, and points will be allocated on a scale from 1 – 10 for each of the criteria stipulated below, whereas the weighting is as follows:

|  |  |
| --- | --- |
| **Qualifications (70%)** | * Documented experience analytical work in requested sectors (40%) * Documented experience of developing reports (30%) |
| **Proposed services (30%)** | * Content of the proposal is suitable for and meeting DRC’s requirements (20%) * Timeframe for the project meets DRC’s and Ministry’s expectations. (10%) |
| **Total** | **100%** |

All bidders must obtain an **average score of at least five** for the total technical scoring in order to proceed to the financial evaluation. The financial offer will then be weighed against the technical offer.

**Nota Bene:** The total cost of the financial offer should be mentioned in the DRC Bid Form (RFQ), while the breakdown of the budget should be attached separately --. The total price offered should be a lump sum price, including the activity costs and administrative costs.