

REQUEST FOR PROPOSAL – RFP-2022-09 – P/CVE and Digital

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About GCERF

GCERF is the global fund for preventing violent extremism. It supports local, community-level initiatives to strengthen resilience against violent extremist agendas. As a public-private partnership operating at the nexus of security and development, GCERF works in partnership and consultation with governments, civil society, and the private sector in beneficiary countries to support national strategies to address the local drivers of violent extremism. GCERF provides support to community-level initiatives that: seek to address locally specific drivers of radicalisation; provide tangible, positive alternatives to what violent extremist groups may offer; counter violent extremist narratives and messaging, and build the capacity of governments and civil society to counter violent extremism

Description of Services

Background

In recent years, and especially with the onset of COVID-19 that triggered measures to avoid social contact, it became clear the importance that the digital world and services have gained in people's daily lives. The importance of the digital world as a tool to work and connect or as a source of information makes it relevant for efforts to prevent violent extremism – both as an opportunity and challenge.

Considering its potential benefits and pitfalls, GCERF, as part of its 2025 Strategy, has chosen to invest in digital and online PVE.

GCERF has two main priority axes at the grant level: capacity building for its grantees on how to use digital tools for P/CVE and promotion of digital inclusion of beneficiaries to increase digital literacy and digital citizenship to mitigate the risk of more online radicalisation and recruitment.

Objective

Given GCERF priorities in Digital P/CVE, it is looking into how digital solutions can be part of long-term resilience building in affected communities by increasing the capacity of its grantees and promoting digital literacy and citizenship of community members.

Thus, GCERF would like to commission a service provider to conduct and deliver the project **P/CVE and Digital**, a global project that aims to catalyse the power of digital tools for P/CVE through a comprehensive approach that focuses on capacity building and innovative, focused pilot projects. The service provider is expected to deliver three manuals related trainings, ten workshops, and two to four pilot projects focusing on digital P/CVE and literacy over the coming 12 months.

Work to be performed and deliverables

The **P/CVE and Digital project** and deliverables are structured across three main areas: (i) how to use social media for P/CVE, (ii) critical thinking skills and digital literacy, and (iii) M&E for programs in digital P/CVE. All training modules and trainings need to be delivered in English and French by the service provider.

The service provider is expected to provide the following deliverables:

- (i) **Capacity Building and Pilot project(s): How to use social media for P/CVE**
 - a. Training (four) on how to use social media for grantee representatives from GCERF's partner countries from the regions: Western Balkans, East and West Africa, Francophone Africa and Asia (four workshops in total: one workshop for each region – the workshop can be in person or virtual. Maximum 25 to 30 people / workshop)
 - b. Practical training manual that is preferably an interactive training tool on how to use social media for P/CVE, containing at least:
 - i. The concepts and theory involved in social media for P/CVE
 - ii. Practical steps on creating content and engagement on the most common platforms for P/CVE (Facebook, Instagram, Tik Tok, Twitter, Twitch, ...)
 - c. Pilot the approach by supporting /mentoring two to three GCERF grantees identified by the GCERF Secretariat to develop and implement local social media projects over a six-month period in one or two partner countries in partnership with grantees for end-users (the Philippines and the Western Balkans)
- (ii) **Capacity Building and Pilot Project(s): critical thinking skills and digital literacy**
 - a. Training (four) of trainers to build people's critical thinking and digital literacy IT (ToT) for grantees from GCERF's partner countries from the regions: Western Balkans, East and West Africa, Francophone Africa and Asia (four workshops in total: one workshop for each region – the workshop can be in person or virtual. Maximum 25 to 30 people / workshop).

- b. Practical training manual that is preferably an interactive training tool on how to deliver programs on critical thinking skills and digital literacy, containing at least:
 - i. The concepts and theory involved both developing people's critical thinking, and digital literacy
 - ii. Practical examples of programs that aimed to develop critical thinking and digital literacy, and lessons learned
 - iii. A practical checklist for program managers on what they should consider when designing and implementing such programs
 - c. Pilot the approach by supporting /mentoring two to three GCERF grantees identified by the GCERF Secretariat to develop and implement local social media projects over six months period in one or two partner countries in partnership with grantees for end-users (Bangladesh and Albania)
 - (iii) **Capacity Building: M&E for programs in digital P/CVE**
 - a. Training (two) on M&E for programmes in digital P/CVE for GCERF grantees from GCERF's partner countries. Two virtual workshops (for 30 to 50 participants): one for grantees from francophone countries and one for English-speaking grantees.
 - b. Practical training manual on M&E for programs in digital P/CVE, containing at least
 - i. The basic concepts of monitoring and evaluation programs that use digital tools in P/CVE- including lessons learned
 - ii. How to monitor and evaluate programs that use social media to engage publicly in P/CVE,
 - iii. How to monitor and evaluate programs that promote critical thinking skills and digital literacy
 - iv. Good practices and practical examples on how to Monitor and Evaluate this type of program, with examples and tips per platform (if possible)
 - v. Sample list of indicators (including a description of how a grantee would collect such data).

Geographic locations to be considered:

GCERF's partner countries: Albania, Bangladesh, Bosnia and Herzegovina, Burkina Faso, Kenya, Kosovo, Mali, Mauritania, Niger, Nigeria, North Macedonia, the Philippines, Somalia, Sri Lanka, and Tunisia.

