

EXPRESSION OF INTEREST: SERVICE PROVIDERS TO BECOME PART OF A POOL OF COMPLIANT PROFESSIONALS TO RENDER INVESTIGATIVE SERVICES TO ACTIONAID INTERNATIONAL ON AN AD-HOC BASIS, WHERE AND WHEN THE NEED ARISES

Background

ActionAid is a global justice federation working to achieve social justice, gender equality and poverty eradication. Throughout the world, ActionAid works to strengthen the capacity and agency of people living in poverty and exclusion, especially women, to assert their rights. We work with communities, people's organisations, women's movements, groups and networks, social movements and other allies to overcome the structural causes and consequences of poverty and injustice. We connect the work we do at community level with broader efforts and struggles for justice at every level to make the greatest contribution towards a just, equitable and sustainable world.

Guided by feminist and human rights based principles and approaches, we seek to shift and transform power, through empowerment, solidarity, campaigning and the generation of alternatives to ensure that every person can enjoy a life of dignity and freedom from all forms of oppression. We prioritise the leadership of women and young people, especially those living in poverty and exclusion, in our efforts to achieve social justice, gender equality and poverty eradication. We create platforms for collective action and solidarity by enabling people around the world to unite and contribute to social justice struggles in various ways – as citizens, supporters, staff and volunteers.

Around the world, ActionAid is rooted in the contexts where we operate and proudly upholds our primary accountability to the people most affected by unequal power relations.

Context

Through its Whistleblowing Policy, ActionAid International maintains a whistleblowing system which is aimed at reinforcing the organisation's commitment to conducting its business with honesty and integrity and to comply with its policies, values, attitudes and behaviours. The system provides a channel for reporting of suspected wrongdoing as quickly as possible, in the knowledge that concerns will be taken seriously and investigated appropriately and, in a way, which ensures that those who raise genuine concerns can do so without fear of reprisals.

Through the Global SHEA and Safeguarding Policies, ActionAid International outlines the organisation's commitment to preventing any form of sexual harassment, exploitation and abuse (and harm towards children and adults at risk) and to responding to any concerns raised. The Global SHEA and Safeguarding Team oversees the management of SHEA and Safeguarding concerns across the Federation and works closely with AA entities to address concerns. Most SHEA and Safeguarding concerns are investigated internally, with the support of staff in AA entities and members of a trained SHEA and Safeguarding Investigator Network.

The Global Secretariat of ActionAid International seeks the services of a panel of professional firms to work with the in-house internal audit function and established stakeholder panels where necessary in investigating reports made through the whistleblowing system and/or the safeguarding system. The above named will take the decision on whether or not an external Investigation is required based on a number of criteria. The services will be requested as and when required and work may be carried out across any of ActionAid's 45 geographic locations within ActionAid Country Offices.

The work will involve the planning, execution and reporting on the investigations allocated to the service provider, following a Request for Quotation process relating to the specific project requirements. The service provider will have to submit a complete investigation file which includes an audit report and where required may also be requested to assist ActionAid in the compilation of charges for disciplinary purposes.

Scope of Services

- The panel of service providers will be engaged to submit quotations for provision of investigative services on an as and when required basis for a period of 15 months, whereafter ActionAid may decide to revise the panel arrangement.
- The awarded service providers should be able to provide appropriate human resource capacity for investigation work in any of the following areas in line with specific project requirements:

No.	Area	Indicative Scope
1.	Criminal Activities	Bribery under the Organisation's Anti-Fraud and Corruption Policy; financial fraud or mismanagement; participation in or facilitation of criminal tax evasion; fraudulent procurement; undeclared conflict of interest; money laundering to hide the nature or destination of a payment; sanctions breaches; terrorism financing; mail and wire fraud; theft of assets; misuse of the organisation's assets (e.g. using AA vehicles privately without permission); deception (e.g. misrepresentation of qualifications to obtain employment); theft from a partner, customer or supplier; theft or misuse of proprietary data; theft of Intellectual Property; obtaining personal benefit from the award of contract; financial statement fraud.
2.	Values and Conduct	Failure to comply with any legal or professional obligation or regulatory requirements; miscarriages of justice; improper conduct or unethical behaviour; danger to health and safety; damage to the environment; conduct likely to damage the organisation's reputation or financial wellbeing (or that of its subsidiaries); unauthorised disclosure of confidential information; abuse or excessive use of power; abuse of trust.
3.	Human Resources	Breach of the organisation's policies and procedures; negligence; harassment; bullying; discrimination (e.g. against someone on the basis of their race or gender); manager/employee relations; nepotism.
4.	SHEA and Safeguarding	Sexual harassment; sexual exploitation and abuse; child or adult at risk abuse;

- The proposed staff members to be deployed to ActionAid International should be registered with relevant professional bodies where those exist, or have been trained by sector-recognised training centres (e.g CHS Alliance for Safeguarding).
- Generally, the following levels of skills are required, dependent on the type, scope and nature of the assignment:
 - ✓ Manager/Specialist
 - ✓ Senior Auditor/Supervisor
 - ✓ Auditor
- The awarded service providers should fulfil all requirements pertaining to professionalism and the ActionAid International Internal Audit Service Level requirements.

