

Nickol Global Solutions

Driven by Impact



CAPABILITIES STATEMENT

Founded in 2017, Nickol Global Solutions (NGS) is a certified woman-owned small business (WOSB) dedicated to strengthening public institutions and civil society. As an effective, highly trusted USAID implementing partner, we help build more inclusive, engaged, and accountable societies by amplifying citizen voices around the world.



Strengthening Governance and Accountability

NGS supports community-based efforts to establish more transparent and democratic governance. Our work incorporates a range of contextually relevant approaches, including targeted public outreach, strategic planning, and development and implementation of tech tools designed to increase civic engagement.

In support of government accountability, NGS team members frequently serve as subject matter experts on key engagement issues, including human rights, rule of law, anticorruption, justice, rights and security, social movements, and digital democracy and technology.

Our work in this sector includes partnerships on a diverse range of global projects, including:

- USAID/Cambodia One Window for Citizens (OW4C) Activity
- USAID Democracy, Human Rights, and Governance (DRG) Bureau Administrative Support Services
- USAID/Ukraine State-Owned Enterprise Reform Activity (SOERA)
- USAID/Georgia Local Governance Program

By raising public awareness of key social concerns, combating misinformation and corruption, and promoting governmental transparency, NGS helps create space for civic transformation. Our work forges opportunities for civic leaders, stakeholders, and representatives from both government and nongovernment agencies to join in meaningful engagement about sustainable development and policy reform.

PROJECT HIGHLIGHTS



Nearly 24,000 citizens

used OW4C tools to gain information and to provide feedback on OWSO services



OW4C's 94 empowered community

Youth Ambassadors informed 42,392 citizens of their right to improved services and transparent information on OWSO services



NGS provides ongoing surge support and assistance across sectors to

9+ Partnership for Democratic Development (PDD)

countries, helping to organize and lead consultations and research



PDD engaged a cross section of stakeholders to support lesson sharing from both U.S.

government (USG) and non-USG models of **direct community engagement**

NGS TOOLS

NGS civic tech tools — including interactive voice response systems, social media chatbots, and public-facing information dashboards — featured feedback mechanisms **to increase citizens' ability to engage** the government in voicing their feedback and stating demands for improved delivery of public services.



GESI Assessments, Strategy, Research, and Support

NGS offers in-depth, ground-level support for a wide range of gender equality and social inclusion (GESI) planning and intervention initiatives around the globe. We understand that fostering equitable, inclusive governance cannot happen without first identifying and addressing identity-based inequities that may be present within a given society.

NGS advisors are skilled in conducting research and analysis and providing technical assistance to program stakeholders on effective and contextually appropriate methods for GESI integration. Our Advisors are skilled in identifying contextual challenges hindering civic engagement by historically marginalized groups, including women and girls, youth, the LGBTQI+ community, persons with disabilities, and ethnic and religious minorities.

PROJECT HIGHLIGHTS



To better understand how the COVID-19 pandemic affected women and girls in Georgia, NGS conducted a **rapid assessment** — providing data that highlighted key issues and contributed to municipalities making better-informed, gender-responsive budgeting decisions.



NGS developed a series of recommendations to USAID to **address gender barriers in Ukraine**, with a goal of expanding employment, decision-making, and leadership opportunities for women as part of the State-owned Enterprise Reform Activity (SOERA) GESI Assessment.

NGS TOOLS

NGS uses a **variety of methods** to inform the design of GESI interventions, including: quantitative analysis, stakeholder consultation, supply- and demand-side analysis, and participatory planning



Peacebuilding, Stabilization, and Transition

NGS strives to support peaceful political transitions, build resilient societies, and empower change agents. Our teams are skilled in understanding and programming in complex, politically charged environments.

NGS conducts political economy analysis (PEA) and applies a thinking and working politically approach to all of our work. These methods help us to continually inform and update our conflict-sensitive, “Do No Harm” work as we support our teams and partners working in transition and politically fragile environments.

