



CONFLICT, STABILITY AND SECURITY FUND (CSSF)

ITT 2315: FRAMEWORK RETENDER



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Question 1.2.2

"In no more than 1 (one) page please demonstrate how you will respond and deliver on Authority calls to provide services (including staff and equipment) at short notice."

1. Experience in Rapidly Responding to Calls: Thomson Reuters Foundation (TRF) is the international development arm of the world’s leading source of news and information, Thomson Reuters (TR). We bring more than 30 years experience in rapidly responding to requests for services from an array of donors including bi-lateral donors such as FCO and NORAD, private foundations such as Omidyar Network and the Rockefeller Foundation, and multilateral organisations including UN agencies and the International Monetary Fund. TRF has a dedicated Business Development Team with extensive experience in responding to competitive tenders. We hold two Long Term Framework Agreements (LTAs) with UN Agencies to rapidly respond to requests for technical services. Under a 4-year UNICEF LTA, we have delivered on 11 call-down contracts. Our experience responding to UK Aid tenders dates back to 2004 when TRF held the DFID Framework Agreement for Media Training, responding and delivering numerous call-down contracts for DFID personnel up to 2010 when the DFID Framework expired.

2. Availability of Resources to Deliver at Short Notice: Working through TR’s global operational platforms underpinned by 200 registered offices in more than 100 countries, we are uniquely placed to provide timely access to high quality, cost-effective and professional technical consultancy services across all CSSF targeted regions. An example supporting meeting the Sustainable Development Goals is illustrated on the right. Our capacity to rapidly access staff and equipment is based on (i) our direct access to **TR/TRF’s 45,000+ employees and technical experts** based across the globe, (ii) our network of **150+ multi-disciplinary consultants and 300+ freelance journalists** who all have been vetted and who have established contracts and pre-agreed rates, and (iii) our capacity to rapidly **recruit new expertise** via robust in-country networks and an in-house recruitment team. To support **logistical and functional areas** such as finding interpreters, we use our in-house Global Sourcing Department – a global procurement team with access to **2 million suppliers in 190 countries** ranging from IT equipment and security, to travel support.

Rapid Large-Scale Mobilisation

TRF delivered an intensive [training programme](#) funded by the UN Foundation. Over 4-months, we identified, vetted and trained 700 journalists, government and non-governmental communicators from 40 countries. In one week, we engaged a project management team and contracted 12 multi-lingual trainers to deliver training in 7 languages.

2.1. Crisis Response Service: Over the past seven years, TRF has been running the world’s largest service providing free legal assistance to NGOs, [TrustLaw](#) - a global brokering mechanism that responds to NGOs’ legal requests by identifying and engaging law firms that take on pro-bono work. This mechanism is underpinned by a dedicated team of 12 lawyers who rapidly respond to NGOs’ requests by reaching out to our network of **120,000+ lawyers in 796+ law firms in 175 countries**, as illustrated on the right. Since 2011, we have delivered more than 3,900 legal assistance projects and managed a network of 4,300+ NGOs. TrustLaw’s “**call-down framework**” has delivered more than USD 109 million in free legal assistance to date.

TrustLaw: Rapid Responds to Refugee Crisis

In the face of a grave humanitarian crisis, the **International Rescue Committee** requested [urgent legal advice from TrustLaw](#) concerning border control, boat push-backs, maritime rescue, discriminatory asylum procedures, and family reunification. **Within two weeks**, TrustLaw identified and engaged Latham & Watkins, lawyers in Austria, Croatia, Macedonia, Serbia, and Slovenia, Lex Specialis, and the British Institute of International and Comparative Law, to produce 42 memoranda of advice.

3. Structure and Process to Respond to Individual Call-Downs. TRF will respond and deliver on CSSF Authority calls using a dedicated team to respond to all calls and manage any CSSF call-down contracts. A **TRF CSSF Framework Team** will include a dedicated **Framework Manager** who will hold overall responsibility for managing the relationship with the CSSF Joint Funds Unit, and who will lead on responding to proposal calls. Moreover, the team will include a **Framework Administrator** who will monitor the Bravo portal and will keep a record of the pipeline, and prepare reports on potential upcoming opportunities. The Administrator will pass on specific EO/ITT opportunities to the proposal writing team, and will keep a pool of likely to be used consultants aware of actual and likely upcoming opportunities. The TRF CCF Framework Team will be supported by a **Finance and Operations Support Unit** as well as by a **Project Mobilisation and Implementation Team** (as detailed in Illustration 1 overleaf).

