



REQUEST FOR PROPOSAL (RFP)

To: Offeror
From: Creative Associates International, Inc.
Subject: Request for Proposal (RFP) No. RFP-JTAP-037- External consultancy firm to develop effective performance standards for the Ministry of Youth's youth centers
Type of Award: Fixed Firm Price award
Basis of Award: Best Value
RFP Issue Date: 30/08/2023
RFP Closing Date: 17/09/2023
RFP Closing Time: 4:00 PM – Local Time, Amman, Jordan
Reference: USAID Contract No. 72027821C00005

Enclosed is a Request for Proposal (RFP). Creative invites qualified firms and organizations to submit a proposal for the **Jordan- Technical Assistance Project (TAP)** under the referenced USAID **72027821C00005**. After the evaluation, as described herein, resulting in selecting a winning proposal, the issuance of an award is subject to successful negotiation of the terms and conditions and receiving USAID's Contracting Officer consent, Additionally TAP may award to one or multiple offerors.

The requirements for this activity are described in the "Statement of Work" in Attachment I. Creative encourages your organization to indicate its interest in this procurement by submitting a proposal according to the instructions in Attachment II "Instructions to Offerors". Proposals will be evaluated based on the "Evaluation Criteria" in Attachment III. Creative will make an award to the responsible Offeror(s) submitting an offer which provides best value to the project: technical merit and price will be both considered.

To be considered, Offerors should submit a complete proposal no later than the closing date and time indicated above. Offerors should ensure that the proposals are well-written in English/Arabic, easy to read, follow the instructions provided and contain only requested information.

Any questions should be submitted via email to TapProcurement@crea-jtap.com no later than **September 05, 2023**. **No questions will be entertained if they are received by means other than the specified email address, and any communications to alternate e-mail addresses will result in the disqualification of the bidder.** The solicitation number (listed above) should be stated in the subject line. Answers will be compiled and distributed on **September 10, 2023**.

Proposals must be comprised of **one electronic copy** of the Technical Proposal and **one electronic copy** of the Cost/Business proposal, sent in separate e-mails, and labeled with the above-stated RFP number and title. Submissions shall be delivered to:

Creative Procurement Department
TapProcurement@crea-jtap.com

Sincerely,
Creative Procurement Department

Attachments:

- Attachment I : Statement of Work
- Attachment II : Instructions to Offerors
- Attachment III : Evaluation Criteria
- Attachment IV : Proposal Cover Letter as an attachment
- Attachment V : Compliance Certification

ATTACHMENT I: STATEMENT OF WORK

External consultancy firm to develop effective performance standards for the Ministry of Youth's youth centers.

Introduction

Creative Associates International is a dynamic and fast-growing professional service firm that specializes in international development in the areas of education, democratic transitions, and stabilization in post-conflict environments. Based in Washington, DC, the firm has a field presence in 30 plus countries worldwide with a strong and diverse portfolio that includes global contracts with the U.S. Agency for International Development (USAID) and other clients including the U.S. Department of State and the U.S. Department of Defense. The firm has earned a solid reputation among its clients and missions worldwide and is well-regarded by competitors and partners alike.

Program Summary

The Technical Assistance Program (TAP), funded by the U.S. Agency for International Development (USAID), is a five-year education and youth program that seeks to transform the organizational culture and improve the abilities within the Ministry of Education and the Ministry of Youth to ensure officials can implement desired reforms. Creative and its partners will provide technical assistance in the development, roll-out, and tracking of policies and procedures to incorporate international best practices for public education and youth programming. Among the many activities in the Jordan Technical Assistance Program, it will support curriculum development, promote inclusive learning techniques, improve the skills of teachers and school managers, and other tangible activities that ultimately support changing the organizational culture within the two ministries and relevant agencies. The program will further support Jordan's outreach and behavioral change communications initiatives that are aimed at creating a culture of reading, the inclusion of vulnerable children, and increased youth engagement.