Our teams provide highly tailored support services, drawing on our staff expertise in monitoring, evaluation, and learning (MEL); conflict sensitivity training and programming; and conducting violence and conflict assessments. We also develop strong communications and knowledge management systems and help develop the capacity of administrative operations with key clients.

NGS has provided significant support to the USAID Bureau for Conflict Prevention and Stabilization (CPS), specifically by providing technical support to Office of Transition Initiatives (OTI) and USAID Center for Conflict and Violence Prevention (CVP).

PROJECT HIGHLIGHTS



NGS led a **violence and conflict assessment** for USAID Côte d'Ivoire, focusing on the impact of mis-, dis-, and mal-information on health, education, democracy, and security.



NGS is currently leading a **mid-term performance evaluation** of a USAID Côte d'Ivoire program — funded under the Global Fragility Act — aimed at strengthening community resilience and preventing violent extremism.



NGS is a partner supporting the implementation of the USAID Syria Growing Agriculture and Incomes (GROW) program. NGS helps empower the GROW team with **applied PEA** and by providing **conflict and context analysis**.



Outreach, Communications, Stakeholder Engagement

NGS works to skillfully engage an inclusive mix of stakeholders through clear and adept messaging — which we continually refine to respond to changing on-the-ground environments and shifting political or civic events.

NGS employs both traditional and nontraditional engagement methods to continuously engage local stakeholders, from community members and government employees to youth, to ensure our approaches meet the needs of a wide range of users.

NGS works closely with USAID regional and technical bureaus, senior leadership, and the DRG global cadre to develop and promote key DRG messages, including collaboration on outreach for the Summit for Democracy, Year of Action, Agency-wide democracy campaigns, and other high-level events.

NGS's work with USAID's Legislative and Public Affairs Bureau included the mapping of stakeholders' level of interest and influence and a series of key informant interviews as well as in-depth focus group discussions, including the Agency's, Bureau communicators, mission-based development outreach communicators (DOCs), congressional staff, and Agency Leadership.

PROJECT HIGHLIGHTS



For Cambodia's OW4C Project, NGS developed **civic tech tools**, including a social media avatar, to facilitate citizen communication with the government about OWSO services. NGS also led public forums, radio spots, social media, and door-to-door campaigns to increase community awareness.



In support of SOERA in Ukraine, NGS conducted a public perception survey with over **2,400 respondents**, and prepared a wartime revision concept note that informed the Public Communications Strategy to address shifting wartime dynamics.

NGS TOOLS

NGS produces several types of **communication materials** such as factsheets, talking points, briefers, blogs, websites, and social media posts and produces tailored messaging for target audiences.



Political Economy Analysis & Analytical Services

Through our targeted approach to PEA, NGS can identify and assess power dynamics and economic and social drivers that may impact fair and accountable civil governance and international development.

NGS experts have successfully conducted PEAs in countries facing an array of civil and governmental reform challenges, including Cambodia, Ukraine, Rwanda, South Sudan, Georgia, Nicaragua, Zimbabwe, and Syria.

NGS has led rapid assessments, special studies, and analysis for topics related to GESI, public health, public service, civic engagement, agriculture resilience, DRG, and youth empowerment, among others globally.

PROJECT HIGHLIGHTS



NGS' role in the PEA for the Georgia Local Governance Program — which assessed local governments' willingness to provide equitable services for minority and marginalized communities — **advanced decentralization** and **public administration reform** by informing interventions.



NGS conducted a sectoral PEA of Cambodia's One Window Services to map efforts to **enhance service delivery** and to identify influencers, interests, and incentives critical for the success of newly launched civic tech tools.



MEL, CLA, Adaptive Management

NGS is skilled in designing and applying adaptive management practices, monitoring and evaluation (M&E) and collaborating, learning, and adapting (CLA) approaches across program design and implementation.

Learning. We integrate learning-focused techniques such as learning workshops, learning agendas, pause-and-reflect and quarterly review sessions to iterate and adapt to the contextual needs of the programs, clients, and communities that we serve. Learning is incorporated both at the project level and internally at NGS to strengthen our culture and learning practices.