3.1 Responding to Call Down Requests. Moreover, TRF’s Business Development Unit team members bring expertise in managing the DFID Professional Evidence and Applied Knowledge Services (PEAKS) Framework – a rapid response tendering mechanism that DFID Advisors used to rapidly contract out services across an array of topics and geographical areas. Drawing from this expertise, we detail below how we will respond to the **three different types of call-downs** (see right), ensuring we meet in a timely manner the authority’s requirements. Ensuring we appropriately address conflict and gender sensitivity will be at the core of our approach when we addressing each of these different types of call-down types. Whilst we will rapidly respond to requests, we will always ensure we maintain quality in what we propose, that takes account of a full assessment of risk, including security risk. **Illustrations 2, 3 and 4** overleaf illustrate detail how we will respond to each type of call-down request.



3.2 Overarching Mechanism for Delivery. The **TRF CSSF Framework Team** will be responsible for delivering on all contracts, supported by the wider organisation as detailed in Illustration 1. Across all call-down calls, the mechanism for responding and delivering calls includes (i) identification and management of suppliers, (ii) quality assuring contract delivery while mitigating risk and ensuring duty of care, and (iii) liaising with CSSF SROs and procurement officers across the Joint Funds Unit. Most importantly, we will ensure we deliver on agreed objectives, undertaking corrective action as and when required, and will ensuring that reporting and billing are done in agreement with contractual terms.

