

DATE: 21 JUNE 2021

REQUEST FOR PROPOSAL: RFP/HCR/ROK/2021/018

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF THIRD-PARTY MONITORING AND POST DISTRIBUTION MONITORING FOR UNHCR SUDAN OPERATION

CLOSING DATE AND TIME: 19 JULY 2021 - 23:59 HRS SUDAN LOCAL TIME.

INTRODUCTION TOUNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see http://www.unhcr.org.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Sudan, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of third-party monitoring and post distribution for UNHCR Sudan operation.

IMPORTANT:

The Terms of Reference (TORS) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with an initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

Please note that the tender scope of coverage is within the following areas:

TENDER SCOPE OF WORK

- A. Cash-Bashed Intervention
- B. NFI and Shelter Distribution
- C. Community Support Project

Please note that the above requirements have been stated in order to enable bidders to have an indication of the projected activities. It doesn't represent a commitment that UNHCR will require all the services. The activities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.





IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with article 19 "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex I).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION

2.1. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

Annex A: Terms of Reference

Annex B: Technical Response Form

Annex C: Financial Bidding Form

Annex D: Technical Evaluation Form

Annex E: Confidentiality Undertaking Form

Annex F: Acknowledgements Document

Annex G: Concept Note Template

Annex H: Vendor Registration Form

Annex I: UNHCR General Conditions of Contracts for the Provision of Goods and Services - 2018

Annex J: Supplier's Code of Conduct

Annex K: Bid Data Sheet

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to $\underline{\text{SUDKH-SU@unhcr.org}}$ as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to <u>SUDKH-SU@unhcr.org</u>. The deadline for receipt of questions is 04 July 2021- 23:59 HRS. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

All the emails sent requesting clarification MUST have the following subject otherwise UNHCR reserves the right NOT TO REPLY.

EMAIL SUBJECT: RFP/HCR/ROK/2020/018 - QUERY

UNHCR will compile the questions received and will respond to all qualified companies and contactors participating in the tender competition.





2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

Please submit your offer using the submission template provided. It should conform to the requirements and contain all information required. The offers not conforming to the requested format will not be taken into consideration for evaluation.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A.** Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- Description of the company and the company's qualifications

A description of your company with the following documents: company profile, registration certificate and last audit reports:

- Year founded.
- If multi location company, specify headquarters location.
- Number of similar and successfully completed projects.
- Number of similar projects currently underway.
- Total number of clients.

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

 Understanding of the requirements for goods, services, proposed approach, solutions, methodology and outputs

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:

- A description of your organization's capacity to provide the goods / services
- A description of your organization's experience in undertaking the





requirements which are explicitly defined in Annex A(TOR).

- Compliance to the requirements stated on the TOR.
- Proposed personnel to carry out the assignment

The composition of the team you propose to provide.

- · Curriculum Vitae of core staff.
- Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (Annex H).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

UNHCR General Conditions for Provision of Goods and Services: Your technical offer should contain
your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by
signing Annex I.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.

2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer must contain an overall offer in USD.

The financial offer must cover all the services to be provided (<u>price "all inclusive"</u>) as stated in terms of Reference Annex A.

The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, <u>price has to be given without VAT.</u>

You are requested to hold your offer valid for [180] days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

2.5 BID EVALUATION

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will be not considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.



(a) (n) UNHCR

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing.
- Core business.
- Track record.
- Contract capacity.

Failure to provide the abovementioned documentation, might lead to disqualification.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the technical evaluation criteria attached in (**Annex D**) -in the different Lots provided and the percentage distribution is 60 points from the total score:

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off point for submissions to be considered technically compliant will be (30 points out of the 60 points)

The Financial offer will use the following percentage distribution: 40 points from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anticorruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.





2.6 SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company. The bid and can also be sent to the street address of UNHCR offices via Post or Courier or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

By e-email:

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

The Technical and Financial offers shall be clearly separated.

