Invitation to Tender

Community Feedback Platform in Central Asia

**TYPE OF CONTRACT:** Procurement

**TIME FRAME:** June 2020–October 2024

**LOCATION:** Afghanistan, Tajikistan & the Kyrgyz Republic

**OVERVIEW**
The Aga Khan Foundation (AKF) is seeking an organization to support us with the implementation of community feedback mechanisms within the Local Impact Leader with Associates (LWA) award. Project staff will be supported by the organization to develop appropriate feedback surveys and data collection processes. Once data has been collected by project teams, the organization will support data analysis and visualization, thereby enabling continuous learning and adaptation of Local Impact activities.

**BACKGROUND AND CONTEXT**

**AGA KHAN DEVELOPMENT NETWORK AND AGA KHAN FOUNDATION**
Founded and guided by His Highness the Aga Khan, the Aga Khan Development Network (AKDN) brings together a number of development agencies, institutions, and programs that work primarily in the poorest parts of Asia and Africa. A central feature of the AKDN’s approach to development is to design and implement strategies in which its different agencies participate in particular settings to help those in need achieve a level of self-reliance and improve quality of life. While each agency pursues its own mandate, all of them work together within the overarching framework of the Aga Khan Development Network so that their different pursuits can interact and reinforce one another.

One of the specialized agencies of the AKDN is the Aga Khan Foundation (AKF), which brings together human, financial, and technical resources to address some of the challenges faced by the poorest and most marginalized communities in the world. Special emphasis is placed on investing in human potential, expanding opportunity and improving overall quality of life, especially for women and girls.
AKF works in an integrated way in primarily in six areas: Agriculture and Food Security; Economic Inclusion; Education; Early Childhood Development; Health and Nutrition; and Civil Society. The Foundation is largely a field-based organization with program units located in Afghanistan, Bangladesh, Egypt, India, Kenya, the Kyrgyz Republic, Madagascar, Mali, Mozambique, Pakistan, Portugal, Russia, Syria, Tajikistan, Tanzania, and Uganda—with resource mobilization offices in Canada, the United Kingdom, and the United States and headquarters based in Geneva, Switzerland.

**LOCAL IMPACT OVERVIEW**

Working together through a co-created, co-funded, and community-centered agreement, AKF and USAID will implement Local Impact, a multiyear, multi-sector, multi-country partnership to achieve transformational development outcomes. Local Impact is a Leader with Associates (LWA) award that will work with communities to:

1. catalyze inclusive economic growth and ensure basic livelihoods;
2. enhance infrastructure and access to basic services with a focus on clean energy;
3. enhance the capacity of citizens and local institutions; and
4. promote pluralism and social cohesion.

Under Local Impact, AKF and USAID will engage locally, regionally, and globally and align on shared priorities. Once priorities are identified, AKF and USAID will begin identifying and defining the problem and co-creating the solutions with key stakeholders including local communities, the private sector, local governments, and other donors and relevant partners. Through the co-creation process, AKF will utilize human-centered design tools and processes such as design research (including existing studies, reports, and data) and prototyping and testing solutions directly with users. Through this process, Local Impact will mobilize communities, tap into existing productive efforts at the grassroots level, scale programming on the ground, address drivers of unproductive social behavior, and draw out the entrepreneurial spirit and strengths of civil society and the private sector. AKF has a historical presence and deep understanding of the social and economic dynamics within the communities in which we work.

Before moving to scale, AKF and USAID will work with the target audience to ensure the solutions work. By piloting, testing, and iterating, AKF and USAID will learn quicker and fail faster, in the way that enterprises iterate solutions to problems that emerge for faster scaling. By learning what doesn’t work through testing and piloting, the result is far more likely to be sustainable and achieve the intended goals. For the pilot, testing, and iteration phase, AKF, USAID, and relevant stakeholders—together—can either propose an Associate Award with funding clearly identified from a Mission, or they can call on a pilot pool under the Leader Award to test the solution.