ILLUSTRATION 1: TRF CSSF FRAMEWORK TEAM STRUCTURE

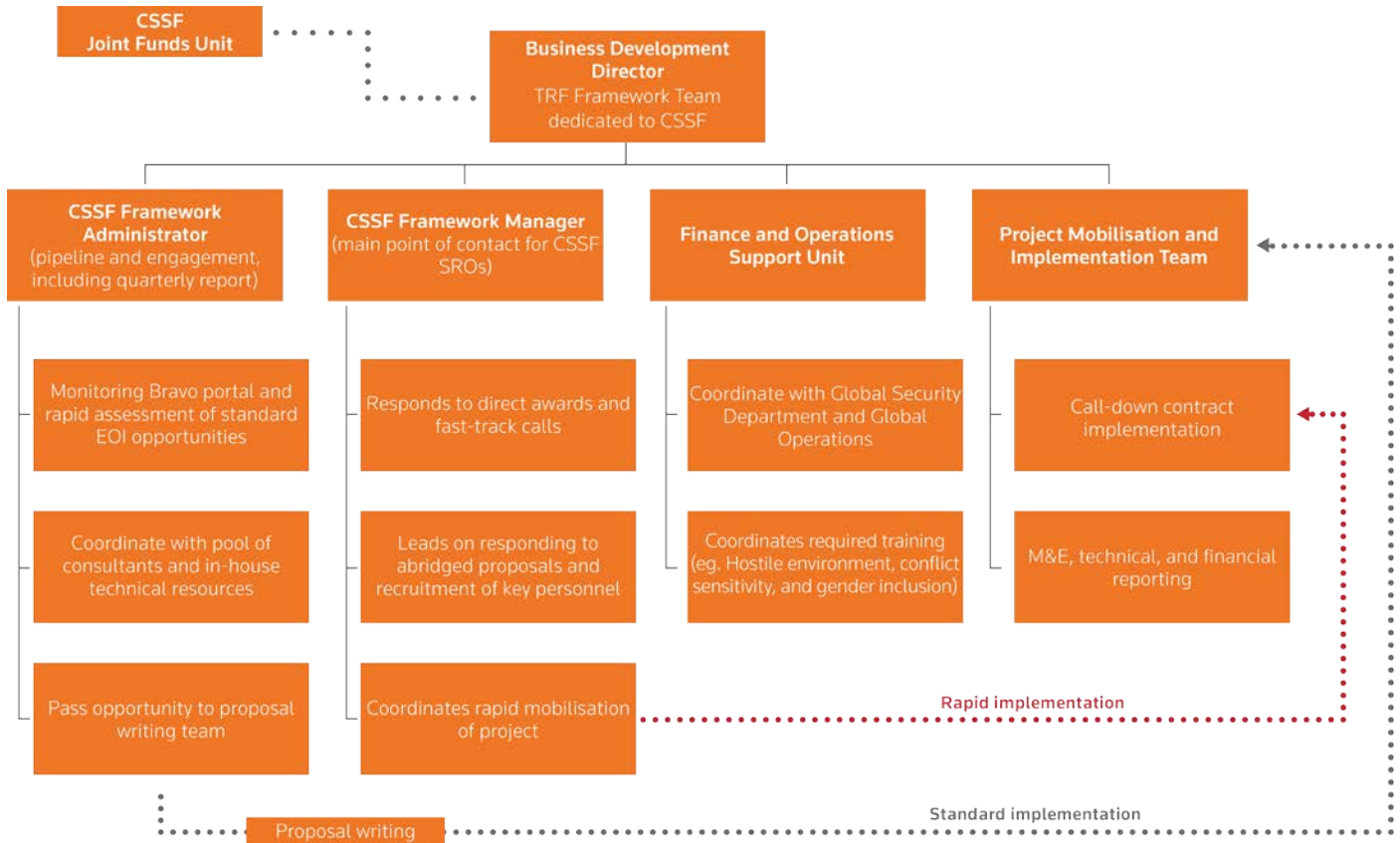


ILLUSTRATION 2: PROCESS TO RESPOND TO MINI-COMPETITIONS

