



REQUEST FOR PROPOSAL

ANNEX I

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1. Scope and requirements

This Statement of Work (“SOW”) is by and between Geneva Call and the Provider and shall be governed by the terms and conditions of that certain agreement between the Parties with a contract time period of 2 years from the day the contract will be signed. To the extent that the terms of the SOW and the Services Agreement contradict, the terms of this SOW shall prevail.

The Provider shall provide to Geneva Call the following services (“Services”) following the objectives of Hostile Environment Awareness Training (HEAT) for personnel operating in high-risk environments for example but not limited to the following countries: Burkina Faso, DR Congo, Sudan and South Sudan.

The training will cover Tactical Emergency Casualty Care (TECC) to provide participants with life-saving medical skills for critical situations. Security and situational awareness will be emphasized, helping individuals develop awareness and response mechanisms in hostile environments. Map reading and orientation will ensure that participants can navigate unfamiliar or dangerous territories using maps and other tools. Movement and convoy security will focus on safe transit and operations in conflict zones. Communication skills, including the use of radios, satellite phones, garmin inreach and other communication devices, will be taught to maintain security during crises. Stress and trauma management will equip individuals with techniques to cope with the mental demands of high-pressure environments. Training will also cover dealing with aggression and providing strategies for de-escalating hostile encounters. Gender-specific risks will be addressed to identify and mitigate threats unique to different demographics. Kidnapping and hostage situations will be tackled by teaching participants mitigation strategies and survival techniques. Participants will also receive weapons awareness training, familiarizing them with common weaponry in conflict zones to better identify and avoid threats. Finally, hibernation, relocation, and evacuation protocols will be taught to ensure safe decision-making during crises, while critical incident management will outline procedures to respond to incidents in the first hour, emphasizing coordination with regional and global teams. The training will include practical exercises and simulations that replicate real-life hostile situations, ensuring that participants are prepared to respond effectively in high-risk environments.

3. Proposal Guidelines:

When submitting a proposal for this RFP, bidders must demonstrate a clear understanding of the project's objectives and deliverables, along with detailed technical documentation of the proposed strategy. Proposals should provide evidence of experience delivering such services. The work plan should be comprehensive and methodologically sound, with creativity in how activities will be delivered. A detailed timeline, including a daily breakdown of the training schedule, is required, along with logistical requirements necessary for project execution. No cost increases will be accepted beyond the contract price for logistical or additional costs not already anticipated in the bid. The proposal should also present cost-effective approaches to fulfilling the Scope of Work and creative solutions to address anticipated challenges, ensuring overall value for money.

Additionally, the proposal should include the qualifications and experience of the team members involved, specifically the CVs of the instructors who will deliver the training. Evidence of previous experience managing similar projects is crucial – especially to clients with a similar profile to Geneva Call. Overall quality and presentation will also be considered. Bidders must submit proof of registration and/or legal documentation confirming their business registration, which must be



included in both the technical and the financial proposals, along with any supporting documentation related to financial viability of the company such as a copy of the latest financial statements.

4. Eligibility Criteria:

To be considered for this project, bidders must meet the following qualifications and requirements:

- **Proven Experience:** Bidders must demonstrate a minimum of 8 years of experience in delivering Hostile Environment Awareness Training (HEAT) or similar security training programs, particularly in high-risk environments such as Burkina Faso, DR Congo, Sudan, and South Sudan.
- **Qualified Instructors:** The training team must consist of certified professionals with expertise in security, tactical emergency casualty care, and critical incident management. Instructors should have previous field experience in conflict zones or high-risk areas.
- **Demonstrated Success:** Bidders should provide evidence of successful completion of at least 50 previous HEAT or security-related training projects, including client references and feedback.
- **Cultural and Regional Expertise:** Bidders must show an understanding of the regional and cultural contexts of the targeted countries, demonstrating how they tailor training content to meet the specific needs of participants in these environments.
- **Language Proficiency:** The trainer or training team must possess fluency in English, French and Arabic to ensure effective communication and understanding during the training sessions.
- **Training Delivery Capability:** The bidder must have the logistical capability to deliver in-person training in remote and potentially hostile environments, including the ability to provide necessary training materials, equipment, and secure facilities.
- **Training in the first instance must be provided by 31 December 2024 with further sessions planned thereafter on a needs basis.**

Bidders who meet the above criteria will be shortlisted for further evaluation.