The technical Offer should be sent by E-mail Only to: SUDKHTO@unhcr.org
The Financial Offer should be sent by E-mail Only to: SUDKHFO@unhcr.org

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [20] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

Bid [Number]

Name of your firm with the title of the attachment

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:

Attention:

TO: THE SECRETARY LOCAL COMMITTEE ON CONTRACTS

REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2021/018 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF THIRD-PARTY MONITORING AND POST DISTREBUTION MONITORING FOR UNHCR SUDAN OPERATION.

UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM

IMPORTANT TO NOTE: The submission of based on two envelop system separating the technical and financial offer.

The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: **NOT TO BE OPENED BY REGISTRY**

Deadline: 19 JULY 2021 23:59 HRS Sudan Standard Time

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.



IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

2.7 BID ACCEPTANCE

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Goods.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2. 8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES - 2018

Please note that the General Conditions of Contracts for the provision of Goods and Services -2018 (Annex I) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Alexander Woart

UNHCR Representation Office in Sudan



ANNEX K: BID DATA SHEET

THE FOLLOWING SPECIFIC DATA FOR THE GOODS AND SERVICES TO BE PROCURED SHALL COMPLEMENT, SUPPLEMENT OR AMEND THE PROVISION IN THE INSTRUCTIONS TO BIDDERS. WHENEVER THERE IS A CONFLICT, THE PROVISION HEREIN SHALL PREVAIL.

DEADLINE FOR SUBMISSION OF BIDS	19 July 2021, 1159 Hrs. (Sud MARKED:	dan Standard Time) BIDS TO BE
	SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS — UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM	BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL OR COURIER ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS — UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2021/018 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE TRANSLATION AND INTERPRETATION SERVICES WITH EQUIPMENT FOR UNHCR SUDAN OPERATIONS. Clearly Marked: NOT TO BE OPENED BY REGISTRY
LATE SUBMISSION OF OFFERS:	AND TIME. IMPORTANT NOTE: BIDS F	RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS N ANY OTHER MANNER THAN THOSE INDICATED ABOVE
BID VALIDITY PERIOD:	180 DAYS	
PRICE VALIDITY PERIOD:	180 DAYS	
SPECIFICATIONS:	THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PARTY	HE SERVICE THE REQUESTED SPECIFICATIONS MAY BE MS TO THE PRESCRIBED QUALITY AND STANDARD
DELIVERY SCHEDULE:	DELIVERY TIME: IN DAYS:	
LANGUAGE OF THE BID:	ENGLISH	
BID SUBMISSION	UNHCR REPRESENTATION ALONG AHMED KHEIR RO	OFFICE SUDAN-KHARTOUM, OAD KHARTOUM.
REQUESTS FOR ADDITIONAL INFORMATION:	REQUEST FOR PROPOSAL BEFORE 1159 HRS on 04 Jul	O SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS BY E-MAIL TO: SUDKH-SU@unhcr.org by 2021 (CUT-OFF DATE FOR QUERIES). RETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO TICIPATING BIDDERS.





Annex A – Terms of References RFP-HCR-ROK-2021-018

Provision of Third Party Monitoring and Post Distribution Minotering for UNHCR Sudan Operation

1. BACKGROUND:

With over US\$ 87 million of operations budget in 2021, UNHCR Sudan operation is also responding to three emergencies simultaneously, including, the Ethiopia situation in the East, the Darfur situation, and the Blue Nile emergency, in addition to responding to the COVID19 situation. With these numbers of emergencies, the operation's intervention and response in providing protection and life-saving assistance have trebled. For example, as of March over 65,000 new arrivals have been received in the east only. These large-scale influxes coupled with growing emergencies in the country and the ongoing UNHCR's regular programme has called a considerable increase in resources and intervention across the country resulting in the need to effectively monitor these interventions timely.

Despite increasing demand for effective and timely monitoring, the COVID situation witnessed by restrictions and lockdowns has further hampered the monitoring capacity of the operation. Recent preliminary OIOS audit observations pointed out the need to enhance the overall programme monitoring and evaluation (with the main focus on NFIs/shelter, CBI, and Community Support Projects-CSPs.

