REQUEST FOR PROPOSALS
Monitoring and Evaluation Services
June 2024

1. About ISD

ISD is a global think and do tank dedicated to safeguarding democracy and human rights, and delivering solutions to weaponised hate, polarisation, disinformation and extremism around the world. Combining research and analysis with government advisory work and the design and delivery of international training, education and communications programs, ISD works to implement real-world, evidence-based responses to these challenges. ISD has teams in London, Amman, Berlin, Paris and Washington DC.

2. Project context

With its culturally diverse population, Jordan faces a significant challenge with the proliferation of online hate speech as internet usage expands. Hate speech targeting marginalized communities based on factors like race, religion, ethnicity, gender, and nationality is prevalent globally, including in Jordan. As the use of digital platforms continues to increase, experts argue that individuals inclined towards racism or homophobia have found virtual spaces that amplify their viewpoints and potentially fuel violent tendencies.

Recent studies conducted by the University of Jordan in 2021 and a 2022 study by Rased-Hayat Centre have highlighted the alarming rise of hate speech in the country. These studies indicated that the most common forms of hate speech identified include insults, threats, dehumanization, and calls for violence and discrimination. Motivations behind engaging in hate speech range from expressing anger to spreading ideology and inciting violence. Women, girls, persons with disabilities, migrant workers, and refugees are particularly vulnerable to online violence and discrimination. It is crucial to address this issue through the implementation of laws against hate speech, educational programs, awareness campaigns, and promoting unity among different groups. Responsible comedy and ethical standards are necessary to avoid perpetuating stereotypes and discrimination.

Based on ISD’s assessment of the situation in Jordan, six key issues have emerged which require addressing.

1) Limited knowledge production in Arabic language about online hate speech and its consequences on different social groups;
2) Weak policy framework and institutional capacity to prevent and respond to online hate speech;
3) Limited human capacity among state and non-state actors to prevent and respond to online hate speech;
4) Media stakeholders are contributing in several ways to the proliferation and amplification of online hate speech;
5) Lack of data collection and analysis methodology on online hate speech which can inform evidence-based policies and programs of different actors; 
6) Lack of awareness of society on hate speech and its society implications.

ISD’s European Union funded project titled **Strengthening the Intersectional Prevention and Response mechanisms to Online Hate Speech in Jordan** will help address these issues through an intersectional, comprehensive, beneficiary-driven, and holistic approach, working towards meeting two specific objectives:

1. **Specific Objective (1):** Increased alternative Arabic content that counters hate speech online to strengthen social cohesion and individual resilience; and

2. **Specific Objective (2):** Enhanced policy framework and institutional capacity to respond to online hate speech.

To effectively address online hate speech, it is critical to adopt an intersectional approach that incorporates modern data science and collection. A wide range of tools and techniques are available for measuring and monitoring hate speech, including the use of keyword filters and crowd-sourcing methods for detection. To maximise the impact of hate speech detection initiatives, it is essential to embrace a combination of innovative approaches such as machine learning, natural language processing, and sentiment analysis.

### 3. Scope of work

To support the delivery of this project, ISD will contract a service provider to support the development of its M&E framework.

The service provider will conduct a baseline study at the beginning of the project and an endline evaluation at the end of the project. Furthermore, the consultant will support the development of data collection tools and indicators across the project, helping the team transform activity-focused measures into outcomes-focused evaluation.

Working in close cooperation with the Project Team and the ISD, the successful consultant will produce, in priority order, the following key deliverables across a 22-month project timeframe, starting in July 2024 and completing by the end of April 2026.

1. Develop and implement a comprehensive M&E framework, including matrices, tools, and all associated M&E activities.
2. Support the project team in Jordan in planning of M&E activities.
3. Conduct the baseline study in collaboration with the project team.
4. Collect data and analyse it to feed into periodical evaluation reports.
5. Review the project outcomes throughout the project duration and carry out a comprehensive impact assessment at the end of the project.
6. Provide wider support and expert inputs to the project team and wider ISD team on additional tasks to be determined.
4. Consultant Eligibility and Experience

ISD is seeking to appoint a qualified service provider with substantial experience in the following areas:

1. Eligibility
   • Demonstrated ability to conduct work in Jordan, in line with the Scope of Work.
   • All applicants will be subject to ISD’s due diligence checks and will be required to demonstrate evidence of robust policies for fraud prevention, anti-corruption and safeguarding.

2. Essential
   • Demonstrated experience in developing M&E frameworks, matrixes, and tools,
   • Demonstrated experience in conducting M&E activities with civil society sector,
   • Capability to conduct baseline studies and endline project evaluations,
   • Proven knowledge in conflict and contextual analysis,
   • Ability to work and deliver in Arabic and English languages.

3. Desirable
   • Proven track record of successful engagements in Jordan and the broader MENA region.
   • Prior experience working on EU funded projects,
   • Prior experience in M&E activities involving both state and non-state actors.

5. Proposal Evaluation Criteria

Proposals will be evaluated based upon the services to be provided weighed against the cost of the services. Proposals will undergo evaluation with a focus on the quality of services offered in relation to the cost, assigning a 70 percent weight to quality and 30 percent to cost in the quality-cost ratio. This will be done in line with ISD’s Procurement Policy.

Factors that will be considered include:

1. Understanding of the technical requirement (20%)
   This section should detail the Consultant's responsiveness to the requirements specified in this RFP document. It should highlight the Consultant’s understanding of ISD’s unique needs and explain their approach and methodology for effectively delivering the requested services. Additionally, a work plan should be included to illustrate the timelines for implementing the proposed methodology for the project.