Publication and copyrights:

GCERF plans to publish the online toolkits produced under this contract for public consumption, which requires from the service provider that such manuals are delivered with the content described and professionally designed.

The manuals will be published on the GCERF website (and on the service provider website if such wishes) with GCERF and service provider logos. The copyright of such manuals and training materials and anything generated by the innovative pilot projects will be owned by GCERF.

Characteristics of the provider

GCERF is seeking to commission a service provider with demonstrated experience in working in the digital P/CVE space and the ability to develop and deliver training materials and workshops for a diverse set of participants whose native language may not be English or French.

Bidders should have the following competencies:

- Significant knowledge of online radicalisation and P/CVE;
- Specialisation in digital interventions on P/CVE;
- Experience in developing training material;
- Full working knowledge of English and French;
- Experience of working in GCERF partner countries is preferred;
- Availability to start the work as soon as the contract is signed.

Bidders without prior experience on P/CVE and digital programmes does not need to apply.

Its staffing levels, qualifications and expertise should be appropriate to provide timely and high-quality services to GCERF. The provider should demonstrate a high degree of commitment to good customer service and a willingness to listen to the ideas and priorities of GCERF.

The fees charged should be reasonable, competitive and related to services rendered to the extent possible. The provider must comply with all applicable laws and regulations. It should adhere to a strict confidentiality policy in relation to client information.

Timeframe

Maximum 12 months

Submission of proposals

Proposals should follow the template provided below. Failure to follow the proposal structure or to comply with the instructions in this Request for Proposal will be at the bidder's risk and may affect the evaluation of the proposal.

The proposal has to be submitted by email in the form of 'pdf' files indicating clearly: "Bid reference: RFP-2022-09". The email should be addressed to bids@gcerf.org.

Deadline for submission is 15 August 2022 midnight.

Period of validity of the proposal

The proposal must be valid for a period of 120 days following submission.

Cost of preparation and submission of the proposal

The bidder shall bear all costs associated with the preparation and submission of the proposal, including but not limited to the possible cost of discussing the proposal with GCERF, making a presentation, negotiating a contract and any related travel. GCERF will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

Selection of bidders

Bidders are requested to provide the most appropriate and most cost-effective solution to meet the requirements.

The selection will be made based on a number of criteria that will be applied systematically to all bids received:

- Responsiveness to request;
- Proposed approach;
- Qualifications, experience and composition of the team;

- Credibility of the bidder organisation;
- Quality of the offer document; and
- Financial Offer.

Proposal template

Bidders must submit their proposal following the template below:

The proposal is made up of four different sections

1. Disclosure form
2. Profile of the bidder
3. Technical proposal
4. Financial proposal

Please keep the overall proposal within 10 pages. You may annex additional information as needed.

1. Disclosure form

To be completed by a duly authorised representative of the Bidder: On behalf of (name of public institution/private or public business entity/myself) (referred to in this document as "the Bidder"), I (name and title of the Bidder's representative) confirm that I am a duly authorised representative of the Bidder and hereby submit this proposal in response to GCERF's Request for Proposal RFP 2021-09. I confirm that all statements and representations made in the proposal are true and correct.

Date submitted:

Submitted by: (Name of Bidder)

Name and Title of Authorised Representative:

Date:

Signature

2. Profile of the Bidder

Please provide a brief background of the Bidder, highlighting relevant research and country experiences, including existing relationships in the country.

Please explain the legal status of the bidder; including its registration with the relevant competent authorities.

Please explain your organisational/individual strengths and values and your customer service approach.

Please provide information on prior experience with similar requirements and references that GCERF may contact.

3. Technical Proposal

- A. Business need: Please indicate your understanding of GCERF's business needs for which you are submitting this proposal.
- B. Objectives and deliverables:

Please list the deliverables as specified in this Request for Proposal and indicate whether and how the Bidder commits to deliver these.

Optional: Present deliverables not listed in this Request for Proposal but which in your expert assessment, are necessary to achieve the objectives of this request.

C. Approach:

Please provide your ideas on the following:

1. Overall design and vision of the approaches for the training manuals and workshops, as well pilot projects.
2. Suitability of the proposed work plan and timeline: key tasks/phases, deliverables, indicative timeline and provisional dates of activities – may be presented using text and/or graphics;
3. Measures to ensure quality control over the delivery of services to GCERF.

D. Service Management Plan:

Please provide details on how your firm would ensure that it provides satisfactory services to GCERF. Please explain how you would coordinate the service offering, including proposed meetings and any proposed mechanism for feedback to and/or coordination with GCERF.

E. Team Composition:

Please provide the following information on the proposed team that would work with GCERF:

- Team organisation
- Individual team members; name, role in the team, area of expertise and relevant experience. Please include their CVs.

F. Risk Mitigation Plan:

Please list any identified risks, including potential security and ethical concerns, which may affect the successful delivery of services and any proposed mitigating measures.

G. Assumptions (optional):

Please list the assumptions on which your proposed approach and successful completion of deliverables are based that you think would be important for GCERF to understand.

H. References:

Please briefly provide recent examples of similar projects has recently been undertaken. Please indicate if the name of the client may be disclosed and if GCERF may contact the client for references.

4. Financial Proposal

Please explain the basis of the proposed fees and any other charges to GCERF and their level. This should include costing for administrative tasks including travel, accommodation, and visa procurement. Please note that GCERF is exempt from VAT. Please include the basis for invoicing and terms and conditions for payment.