Purpose

USAID is seeking to engage a consultancy firm to develop effective performance standards for the Ministry of Youth's youth centers in Jordan. The performance standards should provide unified criteria and clear guidelines to assess the capacity and efficiency of the youth centers and support the Ministry of Youth in taking informed and results-based decisions in relation to its youth centers.

Background

Since its launch in 2021, the JTAP has been supporting the Ministry of Youth in developing its policies for more efficient and effective performance, simultaneously providing capacity building and necessary resources. In year 3, the JTAP aims to assist in improving the Ministry of Youth's youth centers' performance by developing and implementing an extensive and comprehensive capacity building training program for the Ministry of Youth's staff at the youth centers.

There are 200 youth centers located in the 12 governorates of the Hashemite Kingdom of Jordan. The youth centers consist of male, female and mixed centers, whereby approximately 50% are located in rented properties and the other 50% are owned. In mixed centers, males and females may also be segregated, by accessing different floors or allocating separate days of the week for males and females to access the center. A large number of youth centers are inactive, under-utilized and under-maintained. They often lack innovative spaces or equipment due to limited resources and ineffective and inefficient use of the center and its resources. The youth centers play an important role in fulfilling the Ministry of Youth's mandate by providing young people with appropriate services and programs and equipping youth workers with the necessary skills to ensure effective and efficient performance in the management of the youth centers.

The Ministry of Youth developed the Youth Centers Action Plan, which consists of three key components; infrastructure, staff and programs. The main objective is to reactivate and rehabilitate the Ministry of Youth's youth centers to further meet the needs of the youth in Jordan, which were identified through various assessments involving the youth, parents, local communities, partners, stakeholders and the Ministry of Youth's staff. The aim is to create safe, youth-friendly spaces, which are youth-lead through the youth centers' elected youth administrative committees.

1. Main Objective

To develop performance standards for the Ministry of Youth's youth centers in Jordan.

Sub-objectives:

- To ensure that the performance standards are based on international standards and best practices.
- To ensure that the performance standards are relevant to the Jordanian context and meet the strategies and priorities of the Ministry of Youth.
- To ensure that the performance standards adopt a holistic approach by complementing other areas of technical support that JTAP is providing at the Ministry of Youth.
- To ensure that the performance standards are sustainable and measurable and can be used to track progress and inform decisions and results-based funding.
- To ensure that the performance standards are user-friendly and can be easily understood by the staff at the youth centers.
- To ensure that the performance standards complement the efforts of the Monitoring and Evaluation Unit at the Ministry of Youth.

2. STATEMENT OF WORK

The effort will be conducted in close coordination with the Ministry of Youth and the JTAP Deputy Chief of Party, with technical support and quality assurance from the JTAP Youth Development Advisor and Youth Program Manager, to fulfil the activities listed in the following statement of work:

1. Kick-off Meeting:

Meet with the Ministry of Youth to discuss and agree on the scope of work, methodology, detailed timeline and desired outcomes.

2. Desk Review:

Conduct a desk review of relevant literature, including youth centers assessments, laws and bylaws outlining the mandate, roles and duties of the youth centers and the Ministry of Youth's vision for an optimal youth center. The desk review must include the study of regional and international standards and best practices, and the revision of the following key documents:

- Youth Welfare Law 2005
- National Youth Strategy (2019 – 2025)
- National Youth Strategy Action Plan (2023 – 2025)
- Ministry of Youth – Youth Centers Action Plan
- Ministry of Youth – Youth Centers Annual Plans
- Ministry of Youth – Financial Regulations
- Youth Centers Assessment Report: *Mapping Assessment for the 197 youth centers supported by the Ministry of Youth across Jordan*
- Proposed Programs: *Needs and Gap Analysis for the Ministry of Youth's Programs in Jordan*
- Other relevant documents

3. Focus Group Discussions – Staff:

Conduct three focus group discussions with the Ministry of Youth's staff at the youth centers (16 staff per focus group discussion (2 females and 2 males from each governorate)) in the three regions (north, center and south).

