



## REQUEST FOR PROPOSAL

### 1. RFP Objective

Humanitarian Action through Volunteers, Enablers and Networks (HAVEN) - Phase Four. HAVEN IV is being delivered by a five-member consortium led by NP, alongside Geneva Call, Acted, CIVIC and RCC from 1 April 2026 until 31 March 2027.

Project's Objective: Sustainable, safe, and coordinated locally led response is enhanced to enable civilian protection and community resilience of frontline communities. HAVEN's overall impact is centred around supporting the resilience of frontline communities to respond to both emergencies and longer-term challenges. To achieve this impact, HAVEN designed 3 interconnected outcomes focusing on support to local actors (Outcome 1), direct protection activities (Outcome 2) and creating a larger protective environment through IHL and research (Outcome 3).

Annual Knowledge, Attitudes and Practices (KAP) study is embedded as one of the project activities under Output 3.2: actionable data is generated and utilised to inform evidence-based, context-sensitive frontline responses. It is involving 450 surveys with military and military-adjacent groups and 60 interviews with commanders, policymakers, journalists and academics and aims to assess Ukrainian IHL context to inform future programming. Data for KAP will be collected during Q3 2026 and summarized during Q4. KAP-2026 summary will be attached to the final project report and disseminated with stakeholders as a means of verification for one of the key project indicators.

### 2. RFP Calendar

The timeline for the RFP process is below. While we do not anticipate any changes to this timeline, Geneva Call reserves the right to adjust the timeline as needed.

| Action A                          | Date       |
|-----------------------------------|------------|
| RFP Issue Date                    | 25.08.2026 |
| Deadline for Receipt of Proposals | 11.09.2026 |
| Vendor Selection Anticipated Date | 28.09.2026 |



Start date of operational services: 01.10.2026

### 3. Proposal Submission Address

Please divide the offer into two separate proposals, being the financial proposal and the technical proposal to the address below no later than 11.09.2026

#### Geneva Call

47 chemin de la Chevillarde, CH-1224 Chêne-Bougeries Geneva – Switzerland

And/or to the following email address

The financial proposal can be sent to: [rpfinance@genevacall.org](mailto:rpfinance@genevacall.org).

The technical proposal can be sent to: [rfp@genevacall.org](mailto:rfp@genevacall.org).

### 4. Bid Validity

Proposals are expected to be binding for a period of ninety (90) days from the published response date. Please see RFP attached for more details.

### 5. RFP Terms & Conditions

- a. The Request for Proposals is not and shall not be considered an offer by Geneva Call.
- b. All responses must be received on or before the date and time indicated on the RFP.
- c. All proposals will be considered binding offers. Prices proposed must be valid for entire period provided by the respondent.
- d. All awards will be subject to Geneva Call's contractual terms and conditions and contingent on the availability of donor funding.
- e. Geneva Call reserves the right to accept or reject any proposal or cancel the solicitation process at any time and shall have no liability to the proposing organisations submitting proposals for such rejection or cancellation of the request for proposals.
- f. Geneva Call reserves the right to accept all or part of the proposal when award is provided.
- g. All information provided by Geneva Call in this RFP is offered in good faith. Individual items are subject to change at any time, and all bidders will be provided with notification of any changes. Geneva Call is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
- h. Geneva Call reserves the right to require any bidder to enter into a non-disclosure agreement.
- i. The bidders are solely obligated to pay for any costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All responses and supporting documentation shall become the property of Geneva Call, subject to claims of confidentiality in respect of the response and supporting documentation, which have been clearly marked confidential by the bidder.

## 6. Attachments

- Annex I Request for Proposal minimum requirements

### ANNEX I

#### REQUEST FOR PROPOSAL

##### 1. Scope and requirements

##### 2. Scope of Work:

###### **Task 1. Inception and Preparatory Phase** - 1<sup>st</sup> week of assignment

- Participate in an inception meeting with Geneva Call.
- Review relevant project documentation, including: HAVEN project documents; previous KAP studies for 2024 and 2025; training materials; MEAL framework and relevant indicators.
- Refine the study methodology based on the operational context.
- Develop a detailed implementation plan.
- Submit an Inception Report for approval within 7 working days after contract signing, including proposed methodology; sampling approach; research questions; indicator framework; data collection approach; detailed timeline.

###### **Task 2. Development of Research Tools** – 2 and 3<sup>rd</sup> week of assignment

The Contractor shall review and update the tools used in the previous KAP study, including:

- KAP questionnaires;
- Key Informant Interview (KII) guides;
- Focus Group Discussion (FGD) guides, where appropriate;
- informed consent procedures;
- data collection guidance;
- enumerator instructions.