5. Evaluation and Selection Process:

The evaluation and selection process will be based on the criteria outlined in Section 4, which includes a clear understanding of the project's objectives, technical requirements, comprehensiveness of the work plan, management and personnel qualifications, and overall cost-effectiveness. The financial proposal will also play a significant role in the evaluation, ensuring that the bidder offers competitive pricing while meeting the project's requirements.

6. Terms and Conditions:

Invoices should be issued in the original format, with unique invoice numbers, within 5 days following the completion of the training. A detailed pricing breakdown should also be provided, as outlined in the sample table below:

Item	Cost in CHF	Description
Cost of delivery per person and number of persons delivering training		
Cost per participant		
Administrative fees		
Cost of Materials		
Accommodation costs		
Travel costs		



The prices provided should include all necessary components for the successful execution of the training, such as training design, delivery, materials, etc. Any additional charges not explicitly listed above must be pre-approved by Geneva Call. Should there be any additional fees, they should be communicated promptly and added to subsequent invoices with full transparency.

7. Confidentiality:

All information provided in connection with this proposal, as well as any subsequent communications or materials exchanged between the parties, must be treated as strictly confidential. Bidders are required to ensure that all personnel involved in the preparation of the proposal or execution of the project maintain the highest level of confidentiality regarding any information shared by the Geneva Call, including but not limited to proprietary data, sensitive security details, and information of Geneva Call staff or Geneva Call's activities.

Bidders must not disclose, share, or use any such confidential information for any purpose other than the submission and performance of the project, and must take reasonable measures to protect the information from unauthorized access or disclosure. This obligation extends to subcontractors or third parties involved in the project.

Upon conclusion of the bidding process or termination of the contract, all confidential information must be returned to Geneva Call or securely destroyed, as directed by Geneva Call. Any breach of these confidentiality requirements may result in disqualification from the bidding process or termination of the contract, and Geneva Call reserves the right to take further legal action if necessary.

8. Specifics

9. Third Party Performance Reviews and Audit

9.1 Performance Review. In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of Contractor performance. Geneva Call may, contract with independent third parties to audit the contract service levels. The Contractor will cooperate fully with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third party contractor.

9.2 Financial Audit. Geneva Call requires the Contractor to retain all financial documents related to the costs and revenues of its account for the standard financial data retention period in the country of incorporation.

Proof of registration

1. Cost Breakdown:

- a. Provide a detailed cost breakdown, including all relevant expenses for the complete project.
- b. Breakdown costs by development phase or key deliverable.

2. Financial ratio company

Financial stability company

Liquidity ratio, debt-to-equity ratio, profitability ratios used to assess financial performance

3. Payment Schedule:

- a. Define a clear payment schedule aligned with key milestones and deliverables.

4. Additional Expenses:

- a. Identify any additional expenses that may arise during the project's lifecycle.

5. Budget Justification:

- a. Provide a brief justification for the proposed budget, explaining the rationale behind major cost items.

6. Management:

- a. Provide the resumes of the key members of the management team of the company.



10 The Contract

10.1 **Term of Agreement.** Example: The Agreement resulting from this solicitation shall be for an initial period of two (2) years with the option to extend, at the sole discretion of Geneva Call, for an additional one-year period.

10.2 **Termination** Geneva Call may terminate the Agreement resulting from this solicitation, or any services under such Agreement, without prejudice to any other rights or remedies, by giving ninety (90) days written notice to the Contractor.

11 Disclaimer.

11.1 Geneva Call does not guarantee a minimum quantity of services, purchases, or engagements as a result of this request for proposal. The selection of a service provider and the awarding of a contract are at the sole discretion of Geneva Call and are contingent upon available funding, organizational needs, and other relevant factors. Geneva Call reserves the right to reject any or all proposals, amend the scope of the project, or cancel the bidding process at any time without liability or obligation to any bidder. Participation in this proposal process does not create any binding commitment or contractual relationship between Geneva Call and any bidder until a formal contract is executed.