**LOCAL IMPACT GEOGRAPHIC COVERAGE**

Envisioned as a global partnership that spans multiple geographies in Asia and Africa, Phase 1 of Local Impact is focused on Afghanistan, Tajikistan and the
Kyrgyz Republic. In each of these countries, AKDN is already making substantial, long-term investments in local systems and institutions that promote a path to self-reliance and resilience. AKF will work with the Global Learning Partner to identify local learning partners in each region or county.

PURPOSE AND SCOPE OF WORK

The purpose of this assignment is to support the Local Impact Team to successfully implement a series of community feedback mechanisms for the purpose of informing, adapting and improving project activities.

The scope of this assignment envisages following activities:

• Conduct a scoping exercise to understand the opportunities to deploy community feedback mechanisms in Local Impact.
• Support country teams to develop community feedback surveys and data collection processes that collect both quantitative and qualitative data from project stakeholders.
• Facilitate analysis and visualization of data collected from project stakeholders.
• Develop communication materials for project staff to share data back with project stakeholders.
• Support project staff to use feedback data to improve and adapt Local Impact project activities.
• Leave project staff with the capability to independently implement community feedback mechanisms.

DELIVERABLES:

• Analysis of opportunities to deploy community feedback within Local Impact.
• Training materials to support the development of feedback surveys and survey methodologies.
• Delivery of trainings to country teams to support the development of feedback surveys and survey methodologies.
• Review and finalization of community feedback surveys.
• Data analysis and visualization either (i) by physically calculating and visualizing the results, or (ii) by providing our teams with an online platform that supports calculation and visualization.
• Materials, formats and suggestions for presenting feedback data back to project stakeholders and engaging them in rich discussion.
• Written analyses of lessons learned through implementing community feedback mechanisms, both at the initiative level and at the project level.

PROPOSED TIMELINE

Initial support to AKF country teams and AKDN agencies to begin in June 2020. Feedback mechanisms will be implemented and operate on timelines defined together with AKF country teams and AKDN agencies. It is anticipated that
support will continue for the life of the project, but that the intensity of support will decrease as local capability is built.

QUALIFICATIONS

AKF anticipates that this consultancy will be carried out by an organization, or a firm. The entity will specialize in:

- Supporting the implementation of community feedback mechanisms;
- Delivering trainings virtually and in person;
- Collaborating, learning and adapting (CLA) approaches;
- Familiarity with and understanding of Afghanistan, Tajikistan and the Kyrgyz Republic;
- Ability of trainers to travel to Afghanistan, Tajikistan and the Kyrgyz Republic if necessary/possible;
- Experience of working with development agencies including donors and implementing partners; and
- Designing dissemination products for multiple audiences.

HOW TO APPLY

This invitation to tender is open to all qualified bidders. The selection of a provider will take place through a competitive process in accordance with AKF applicable procurement rules and procedures. AKF reserves the right to request any additional information that can help clarify aspects of a submission.

Organizations meeting the above criteria are invited to submit their applications in English in electronic form (Word/Excel documents) and include the following elements:

1. A technical proposal that explains the approach to the proposed work including any relevant comments and observations on the terms of reference
2. Evidence of institutional capacity of the applicant institution, as reflected in past achievements and publication track record, and key staff proposed to carry out similar tasks;
3. A detailed financial proposal, submitted as a separate (excel) file that provides breakdown of costs and overall amount requested with a budget not to exceed $120,000 for four years.
4. Other relevant documents such as disclosure of conflicts of interest and valid registration licenses.
TENDERS MUST BE SUBMITTED TO THE FOLLOWING EMAIL ADDRESS: HUMANRESOURCES.AKFUSA@AKDN.ORG WITH THE SUBJECT LINE “LOCAL IMPACT COMMUNITY FEEDBACK PLATFORM TENDER” NO LATER THAN MAY 15, 2020. APPLICATIONS WILL BE REVIEWED ON AN ON-GOING BASIS.