The tools shall be designed to:

- measure knowledge, attitudes and practices;
- capture changes associated with IHL training;
- be gender-inclusive;
- allow comparison with previous and future annual KAP studies;
- ensure confidentiality and participant safety.

All tools **shall be submitted to Geneva Call for review and approval** before data collection.

###### **Task 3. Data Collection** - 4<sup>th</sup> – 7<sup>th</sup> week of assignment

The Contractor shall conduct quantitative and qualitative data collection among agreed respondent groups. The Contractor shall be responsible for:

- field preparation;
- recruitment and training of data collectors (if applicable);
- supervision and quality control;



- secure data collection and storage;
- daily monitoring of data quality;
- documentation of field challenges and mitigation measures.

The Contractor shall ensure that **data collection is conducted in a conflict-sensitive manner** and does not create risks for participants. Geneva Call would help facilitate access to the target groups as appropriate.

Where feasible and ethically appropriate, findings should be analysed by:

- respondent category;
- gender;
- age group;
- geographic area;
- previous participation in Geneva Call activities;
- level/type of engagement with Geneva Call.

Disaggregation shall only be undertaken where it does not create risks for participants or compromise confidentiality.

#### **Task 4. Data Management and Analysis**

The Contractor shall:

- clean and validate datasets;
- prepare a final anonymised dataset;
- develop a codebook;
- conduct quantitative analysis;
- conduct qualitative thematic analysis;
- triangulate quantitative and qualitative findings.

Analysis should include:

- descriptive statistics;
- comparison across respondent groups where possible;
- analysis of changes related to training participation;
- identification of barriers and enabling factors;
- interpretation of findings against the results framework.

#### **Task 5. Reporting**

The Contractor shall prepare and submit:

- Draft KAP Study Report.
- Final KAP Study Report.
- Presentation of findings (optional – TBC with the selected contractor).

The final report shall include a dedicated analysis of:

- key findings and trends;
- areas of improvement;
- remaining knowledge and compliance gaps;
- factors affecting application of humanitarian norms;
- recommendations for programme adaptation.

#### **Quantitative Methodology/Sample**

Geneva Call seeks to conduct 450 surveys: 150 with combatants it has trained and 150 with non-trained combatants, 75 with civilians it has trained and 75 with non-trained civilians. GC will provide the list of potential respondents.

**Surveys will be conducted by phone in most cases because of limited accessibility to these respondents.** Online surveys may be considered as an alternative but only after multiple failed attempts to conduct a phone interview.

**Do Harm Principles** must be strictly followed, including asking all respondents for their informed consent. GC's policies, including ethical standards, safeguarding policies, and confidentiality requirements must be adhered. Per the policies of Geneva Call, all discussions will be kept strictly confidential and anonymous, and respondents will have the right to decline participation in these exercises.

### **Qualitative Methodology/Sample**

**All FGs and KIIs will be conducted in-person where possible, and otherwise by phone/online.** If conducted in-person, the chosen location should be quiet, discreet and safe. Dedicated notetakers will be needed for all qualitative interviews and focus groups. Locations may include Kyiv, Zhytomyr, Kharkiv, Dnipro and Zaporizhzhia, if allowed by the security situation. Travel-related costs will not be covered by GC and should be envisaged in the financial proposal of the contractor.

### **6. Reporting Arrangements**

The selected Contractor will report to Geneva Call through the designated MEAL Coordinator.

The Contractor shall maintain regular communication with Geneva Call throughout the assignment and provide updates on:

- progress against the agreed work plan;
- emerging risks and mitigation measures;
- data collection progress;
- challenges requiring decision-making.

**All deliverables shall be in Ukrainian and English, reviewed and approved by Geneva Call before final acceptance.**

### **3. Proposal Guidelines:**

Interested companies shall submit:

**Technical Proposal** which should include:

- Understanding of the assignment and proposed approach.
- Detailed methodology.
- Sampling strategy.
- Proposed research tools and analytical approach.
- Work plan and timeline.
- Risk management approach.
- Proposed team composition and CVs.
- Examples of similar assignments.

**Financial Proposal including:**

- Detailed budget breakdown according to the scope task 1-5
- Professional fees, different fees for the people in the project team
- research costs;
- Fieldwork costs including travel cost
- data processing costs;
- reporting costs;

- applicable taxes.

#### 4. Eligibility Criteria:

- Minimum five years of experience conducting research, evaluations, assessments or KAP studies.
- Proven experience in humanitarian, human rights, peacebuilding, protection or conflict-related research.
- Experience conducting research in fragile, conflict-affected or politically sensitive environments (in Ukraine or similar conflict contexts).
- Experience using mixed-methods research approaches.
- Experience managing sensitive qualitative and quantitative data.
- Strong analytical and report-writing capacity in both Ukrainian and English.

