



**BIDDING DOCUMENTS
IMPLEMENTING PARTNER FOR
SUPPORTING THE IMPLEMENTATION OF THE LAW ON THE PREVENTION OF DOMESTIC
VIOLENCE THROUGH HIRING HOTLINE SERVICE**

No. AZE 006/2012

BAKU, AZERBAIJAN



**Organization for Security and Co-operation in Europe
Office in Baku
Fund Administration Unit**

The Landmark III, 96 Nizami St., AZ1010 Baku, Azerbaijan

Date: 26 March 2012

**Invitation to Bid
No. AZE 006/2012
Supporting the Implementation of the Law on the Prevention of Domestic Violence
Through Hiring Hotline Service**

The Office in Baku of the Organization for Security and Co-operation in Europe (hereinafter called “the OSCE”) invites sealed bids for the purpose of finding an implementing partner for the project Supporting the Implementation of the Law on the Prevention of Domestic Violence Through Hiring Hotline Service (hereinafter called “the Implementing Partner”), to be based in Baku, Azerbaijan.

In addition to this Invitation to Bid, the Bidding Documents also include:

- Section I: Supporting the Implementation of the Law on the Prevention of Domestic Violence through Hiring Hotline Service
- Section II: Terms of Reference
- Section III: How to apply and the procedures to follow
- Section IV: Evaluation and Selection of Applications
- Annex I: OSCE Project Proposal Template
- Annex II: Budget
- Annex III: Certificate of Compliance for Potential Implementing Partner
- Annex IV: Form of Agreement in English

Any Agreement reached as a result of this Invitation to Bid shall be bound by the Form of Agreement contained in the Bidding Documents.

Bids must be delivered at the following address:

**Organization for Security and Co-operation in Europe (OSCE)
Office in Baku
Attn: Fund Administration Unit
The Landmark III, 96 Nizami St.
AZ1010 Baku, Azerbaijan**

Bids must be delivered on or before **15 April 2012, 12:00 hrs (GMT+4)** in a sealed envelope marked with “**No. AZE 006/2012 – Supporting the Implementation of the Law on the Prevention of Domestic Violence Through Hiring Hotline Service - Do Not Open Before 15 April, 12:00 hrs (GMT+4)**”.

Bids sent by e-mail and fax will not be accepted. The bid prices shall be quoted in AZN.

The OSCE reserves the right to accept or reject any Bid, and to annul, in whole or in part, or to suspend the bidding process and reject all Bids at any time and without reason prior to award, without thereby incurring any liability to the affected Bidder or Bidders.

A complete set of the Bidding Documents may be obtained at the OSCE web site (<http://www.osce.org/baku/84066>). Please address all your queries or questions in writing at the address given below and kindly refrain from any telephone calls or personal visits.

**Office in Baku
Democratisation Programme, Aynur-Mahmud.Jafarova@osce.org
The Landmark III, 96 Nizami St., AZ1010 Baku, Azerbaijan**

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SECTION I: SUPPORTING THE IMPLEMENTATION OF THE LAW ON THE PREVENTION OF DOMESTIC VIOLENCE THROUGH HIRING HOTLINE SERVICE

2.1 1.1 BACKGROUND

Par. 40 of the Moscow 1991 Document states: *“The participating States of the OSCE recognized that full and true equality between men and women is a fundamental aspect of a just and democratic society based on the rule of law.”* Par. 40.7 of the Document further stresses that *“the participating States will seek to eliminate all forms of violence against women...”*¹ Addressing violence against women is at the heart of the OSCE mandate, and furthermore, the OSCE recognizes the interconnections between ensuring gender equality, eliminating violence against women and achieving real and sustainable security for all citizens. When violence against women is allowed to persist, it perpetuates discrimination, results in instability and impedes the development of any nation.