In this regards, UNHCR Sudan is seeking to establish an external robust monitoring mechanism to enhance and complement the existing internal monitoring systems and approaches, thus enabling an extra layer of a systematic monitoring mechanism to determine if planned interventions, results, and targets (objectives and outputs) are being achieved in accordance with the time frame and terms of the agreement with partners.

2. OBJECTIVE:

Effective monitoring contributes and enhances UNHCR's mandate to protect, provide assistance, solutions to, and empowers persons of concern; it serves as a key performance and accountability tool. It provides UNHCR with an ongoing review of the operation, allowing the organization to ascertain whether its interventions are proceeding according to plan, within agreed timeframes and costs, and whether they are having the desired impact. This enables UNHCR to review and redesign its programmes, to improve performance and enhance its accountability to the affected population.

Third-Party Monitoring-TPM shall fill the increasing gap in monitoring due to the increasing fast-changing operational context in Sudan related to responding to 3 emergency situations as well as the COVID19 dynamics. Under these circumstances timely and continuous monitoring by UNHCR staff has been hampered., ThereforeTPMshall complement, enhance and scale up the existing UNHCR monitoring mechanisms in conducting a continuous review of programme implementation to confirm whether planned activities are on track to deliver the expected outputs and contribute to the expected impact in areas of intervention with particular attention on the most recent emergency situation in the east. the TPM will also serve to provide evidence whether beneficiaries are receiving the intended assistance on a timely basis, at the expected quality and quantity.

The third-party monitoring mechanism-TPM is also aimed at enhancing UNHCR Sudan's monitoring capacity to achieve greater accountability to all stakeholders including beneficiaries and donors on the assistance and funding received, and better measurement of results and subsequently using the information gathered for future programming decisions.

3. SCOPE OF THE WORK:



While the Third-Party Monitoring-TPM shall be expended in future to cover all thematic areas of UNHCR interventions countrywide, at this initial stage a focus and scope of coverage shall remain within the following areas:

- Shelter and Non-Food Items (NFI): UNHCR is Shelter/NFI Sector/Cluster lead agency and manages both UNHCR NFI stokes and the common pipeline (NFI CP) with the aim of ensuring availability and distribution of these items to refugees and other persons of concerns affected by conflict and natural disaster, returnees, and other vulnerable population groups in Sudan. The objective of this monitoring is to undertake systematic and timely post-distribution monitoring for NFI, emergency, and transitional shelter distribution by UNHCR and its partners. TPM will provide assurance to whether quantities of these items have been distributed to the intended number of beneficiaries, in the right quantity and quality.
- 2. Cash-Based Interventions-CBI: UNHCR use CBI as modality to deliver protection assistance, both through multi-purpose and sectorial cash assistance. This monitoring approach will ensure post-distribution exercise is undertaken for specific cash distribution and collect information related to
 - a. the objectives of CBI (e.g. access to basic needs), coping strategies and spending habits,
 - b. Quality of the distribution processes,
 - c. Risks and challenges associated with delivery of CBI,
 - d. Accountability to Affected Persons -preference as to how assistance is delivered
 - e. General outcomes related to changes brought about by cash assistance in the lives of PoCs including whether it helps them move towards a pathway to sustainable solutions..

The PDM findings will be used to verify compliance with UNHCR Corporate standardsand procedures to detect irregularities and take timely corrective action.. The results are fed back into the programme cycle in order to improve the CBI programme end to end proceses, from design, implementation, monitoring and exit strategies.

- 3. Community Support Projects: UNHCR uses community Support Project Mechanism (CPSM) as the main mechanism to support community level assistance, as well as peacebuilding and social cohesion. Through this UNHCR implements community support projects with the aim of enhancing improved asylum space and reintegration support at the community level, ensuring sustainable socio-economic reintegration, and peaceful coexistence. These community own projects need to be monitored. TPM shall provide assuarance of the satisfactory implementation of these projects (quantities and quality), of how communities are benefiting from these projects and of the sustainability of these projects.
- 4. Countrywide targeted monitoring: UNHCR has prgrammes and operations country-wide, therefore TPM will have the countrywide coverage.