4. Focus Group Discussions – Youth:

Conduct three focus group discussions with the beneficiaries of the youth centers (16 youth per focus group discussion (2 females and 2 males from each governorate)) in the three regions (north, center and south).

5. Data Validation:

Validate findings with the Ministry of Youth.

6. Performance Standards Framework Development:

Develop a comprehensive and effective performance standards framework that takes into account the Jordanian context and the needs and interest of young people. The performance standards must assess the extent to which the youth centers fulfil their mandate and duties and meet the expectations of beneficiaries. Furthermore, the performance standards should address the youth centers' infrastructure, equipment, staff, services and programs (activities, initiatives, events, etc.). More specifically, the quality of the programs, including interest, impact and benefit to young people, the quality of the equipment and its usefulness, management practices, planning and strategizing approaches, youth ownership, program design and implementation, monitoring and evaluation, diversity and inclusivity, enabling environment, youth-friendliness, cleanliness, methods of communication, networking, community engagement and outreach.

- Identify the areas that the performance standards will assess.
- Define the subsequent indicators for each identified area.
- Develop a rubric with clear descriptors.
- Identify the necessary verification methodology, resources and tools.
- Develop monitoring, evaluation and documentation tools.

7. Consultations and Meetings:

Facilitate consultations and meetings with the Ministry of Youth and/or other stakeholders to ensure that the performance standards are aligned with the intended objectives and strategic initiatives.

8. Feedback and Revision:

Analyze feedback provided by the consultations, meetings and introductory, and revise and develop deliverables accordingly.

9. Performance Standards Framework Validation:

Validate the performance standards framework with the Ministry of Youth.

10. Orientation Sessions:

Conduct 45 orientation sessions for the Ministry of Youth's staff to familiarize the staff with the performance standards and how they will be measured, monitored, and evaluated. The orientation sessions will be distributed accordingly:

- Central: 4 orientation sessions (Amman)
- Youth Directorates: 13 orientation sessions (12 governorates and Petra)
- Youth Centers: 28 orientation sessions (12 governorates)

11. Pilot – 26 Youth Centers:

Pilot the performance standards in 26 youth centers (2 centers (1 male, 1 female) in each of the 13 Youth Directorates (12 governorates and Petra)) in collaboration with the Ministry of Youth.

12. Reward Mechanism:

Develop and propose a mechanism for recognizing and rewarding high-performing youth centers and addressing underperforming centers.

13. Ongoing Support:

Provide ongoing support to the Ministry of Youth as it implements performance standards, including regular check-ins to assess progress and offer guidance and recommendations throughout the duration of the contract.

KEY DELIVERABLES

The offeror must provide the following deliverables in the Arabic and English languages, subject the approval of the JTAP and the Ministry of Youth. All deliverables must be submitted to the JTAP and the Ministry of Youth for their input, feedback and approval before proceeding. All materials developed shall become the property of the Ministry of Youth, and the consultancy firm shall not have any claim or rights over these materials.

1. **Inception report** which should include a detailed action plan and timeline, following meetings with the Youth Programming Team at the JTAP and relevant focal points at the Ministry of Youth.
2. **Desk review of** the relevant literature, including youth centers assessments, laws and bylaws outlining the mandate, roles and duties of the youth centers and the Ministry of Youth's vision for an optimal youth center.
3. **6 focus group discussions** with the staff and beneficiaries of the youth centers.
4. **Report summarizing the findings** of the desk review and focus group discussions once the data has been validated.
5. **Performance standards framework** outline and content that includes the areas that will be assessed, indicators, and rubrics.
6. **Verification, data collection methodology, resources and tools** that validate the standards, taking into consideration positive youth development, gender and social inclusion principles.
7. **Monitoring, evaluation and documentation tools** for youth centers.
8. **Guidelines** for the proper implementation of the performance standards.
9. **45 orientation sessions** on the performance standards and tools for the Ministry of Youth's staff.
10. **Pilot in 26 youth centers** (2 centers (1 male, 1 female) in each of the 13 Youth Directorates (12 governorates & Petra)) in collaboration with staff at the youth centers selected by the Ministry of Youth.
11. **Mechanism** for recognizing and rewarding high-performing youth centers and addressing underperforming youth centers.
12. **Revision** of the performance standards framework and tools based on the pilot and feedback.
13. **Final report** which should include:

