

Call for expressions of interest – Logistics Consultancy

External, independent consultant

Objective: Comprehensive evaluation of logistics management and implementation of improvements

Duty station: Riohacha, Colombia

Mission period: Phase 1: May-June 2024, Phase 2: July-August 2024

I. Background and rationale

Malteser International (MI) is the international humanitarian relief agency of the Sovereign Order of Malta based in Germany. For over 60 years MI, and the U.S. based entity Malteser International Americas (MIA), have provided relief and recovery for people during and following conflicts and disasters around the world.

MIA has been active in Northern Colombia since 2014 working in the fields of health, food security and climate change adaptation mainly in the poor rural areas of the **departments of La Guajira, César and Magdalena**, and with vulnerable groups (indigenous, Afro-Colombian and conflict affected populations). MIA currently manages projects in Colombia funded by the German Federal Foreign Office, the German Federal Ministry for Economic Cooperation and Development (BMZ), the U.S. State Department/Bureau of Population, Refugees, and Migration (PRM), and the USAID/Bureau for Humanitarian Assistance (BHA).

To review and strengthen MIA's logistics management in Colombia, an external consultancy is being sought. The consultancy will be conducted in two phases. Phase 1 will assess MIA Colombia's current logistics management (including but not limited to procurement processes, inventory and warehouse management, and logistics department setup) and develop specific recommendations to improve logistics compliance, efficiency and effectiveness. Building on Phase 1, Phase 2 will implement selected recommendations and monitor the improvement process to support the adoption of best practices.

II. Scope and objectives

The overall goal of the consultancy is to comprehensively assess MIA's logistics system in Colombia and to implement recommendations for improvements.

The overall objectives of this evaluation are as follows:

- Provide a comprehensive assessment of MIA Colombia's current logistics management
- Develop and implement an action plan that addresses potential gaps and areas for improvement in logistics management

Specific objectives:

Phase 1

Specific objective 1: Review of current MIA Colombia logistics management, including:

- Evaluation of effectiveness of current procurement practices and tools;
- Review of inventory control practices including accuracy of records and supply turnover;
- Review of warehousing for inventory accuracy, storage and tracking methods, and overall efficiency with specific consideration for medical supplies;
- Review of supplier database and procurement communication channels;

- Analysis of organizational structure, capacity, and competencies of the logistics department with specific consideration for compliance and anti-fraud practices;
- Evaluation of the efficiency of communication and collaboration;
- Review of current practices against organizational policies and donor regulations.

Specific objective 2: Gap analysis and recommendation for improvement in logistics management, including:

- Identification of bottlenecks, risks, and inefficiencies in logistics management including personnel structures and workflows;
- Context-specific recommendations in accordance with best practices and organizational/donor policies.

Phase 2

Specific objective: Implementation of improvement recommendations and best practices, including:

- Development of detailed workplan and timeline to implement selected improvements;
- Implementation of solutions and deployment of tools that improve logistics practices in line with organizational and donor policies;
- Identification of KPIs to monitor and evaluate ongoing uptake of improvements;
- Development of opportunities for continuous improvements to support adherence to best practices.

III. Methods

The consultant is expected to apply, as a minimum, the following methods to their work:

- **Review of documents** provided by MIA;
- **Site visits** to warehouses, pharmacies, and MIA offices in Riohacha and Santa Marta;
- **Discussions** with key MIA personnel involved including Colombian logistics team, Country Administration Manager, HQ personnel, and other senior program personnel, as relevant;
- **Presentation** of findings to HQ personnel and Colombia senior management staff;
- **Logistics review workshops** with key MIA staff;
- **On-site training** at MIA offices, warehouses, pharmacies.

IV. Deliverables

The consultant is expected to produce all following deliverables **in English, submitted electronically to Malteser International Americas**. At a minimum, reports should include all components as listed in Annex A.

Phase 1:

- A. Evidence of documentation review
- B. Provisional assessment report identifying findings and gap analysis
- C. Final assessment report containing findings and proposed recommendations, categorized by priority (max. 15 pages)
- D. Virtual debriefing Power Point presentation for Malteser International Americas HQ staff

Phase 2:

- A. Detailed workplan and timeline of improvement implementation
- B. Provisional report on improvement workplan status and deployed solutions
- C. Final report containing overview of areas improved, areas for continued monitoring, and recommendations for continuous improvement (max. 15 pages):
- D. Virtual debriefing Power Point presentation for Malteser International Americas HQ staff

V. Consultant profile

For the purposes of this evaluation, Malteser International Americas encourages national or international consultants or firms to apply. The profile of the lead consultant must meet the following criteria:

- Master's degree in a relevant field, preferably a master's degree in logistics, operations, NGO management;
- At least 5 years' experience in logistics management (including warehouse management, medical inventory management, pharmaceutical procurement);
- Knowledge of current best practices and industry quality standards, ideally with experience in United States and German government procurement and logistic regulations for international projects;
- Experience of working with non-governmental organizations (local and international);
- Experience in preparing external logistics evaluations;
- Communication skills and experience in workshop facilitation; ability to collaborate and coordinate with multiple stakeholders;
- Excellent analytical and report writing skills;
- Fluency in Spanish and English (spoken/written);
- Ability to work independently under tight deadlines, to organize effectively in the country context;
- Independence from the stakeholders involved;
- Previous professional experience in Colombia (preferred).

