



TERMS OF REFERENCE

Oxfam is a global movement of people who are fighting inequality to end poverty and injustice. Across regions, from the local to the global, we work with people to bring change that lasts.

OVERVIEW	
Title and brief description of the assignment	Review of knowledge products and learning questions and providing updates to the Knowledge and evidence database
Assignment location	Remote
Contract start date	17 FEBRUARY 2024
How to apply	Interested candidates are invited to submit: 1) Technical and financial proposal 2) Maximum 4-page CV 3) Only one sample of previous analytical work, especially related to knowledge/evidence generation in the humanitarian, development and civic sectors <i>See section '8. Application Process' for further details</i>
Application deadline	07 FEBRUARY 2024
Specific considerations	

1. PURPOSE OF THIS CONSULTANCY

The direct motive for this procurement for consultancy services is to support the implementation of the SAF cluster Knowledge and Learning Framework (KLF) by reviewing available knowledge products and uploading them onto Oxfam's knowledge and evidence database, outlining which learning questions have been responded to and the learning gaps that remain.

The database allows users to curate and store all their learning questions and the evidence generated/collected against them in one place. In addition, users can search for much needed information more easily, and curate resources to aid in meta-analysis and sensemaking relevant for decision making, programme efficiency, learning or communicating impact.

Ensuring that SAF cluster knowledge products and learning questions are uploaded onto the database will enable easy access across the Oxfam confederation to the evidence and learning that has been generated in the SAF cluster.

2. BACKGROUND AND CONTEXT

The SAF KLF outlines the research and evidence generation processes that contribute to impactful programming and thought leadership in the cluster while being aligned to the Global Knowledge and Learning Framework. Both the SAF and Global KLFs propose engagement with specific learning questions and intentionally generating and applying knowledge from the answers to enhance accountability, impact and social change efforts while developing a rich evidence base for Oxfam and partners' contributions to change. One of the key platforms for mapping both the learning questions and evidence is the knowledge and evidence database developed under the leadership of Oxfam International's Knowledge for Impact Team (KIT). It is on this backdrop that the SAF cluster is seeking a consultant to support the implementation of the SAF KLF, with an emphasis on uploading learning questions, knowledge and evidence resources onto the aforementioned database in a systematic approach. The Consultant will work closely with the SAF Cluster staff and KIT members to ensure all learning questions, evaluations, and other evidence products are uploaded onto the database in the right manner.

3. SCOPE OF WORK

The Consultant will review and upload the relevant learning questions and knowledge products onto the database and provide a mapping/summary analysis of which key learning questions have been responded to and which learning gaps still exist.

Before commencing the assignment, the Consultant will undergo orientation/training on the database to be provided by a member of the Knowledge for Impact Team (KIT). The Consultant will continue to work closely with members of the KIT, the Program Quality Lead for SAF as well as monitoring, evaluation and learning staff within the cluster level.

Specific tasks related to this scope of work are outlined as:

1. Uploading Oxfam SAF learning questions into the knowledge and evidence database
2. Uploading knowledge products (research, evaluations, case studies, etc.) onto the knowledge and evidence database
3. Mapping the learning questions that have been responded to and the learning gaps that remain

4. EXPECTED OUTPUTS

Overall objective

The objective of the assignment is to support the implementation of the SAF Knowledge and Learning Framework (KLF) with a focus on uploading learning questions and knowledge products on the knowledge and evidence database and provide a summary of which learning questions have been responded to through the knowledge products.

Specific outputs

The consultant is expected to deliver the following outputs:

- 1) **OUTPUT 1** – Updated list of SAF learning questions uploaded in the knowledge and evidence database
- 2) **OUTPUT 2** – Updated list of SAF knowledge products uploaded in the knowledge and evidence database
- 3) **OUTPUT 3** – Summary analysis of learning questions that have been responded to and learning gaps that remain

5. METHODOLOGY

The key steps to be followed though not explicit and the detailed modality and work plan will be agreed during consultation meeting. This includes how to review knowledge products to identify responses to learning questions and other relevant tags and identifiers required for uploading in the database, including the use of specific tools e.g. AI tools.

Planned timeline

Activity / Milestone	Outputs or Deliverables	Estimated days	Timeline
Signing of consultancy agreement	Agreement	1	18/02/2025
Inception meeting	Detailed workplan	1	19/02/2025
Orientation of consultant on Knowledge and Evidence Database	Training report	1	20/02/2025
Detailed methodology	Methodology	3	24/02/2025
Uploading of learning questions and knowledge products	Updated database	7	03/03/2025
Mapping the learning questions that have been responded to and the learning gaps	Summary report	7	10/03/2025
		20 days	

6. DELIVERABLES AND PAYMENT SCHEDULE

Remuneration is based on submission of final deliverables according to the schedule below.