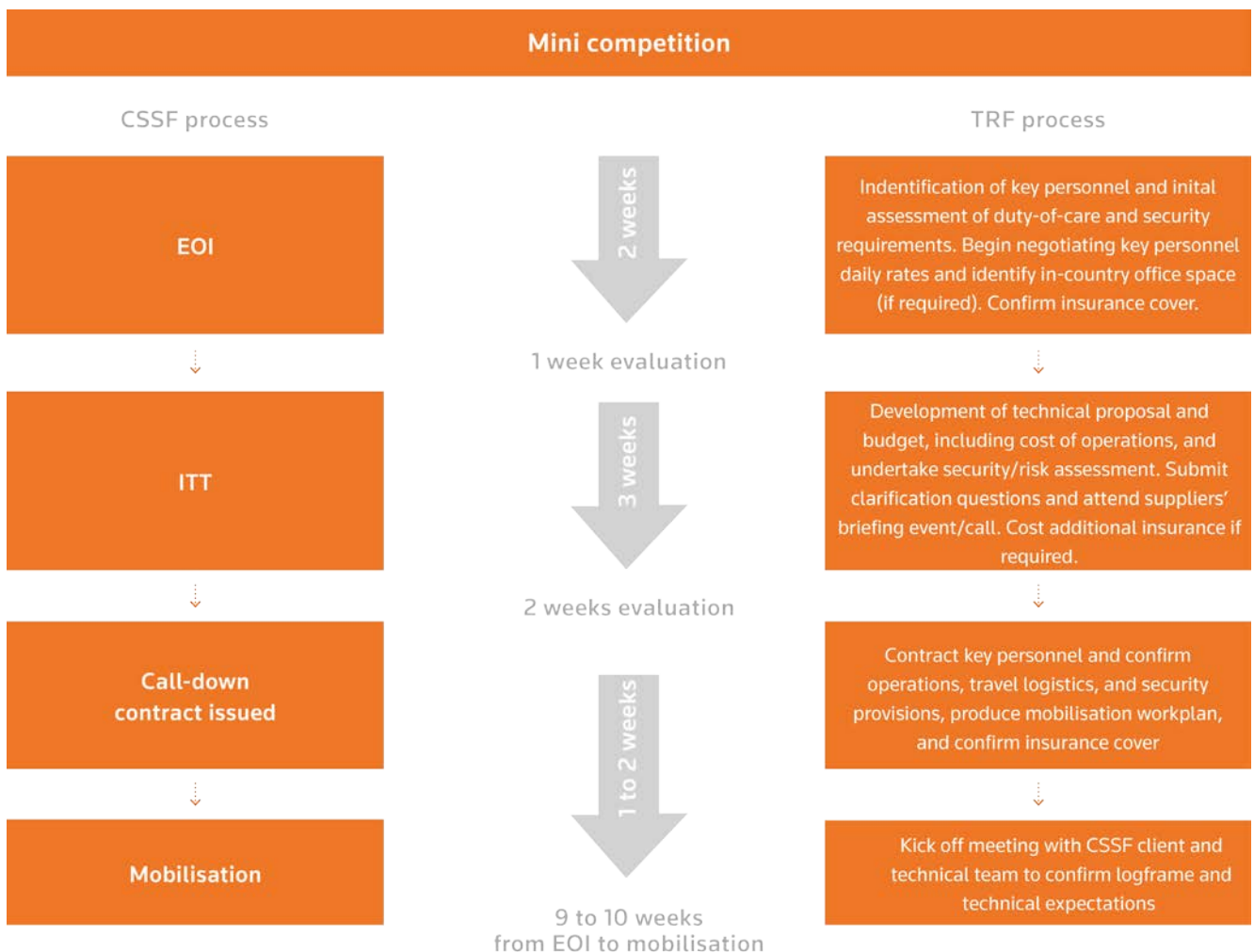


ILLUSTRATION 3: PROCESS TO RESPOND TO FAST-TRACK MINI COMPETITIONS

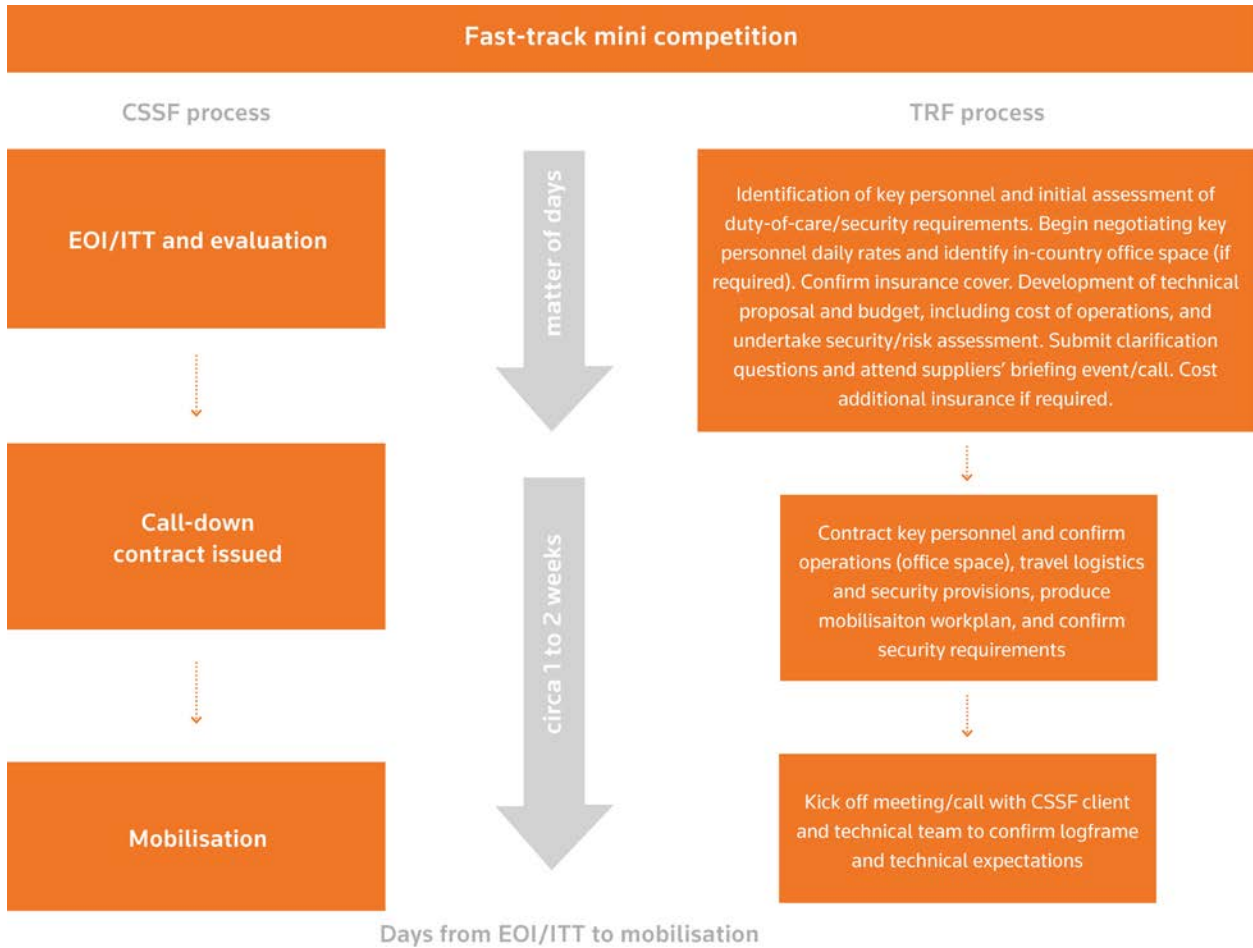