To achive the above, the TPM entity will be responsible for;

a) Joint Development of Relevant Monitoring and Compliance Tools:

UNHCR will jointly develop all the relevant monitoring tools with the successful TPM-third party monitoring
organization/entity to establish appropriate tools in undertaking the monitoring; prioritizing and focusing on
elements that are most critical to the success of the operation, as well as those facing a higher level of risk including
the implications of not reaching key (protection or life-saving) targets.



b) Collecting, Validating, and Managing Monitoring Data:

- The third-party monitoring entity will be responsible for collecting aggregating and reporting analyzed data from activities and projects monitored through different monitoring approaches including site visits, verifications, and feedback from persons of concern by using various tracking techniques and information technologies (e.g., GPS). The TPM entity will ensure the use of the outlined and agreed sampling techniques, data collection, and reporting forms and templates for the surveys capturing quantitative and qualitative information that will ensure compliance with expectations and standards.
- The third-party entity shall be responsible for arranging and undertaking site monitoring or remote monitoring for specific targeted activities/project sites in areas of intervention to verify appropriate service delivery to the persons of concern and report on how effective the implementation of projects is undertaken by UNHCR partners.
- The frequency of data collection: frequency of data collection from the field shall be consistent with the frequency
 of item distribution frequencies. However, the third-party monitoring entity will maintain regular data collection
 frequency and ensure the frequency is in line with the reporting periods, as shall be determined during the joint
 development of tools..
- UNHCR will finally validate the data and information collected. After the field-level data collection, a debrief session with the UNHCR field office and UNHCR partner might be necessary.
- Another significant responsibility of the partner will be, an effective data management system which is essential to a monitoring system. In order to make effective use of the data collected, UNHCR and the TPM entity will specify in what format data should be captured for example, quantitative (numerical), qualitative (narrative), or both as well as to provide clarity on how the data should be organized (e.g., by location, by date, by objective). Structuring the consolidated data is critical to facilitate analysis and reporting. Accordingly, UNHCR and the TPM entity will jointly agree on all the approaches related to data management.

c) Analyzing and Reporting Monitoring Data:

- It is the responsibility of the TPM entity to analyze the collected and verified data from the project sites and beneficiary feedback and present it in a comprehensive format that will allow UNHCR to review progress, identify gaps and inform current and future programming, including resource allocation decisions.
- The TPM entity should be able to submit narrative report monitoring visit findings, including action points for followup, and lessons learned and share with UNHCR in a structured and timely manner. UNHCR and the TPM entity will jointly agree and develop a recommended reporting template to ensure consistency across the scope of work.

d) Establishment of beneficiary feedback mechanisms

- To ensure continuous dialogue with persons of concern benefiting from UNHCR interventions and responding to their complaints, with the appropriate improvements, the TPM entity will be responsible for establishing structured and meaningful feedback mechanisms to allow people of concern/beneficiaries to report complaints safely and confidentially and receive answers within a defined time frame.
- As part of this responsibility, procedures for receiving, processing, and handling complaints must be defined, documented, and implemented in a structured and presentable format.



4. METHODOLOGY:

By nature, implementation of humanitarian interventions in Sudan are often complex and occur rapidly and in a changing operational environments characterized by emergencies. In this regard, the methodology and approach for conducting the monitoring may vary depending on the operational environment of the intervention areas as well as the nature of specific projects. All possible methodologies will be applied including documentary review, on-site field visit, beneficiary feedback mechanism, etc.

However, it is necessary and useful to consider important cross-cutting principles that contribute towards effective monitoring.

