



RFP 170301

**Documentation Training for Explosive
Hazards and Conflict Incidents for
Syria Civil Defence**

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01 Mar 17

DESCRIPTION OF ENTITY

1. Stichting Mayday Rescue Foundation is a not-for-profit foundation registered and headquartered in Amsterdam with operational offices and projects running throughout Europe and the Middle East. Mayday's mission is to save lives and strengthen communities in areas of the world that are entering, enduring or emerging from conflict and natural disasters. This is achieved by building partnerships with grassroots emergency response groups at the local, regional and national levels.

2. The Batal (Hero) project is part of the international humanitarian effort to provide aid and assistance to those in need throughout Syria. With funding provided by the governments of the United Kingdom, Denmark, Germany, the Netherlands and Canada, Mayday Rescue provides equipment and training in urban search and rescue techniques, medical care and fire and rescue operations to Syria Civil Defence (SCD, commonly referred to as the White Helmets). Since the start of hostilities in Syria, the White Helmets have rescued or treated over 80,000 Syrian civilians trapped in rubble or wounded as a result of armed conflict.

PURPOSE

3. As a result of their presence throughout Syria and their role responding to attacks, particularly aerial bombardment, SCD are often the first on scene to any conflict incident and as such are uniquely positioned to collect and document evidence relating to possible violations of International Humanitarian Law and International Human Rights Law, in particular the use of heavy, explosive, incendiary, and chemical weapons against civilians and their property, in support of current and future domestic and international investigative processes. Evidence gathered may include, but is not limited to, physical remains of munitions; photographic evidence of weapons and their effects on people, property, and infrastructure; eyewitness testimony; and statistics.

4. Due to the nature of its work, SCD also encounters large amounts of Explosive Hazards (EHs), this includes all forms of UXO, stray munitions, landmines and improvised explosive devices (IEDs). SCD is a natural provider of UXO clearance and risk education capability in service to the Syrian civilian population in both rural and urban areas. With four UXO clearance teams currently operational, SCD is already heavily engaged in this task; however, the sheer quantity of UXO and other EHs throughout Syria, the inherent danger of UXO clearance, and the difficulty of training, equipping and supplying teams in a very challenging cross-border delivery environment, means that SCD lacks capacity to safely clear a significant quantity of the EHs it encounters. Documentation of location, type, and condition of EHs to support both future clearance and investigatory processes is an essential capability with which SCD must be urgently inculcated.

5. Having identified a need to address these gaps, Mayday seeks to capacitate SCD in these areas through an accelerated process. Therefore, reputable experts on the documentation of EHs and conflict incidents are invited to submit proposals and price quotations for the provision of training services, training materials, and consultancy. The most suitable supplier/s will be invited to enter agreement with Mayday to provide these services by a date to be agreed with Mayday.

GENERAL INFORMATION AND SCHEDULE

6. Suppliers are kindly requested to notify Mayday Rescue of their intention to bid as soon as possible. Mayday will acknowledge your intention and send updates, information and amendments as required.

7. The following dates and times will apply to this RFP. **Note: this is an accelerated procurement process; pro-forma invoice will be required immediately upon award of contract.**

Date	Action
03 March 2017	RFP posted to Website
10 March 2017 23:59:59	Deadline for proposal submission
13-14 March 2017	Evaluation of proposals
15 March 2017	Service providers notified of results; contract awarded.

8. Mayday Rescue reserves the right to reject any proposal that does not serve the best interest of Mayday, their benefactors and/or beneficiaries and may be rejected for any of the following reasons:

- a. Proposals received after the submission deadline.
- b. Proposals containing irregularities.
- c. Proposals that do not adhere to the instructions contained herein.
- d. Unbalanced values.
- e. Unethical conduct.
- f. Reason for believing collusion exists amongst suppliers and/or other stakeholders.
- g. The Supplier having any form of unresolved dispute with Mayday Rescue.
- h. Lack of competency revealed by our own findings or those of an agency.