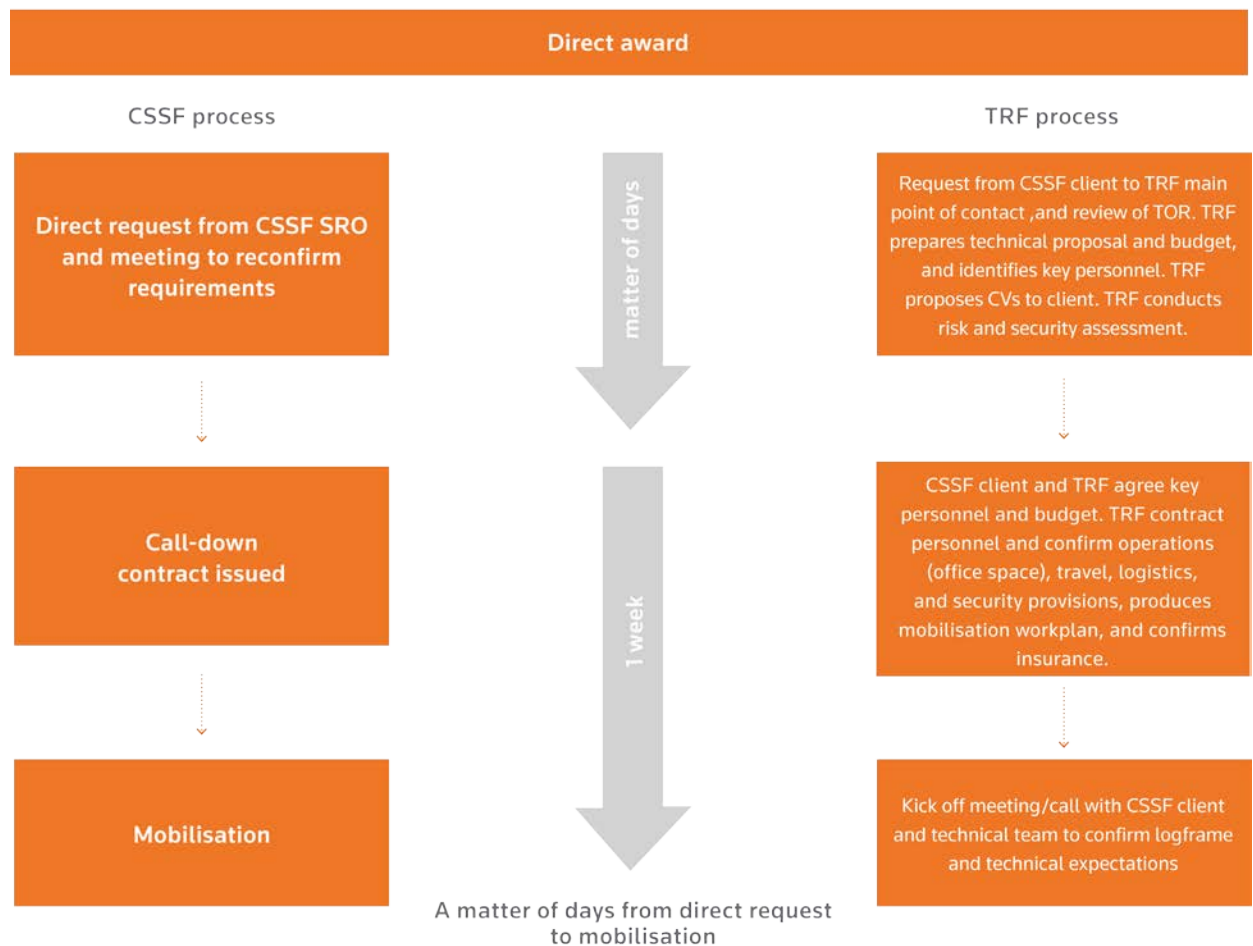


ILLUSTRATION 4: PROCESS TO RESPOND TO DIRECT AWARDS



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