



Emergency Nutrition Network

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Invitation to Tender (ITT)- Framework contract for Design and Visual Communication Services on a non-exclusive basis

1.0 ABOUT EMERGENCY NUTRITION NETWORK (ENN)

Emergency Nutrition Network (ENN) works to reduce undernutrition globally. We enhance the effectiveness of nutrition policy and programming by improving knowledge, stimulating learning and building evidence. We are passionate about being network-driven, independent and evidence-based.

Our vision is that every individual caught up in a nutritional emergency, or suffering from malnutrition anywhere in the world, gets the most effective help possible.

We undertake knowledge management, research, and advocacy to support national governments, civil society, UN agencies, donors and academic organisations, and communities of practitioners. Through our work and collaborations, we support agencies and individuals to implement evidence-based nutrition programming, predominantly in low- and middle-income countries and in fragile and conflict- affected states.

ENN is governed by a Board of Trustees and has its head office in Oxfordshire, UK. ENN is financially supported by foundations and trusts, bilateral donors, international non-governmental organisations, and United Nations agencies. For more information about ENN see our website: www.enonline.net

ENN is committed to producing content that is relevant, timely and open source/accessible free of charge to those working to fight malnutrition in a wide range of high burden and emergency contexts. Our work reaches audiences in more than 130 countries. To ensure our content is accessible and appeals to a wide audience we design our flagship publication Field Exchange (FEX), as well as our technical briefs, guidance documents, infographics, and case studies. We also produce content in a variety of non-written formats including videos, animation, and podcasts.

2.0 STATEMENT OF WORK

There are four lots within this tender. **Tenderers are invited to submit tenders for all or any of the whole Lots included:**

Lot 1: Design services - General

Design, format and edit using graphic design software (e.g. InDesign, Quark, Canva) products including, but not limited to:

1. Publications - (e.g. technical briefs, case studies, donor and annual reports)
2. Maps and figures within documents
3. Infographics
4. Social media assets
5. Sourcing appropriate images from image stock libraries
6. Ad hoc design material – including but not limited to academic conference poster designs,

presentations, conference banners, visual summaries, project and promotional brochures and booklets etc.

Examples of the types of written documents ENN produce are available at: <https://www.ennonline.net/ourwork>

Lot 2: Design services – Field Exchange

Field Exchange design including but not limited to:

1. Design and layout of Field Exchange, ENN's flagship publication that is released 2-3 times per year, in the following formats (turnaround time ~3 weeks):
 - a. A print ready file
 - b. A PDF version that is mobile compatible and digital friendly
 - c. PDFs of each individual article that are mobile compatible and digital friendly
2. Design and layout front and back cover, contents page, inside back cover and all articles in an issue.
3. Design social media assets, email banners and other publicity materials to support the dissemination of Field Exchange.
4. Provide digital assets produced in the FEX design process (images, tables, figures etc. based on Word/Excel/PPT versions supplied by ENN) for upload for the web version of Field Exchange.
5. Contribute to rebranding/redesigning Field Exchange (print and online) as we look to evolve the publication and improve accessibility.

Examples of Field Exchange are available at: <https://www.ennonline.net/fex>

Lot 3: Design services - Videos and Animations

Design, produce and edit visual products including but not limited to:

1. Short promotional and/or informational videos/slideshows
2. Short promotional and/or/informational digital animations

Examples of the videos and animations ENN produce are available at: [Videos | ENN \(ennonline.net\)](https://www.ennonline.net/videos).

Lot 4: Design services - Podcasts and Audio Products

Design, produce and edit audio products not limited to:

1. Podcasts
2. Audio slideshow - Audio recording overlaid on still images with captions/translations and logos added.
3. Audio descriptions - authors reading their outputs
4. Newly emerging social audio - eg. Twitter Spaces, Facebook live audio rooms and ClubHouse

Examples of the podcasts and audio products ENN produce are available at: [Podcasts | ENN \(ennonline.net\)](https://www.ennonline.net/podcasts)

Please complete the details for all the Lots you are tendering for in the tables in Annex 1.