No.	Deliverables or Documents to be delivered	Estimated Dates	% Payment
1	DELIVERABLE 1 Signed contract	18/02/2025	20%

2	DELIVERABLE 2 Uploaded learning questions and knowledge products	03/03/2025	60%
3	DELIVERABLE 3 Summary analysis of learning questions responded to and learning gaps	10/03/2025	20%
TOTAL			100%

7. PROFILE REQUIREMENTS

The company/ individual(s) should have the following competencies:

Essential

- Experience in research and evaluation in areas that include and include, or are related to: humanitarian work, gender justice, just economies, accountable governance, climate justice among others.
- Experience of working with and being able to make sense of large volume of quantitative and qualitative data.
- Experience in leading and conducting program evaluations for local NGOs, INGOs, high-level donors and multi-lateral agencies in various contexts including fragile countries.
- Relevant qualifications in fields such economics, development, anthropology, monitoring and evaluation, applied research or others.
- Excellent proven data analysis, reporting and presentation skills.
- Fluency in both oral and written English.

Desired

- Experience in evaluating programs in Southern Africa is an added advantage
- Interest in Oxfam's vision and mission
- Knowledge of Portuguese will be an added advantage
- Healthy digital skills profile including appropriate use of technologies such as AI tools

8. APPLICATION PROCESS

Submission deadline

Applications must reach Oxfam no later than Friday 7th of February 2025.

Submission instructions

Responses must be submitted electronically to: Zimtenders@oxfam.org.uk

The subject of the mail should be: Knowledge and evidence database consultant

Clarifications

Any questions, remarks or requests for clarification can be sent up to 3 days before the submission deadline in writing. The (anonymised) questions will be answered to all applicants.

Administrative compliance (list of documents to be submitted)

Applications must be submitted and prepared in English and received by the deadline.

To be shortlisted for evaluation against award criteria, the following documents must be included in the application:

Administrative Criteria		Importance
1	Technical proposal / approach paper to conduct the assignment and achieve objectives including methodology, proposed work plan and timelines	Mandatory
2	Financial offer (price quotation) including budget and pricing <ul style="list-style-type: none"> • All prices must appear in USD, with and without VAT (specify the VAT rate if applicable) • Please provide a detailed breakdown of your daily rate and the number of days and resources required per activity, as well as the associated cost. 	Mandatory
3	Curriculum Vitae(s) (CV) of the proposed consultant(s) , proving relevant experience and/or qualifications. If multiple people are involved, an outline of roles/ responsibilities also needs to be included.	Mandatory
4	Two relevant references (minimum) for previous comparable assignments	Optional

Administrative Criteria		Importance
5	Proof of registration: <i>The bidders also must include a copy of their registration at the relevant Chamber of Commerce and / or document showing self-employed tax registration.</i>	Optional
6	Evidence of previous work List of similar publications or any other documents proving similar experience and technical and thematic knowledge.	Mandatory

Evaluation and award criteria

Incomplete applications will not be assessed, only applications that meet the administrative criteria will be assessed.

Award decisions will be based on *best value for money criteria covering both technical quality and price.*

The award criteria are assessed according to the following distribution of points:

Award Criteria		Max. points
Technical offer/ approach paper evaluation		
Experience/ competencies	Demonstrated expertise and experience in review, analysis and synthesis of knowledge products in fields associated with humanitarian, gender justice and just economies programming.	9.00
	Relevant experience with Oxfam	4.00
	Relevant experience with the NGO sector	6.00
	Positive references/reputation	3.00
	Relevance and quality of sample previous work, reporting etc.	9.00
	Knowledge of the southern Africa cluster, context	7.00
	Knowledge of team languages (English and Portuguese)	5.00
	Clearly indicated alignment with Oxfam values	3.00
Technical quality	Quality of application: complete, good presentation and format, etc.	5.00
	Understanding of the assignment and the scope of the project	7.00
	Quality of the methodology, workplan and feasibility of the timeline (concrete and realistic)	5.00
	Quality and experience of staff resources assigned to the services + sufficient assigned resources (where relevant)	7.00
TOTAL:		70
Financial offer		
Financial offer	Total cost of the offer, all services included (without added tax)	25
	Level of detail/ breakdown and clarity of the financial offer (fees, travel expenses, accommodation, etc.) Payment terms (max 30% in advance)	5
TOTAL:		30

Oxfam withholds the right to conduct interviews with one or more potential suppliers before an award decision is made. The purpose of the interview is to seek further clarification on the submitted quotations and learn more about the background and previous experiences of the potential suppliers and their teams.

9. OTHER CONDITIONS

Issuance of this Terms of Reference does not constitute an award commitment on the part of Oxfam, nor does it commit Oxfam to pay for costs incurred in the preparation and submission of a bid.

The attached Annexes are an integral part of this Request for Proposals – see section 13.

Oxfam may contact bidders to confirm contacts, addresses, bid amount and to confirm that the bid was submitted for this solicitation.

Quotation validity

- The quotation shall be valid for 90 days from the date of submission. If this is not possible, the bidder may propose a different timeframe.
- If the bidder is awarded the contract, all information provided in the quotation and negotiation process is contractually binding.

Right to Select/ Reject

Oxfam reserves the right to select and negotiate with those firms it determines, in its sole discretion, to be qualified for competitive proposals and to terminate negotiations without incurring any liability. Oxfam also reserves the right to reject any or all proposals received without explanation.