- Executive summary
- Final performance standards framework and tools
- Final verification, data collection methodology, resources and tools
- Final monitoring, evaluation and documentation tools
- Final guidelines
- Mechanism for recognizing and rewarding high-performing youth centers and addressing underperforming youth centers.
- Specific conclusions and actionable recommendations

Monthly progress reporting can be provided via email to the JTAP and the Ministry of Youth, in addition to meetings that will be held with JTAP and the Ministry of Youth when required.

A. QUALIFICATIONS & REQUIREMENTS

The following criteria must be met by offeror:

- At least 10 years of experience in developing performance standards; experience working with youth centers and/or youth-focused organizations is preferable.
- At least 12 years of experience in monitoring and evaluation, including developing monitoring and evaluation frameworks and tools.
- At least 10 years of experience in developing evaluation frameworks, tools, policies and/or strategies.
- At least 5 years of practical experience in the field of adolescent and youth development, participation and engagement.
- Provide samples of previous deliverables that are similar to that of which is required by this consultancy (e.g., evaluation methodologies, rubrics, profiling and data collection tools, etc.).
- Strong reputation and understanding of the Jordanian context.
- Proven ability to work with multiple stakeholders, including governmental institutions.
- Demonstrated experience in undertaking similar consultancies for international development agencies and/or projects; experience with USAID is preferable.
- Include experts on gender issues and have expertise in gender analysis of programs to ensure that the evaluation is responsive to gender aspects of entire interventions.
- Excellent command of the Arabic and English languages.

CONFIDENTIALITY

All information shared with the offeror shall be treated with strict confidentiality and shall not be disclosed to any third parties without prior written consent from JTAP.

3. PAST PERFORMANCE

- A. Offeror shall document and summarize proven track record of successfully implementing similar activities to include a description of similar services provided in the past and any lessons learned that will be incorporated into the activity described in this RFP. Experience in Arabic speaking country is preferred.
- B. Offeror shall submit samples of similar work experience of the same scale and scope.
- C. Offerors with past performance with similar projects, in the same geographic area and/or of similar scale to the activity described in this RFP will be scored more favorably than offerors that do not meet these criteria.

4. PERIOD OF PERFORMANCE

The contract is expected to start on **1 October 2023** and last until **31 March 2024**, however the starting and ending dates are tentative and we might expect delays until the procurement process is finalized, in which case the starting

and end dates will be adjusted accordingly. The firm must ensure that the entire process, which includes preparing, attending meetings, developing documents and tools, conducting the sessions and submitting the deliverables, are completed within this time period.

RESULTS AND/OR DELIVERABLE/MILESTONE SCHEDULE

No.	Deliverables	Tentative working days	Tentative Due Date
1.	Kick-off meeting	1	01/10/2023
2.	Inception report	5	08/10/2023
3.	Desk review	5	15/10/2023
4.	6 focus group discussions	6	23/10/2023
5.	Report summarizing findings	6	31/10/2023
6.	Performance standards framework (first draft)	20	28/11/2023
7.	Verification, data collection methodology, resources and tools		
8.	Monitoring, evaluation & documentation tools		
9.	Guidelines		
10.	Orientation sessions	25	02/01/2024
11.	Pilot in 26 youth centers	20	30/01/2024
12.	Mechanism to reward/address youth centers	4	05/02/2024
13.	Performance standards framework (final draft)	4	11/02/2024
14.	Final report	4	15/02/2024
The above working days is tentative, and it is subject to increase or decrease, this is deliverable based agreement		100	

*The firm must ensure that the entire process, which includes preparing, attending meetings, developing documents and tools, conducting the sessions and submitting the deliverables are completed within this time period.