3.0 TENDERING AND CONTRACT TERMS

- The term of any contract awarded will be up to three years.
- The form of contracts awarded will be non-exclusive Framework contracts for draw down based on service requirements.
- Each successful Tenderer is intended to be a Provider, but the contract pertaining to this tender shall not constitute an exclusive contract and ENN, at its sole discretion, reserves the right to enter into agreement with other suppliers, for the same type of services at any time, whenever it deems it necessary.
- ENN reserves the right not to enter into or award a contract as a result of this invitation to tender.
- All successful tenderers will be expected to meet international standards for safeguarding and data protection. The award of any contract will be subject to the completion of due diligence checks and agreement to comply with ENN's Safeguarding Policy, Data Protection Policy, and relevant Codes of Conduct.
- By submitting a tender, you confirm that you have read and adhered to the terms and conditions outlined in this dossier and are authorised to act on behalf of the submitting company.

4.0 TENDER CRITERIA

Tenders will be assessed based on several criteria including:

Technical Evaluation 60%

- Quality of samples submitted
- Ability to work with a variety of software and design file types
- Accessibility of design
- Approach to service- quality assurance process
- Approach to service- revisions and requests for changes
- Previous experience of designing similar products
- Level of experience of staff

Service Evaluation 15%

- Timeframe for completing the lot sample piece
- Availability during UK working hours

Financial Evaluation 25%

- Price – Hourly rate

5.0 CONTACT DETAILS & SUBMISSIONS

All communication or questions regarding this tender should be directed via email to Holly Ruffhead, Emergency Nutrition Network (ENN), at projects@enonline.net

Tenders should be submitted electronically by **5.00 pm BST on Friday 28th July 2023**. Emails should have the following heading in the subject line 'Confidential – for the attention of Holly Ruffhead' and sent to projects@enonline.net. Please refer to the schedule below for full details of the tender submission dates.

We encourage all tenderers to submit applications electronically, however if you are unable to submit electronically all supporting documents including samples, should be sent to the ENN office in Kidlington (address detailed in the letterhead) by 5.00 pm BST on Friday 28th July 2023. All documents must be marked 'Confidential – for the attention of Holly Ruffhead'. Please note that ENN staff only work in the office three days a week, so it is suggested that tracked mail is used rather than a signed for delivery service. Please retain evidence of despatch prior to the tender closing date and send samples in good time. Please note we cannot return any documents/samples sent to us so please send copies only.

All tenders submitted to ENN become the property of ENN. Proprietary or Confidential information should be clearly identified and marked "Confidential". Any material marked "confidential" will be held in confidence by ENN. Tenders are irrevocable and will remain open for acceptance for thirty (30) days after the Closing Date stated below.

ENN will not make any payments for the submission of tenders.

6.0 SCHEDULE

ENN reserves the right to cancel or change this schedule at any time.

Event	Expected Date
Tender issued	Friday 30th June 2023
Deadline for submitting questions regarding the tender	Thursday 6 th July 2023
Deadline for ENN to share response to all questions with tenderers	Tuesday 11 th July 2023
Tender submission deadline	Friday 28 th July 2023 5.00pm
Final selection of supplier and award of contract	End of August 2023

Annex 1 Tender information to submit

INFORMATION REQUIRED FROM **ALL TENDERERS**

Completed Supplier's Registration Form	See Annex 2 (see below)
Company profile/financial information	Please provide a copy of your 2022 annual report and last two years' audited accounts. For small companies/sole traders unaudited financial statements will be acceptable.