Reserved rights

All applications and quotes become the property of Oxfam, and Oxfam reserves the right in its sole discretion to:

- Disqualify any offer based on applicant's failure to follow solicitation instructions.
- Waive any deviations by the applicant from the requirements of this terms of reference that, in Oxfam's opinion, are considered immaterial defects requiring rejection or disqualification; or where such a waiver will promote increased competition.
- Extend the time for submission of responses after notification to all applicants.
- Terminate or modify the process at any time and re-issue the request for quotation to whomever Oxfam deems appropriate.
- Issue an award based on the initial evaluation of offers without discussion.
- Award only part of the activities in the solicitation or issue multiple awards based on solicitation activities.

10. CODE OF CONDUCT

Oxfam is committed to integrity in its operations and supply chains and ensuring high ethical standards. Complying with all laws and regulations and ensuring fair competition are fundamental to this commitment. We actively promote these principles and standards, and expect all Oxfam suppliers to demonstrate commitment towards them.

All consultants/applicant are required to agree and adhere to the [Oxfam Supplier Code of Conduct](#), whereas individuals (including consultants) must sign the [Oxfam Non Staff Code of Conduct](#)¹. These Codes of Conduct set out the specific standards and principles in the areas of human and labour rights, environmental impact and anti-corruption that suppliers must follow.

Oxfam has the following requirements of its service providers, to ensure integrity in its supply chain:

Bribery and collusion

Oxfam does not tolerate fraud, including bribery or kickbacks, collusion among bidders, bribery or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement and barred from future procurement opportunities.

Employees and representatives of Oxfam are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange or as a reward for business.

False statements

Bidders must provide full, accurate and complete information as required by this solicitation and Annexes. False statements in bids constitutes grounds for immediate termination of any agreement with the supplier. OXFAM takes misstatements, falsification, manipulation, alteration of facts and/or documents very seriously, has a zero-tolerance policy to such behaviours, and may choose to take legal action in a case of misrepresented disclosures by

Conflict of interest

Bidders must provide disclosure of any past, present or future relationships with any parties associated with the issuance, review or management of this solicitation and anticipated award. Failure to provide full and open disclosure may result in Oxfam having to re-evaluate the selection of a potential bidder.

¹ Non-Staff Code of Conduct applies for any self-employed individuals or contracted employees of suppliers who are working on Oxfam sites, or who have access to Oxfam materials, or who may represent Oxfam in any manner but are not part of Oxfam's legal entity)

Diversion of funds

Oxfam is determined that all its funds and resources should only be used to further its mission and shall not be subject to illicit use by any third party nor used or abused for any illicit purpose. Suppliers (and their affiliates/group companies, employees, officers, owners, agents and sub-contractors) may be subject to formal screening against global lists of individuals subject to designation or proscription under financial sanctions or counter terrorism regulations.

11. Monitoring

Due diligence : As a charitable organisation, Oxfam must take care to protect its assets and funds, as well as the communities that we work with. One of the steps that Oxfam takes to comply with this legal duty is to conduct adequate and proportionate due diligence on suppliers prior to entering into a contract. This includes checking legal registration and financial solvency, but may also include other checks, such as misconduct/performance reference checks and if working with children or vulnerable adults, a criminal records check.

Important note: Oxfam performs a regular screening check of all suppliers against international sanctions lists.

Audit : Any audit requirements are detailed in the terms and conditions of business




Data protection :Oxfam is legally bound to ensure that all personal details held by the organisation relating to any individual or entity are kept secure and according to international data protection standards.

12. MISCONDUCT REPORTING AND WHISTLEBLOWING

Oxfam's reporting and whistleblowing mechanisms are available for Service Providers as well Oxfam employees, to ensure that Oxfam continues to operate under the highest ethical standards and principles.

You can use these reporting channels confidentially, anonymously, and in your own language to report any concerns involving fraud, corruption, waste, abuse or safeguarding concerns.



Speak up			
	Oxfam GB	Oxfam Novib	Oxfam Intermón
Email: 	SpeakUp@oxfam.org.uk	integrity@oxfamnovib.nl	buzon.etico@oxfam.org
Online: 	Oxfam Misconduct Reporting Webform (including possibility for anonymous reporting) https://oxfam.clue-webforms.co.uk/webform/misconduct/		
Phone: 	Global phone number: +44 1249 661808 Check https://speakup.oxfamnovib.nl for local numbers (you can request interpretation)		

13. ANNEXES

- Oxfam Supplier Code of Conduct: <https://oxfam.box.com/v/Oxfam-Supplier-CodeConduct>
- Oxfam Non-Staff Code of Conduct: <https://oxfam.box.com/v/Nonstaff-CodeConduct>
- Conflict of interest declaration form: <https://oxfam.box.com/v/Supplier-COI-declaration>
- [Safeguarding policy](#)
- (If applicable) [Oxfam child safeguarding policy](#)
- (Edit if applicable) Example privacy notice : <https://oxfam.box.com/s/mo8artt9l8a2x0cnpqrqruqt8k0r773>