In its July 2009 review of the third periodic report of the Republic of Azerbaijan under Article 40 of the International Covenant on Civil and Political Rights (ICCPR), the UN Human Rights Committee noted with concern that a high level of domestic violence continues in Azerbaijan despite recent Government legislative and programmatic efforts. In addition, In July 2009, the Committee on the Elimination of Discrimination against Women called on the Government of Azerbaijan to adopt measures to end serious discrimination and violence against women. The Committee expressed deep concern at the prevalence of violence perpetrated against women and girls in Azerbaijan and the persistent failure by the Government to enact a law sanctioning domestic violence. The Committee noted that such violence appears at times to be condoned in a culture of silence and impunity and is socially accepted. The Committee called on Azerbaijan to accelerate the adoption of the draft Law on domestic violence and to ensure that victims of violence have access to redress and protection.

Likewise, the Office has also identified eliminating violence against women as one of its priorities, and since 2008 it has worked closely with the State Committee on Women, Family and Children’s Affairs toward the adoption of a law on domestic violence. On 22 June 2010, the Law of the Azerbaijan Republic on the Prevention of Domestic Violence was adopted by the Parliament and entered into force by Presidential Decree on 1 October 2010. In accordance with the Decree, the Cabinet of Ministers had to complete the harmonization of the Law with the criminal and administrative codes and the definition of its implementation mechanism in early 2011. Unfortunately, the Cabinet of Ministers still has not completed this process.

¹ Moscow Document 1991. Par. 40; 40.7.

Thus, the Office will launch activities which will facilitate the most effective and comprehensive implementation of the Law through awareness-raising and capacity-building activities for both Government and civil society, as well as the provision of international expertise and experience. These efforts will assist Azerbaijan in meeting its international commitments on gender equality and human rights, while also attempting to broaden the role of civil society in the implementation of the Law and the wider fight against domestic violence. Hence, the Office will select through a bidding process and support an NGO which will publicize the hotline, receive calls through 24 hours a day, provide initial counselling, and forward victims to appropriate shelters or social service centres. The Office, through its implementing partner, will also provide the victims with legal and psychological assistance. Provision of this service will occur not only in the capital but also in some regions.

2.2 1.2 OVERALL OBJECTIVES OF PROJECT

The project objective is to facilitate the most effective and comprehensive implementation of the Law through awareness-raising and capacity-building activities for both Government and civil society, as well as the provision of international expertise and experience. These efforts will assist Azerbaijan in meeting its international commitments on gender equality and human rights, while also attempting to broaden the role of civil society in the implementation of the Law and the wider fight against domestic violence.

2.3 1.3 PROJECT OUTPUTS

The following activities shall be essential in reaching the expected results:

- Providing constant hotline services for callers who may be victims of domestic violence and need immediate information or services;
- Publicizing the hotline service through 24 hours a day;
- Providing initial counselling, and forward victims to appropriate shelters or social service centres;
- Providing the victims with legal and psychological assistance in Baku and regions.

2.4 1.4 FINANCIAL ALLOCATION AND TIME FRAME

1.4.1. Financial Allocation

This Project allocates limited funds of 14,800 AZN to support the Project activities which will cover the project staff and operational costs of the implementing partner.

The OSCE Office in Baku will not fund the equipment necessary for the operation of the implementing partner. The Implementing Partner is therefore required to provide an in-kind contribution in this regard (see details below).

1.4.2. Time Frame

The Project is designed for an eight (8) months implementation period.

Activities	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Bidding Process										
Identification of Implementing Partner										
Contracting Selected IP										
Progress report	Project Implementation ongoing									
	Weekly progress report									
Narrative and Final Reporting	Interim narrative and financial report					Final Narrative and Financial Report				

SECTION II: TERMS OF REFERENCE

The OSCE Office in Baku seeks the best implementing partner to carry out this project, in line with the above-mentioned project's objectives and outputs. While applicants may formulate additional specific objectives, these shall be in accordance with and support the specified objectives identified by the Office.

2.5 2.1 TASKS AND RESPONSIBILITIES OF IMPLEMENTING PARTNER(S)

The tasks and responsibilities of the implementing partner will include the following:

- Overall coordination of the project's implementation and fund administration, including all logistical issues. The project implementation is to be carried out under the supervision of the OSCE Office in Baku;
- Providing hotline service for victims of domestic violence;
- Providing initial counselling, and forward victims to appropriate shelters or social service centres;
- Providing the victims with legal and psychological assistance in Baku and regions.
- Providing the Office with regular weekly progress reports on the status of the project's implementation, respectively in accordance with OSCE quality standards, each Friday of the week.