9. All emails related to this RFP should remain within the same email thread, titled RFP 170301 Medical Services and addressed to procurement@maydayrescue.org

QUALIFICATIONS AND EXPERIENCE

10. Mayday Rescue seeks qualified professionals with high levels of experience and practice in the following fields:

Essential

- a. Explosive Hazard recording, mapping and reporting.
- b. Battle Damage Assessments.
- c. Field investigations and qualitative analysis in support of United Nations, think tanks, NGOs and human rights monitors.
- d. Violations documentation (with a focus on heavy, explosive, incendiary, CBRN, etc. weapon attacks on civilian persons, property and infrastructure)

- e. Munition & weapon identification and tracing.
- f. Field analysis of CBRN munitions and materials.
- g. Proven quantitative and qualitative research and drafting skills.
- h. Proven and extensive experience in the development of training curricula and materials.
- i. Have experience of operating in a multi-lingual/multi-cultural setting.
- j. Proficient in the use of MS Office applications and a good standard of general IT skills.
- k. Professional character with the ability to work in a multi-faceted team.
- l. Able to conduct international travel.
- m. Fluency in English (written and spoken) with excellent drafting and communication skills.
- n. Extant and proven Medical malpractice insurance, to include training and provision of medical cover.

Desirable

- o. Demonstrable experience of working in a multi-agency environment.
- p. Experience of similar training projects.
- q. Arabic language (Levantine dialect).

SCOPE OF WORK

- 11. The documentation training provider will be required to:
 - a. Travel to, and provide services in Turkey, Jordan and potentially other countries within the MENA region.
 - b. Deliver a brief (e.g. 3-day) in-person classroom-based training-of-trainers course and accompanying course materials, in English, to Mayday staff and contracted trainers, tailored to the Syria context, to capacitate them for delivery of documentation training to SCD.
 - c. Develop and provide, in digital form, syllabus and materials for self-guided online training courses and guides, in both English and Syrian Arabic, on documentations as described above; these are to be targeted to SCD and delivered via Mayday's virtual training environment (Blackboard).
 - d. Provide follow-on remote liaison and consultancy services, as needed, to answer questions, make necessary improvements, and support iterative improvement in delivery of training, for a period of six months (est. approx. 2-4 hours per week)

OUTPUTS AND DELIVERABLES

12. The following outputs and deliverables are required from the documentation training provider:

Training-of-trainers:

- a. Design and develop appropriate and realistic classroom-based training-of-trainers courses covering EH and conflict incident documentation, tailored to the Syria conflict context and targeted to an English-speaking audience with some basic familiarity with munitions, weapons and their effects.
- b. Deliver training courses with theoretical assessment to a small (6-10 individuals) audience
- c. Deliver accompanying course materials, references and training aids.
- d. Use varied adult learning techniques to create the best possible learning environment.
- e. Achieve learning outcomes and training objectives with a flexible approach that takes into consideration the speed of student learning and responsiveness.
- f. Adhere to all health, safety and emergency plan guidelines.

Remote training:

- g. Design and develop appropriate and realistic modular, self-led remote (online) training course to be delivered via virtual training platform (Blackboard) covering EH and conflict incident documentation, tailored to the Syria conflict context and targeted to a Levantine Arabic-speaking audience with varied education level but some basic familiarity with munitions, weapons and their effect.
- h. Deliver training courses with theoretical assessment.
- i. Delivery accompanying course materials, references and training aids.
- j. Use varied adult learning techniques to create the best possible learning environment.
- k. Achieve learning outcomes and training objectives with a flexible approach that takes into consideration the speed of student learning and responsiveness.

Training Objectives

- a. Training of trainers should capacitate Mayday and contract personnel to impart knowledge on EH and conflict incident documentation topics to SCD. In addition to topics covered below, it should cover instruction methodology in classroom and outdoor settings.
- b. Remote training should capacitate SCD to perform tasks related to c., below.