- All key parties to the project being monitored are well informed before the commencement of any form of monitoring activities.
- Ensure there are a well-structured work plan and checklist taking into account the project nature, developed and
 agreed upon that covers multidisciplinary thematic /sector-specific issues; and that there is a balance between
 monitoring processes and monitoring outputs (results) to avoid capitalizing on one at the expense of the other.
- Prior to the commencement of the monitoring missions, field visits, and verifications activities, all the relevant primary sources of information (e.g. baseline thematic data, population information, project reports, etc.) are consolidated and availed since the monitoring will include both review and analysis of relevant reports, data as well as on-site visits.
- Ensure participation of persons of concern in monitoring, including; recognized community/beneficiary leadership and structures (such as important community groups of women, men, boys, and girls) so that they have an opportunity to provide their perspectives and are actively engaged to capture their views. The mounting tools should include one-to-one consultations, group interviews, focus group discussions, and specific monitoring committees. The involvement of persons of concern in monitoring is a centerpiece in UNHCR effective programming. Therefore, facilitating the participation of persons of concern in monitoring is a critical part of UNHCR's participatory approach as it provides data directly from persons of concern targeted for interventions and can be used to validate data received from UNHCR partners.
- Ensure the actual timing of the monitoring is convenient to participating entities and is well placed in the
 programming cycle in order to enable partners to make the necessary programmatic adjustments, and all
 necessary precautions are in place to avoid unnecessary expectations, which may arise as a result of joint
 monitoring activities.

5. DELIVERABLES:

S/N	Deliverable (Particulars)	Approach(es) / comments	Timeframe
11	Development of Monitoring and Compliance Tools	 This will initially be done by the TPM and reviewed by UNHCR before it is administered. Tools must aim to capture information from all sections of the community 	TBD 2021
1.	Field visits, monitoring missions to project sites, remote monitoring	 Physical Project monitoring by visiting project sites Meeting with beneficiaries and other project stakeholders 	

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S/N	Deliverable (Particulars)	Approach(es) / comments	Timeframe
		 Collection and verifications of data Use of remote monitoring/phone calls Focus group discussions/key informant interviews 	
2.	TPM Report - Presentation of draft findings / Comments - Final Report	After field assessment, draft findings are presented for critique before final report.	As per the work plan (TBD)

3. REQUIRED QUALIFICATIONS AND EXPERIENCE:

- The organizations/entity should have in-depth knowledge of the local context of Sudan and its regions including government and community level service delivery structures particularly UNHCR's operational access in all states of Sudan with a proven track record and working knowledge of particular areas where UNHCR has a wider presence and interventions of preferable NFI, Shelter, and CBI- with at least 3 years work and presence in Sudan in the sector of Monitoring & Evaluation
- The partner should have at least 3 years of experience of working with the UN system, bilateral donors, and NGOs
 in delivering monitoring, evaluation, data collection, analysis, and reporting. Experience in providing consultancy
 services in monitoring, data analysis, reporting, and field-based research/interview or survey services in Sudan
- An adequate number of qualified personnel with diversified gender and those qualified and experienced in conducting a field-based survey, research, monitoring, analysis, and reporting, preferably in the field of humanitarian aid. Personnel with knowledge of local culture and language that is spoken by the different communities in Sudan.

Proven capacity to engage an experienced team from the local and capacity to arrange all logistical and security arrangements independently for fieldwork.

Applicants /Companies that meet the above criteria must submit the following;

- 1. Fully Developed Concept-Note with -Annex A: and the proposal should contain clear information,
- 2. Proposed Financial Bidding (Financial Component)- Annex C based proposed scope of work,
- Organization Registration Certificate with the relevant Ministry
- Organization/company profile
- 5. Administration/HR manuals
- 6. Recent Audit Report/ Financial Statement (preferably for the last 3 years) conducted by an independent audit firm
- 7. Any other relevant documents that may be useful e,g Fraud prevention manual etc

4. TIMEFRAME OF THE TPM Project

UNHCR has Annual Programme Cycle running from January to December and therefore TPMwill be undertaken to cover the projects that have been implemented by UNHCR partners or through Direct Implementation by UNHCR throughout this implementation period; however, for the sake of the UNHCR and TPM entity contractual agreement, the contract between the two parties shall be October – December 2021 (3 months)

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استجابة العرض الفني :TECHNICAL BIDDERS RESPONSE

 Please read the TOR and the RFP Cover Letter (especially section 2.4.1) carefully and fill in your response below

يرجى قراءة نص المناقصة (RFP) والملحق (TOR) بعناية وملى المطلوب بما يلزم

 Please note that the given space under each section should not limit your response, please type more if required