- Provide the Office with the interim and final financial and narrative report on the project's implementation, respectively in accordance with OSCE quality standards, not later than 30 December 2012.

2.6 CRITERIA FOR ELIGIBILITY

In order to be eligible as implementing partner for this project, the applicant must be a non-governmental and non-profit organization having at least one year of project management experience and a demonstrated capacity to manage the activity in the scale corresponding to the size of the project.

Necessary qualifications include the following:

- The applicant shall have a background as well as proved knowledge on gender issues;
- Prior experience in working with gender issues;
- The applicant shall have the capacity to manage the financial and human resources involved in the project.

In addition to this, applicants must submit the following documents:

- Copy of Certificate of the State Registration;
- Copy of the Mission Statement in the original language and in English;
- Copy of the official Statute/Charter in the original language and in English;
- A listing of and CVs for all the Board Members;
- A list of all key management personnel;
- CVs for the proposed project staff;
- Copies of the most recent financial statement;
- Evidence of a legally registered bank account;
- Either confirmation that the project is not funded by other donors, or identification of the donor(s) and amounts where there is co-founding;
- Agreement that the applicant will submit original invoices to the OSCE and allow the OSCE to stamp them as paid;
- Agreement that all significant procurement activities will be conducted by the OSCE;
- A declaration of compliance with the laws of Azerbaijan, or an explanation of problems encountered in complying with specific laws.

2.7 IN-KIND CONTRIBUTIONS

The successful selected implementing partner(s) must include in the project its in-kind contribution. The proposition about the in-kind contributions shall include but shall not be limited to:

- (a) Telecommunication equipment;

SECTION III: HOW TO APPLY AND THE PROCEDURES TO FOLLOW

2.8 OSCE STANDARD PROJECT PROPOSAL TEMPLATE AND SUPPORTING DOCUMENTS

The project proposals must be submitted using the standard **OSCE Project Proposal Template** (*See Annex I*). Applicants should strictly comply with the project proposal format and fill in the form as explained in the template.

The project proposal should be formulated carefully and the respective forms should be filled as clearly as possible, so that the received project proposal can be assessed. The received application and the related material should be precise and provide enough detail to ensure the clarity of the project proposal. This concerns particularly the project background and justification, how will the set objectives be achieved, the description of the anticipated results, that of the benefits gained and their relevance to the programme's objectives, as well as to the key activities, timescale and **budget** (*See Annex II*).

The applicant should also fill in the **Certificate for Compliance** (*See Annex III*).

The applicant should also consider the **Form of Agreement** (*See Annex IV*), which will govern the agreement to be signed between the OSCE and the applicant.

Please note! The project proposal must be submitted in English language using the standard OSCE project proposal template.

Please note! Hand-written applications will not be accepted. Please submit complete application packages.

Applications must be accompanied by the supporting documents listed under section 2.2.

2.9 WHERE AND HOW TO SEND THE APPLICATIONS

Organizations wishing to apply for the Project should submit before the relevant deadline a complete application package, i.e. OSCE Standard Project Proposal Template, Budget and the above-listed supporting documents. The applications must be received in a sealed envelope by mail or by hand-delivery to the following address:

Mr. Frank Levasseur
OSCE Office in Baku
Landmark 3, 2nd Floor

96 Nizami Street
Baku AZ1010, Azerbaijan

Please note! Applications sent by any other means (e.g. by fax or by e-mail) or delivered at other addresses other than the one above will be automatically rejected.

The outer envelope must bear the:

- full name of the applicant;
- address of the applicant.

2.10 DEADLINE FOR RECEIPT OF APPLICATIONS

The deadline for receiving applications is **15 April 2012, at 12:00 hrs (GMT+4)**.

Please note! Any application received after the deadline will automatically be rejected.

2.11 FURTHER INFORMATION

For any further information please address your queries by e-mail, not later than 5 April 2012 to the following addresses: Aynur Jafarova, Aynur-Mahmud.Jafarova@osce.org, indicating clearly the reference Programme.