5. PLACE OF PERFORMANCE: Jordan

Attachment II
INSTRUCTIONS TO OFFERORS

A. General Instructions

These Instructions to Offerors will not form part of the offer or the Agreement. They are intended solely to aid Offerors in the preparation of their proposals. **Read and follow these instructions carefully.**

1. The proposal and all corresponding documents related to the proposal must be written in the English language or Arabic, unless otherwise explicitly allowed. Additionally, all proposals should be single-spaced with clear section headings, and be presented in the order specified in Attachment III – Evaluation Criteria.
2. The workshops shall be held using the facilities available at MoY, i.e. Youth Centers and/or affiliates, Youth hostels (details of these facilities will be provided once the contract is awarded). Should there not be availability, the offeror can revert to 3 Star hotels only. Please prepare your cost for the workshop and meal plan on the 3-star hotels and will be releasing the price of youth center affiliates after the awarding.
3. Please submit two options for the financial proposals,
 - Option 1, The training packages to take place simultaneously, in the three regions Amman, Irbid and Aqaba.
 - Option 2 the training packages to take place in 13 governorates as per the list attached.
4. Proposals must include only the Offeror's own work. No text should be copied from sources outside of your organization, unless those sources are adequately cited and credited. **If Creative determines that any part of the proposal is plagiarized from outside sources, the Offeror will be automatically disqualified.**
5. This is a service level deliverable based not a level of effort .
6. Proposals and all cost and price figures must be presented in local currency or USD. All prices should be gross of tax, but net of any customs duties.
7. The Offeror must state in their Proposal the validity period of their offer. The minimum offer acceptance period for this RFP is **90 days** after the closing date of the RFP. If an Offeror has provided a validity period of less than 90 days, they will be asked to revise this. If the Offeror does not extend the validity period, their proposal will be rejected. Creative reserves the right not to make an award.
8. The Technical Proposal and Cost/Business Proposal **must** be kept separate from each other. Technical Proposals must not make reference to cost or pricing information **at any point**. This will enable the technical evaluation to be made strictly on the basis of technical merit.
9. Offerors must be eligible to conduct business in Jordan, as evidenced by submission of a copy of a valid Business License (if registered as a for-profit company), a valid Host Government license (if registered as a non-profit organization) or a municipal license (if registered as a local vendor of goods or import-export dealer). The copy of the license must clearly show a license number, official government stamp and a date of issue and date of expiry.
10. No costs incurred by Offerors in preparing and submitting the proposal are reimbursable by Creative. All such costs will be at the Offeror's expense.
11. **Responsibility Determination:** Award shall only be made to one responsible Offeror. To enable Creative to make this determination, the Offeror must provide a cover letter, as provided in Attachment IV.
12. **Late Offers:** Offerors are wholly responsible for ensuring that their Offers are received in accordance with the instructions stated herein. A late Offer will be recommended for rejection, even if it was late as a result of circumstances beyond the Offeror's control. Late offers will only be considered at Creative's Procurement Department's discretion.
13. **Modification/Withdrawal of Offers:** Offerors have the right to withdraw, modify or correct their offer after it has been delivered to Creative at the address stated above, and provided that the request is made before the RFP closing date.