LOT 1 (Design services – General) – TENDER INFORMATION REQUIRED

#	Services	Responses					
		Rate per hour in GBP (Inclusive of VAT/tax)	Estimated days and cost for example product <i>For the given example, estimate how many hours it would take you to design a similar product</i>				
1	Design, format and edit using graphic design software		<table border="1"> <tr> <th>Example</th> <th>Estimates Hours</th> </tr> <tr> <td>Report</td> <td></td> </tr> </table>	Example	Estimates Hours	Report	
Example	Estimates Hours						
Report							
	Quality of Samples <i>Please send a minimum of 2 sample of your design work relevant this Lot along with the amount of hours billed per piece.</i>	Sample 1 Link or file name of attachment: Hours taken: Amount billed: Sample 2 Link or file name of attachment: Hours taken: Amount billed:					
	Ability to work with a variety of software and design file types <i>Please list the software and file types you are able to work with.</i>						
	Approach to service - quality assurance process <i>Please provide a short explanation of your ability and approach to provide this service including your quality assurance processes.</i> -revisions and requests for changes <i>Please provide a short explanation of your ability and approach to making revisions and responding to requests for changes.</i>						
	Previous experience of designing similar products <i>Please describe your previous experience of designing similar products relevant to this lot or transferable skills that would allow you to complete the work requested.</i>						
	Accessibility of design <i>Please describe how you</i>						

<p><i>incorporate accessibility into your design work.</i></p>	
<p>Availability during UK working hours <i>Please provide us your available working hours in GMT and an average response time to emails/request.</i></p>	
<p>Professional Profile <i>Please provide professional profiles (e.g., CV) for the designers who would be providing our services</i></p>	
<p>References <i>Please provide details of at least two references who you are happy for us to contact.</i></p>	<p>Reference 1 Company: Contact name: Telephone number: E-mail: Type of contract/service you provided for them: Period of contract:</p> <p>Reference 2 Company: Contact name: Telephone number: E-mail: Type of contract/service you provided for them: Period of contract:</p>

LOT 2 (Design services – Field Exchange) – TENDER INFORMATION REQUIRED

#	Services	Responses	
2	Field Exchange design	Rate per hour in GBP (Inclusive of VAT/tax)	Estimated days and cost for example product <i>For the given example, estimate how many hours it would take you to design a similar product</i>
			Example
	Quality of Samples <i>Please send a minimum of 2 sample of your design work relevant this Lot along with the amount of hours billed per piece.</i>	Sample 1 Link or file name of attachment: Hours taken: Amount billed:	Field Exchange 69
	Ability to work with a variety of software and design file types <i>Please list the software and file types you are able to work with.</i>	Sample 2 Link or file name of attachment: Hours taken: Amount billed:	
	Approach to service - quality assurance process <i>Please provide a short explanation of your ability and approach to provide this service including your quality assurance processes.</i> -revisions and requests for changes <i>Please provide a short explanation of your ability and approach to making revisions and responding to requests for changes.</i>		
	Previous experience of designing similar products <i>Please describe your previous experience of designing similar products relevant to this lot or transferable skills that would allow you to complete the work requested.</i>		
	Accessibility of design <i>Please describe how you incorporate accessibility into your design work.</i>		
	Availability during UK working hours <i>Please provide us your available working hours in GMT and an average response time to emails/request.</i>		
	Professional Profile <i>Please provide professional profiles (e.g., CV) for the designers who would be providing our services</i>		
	References <i>Please provide details of at least two references who you are happy for us to contact.</i>	Reference 1 Company: Contact name: Telephone number: E-mail: Type of contract/service you provided for them: Period of contract:	

	Reference 2 Company: Contact name: Telephone number: E-mail: Type of contract/service you provided for them: Period of contract:
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LOT 3: Video and Animation

#	Services	Responses					
		Rate per hour in GBP (Inclusive of VAT/tax)	Estimated days and cost for example product <i>For the given example, estimate how many hours it would take you to design a similar product</i>				
3	Design, produce and edit videos and animations		<table border="1" style="width: 100%;"> <tr> <th>Example</th> <th>Estimates Hours</th> </tr> <tr> <td>Video</td> <td></td> </tr> </table>	Example	Estimates Hours	Video	
Example	Estimates Hours						
Video							
Quality of Samples <i>Please send a minimum of 2 sample of your design work relevant this Lot along with the amount of hours billed per piece.</i>		Sample 1 Link or file name of attachment: Hours taken: Amount billed: Sample 2 Link or file name of attachment: Hours taken: Amount billed:					
Ability to work with a variety of software and design file types <i>Please list the software and file types you are able to work with.</i>							
Approach to service - quality assurance process <i>Please provide a short explanation of your ability and approach to provide this service including your quality assurance processes.</i> -revisions and requests for changes <i>Please provide a short explanation of your ability and approach to making revisions and responding to requests for changes.</i>							
Previous experience of designing similar products <i>Please describe your previous experience of designing similar products relevant to this lot or transferable skills that would allow you to complete the work requested.</i>							
Accessibility of design <i>Please describe how you incorporate accessibility into your design work.</i>							
Availability during UK working hours <i>Please provide us your available working hours in GMT and an average response time to emails/request.</i>							