يرجى الملاحظة بان المساحة المعطاة في الجدول ادناه يجب ان لا يقيد من حجم الاستجابة الذي ترغبون بكتابتها، يرجى كتابة اكثر اذا ما تطلب

الشركة	اسد	OME	YMA	NAME:

1. b. Description of company profile

- Please state year founded, all office locations
- Please state your company's core business
- Please state the total number of current clients
- Please list here contact details of current or former clients for reference checks; (state minimum 3 relevant client contacts, preferably other UN agencies, embassies, NGOs)

Clientالعميل	اسم الشخص Contact Name الذي يمكن التواصل معه	Contact Email ايميل الشخص	Contact Tele.Number هاتف الشخص

1. c. Description of your company's experience

List similar projects currently underway and successfully completed projects in the past 5 years (state minimum 3 relevant projects, a company providing more project description will seek higher score - proof of such contracts should be attached separately)

Services الاعمال	العميل Client	الموقع Location	القيمة Value



<u></u>				
	Describe the company's or recognized institutions an received by the Bidder, if	d/or other similar certification	ates, accreditations, a	ested services from wards and citations
	N		with the LIN eveters b	sileteral denove and
2. a. F	Please describe the compan in delivering monitoring, ev	y's experience of working	with the UN system, i	nateral donors, and
NGOS	in denvering monitoring, ev	aluation, data conection, e	anarysis, and reporting	, systems.
2 h F	Detail explanation of the co	mnany's methodology ar	nroach and understa	nding of the service
require	ement	inpany a memodology ap	prodon una unacrotat	iding of the confide



2. c. Please describe the availability of the necessary technical tools and equipment, systems, as well as your office and workshop equipment, include photos
2. d. Please outline your proposed staff management methodology and reporting strategy (general coordination and personnel management) - staffing chart to be provided separately
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2. d. Please outline your proposed staff management methodology and reporting strategy (general coordination and personnel management) - staffing chart to be provided separately 2. e. Please indicate your capacity building strategy for the proposed dedicated staff, if any



3. a. Please provide the composition of the team you propose to provide and describe their profiles/responsibilities (min. 10 qualified personnel/staff) This must include a professional statistician. 3.b. Min 10 CVs of qualified staff have to be attached separately 3.c. as well as their certifications
profiles/responsibilities (min. 10 qualified personnel/staff) This must include a professional statistician. 3 b. Min 10 CVs of qualified staff have to be attached separately 3 c. as well as their certifications
3.b. Will 10 GVS of qualified stall flave to be attached separately 6.6. do well do their sertifications



Any additional comments on the Terms of Reference (TOR and Annex A-Concept Note):	
2	

	Annex C - Financial Bidding Form RFP-HCR-ROK-2021-018 Provision of Third-Party Monitoring and Post Distribution Monitoring for UNHCR Sudan Operation	dding Form 21-018 on Monitoring fo	r UNHCR Sudan O	peration
Geographical	Kharoum State Darfur Stat: (North, South, West, East, and Central), Kordofan State – (South, West, and North), East Sudan (Kassala, Gedaref and Al Gazira) White Nile State Blue Nile State		Languge of Arabic, Population Coverage Tigrinya	A <mark>rabic,</mark> Amharic, Tigrinya
A. Cash-Bashe	A. Cash-Bashed Intervetnion: Estimated Annual Sample 10,000			
#	Description	NOM	Unit Price (USD)	Remarks
П	Households PDM Phone interviewing with beneficiaries (15 - 20 minutes per each)- Multi-Purpose Cash	Phone Interview		8
2	Key Informant PDM Phone interviewing with beneficiaries (15 - 20 minutes per each)- Multi-Purpose Cash	Phone Interview		
3	Households PDM Phone interviewing with beneficiaries (15 - 15 minutes per each)- Sectorial Cash	Phone Interview		
4	Key Informant PDM Phone interviewing with beneficiaries (15 - 15 minutes per each)- Sectorial Cash	Phone Interview		
72	Physical interviewing with beneficiaries (Household) (20-40 minutes per each)-	Interview	37	For targeted Caseloads
9	Focus Group Discussion (based on AGD) - (20-40 minutes per each)-	FGD		For targeted Caseloads
#	Description	NON	Unit Price (USD)	Remarks
B. NFI and She	B. NFI and Shelter Distribution Estimated Annual Sample 120,000			
1	Households PDM Phone interviewing with beneficiaries (15 - 20 minutes per each)-	Phone Interview		
2	Physical interviewing with beneficiaries (Household) 20-40 minutes per each)	Interview		
3	Physical Site Monitoring Visits (Distribution Site)	Site visit		
#	Description	NOM	Unit Price (USD)	Remarks
C. Community	C. Community Support Project: Estimated Projects (40 Projects)			