14. Disposition of Proposals: Proposals submitted in response to this RFP will not be returned. Reasonable effort will be made to ensure confidentiality of proposals received from all Offerors. This RFP does not seek information of a highly proprietary nature, but if such information is included in the Offeror's proposal, the Offeror must alert Creative and must annotate the material by marking it "Confidential and Proprietary" so that these sections can be treated appropriately.
15. Clarifications and Amendments to the RFP: Any questions regarding this solicitation must be **emailed** to TapProcurement@crea-jtap.com. No questions/clarifications will be entertained if they are received by another means. The solicitation number should be stated in the subject. Responses will be compiled and emailed to the requesting potential Offeror and will be sent to all organizations that requested this RFP or re-posted publicly if offered as a full and open competition.
16. Creative anticipates that discussions with Offerors will be conducted; however, Creative reserves the right to make an award without discussions. It is strongly recommended that Offerors present their best offer.

Failure to agree and comply with any of the above specifications will result in the Offeror being considered unresponsive and the proposal may be rejected.

B. Submission of Proposal:

Proposals must be submitted in **two separate e-mails**:

- E-mail 1 – Technical Proposal
- E-mail 2 – Cost/Business proposal
- Each e-mail should be clearly labeled with the RFP number and project title.
- Proposals must be delivered no later than the specified date/time.

Offerors who do not submit their technical and cost proposals separately may be automatically disqualified.

C. Content of Proposal:

The proposal shall be comprised of four sections:

- i. The Cover Letter (Attachment IV)
- ii. Copy of the Offeror's Valid Business license/Copy of commercial registration
- iii. The Technical Proposal
- iv. The Cost/Business Proposal – Excluding sales tax as USAID-TAP is sales tax exempted.

- 1) The Cover Letter: should be on the Offeror's letterhead and **MUST** contain the information requested in Attachment IV.
- 2) Business License
- 3) Technical Proposal:
 - a. Should **clearly & precisely** address theoretical and practical aspects that the Offeror has considered and will employ to carry out the statement of work.
 - b. The Technical Proposal is the opportunity for the Offeror to demonstrate that the firm is "technically capable" of implementing the activity and should demonstrate the Offeror's understanding of and capabilities to carry out the work, and address the key issues described in the Evaluation Criteria in Attachment III.
 - c. The Technical Proposal should be divided into clearly separate sections **following the same order** of the Evaluation Criteria in Attachment III. A mis-ordered proposal that makes information hard to find will result in lower score
 - d. The technical proposal should include a management plan with clearly laid out organizational chart.
 - e. **If an Offeror submits a proposal that fails to respond to the majority of the information requested in this RFP, as outlined specifically in the statement of work and the evaluation criteria, the Offeror's proposal will be subject to disqualification.**

- 4) The Cost/Business Proposal: must be submitted separately from the technical proposal and will primarily indicate the price for performing the work specified in this RFP. At a minimum, the Cost/Business proposal should include the following information for Phase 1 only:
- a. A detailed budget that provides a break-down of costs by line item by geographic area.
 - b. Detailed and comprehensive budget notes that provides information on each of the line items and explains why these items are needed for implementation of the activity
 - c. Detailed CVs for key personnel shall be provided. Key personnel shall be, at a minimum, Sr Manager in charge of project, Project Manager, Technical Lead (or equivalent Offeror labor category)
 - d. Labor:
 - I. Offeror must provide: a time-phased (e.g., monthly, quarterly, etc.) breakdown of labor hours, fully burdened labor rates, for each labor category bid.
 - II. Offerors should bid fully burdened labor rates per labor category.
 - III. Labor category descriptions to include education and experience for each category.
 - e. Other direct costs:
 - I. Any travel costs shall be broken down by person, trip, flight, hotel, per diem in accordance with US State Department rates and regulations.
 - II. Any other direct costs to include subcontracted items will be fully justified to include a fair and reasonable determination based on generally accepted price analysis techniques.
- 5) Creative’s review of the Cost Proposal shall determine if the overall costs proposed are realistic for the work to be performed, reflect a correct understanding of the project requirements, and are consistent with the Offeror’s Technical Proposal. Creative will also review individual line items and determine if they are allowable, allocable and reasonable.

Professional References

Using the **exact table format provided below or equivalent**, please list only the projects implemented within the past 3 years, a brief description of how each is relevant to this RFP and the contact details for each previous client or donor. Please include recommendation/appreciation letters and certificates as attachments.