#### 5. Evaluation and Selection Process:

Proposals will be evaluated based on a balanced assessment of the **technical and financial aspects** of the submission. The technical evaluation will consider the quality and appropriateness of the proposed methodology, the relevant experience of the company/organisation, and the qualifications and experience of the proposed team. The financial proposal will be assessed in conjunction with the technical evaluation to determine the overall value for money.

Only proposals meeting the **minimum technical threshold established by Geneva Call** will proceed to the financial evaluation stage. The contract will be awarded to the proposal offering the best overall combination of technical quality and financial value.

#### 6. Terms and Conditions:

**Terms and Conditions:** The assignment will be governed by a written contract between Geneva Call and the selected contractor. The contract will set out the scope of work, deliverables, timeline, responsibilities of the parties, and applicable terms and conditions.

**Payment:** Payments will be made against agreed deliverables and upon satisfactory acceptance by Geneva Call. The proposed payment schedule will be specified in the contract. Unless otherwise agreed, payments will be made upon receipt of the relevant invoice and confirmation that the corresponding deliverable has been satisfactorily completed.

**Fees and expenses:** The contractor shall clearly indicate all professional fees and anticipated expenses in the financial proposal. Unless otherwise agreed in writing, the proposed fee should include all costs required to complete the assignment, including research, data collection, analysis, reporting and applicable administrative costs. Any additional expenses must receive prior written approval from Geneva Call.

**Quality and professional standards:** The contractor shall perform the assignment with due professional care and in accordance with recognised standards for research, data protection and ethical research involving human participants. Geneva Call reserves the right to request reasonable revisions to deliverables that do not meet the agreed requirements.

**Intellectual property:** Unless otherwise specified in the contract, all reports, datasets, research instruments, transcripts, analytical outputs and other materials produced specifically for the assignment shall become the property of Geneva Call upon completion and payment. The consultant/contractor shall not publish or otherwise disseminate study findings or materials without prior written approval from Geneva Call.

**Safeguarding and ethical conduct:** The contractor shall comply with Geneva Call's applicable policies and requirements relating to safeguarding, prevention of sexual exploitation and abuse, protection from harassment, non-discrimination, and ethical conduct. The consultant/contractor shall immediately report any serious safeguarding or ethical concern arising in connection with the assignment through the appropriate Geneva Call channels.

**Legal and contractual considerations:** The contract will be subject to the applicable laws and contractual provisions agreed between Geneva Call and the selected contractor. Geneva Call reserves the right to terminate the contract in accordance with the terms of the final agreement, including in cases of material breach, serious ethical or safeguarding concerns, or failure to deliver the agreed services.

The final terms and conditions, including applicable legal, tax, insurance and liability provisions, will be confirmed during the contracting process.

## **7. Confidentiality:**

The contractor shall maintain strict confidentiality with regard to all information obtained or generated during the assignment. This includes information provided by Geneva Call, KAP study participants, partners and other stakeholders, as well as survey responses, interviews, recordings, transcripts, notes, datasets and analytical materials.

Given the potentially sensitive nature of the study and the involvement of combatants, military-adjacent groups and civilians, the consultant shall take all necessary measures to protect the confidentiality, privacy and safety of research participants. The identity of participants and any information that could reasonably lead to their identification shall not be disclosed in research outputs or shared with third parties without appropriate informed consent and prior agreement with Geneva Call.

The study shall be designed and implemented in accordance with applicable ethical research and data protection standards, including the principles of informed consent, voluntary participation, confidentiality and do-no-harm. The consultant shall avoid collecting unnecessary personally identifiable information or sensitive information that is not required to answer the research questions.

Findings shall be presented in an aggregated and anonymised manner, ensuring that individual participants, specific groups or communities cannot reasonably be identified from the results. Particular care shall be taken when reporting findings from small or potentially identifiable sub-groups.

All research data and materials shall be securely stored and accessible only to authorised members of the research team. The consultant shall ensure that all researchers, enumerators, moderators and subcontractors involved in the assignment are bound by equivalent confidentiality and data protection obligations.

No study data, preliminary findings, recordings, transcripts or other research materials shall be disclosed to third parties without prior written authorisation from Geneva Call. Confidentiality obligations shall remain in force after completion or termination of the assignment.

## **8. Third Party Performance Reviews and Audit**

**8.1 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.

8.2 **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.

## **9 The Contract**

### **9.1 Term of Agreement.**

The Agreement resulting of this solicitation shall be for an initial period of 6 months with the option to extend, at the sole discretion of the Geneva call, for an additional 1 month period.

9.2 **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.