1	Physical Site Monitoring Visits (Project Site)	Site visit	
2	Physical interviewing with project beneficiaries (Key Informant) (20-40 minutes each)	Interview	For targeted Caseloads
3	Physical interviewing with project beneficiaries (Household) (20-40 minutes each)	Interview	For targeted Caseloads

Company Name:

Company Focal Person Name:

Company Tele and Email Address:

Date:

Stamp:

			So	Scoring Scale
Section I: Organizational Structure	Max Obtainable Score	e Weights		Description
		50	10 years or more in humanitarian sector	lanitarian sector
Years of Experience in the field of monitoring services in humanitarian contex with Simialar Service	100	0-45	5 points per year in humanitarian sector	anitarian sector
		FAILED	Less than 3 years in mo	Less than 3 years in monitoring/inspection services
		25	Similar monitoring projects cited	ots cited
Title/Detail/Client of similar Project Completed within last 3 years (proportional)	100	25	Similar clients cited	
		25	Detailed projects (reports) provided	s) provided
		25	Experience in related sectors	ctors
		25	If Avarage of last three y	If Avarage of last three years Liquidity Ratio Value >1
	250 25	15	If Avarage of last three y	If Avarage of last three years Liquidity Ratio =0.5 to 1
		0	If Avarage of last three y	If Avarage of last three years Liquidity Ratio Value < 0.5
Financial Capacity (Proportional)		25	Avarage Gross Sales > USD 1,000,000	USD 1,000,000
	400	15	Avarage Gross Sales USD 500,000 - 1,000,000	SD 500,000 - 1,000,000
	2	5	Avarage Gross Sales USD 100,000-500,000	SD 100,000-500,000
		0	Avarage Gross Sales < USD 100,000	USD 100,000
		Chamber of	Chamber of Commerce Document/Gazette	azette
Company/Institution Registration and Audit Reports	Pass/Fail	200	Tax Registration Documents	
		Financial Standing	Last ox year illiaridar report Financial Standing	
Section II: Project Proposal Quality		Project Methodology	thodology	
		Doce/Eail	Pass If provided	pepi
		1 ass/1 all	Fail If not p	If not provided
		Description	+ Data Collecting Met	Description + Data Collecting Methods + Data Analysis + Reporting
Project Methodology	100			ent
			75 Good	
		100		ate
			25 Poor	
			0 Very Poor	Poor
		Integration	Integration of Mixed Methodogy	
		C Y	25 Mixed	Mixed methodology is applied in sample reports provided.
		3	0 Not A	Not Available
	300	Summary of	Summary of Data Collecting Methods is provided	ods is provided
Sample Reports	100	36	25 Provided	pa
		24	0 Not Pr	Not Provided

Annex E – Confidentiality Undertaking Form RFP-HCR-ROK-2021-018

Provision of Third-Party Monitoring and Post Distribution Monitoring for UNHCR Sudan Operation

I, the undersigned, do hereby declare and confirm that I am aware that I have been assigned by [supplier's name] (the "Contractor"), to render certain services (the "Services") for the Office of the United Nations High Commission for Refugees ("UNHCR") in connection with the Frame Agreement, dated [dd/mm/yyyy], between UNHCR and the Contractor.