Table 2

#	(a) Activity Title	(b) Location(s) of activity	(c) Synopsis of the activity and its relevance to this RFP	(d) Performance period (date, duration and if completed on schedule)	(e) Prime or Subcontractor?	(f) Amount for the activity	(g) Name & Contact Info (E-mail <u>and</u> phone) of client
1							
2							
3							

Failure to comply with any of the above points will result in the Offeror being considered “unresponsive” and the proposal will be rejected.

If an Offeror provides insufficient information in their technical and/or cost proposal, Creative reserves the right to request additional information, or to request a revised proposal from the Offeror, if necessary.

Creative reserves the right to make no award under this RFP.

**Attachment III
EVALUATION CRITERIA**

A. BASIS OF AWARD:

1. Creative will evaluate proposals on a best value basis, in accordance with the Federal Acquisition Regulations (FAR) Subpart 15.1 – Source Selection Processes and Techniques. In all solicitations, Creative will consider and conduct an evaluation on the basis of both technical and cost submissions. The relative importance of these two factors places technical above cost. In rare cases, Creative may also award a firm other than the highest technically rated Offeror or the lowest price Offeror, in accordance with FAR 15.101-1.

2. The award will be made to the Offeror whose offer presents the Best Value, which is the optimal combination of technical merits and reasonable cost and does not exceed the internal budget established for this effort. Proposals will be scored on technical factors first. Only the Cost/Business proposals of those offers that surpass the minimum qualifying score of **70 points** in the technical evaluation will have their Cost/Business Proposal reviewed. Those that do not reach this qualifying score in the Technical Evaluation will be considered non-competitive and their Cost/Business proposals will not be considered.

B. EVALUATION CRITERIA

1. Technical Proposal 100 points.

Provide a clear, specific, and succinct technical proposal that covers both the conceptual and practical approaches of how to achieve the objectives of this project. Specifically, please address the following, in the order specified below:

Item	Requirement	Points Available
Technical proposal	<p>A Technical proposal addressing the SOW including how the firm’s previous experience matches the objectives from the assignment in question (10 pages maximum);</p> <ul style="list-style-type: none"> • The technical proposal should include a management plan with a clearly laid out organizational chart. • A description of each of the high-level topics that will be included. 	40
Methodology	<p>Proposed methodology and workplan with expected schedule including timeline (5 Pages maximum);</p> <p>Methodologies that indicate a greater practical understanding of implementing the work, and more innovative yet realistic ways of carrying out the work will be scored more favorably than those that do not consider these factors.</p>	30
Staffing plan	<p>Please provide the following, in order:</p> <ol style="list-style-type: none"> a. A staffing plan for this activity that includes the following information for each proposed staff member: <ul style="list-style-type: none"> -Name and Proposed position on your team: -Summary of relevant expertise and experience b. CVs for each proposed staff member. Each CV should be one page in length. <p>Staffing plans proposing staff with qualifications and experience related to the tasks in this RFP will be evaluated more favorably than staffing plans that do not consider these factors.</p>	20

Past performance	Reference Contacts of three organizations that have recently contracted you to carry out similar assignments, including samples of work conducted within similar SOW. Offerors with past performance with similar projects, in the same geographic area and/or of similar scale to the activity described in this RFP will be scored more favorably than offerors that do not meet these criteria	10
Total points		100

2. Cost Reasonableness & Financial Capability – presented in Cost/Business Proposal.

Creative’s review of the Cost Proposal shall determine if the overall costs proposed are realistic for the work to be performed, reflect a correct understanding of the project requirements, and are consistent with the Offeror’s Technical Proposal. Creative will also review individual line items and determine if they are allowable, allocable and reasonable.