Monitoring and Evaluation. NGS is experienced in conducting complex third-party monitoring, applied research, and analysis using various data sources and developing detailed reports that capture key events, dynamics, and developments in conflict environments such as Syria. Further, NGS M&E Advisors play critical roles in providing specialized MEL technical assistance, mentorship, training, and guidance to implementing partners for clients with fast-paced needs. Under USAID's Peacebuilding Evaluation, Analysis, Research, and Learning (PEARL) Activity, NGS led a performance evaluation and violence and conflict assessment in Côte d'Ivoire.

Adaptive Management. Our programs are designed to be flexible, agile, and responsive to client and community voices. For example, in Cambodia, after several listening sessions with community members and stakeholders, NGS co-designed civic technology tools that were used to gather feedback on public services and recommend specific process reforms. In other countries such as Ukraine, NGS has successfully adapted operations to the shifting contexts following the Russian invasion. Likewise, in Georgia, we have adapted our GESI work planning in response to the shrinking civil society space.

PROJECT HIGHLIGHTS



NGS completed a **full learning desk review** of the USAID iDesign Team's Innovative Design Services (IDS) Activity, reviewing its contractual documents, deliverables, presentations, data, and the scopes of work and outputs of the Activity's 100 task orders. The resulting "lessons-learned" report captured and analyzed the project's key experiences, insights, and processes — data that will facilitate and empower **more effective future program design**.



NGS experts have supported more than **20 pause and reflect sessions** for country programs on four continents, helped design M&E systems for **10 OTI programs** and the DRG Bureau's Anti-Corruption taskforce.



Project Co-Design and Co-Creation

At NGS, we are experienced and agile project co-creators, developing tools and methodologies that propel our partner organizations to success.

Our program co-creation methodology centers on participatory approaches that inspire innovation, foster knowledge management, forge new partnership opportunities, and create a common vision.

We have honed our project facilitation expertise through the successful completion of project co-design, research, and implementation on multiple USAID-funded programs. And, collectively, our NGS staff have designed and facilitated more than 100 co-creation workshops — incorporating a variety of methodologies — for clients around the world.

PROJECT HIGHLIGHTS



NGS Learning and Outreach Specialists have been instrumental in designing and conducting **co-creation and data synthesis workshops** with USAID missions in Thailand, Kosovo, and Kenya, identifying best practices to immediately incorporate into future violence and conflict assessment designs.



NGS staff has completed more than **25 USAID activity designs** — many co-created with offerors or co-designed with host country governments.



Institutional Support Services

NGS has a deep understanding of USAID's Missions, Bureaus, and Independent Offices, and the varied technical needs of each of these diverse clients. Our staff and experts are skilled at combining international development technical expertise with the parameters of the USAID Program Cycle, relevant Automated Directives System guidance, and the administrative and operational processes related to security and facilities clearance, new hire on-boarding, and systems and network access.

We navigate the complexities of international fieldwork and collaborate with a range of local partners. NGS technical experts supporting both OTI and DRG have conducted nearly 100 TDYs to support field missions and projects in a wide variety of countries. NGS experts have also been embedded full-time at USAID Missions in the Dominican Republic supporting the Youth, Education and Security Office and served for eight months as a senior elections advisor during the 2023 Presidential elections in DRC.

Our work in institutional support is centered on a steadfast commitment to delivering timely, high-quality, and flexible support to each of our partnering agencies. We do this by using our professional networks and DEIA-aware recruiting practices to recruit, screen, and hire exceptional talent. We support this talent throughout their employment with good benefits, a thorough performance management and feedback process, and robust professional development opportunities.

PROJECT HIGHLIGHTS



NGS provides broad support to USAID's OTI on its Institutional Support Contract as a major subcontractor (**\$24.5 million over five years**), including monitoring and evaluation advisory services, communications and knowledge management, subject matter expertise, and operational and administrative support.



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