- The awarded service providers should provide a transfer of skills plan to in-house internal auditors where required.

Deliverables

All projects must be conducted and carried out in line with the agreed engagement letter and include the following:

- ✓ Detailed planning.
- ✓ Execution of investigation.
- ✓ Supervision of staff (where required).
- ✓ Project status update meetings with appointed ActionAid International representatives.
- ✓ Review of working papers.
- ✓ Report on findings, internal control weaknesses identified and possible improvements to internal control systems.
- ✓ Signed confessions/statements (where required).
- ✓ Presentation of reports to ActionAid International representatives.
- ✓ It will be non-negotiable requirement for the selected service providers to sign a non-disclosure agreement for privacy of investigation matters.

The Service provider must ensure that all work conforms to the Standards for the Professional Practice of their respective professional bodies and provide quality assurance on all work performed.

The service provider must dedicate the required time to ActionAid International and deploy qualified and experienced staff to be based at specific ActionAid or Partner premises where required.

The service provider must ensure that staff maintains their objectivity by remaining independent of the activities they audit.

The service provider must provide ActionAid International with completed audit working paper files and all working paper files shall become the property of ActionAid International, and must be delivered to ActionAid International within 1 month of completion of the project.

Qualifications and experience

The following documentation must be submitted with your expression of interest in order for ActionAid International to assess the abilities of your firm. If the documents are not submitted, then your expression of interest will not be considered.

- Professional services firms duly registered to provide investigations services with a geographic footprint across, Africa, Asia, Europe and the Americas or network partners in these locations.
- Proven and extensive experience in the performance of investigations within the International Non-Governmental Organisation sector (INGO's).
- Curriculum vitae for proposed team member(s) are required and the service provider must guarantee the availability of the same skill and experience should any of their team members have to leave a project.
- The proposed staff members to be deployed to ActionAid International should be registered with relevant professional bodies.
- The following resource specific requirements are expected:

Role	Qualification	Years of Experience
Manager/Specialist	Relevant Degree, and Professional Certification. Postgraduate degree in Forensics, internal audit, risk management or other related field will be an advantage.	At least 12 years' experience in performing investigations, at least 5 of which were in a management role and involves work in the INGO sector.
Senior Auditor/Supervisor	Relevant Degree, and Professional Certification. Postgraduate degree in Forensics, internal audit, risk management or other related field will be an advantage.	At least 8 years' experience in an performing investigations, at least 5 of involves work in the INGO sector.
Auditor	Relevant Degree	At least 5 years' experience in performing investigations, at least 3 of which were involves work in the INGO sector.

- Your methodology and approach to the 4 investigative areas highlighted in the scope of services above.
- A description of CAATs and other innovations at your disposal for utilisation in investigations.
- Your relevant rates on offer for your resources on offer.
- Proof of being tax/vat compliant in your locality of business.
- Duly completed supplier questionnaire form which is attached.

Additional Services

It will be an added advantage for some assignments if the service provider has the capacity to conduct Sexual Harassment, Abuse, Exploitation (SHEA) and Safeguarding investigations. For such investigations the following additional requirements will apply:

- Proven experience in managing Safeguarding concerns in a survivor centred way, within the International sector
- Undertaken training by a recognised Safeguarding Investigation provider e.g UN, CHS Alliance
- Be demonstrably committed to ActionAid's survivor centred approach
- Have experience assessing and mitigating risks in investigations
- Have strong commitment to confidentiality

Related Deliverables

All investigations must be conducted and carried out in line with the agreed engagement letter and include the following:

- ✓ Detailed investigation plan.
- ✓ Execution of investigation – gathering available evidence, conducting interviews (remotely or face to face)
- ✓ Commit to regularly update the Investigation Manager/Investigation Stakeholder Panel
- ✓ Presentation of report to ActionAid International stakeholder panel in a reasonable and agreed timeframe.