SECTION IV: EVALUATION AND SELECTION OF APPLICATIONS

Applications will be examined and evaluated by the OSCE. The submitted applications will be assessed according to the following steps and criteria:

2.12 APPLICATION OPENING SESSION AND ADMINISTRATIVE CHECK

Eligibility of applicants

At the application opening session an administrative check will be conducted. Namely, it will be verified whether that applicant is eligible according to the criteria as set out in sections 2.2 and 2.3.

Please note! If the application does not meet the criteria as set out in sections 2.2 and 2.3, it will be automatically rejected.

The application will also be automatically rejected if:

- the application is received after the closing date;
- the application does not comply with the requirements for minimum or maximum amounts or minimum or maximum duration;
- the project proposal is not submitted in English language using the OSCE Standard Project Proposal Template (*Annex I*);
- the project budget is not submitted in the requested format (*Annex II*).

2.13 QUALITY EVALUATION OF THE PROPOSALS

All applications will be subjected to quality evaluation by the OSCE FMMS, except those dismissed following the administrative check.

Quality evaluation of the proposal, including the proposed budget, will be carried out in accordance with the evaluation criteria set out in the Evaluation Matrix below.

Evaluation Matrix

1. Operational Capacity and Professional Resources	35
Does the applicant have sufficient experience in a project management?	5
Does the applicant have sufficient management capacity in terms of staff, equipment and ability to handle the budgetary resources involved?	5
Does the applicant have prior experience in hiring the hotline service?	5
Does the applicant have prior experience working in the filed of domestic violence?	5
Does the applicant have sufficient technical expertise? (notably knowledge of the issues to be addressed and good working relations with regional officials and civil society organizations)	5
Does the applicant have prior experience in having legal and psychological assistance to the victims of domestic violence?	5
Does the applicant have experience and capacity to draft good quality reports?	5
2. Project Implementation and Methodology	30
Does the project proposal adequately address project objectives?	5
Are the activities proposed appropriate, practical, and consistent with the objectives and expected results?	5
How coherent is the overall design of the action? (in particular, does it reflect the analysis of the problems involved, take into account external factors and anticipate an evaluation to track progress and results?)	5
Does the project proposal address the needs of the target groups and the final beneficiaries appropriately?	5
Is the action plan clear and feasible?	5
Does the proposal contain objectively verifiable indicators for the outcome of the action?	5
3. Budget and cost effectiveness	25
Are the proposed expenditures appropriate and in line with market prices?	5
Are the proposed expenditures necessary for the implementation of the project activities?	5
Are the proposed expenditures cost effective and adequate?	5
Are the proposed expenditures detailed and transparent?	5
Are the proposed in-kind contributions relevant and sufficient?	5
4. Sustainability	5
Are the expected results of the proposed action sustainable?	5
5. Technical Presentation	5
Are the submitted documents in line with the bidding requirements?	5
Maximum total score	100

Please note the following important information:

Scoring

The evaluation criteria are divided into sections and subsections. Each subsection must be given a score between 1 and 5 in accordance with the following guidelines: 1 = very poor; 2 = poor; 3 = adequate; 4 = good; 5 = very good. The applications with the highest scores will be given priority when grants are awarded.

Costs incurred for the preparation of the application will not be covered by the grant and will not be included in the budget.

2.14 APPLICATION CHECK LIST

Prior to sending the Application, check if you have all the needed documentation:

- Stamped project proposal² including budget (*Annex I and Annex II*);
- Stamped and signed Certificate of Compliance (*Annex III*);
- Copy of Certificate of the State Registration;
- Copy of the Mission Statement in the original language and in English;
- Copy of the Statute in the original language and in English;
- Listing of and CVs for all the Board Members;
- A list of all key management personnel;
- CVs for proposed project staff;
- Copies of the most recent financial statement;
- Evidence of a legally registered bank account;
- Either confirmation that the project is not being funded by other donors, or an indication of the donor(s) and amounts where there is co-funding;
- List of previous projects (in English), carried out by the applicant, including information about the donor, implementation period and respective values;
- Information on membership in any umbrella organizations or other networks;
- Support letters from organisations i.e. institutions (letter of cooperation).

NB: *it is in applicant's interest to provide the OSCE with accurate contact details, preferably an e- mail address.*

² Project proposal, including budget should not exceed ten (10) pages.