- a) Offerors that do not provide the above-required items as part of their Cost/Business proposal, that provides a proposal that represents a poor understanding of the work to be performed, or that presents unrealistic, unallowable, un-allocable or unreasonable items and costs, in the reviewer’s evaluation, will be considered unresponsive and may be disqualified from further consideration.
- b) References provided will be contacted for verification of information provided and assessment of Offeror performance.

If an Offeror submits a proposal that fails to respond to the majority of the information requested in this RFP, as outlined specifically in the statement of work and the evaluation criteria, the Offeror’s proposal will be automatically disqualified.

Creative reserves the right to request additional supporting documentation or a revised proposal from an Offeror if insufficient information has been provided in the Offeror’s technical and/or cost proposal. If the requested information is not provided, Creative has the right to disqualify the firm from further consideration.

**ATTACHMENT V
COMPLIANCE CERTIFICATION**

As part of the Offeror submitting a valid proposal to Creative in response to this RFP, the Offeror certifies that:

1. CODE OF CONDUCT

The Offeror agrees to perform any resultant Purchase Order issued by Creative in a professional, ethical and culturally sensitive manner as further described in Creative's Supplier Code of Conduct. Special attention should be focused on the Whistleblower Protection (and Seller's responsibility to report fraud, waste and abuse suspicions), Child Protection requirements and Creative's commitment to Combatting Human Trafficking.

2. STATEMENT ON RULES ON SOURCE AND NATIONALITY FOR COMMODITIES AND SERVICES FINANCED BY USAID

Offeror has thoroughly studied Section 1.e of this RFQ containing "Rules on Source, and Nationality for Commodities and Services financed by USAID" (22CFR228) and that the successful Offeror as well as all the components and commodities being offered in the Offer in response to this RFQ meet all required source and nationality eligibility criteria as specified under Section 1.6 of this RFQ.

3. 52.204-24 REPRESENTATION REGARDING CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT (AUG 2020)

The Offeror shall not complete the representation at paragraph (d)(1) of this provision if the Offeror has represented that it "does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument" in the provision at 52.204-26, Covered Telecommunications Equipment or Services—Representation, or in paragraph (v) of the provision at 52.212-3, Offeror Representations and Certifications—Commercial Items.

(a) Definitions. As used in this provision—

Backhaul, covered telecommunications equipment or services, critical technology, interconnection arrangements, reasonable inquiry, roaming, and substantial or essential component have the meanings provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) Prohibition.

(1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract or extending or renewing a contract with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a

service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) Procedures. The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for “covered telecommunications equipment or services”.

(d) Representation. The Offeror represents that:

(1) It will, will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument resulting from this solicitation. The Offeror shall provide the additional disclosure information required at paragraph (e)(1) of this section if the Offeror responds “will” in paragraph (d)(1) of this section; and

(2) After conducting a reasonable inquiry, for purposes of this representation, the Offeror represents that—It does , does not use covered telecommunications equipment or services, or use any equipment, system, or service that uses covered telecommunications equipment or services. The Offeror shall provide the additional disclosure information required at paragraph (e)(2) of this section if the Offeror responds “does” in paragraph (d)(2) of this section.

(e) Disclosures.

(1) Disclosure for the representation in paragraph (d)(1) of this provision. If the Offeror has responded “will” in the representation in paragraph (d)(1) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the original equipment manufacturer (OEM) or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the Product Service Code (PSC) of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(2) Disclosure for the representation in paragraph (d)(2) of this provision. If the Offeror has responded “does” in the representation in paragraph (d)(2) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known)

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the PSC of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

4. 52.204-26 COVERED TELECOMMUNICATIONS EQUIPMENT OR SERVICES- REPRESENTATION (DEC 2019)

(a) Definitions. As used in this provision, “covered telecommunications equipment or services” has the meaning provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) Procedures. The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for “covered telecommunications equipment or services”.

(c) Representation. The Offeror represents that it does, does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument.

Additional terms and conditions for the Purchase Order Agreement shall be provided upon notice of award or upon request.