Related Qualifications and experience

- Professional services firms duly registered to provide investigations services with a geographic footprint across, Africa, Asia, Europe and the Americas or network partners in these locations.
- Proven and extensive experience in the performance of investigations within the International Non-Governmental Organisation sector (INGO's).
- Introduction document and Curriculum vitae for proposed team member(s) are required and the service provider must guarantee the availability of the same skill and experience should any of their team members have to leave a project.
- The proposed staff members to be deployed to ActionAid International have received training as noted above.
- Demonstrate gender balance e.g have at least one female staff member who will be actively involved in the investigation, given the nature of most Safeguarding cases
- If service provider consists of one person, demonstrate how they engage with others to conduct sector-safe investigations (e.g two people interviews)

EVALUATION CRITERIA FOR ASSESING SUITABILITY OF SERVICE PROVIDER:

Criteria:	Points Allocated:	Points Awarded
Experience of the firm in investigation services, including specialized skills, expertise, innovation, and value-added services	30 1 - 2 years = 5 points 3 – 6 years = 10 points 7 – 9 years = 15 points 10 - 12 years = 20 points 13 – 15 years = 25 points 15 years and more = 30 points	
Experience in investigations in INGO's	20 1 INGO = 5 points 2 INGO's = 10 points 3 INGO's = 15 points 4 INGO's and more = 20 points	
Qualifications and experience of the Manager/Specialist	10 Very complete CV, better qualifications than required and/or exceptional proven project management and leadership experience, in depth knowledge of subject matters, excellent experience within the INGO space, = 10 points Team Leader/Project Manager – Complete CV, qualifications as required, proven project management experience as required, sound knowledge of subject matters, sound experience within the INGO space = 7 points Complete but not comprehensive CV, qualifications as required, project management experience as required, some knowledge of subject matters and no experience within the INGO space = 5 points Incomplete or no CV, Qualifications and/or experience insufficient = 0 points	

<p>Qualifications and experience of the Senior Auditor/Supervisor</p>	<p>10 Very complete CV, better qualifications than required and/or exceptional proven project management and leadership experience, in depth knowledge of subject matters, excellent experience within the INGO space, = 10 points</p> <p>Team Leader/Project Manager – Complete CV, qualifications as required, proven project management experience as required, sound knowledge of subject matters, sound experience within the INGO space = 7 points</p> <p>Complete but not comprehensive CV, qualifications as required, project management experience as required, some knowledge of subject matters and no experience within the INGO space = 5 points</p> <p>Incomplete or no CV, Qualifications and/or experience insufficient = 0 points</p>	
<p>Qualifications and experience of the Auditor</p>	<p>10 Very complete CV, better qualifications than required and/or exceptional proven project management and leadership experience, in depth knowledge of subject matters, excellent experience within the INGO space, = 10 points</p> <p>Team Leader/Project Manager – Complete CV, qualifications as required, proven project management experience as required, sound knowledge of subject matters, sound experience within the INGO space = 7 points</p> <p>Complete but not comprehensive CV, qualifications as required, project management experience as required, some knowledge of subject matters and no experience within the INGO space = 5 points</p> <p>Incomplete or no CV, Qualifications and/or experience insufficient = 0 points</p>	
<p>Methodology and approach used to render successful investigation services</p>	<p>20 Address all requirements as per ToR and shows significant insight and innovation in execution = 20</p> <p>Address all requirements and show some insight and innovative concepts in execution = 15</p> <p>Address requirements as per ToR = 10</p> <p>Do not address ToR requirements sufficiently or wrongly interprets requirements = 5</p> <p>Do not address requirements (e.g. no project plan, methodology, scope of work, etc) = 0</p>	
	<p>100</p>	
	<p>Bonus Points Allocated</p>	<p>Bonus Points Scored</p>
<p>Relevant training and demonstrated experience in managing Safeguarding concerns in a survivor centred way, within the International sector</p>	<p>10</p>	
<p>Gender balance in the team that will be actively involved</p>	<p>10</p>	

in SHEA and Safeguarding related cases		
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Your respective proposals can be submitted to chris.homann@actionaid.org before or on 2021/12/20, 16:00 GMT.

Appendix A – List of ActionAid Countries of Operation

ActionAid operates in the following countries:

Africa

1. DRC
2. Ethiopia
3. Kenya
4. Malawi
5. Mozambique
6. Rwanda
7. South Africa
8. Tanzania
9. Uganda
10. Zimbabwe
11. Burundi
12. Ghana
13. Liberia
14. Nigeria
15. Senegal
16. Sierra Leone
17. Somaliland
18. The Gambia
19. Zambia

Americas

20. Brazil
21. Guatemala
22. Haiti
23. USA

Asia

24. Afghanistan
25. Arab Region
26. Australia
27. Bangladesh
28. Cambodia
29. India
30. Indonesia
31. Myanmar
32. Nepal
33. Palestine
34. Thailand
35. Vietnam

Europe

36. Denmark

37. France
38. Greece
39. Italy
40. Ireland
41. Netherlands
42. Spain
43. Sweden
44. SwitZERland
45. UK