- c. Topics for both courses should include, but are not limited, to:
 - (1) General considerations
 - (2) Safety considerations in EH/incident documentation
 - (3) Explosive Hazard recording, mapping and reporting
 - (4) Battle Damage Assessments
 - (5) Field investigations and qualitative analysis in support of United Nations and other investigative mechanisms, think tanks, NGOs, journalists and human rights monitors
 - (6) Physical and documentary evidence collection (e.g. remains, photographic documentation, witness statements, etc.)
 - (7) Munition & weapon identification and tracing
 - (8) Field analysis of CBRN munitions and materials.

PROPOSAL FORMAT

- 13. Your proposal is to be submitted as a PDF document and include the following:
 - a. A covering letter that provides a brief description of your company and your understanding of Mayday Rescue's requirement.
 - b. A Technical Proposal which includes:
 - (1) Your understanding of Mayday Rescue's requirement.
 - (2) An outline of how you intend to meet our requirement, the resources you have to do so and the details of any subcontractors, consultants or agencies you will use.
 - (3) Levels of quality assurance, ISO 9001 and other standards you adhere to such as ISO 1401 etc.
 - (4) A resume/curriculum vitae of key personnel who will be involved in the provision of training. This should include their qualifications, experience and key achievements in their professional field.
 - (5) Your training methodology.
 - (6) An example training programme or syllabus you have delivered for a similar client to Mayday Rescue.
 - (7) Details of any qualifications you are licensed to award and the awarding body.
 - c. Use the items listed below as a guide to create a cost proposal for the provision of medical services and delivery of training.
 - (1) The daily rate of pay for the instructor who will deliver training.

- (2) The daily rate of pay for experts involved in the production of course materials.
- (3) Daily travel rates of pay.
- (4) Details of course cancellation fees and levels of notice required.
- (5) Details for delayed/extended course fees.
- (6) Daily rate for consultancy services.
- (7) Any discount or advantageous price incentives you wish to offer.
- (8) Any other costs and fees you may impose in the provision of services to Mayday Rescue.

14. In addition to the agreed fees for services, Mayday Rescue will provide the following financial remuneration and benefits to consultants and sub-contracted personnel.

- a. The cost of return economy international flights. Tickets will be provided for the best value available routing, and although Mayday will endeavour to provide direct flights, a maximum of one international change may be necessary. No preference to airline or routing will be facilitated unless price difference is covered by the traveller.
- b. Receipted domestic home travel from your place of residence to departure airport. This will be capped at £0.65 (GBP) per mile. Distance will be taken from Google maps journey planner.
- c. Receipted travel for a standard taxi from your arrival airport to hotel.
- d. Secure three-star (or higher) hotel accommodation with all meals provided.
- e. Secure training facilities and resources.

EVALUATION METHODOLOGY

15. An evaluation committee will be formed by employees of Mayday Rescue. Award of service will be made to the provider whose proposal is determined to be the most advantageous to Mayday Rescue and their beneficiaries. While price will be an important factor, it alone will not be the deciding factor in the selection process. Mayday Rescue reserves the right to conduct further discussion with all or any suppliers, and enter agreement with multiple providers in order to best meet our requirement.

AWARD OF AGREEMENT

16. All suppliers will be notified of Mayday's evaluation results. Discussion will be entered with the supplier/s who are assessed as being technically capable and cost effective.

Proviso

17. Issuance of this document, your preparation and subsequent evaluation shall not commit Mayday Rescue to award contract to any supplier. Furthermore, in no event shall choosing a specific supplier for further negotiations be construed to create any legal obligations on the part of Mayday Rescue.

18. This document is provided for the exclusive use of your company and shall not be made available to other parties without consent being granted by Mayday Rescue. Both you and Mayday Rescue acknowledge that they may come in contact with non-public information, which is considered confidential or proprietary to the other (including this document). Each party agrees not to use such information for its own benefit or allow it to be released to, or used by others.

19. Neither party shall use the name of the other in publicity releases, referrals, advertising, or similar activity without the prior written consent of the other.