VI. Assumptions and prerequisites

The consultancy process will include site visits and meetings with staff and other stakeholders in Colombia.

- Malteser International Americas will organize and take care of all local travel arrangements.
- Malteser International Americas will be responsible for organizing interviews with stakeholders, as applicable.
- Malteser International Americas will make available the necessary information and documentation.
- The evaluation team will take into account the principles of confidentiality and objectivity throughout the process.
- Security constraints could impact on the planning or scope of the evaluation, so it's important for the team to remain flexible.

VII. Expression of interest

Interested candidates must submit an offer including the following:

- A. A curriculum vitae of the principal consultant detailing relevant experience in logistics management and evaluation and improvement of logistics processes
- B. A brief description of the team assembled to conduct the consultancy, including CVs of team members (if applicable)
- C. A technical proposal for **Phase 1 and Phase 2 (max. 5 pages for each phase)** covering:
 - a. understanding of the context and main issues of the evaluation
 - b. detailed methodology for assessment
 - c. detailed methodology for implementation of improvements
 - d. detailed work plan/timetable
- D. A financial proposal in US dollars (USD) or in Colombian Pesos (COP) **separately for each phase**, including the consultant's fees, international/national travel expenses (if applicable) and per diems. The budget must show the cost of the consultant's fees in relation to the number of working days and accommodation anticipated over the entire period concerned. The consultant will be responsible for their own insurance coverage, all necessary supplies (e.g. laptop, printing), communication costs and any taxes applicable to the consultancy.
- E. Two recent examples of comparable consultancies conducted by the candidate and references

- F. **For Phase 2**, in recognition that methodology, work planning, and budget will depend on the results of Phase 1, please address how the technical approach and financial proposal would differ depending on the risk category—minimal, moderate, and high risk. **Include how different risk and finding scenarios would impact the technical (B) and financial proposal (C) components.**

Malteser International Americas may, at its sole discretion, extend the deadline for submission of bids. Final selection of proposals will be made in accordance with Malteser International's proposal evaluation procedures.

Proposals must be submitted *electronically* to Malteser International Americas by the deadline of 11:59 EST May 1, 2024, to the following address: mb.procurement-newyork@malteser-international.org

****Please include "Colombia Logistics Consultancy" and company/name in the email subject line. For example "Colombia Logistics Consultancy – Company ABC".*

VIII. Selection process, including provisional timetable

The consultancy contract will be awarded based on the following criteria:

- Mastery of the key topics: logistics, procurement, warehousing, compliance in Colombia
- Quality, relevance and precision of the proposed methodology
- Knowledge and understanding of the context
- Experience consulting on continuous improvement in logistics
- Understanding the ToR and evaluation and implementation issues
- Bid amount
- Presentation of the financial offer
- Presentation / Writing skills
- Reputation / References presented or obtained

Calendar	Activity
Second Week of May	Analysis of bids received, references, interviews, contract
May 20	Start of Phase 1: Mission begins in Colombia
June 5	Phase 1: Interim Report
June 19	Phase 1: Final Report
Last Week of June	Virtual presentation and definition of scope for Phase 2
July 15	Start of Phase 2
July 31	Phase 2: Interim report on implementation workplan status
August 14	Phase 2: Final report

Third and Fourth Week of August	Virtual presentation of improvements implemented and way forward
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IX. Payment Schedule

Fees will be paid according to the following schedule upon submission and acceptance of the deliverable and presentation of the invoice:

Phase 1 Budget

- 20% upon signature of the Phase 1 contract to cover initial costs;
- 40% upon submission and acceptance of the interim report;
- 40% after submission and acceptance of the final report and virtual presentation.

Phase 2 Budget

- 20% upon signature of the Phase 2 contract to cover initial costs;
- 40% upon submission and acceptance of the interim report;
- 40% after submission and acceptance of the final report and virtual presentation.

Annex A: Report Structure

Table of contents (lists of sections, acronyms, charts, etc.)

1. Summary (background, main findings and conclusions, (key) recommendations and general conclusions/lessons learned)
2. Introduction
 - Purpose and context of the consultancy
 - Description of the assignment (timetable, scope of the consultancy, procedure, composition and independence of the evaluation team)
3. Methodology
 - Methodology (sources/standards/references)
 - Methodological limitations

Phase 1: 4. Assessment and findings

- Quality of management, control, and compliance
- Risk and gaps and categorization of risk

Phase 2: 4. Implementation of improvements

5. Conclusions and recommendations
6. General conclusions and lessons learned