2. Experience and references of the Consultant in similar projects (25%)
   This section is intended to provide an overview of the Consultant's similar past experiences in executing projects of comparable size and complexity. Consultants are expected to furnish a list of at least 3 relevant experiences executed in the last 3 years.
Each entry should include the client's name, contract value, and pertinent project details for a thorough understanding of the provider's track record.

3. Qualifications and subject expertise of the proposed team (25%)
   This section is dedicated to outlining the qualifications of the proposed team members for this assignment. Each team member's brief information, relevant qualifications, assigned role on the project, anticipated number of workdays, past involvement in similar assignments, and other pertinent details should be provided for a comprehensive understanding of their suitability for the task at hand. CVs of Primary Managers or experts should be submitted along with the proposal.

4. Pricing and cost effectiveness of the proposal (30%)
   This section outlines the requirement for detailing the proposed cost of delivering the specified services. Consultants are requested to submit a financial proposal which outlines all the costs they will incur in the delivery of the services, including staff costs, direct costs and any necessary overhead or administrative costs. Additionally, a budget narrative explaining each proposed budget item should be included. The fee for this work should be comprehensive, inclusive of VAT, taxes, or any other applicable surcharges.

   The service must be priced at a maximum of €15,000.00, which constitutes the net amount. While €15,000.00 represents the maximum net price for this contract, any taxes the consultants will incur must be included in the budget breakdown within this net price. However, ISD will evaluate proposals based on their overall value for money and cost-effectiveness. Consultants are encouraged to align their submissions with the RFP requirements and prioritize value for money without necessarily reaching the budget ceiling.

6. Time frame

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<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>10th June 2024</td>
<td>Request for proposals published and sent to potential service providers</td>
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<tr>
<td>17th June 2024</td>
<td>Deadline for registering any queries on the RFP, to be submitted to <a href="mailto:sy@isdglobal.org">sy@isdglobal.org</a> by 23:59, CET time. Please include &quot;M&amp;E Services RFP Jordan&quot; in the subject line of your email for any queries.</td>
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<tr>
<td>19th June 2024</td>
<td>The ISD to share responses to queries with service providers</td>
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<tr>
<td>24th June 2024</td>
<td>Service providers submit complete proposal package to <a href="mailto:sy@isdglobal.org">sy@isdglobal.org</a> by 23:59, CET time</td>
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<tr>
<td>3rd July 2024</td>
<td>Preferred service provider to be notified, start of due diligence checks. ISD reserves the right to conduct interviews with potential successful service providers if needed</td>
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<tr>
<td>10th July 2024</td>
<td>Start of contract</td>
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The delivery of the project is expected to last a total of 22 months, with contracting due to take place in July 2024.
7. Proposal submission requirements

All proposals must be submitted electronically in English language via email to sy@isdglobal.org by 23:59, CET time on 24th June 2024 and include the following documents. Proposals not containing the following documents will not be considered.

1. Technical proposal
Consultants are required to compose their responses addressing the following key points. Note that points c and d are not applicable for individual consultants:
   - Executive Summary.
   - Response to points 1-4 of the Bid Evaluation Criteria given above.
   - Financial Management Capacities (this is fine to be separate from the Financial Proposal): demonstrate your organisation’s ability to manage budgets up to €15,000.00 or higher. Applicants should set out their policies for avoiding financial misconduct, fraud or corruption in relation to this potential award from ISD.
   - Strategic Approach and Workplan: Strategic Approach, Workplan, and Risks. The timelines provided within the service description are tentative, and consultants can propose alternative timelines as long as they fall within the 23-month project implementation limit.

2. Financial proposal:
Consultants should include a detailed cost breakdown in their proposal. This should encompass the day rate, the number of days allocated for each consultant on the project, and the total budget for each consultant. Alternatively, consultants may choose to submit a fixed fee for various deliverables based on the scope of work. The financial proposal should consist of both a budget and a budget narrative that explains each proposed budget item. Both the technical and financial proposals must be submitted as a single PDF file.

3. Copy of latest company accounts:
Provide your latest bank statements and/or latest audited accounts to demonstrate your capability to manage projects of a minimum value of €15,000.00.

4. A copy of a valid business licence or registration certificate.

5. CVs of the proposed personnel:
CVs of Primary Managers and/ or experts should be submitted along with the proposal. Each CV of max 2-page length, all CVs to be submitted in a single PDF file.

6. Evidence of experience, references, and qualifications:
Consultants should provide a summary of at least 3 relevant projects or contracts executed in the last 3 years, with contact details for client references.
Submitted proposals should be a maximum 10 pages in PDF Format in one file and/or 10 GB in one file. The CVs could be attached separately to the same PDF.

Consultants are encouraged to be concise and to adhere to the maximum page limit set for proposals. Handwritten proposals and applications will not be accepted.

Please also ensure that:

- All pages are numbered, including annexes
- All documents are formatted to A4 paper
- All Microsoft Word Documents are single-spaced, Times New Roman, 12pt font
- All documents must be submitted in English
- All documents must be submitted as .pdf files
- Any further questions can be sent to: sy@isdglobal.org.

8. Contact
All contact regarding this request for proposals should be directed via email to sy@isdglobal.org

9. Contractual arrangements
The contract will be awarded by ISD Jordan and will enter into force from the date of its signing by both parties, for the duration of the project until the satisfactory completion of all project deliverables and final reporting. The contract may be modified only through mutual agreement in writing signed by both Parties.

The Consultant shall not disclose nor communicate any confidential information relating to ISD’s business activities to any third party, except where required by law or with the express written consent of ISD. ISD Jordan reserves the right to terminate the contract if it finds that illegal or corrupt practices have taken place in connection with the contract award or submission.

The Request for Proposals is subject to compliance with relevant legal provisions and regulations in connection with the award of services under the law on grants. The contracting authority reserves the right to reject bids/proposals or revoke the invitation to bid at any time.