Professional Profile Please provide professional profiles (e.g., CV) for the designers who would be providing our services	
References Please provide details of at least two references who you are happy for us to contact.	Reference 1 Company: Contact name: Telephone number: E-mail: Type of contract/service you provided for them: Period of contract: Reference 2 Company: Contact name: Telephone number: E-mail: Type of contract/service you provided for them: Period of contract:

LOT 4: Podcasts and audio products

#	Services	Responses					
4	Design, produce and edit podcast and audio products	Rate per hour in GBP (Inclusive of VAT/tax)	Estimated days and cost for example product For the given example, estimate how many hours it would take you to design a similar product <table border="1" data-bbox="873 905 1529 993"> <thead> <tr> <th data-bbox="873 905 1187 951">Example</th> <th data-bbox="1187 905 1529 951">Estimates Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="873 951 1187 993">Podcast</td> <td data-bbox="1187 951 1529 993"></td> </tr> </tbody> </table>	Example	Estimates Hours	Podcast	
Example	Estimates Hours						
Podcast							
Quality of Samples Please send a <u>minimum of 2 sample</u> of your design work relevant this Lot along with the amount of hours billed per piece.	Sample 1 Link or file name of attachment: Hours taken: Amount billed: Sample 2 Link or file name of attachment: Hours taken: Amount billed:						
Ability to work with a variety of software and design file types Please list the software and file types you are able to work with.							
Approach to service - quality assurance process Please provide a short explanation of your ability and approach to provide this service including your quality assurance processes. - revisions and requests for changes Please provide a short explanation of your ability and approach to making revisions and responding to requests for changes.							
Previous experience of designing similar products Please describe your previous experience of designing similar products							

<p><i>relevant to this lot or transferable skills that would allow you to complete the work requested.</i></p>	
<p>Accessibility of design <i>Please describe how you incorporate accessibility into your design work.</i></p>	
<p>Availability during UK working hours <i>Please provide us your available working hours in GMT and an average response time to emails/request.</i></p>	
<p>Professional Profile <i>Please provide professional profiles (e.g., CV) for the designers who would be providing our services</i></p>	
<p>References <i>Please provide details of at least two references who you are happy for us to contact.</i></p>	<p>Reference 1 Company: Contact name: Telephone number: E-mail: Type of contract/service you provided for them: Period of contract:</p> <p>Reference 2 Company: Contact name: Telephone number: E-mail: Type of contract/service you provided for them: Period of contract:</p>

Annex 2 Supplier Registration form

Supplier Name:		
Services Offered:		
Primary contact email:		
Office email:		
Phone:		
Skype:		
Website:		
Correspondence address:		
Please indicate your business status:	Ltd Company	
	Partnership	
	Other - please specify	
Registered company name and number		
Registered Company Address (If different to correspondence)		
Bank account Do you have a UK bank account (yes/no)? If not which country?		
Proof of Identity Please provide a copy of your Certificate of Incorporation (company)		
Capacity Statement Please provide a brief statement outlining the services you offer.		
Insurance Please confirm the level of cover you hold for the following:	Professional Indemnity	
	Public Liability	
	Employers Liability	
Conflicts of Interest: Please confirm any potential conflicts, such as associations with ENN employees or trustees; or work paid /unpaid or association which may conflict with aims, mission and strategic objectives of ENN		
What equipment and materials will you provide to perform the services offered?		