In connection therewith, I hereby undertake and agree as follows:

1. Certain Definitions

- (a) "Confidential Information" means any data, documents, materials or other information disclosed to me in connection with the Services, in any form whatsoever, whether orally, visually, in writing or otherwise (including in computerized or electronic form).
- (b) "Permitted Purpose" means the use of the Confidential Information to perform the Services.

2. The Contractor's Confidentiality Obligations

- (a)I understand that the Contractor is subject to confidentiality obligations pursuant to the Contract.
- (b)I have read and understand Article 13 of UNHCR's General Conditions of Contract for the Provision of Services, attached hereto as Annex A.

3. Undertakings

- (a) I undertake to conduct myself and render services with a view to ensuring full compliance by the Contractor with such Article 13 of UNHCR's General Conditions of Contract for the Provision of Services. In case of doubt, I shall consult with my immediate supervisor or another manager of the Contractor.
- (b) I shall:
 - use the same care and discretion to avoid disclosure, publication or dissemination of the Confidential Information as I use with my own similar information that I do not wish to disclose, publish or disseminate; and,
 - (ii) use the Confidential Information solely for the Permitted Purpose.
- (c) Upon the request of the Contractor or UNHCR, or upon the termination or expiry of my contract with the Contractor, I shall immediately return to the Contractor all Confidential Information disclosed to me or to which I had access during or as a result of the performance of the Services, together with all copies thereof.

SIGNED

Name:	
Date:	
Place:	

Confidentiality Clause UNHCR General Conditions of Contract for the Provision of Services

- 13. **CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:** Information and data that is considered proprietary by either Party or that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:
 - 13.1 The recipient ("Recipient") of such Information shall:
 - 13.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar Information that it does not wish to disclose, publish or disseminate; *and*
 - 13.1.2 use the Discloser's Information solely for the purpose for which it was disclosed.
 - 13.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:
 - 13.2.1 any other party with the Discloser's prior written consent; and,
 - 13.2.2 the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:
 - a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; *or*,
 - 13.2.2.2 any entity over which the Party exercises effective managerial control; or,
 - 13.2.2.3 for UNHCR, a principal or subsidiary organ of the United Nations established in accordance with the Charter of the United Nations.
 - 13.3 The Contractor may disclose Information to the extent required by law, *provided that*, subject to and without any waiver of the privileges and immunities of UNHCR, the Contractor will give UNHCR sufficient prior notice of a request for the disclosure of Information in order to allow UNHCR to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.
 - 13.4UNHCR may disclose Information to the extent as required pursuant to the Charter of the United Nations, or pursuant to resolutions or regulations of the General Assembly or rules promulgated thereunder.
 - 13.5The Recipient shall not be precluded from disclosing Information that is (i) obtained by the Recipient without restriction from a third party who is not in breach of any obligation as to confidentiality to the owner of such Information or any other person, or (ii) disclosed by the Discloser to a third party without any obligation of confidentiality, or (iii) previously known by the Recipient, or (iv) at any time is developed by the Recipient completely independently of any disclosures hereunder.
 - 13.6These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

¹ Information and data that is considered by UNHCR as proprietary and confidential includes, but is not limited to, data pertaining to refugees and persons of concern to UNHCR.



Annex F – Acknowledgments Document RFP-HCR-ROK-2021-018 Provision of Third-Party Monitoring and Post Distribution Monitoring for UNHCR Sudan Operation

:COMPANY NAME

ACKNOWLEDGEMENTS:

I herewith confirm to have read and to acknowle for Provision of Services (Annex D&D1): ————————————————————————————————————	edge the UNHCR General Conditions Stamp: الختم			
	edge the UNHCR Code of Conduct Stamp: الختم			
ا كوڤيع المصر Authorized Signature توڤيع المصر I herewith confirm to have read the Confidentiality Undertaking Form (Annex G) and I acknowledge that the form has to be signed by each individual service				
provider/contract personnel: Authorized Signatureتوقيع المصر	Stamp: الختم			
I herewith confirm that our company is not on the Consolidated United Nations Security Council Sanctions List (available at: https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities)				
Authorized Signatureتوقيع المصرح	Stamp: الختم			



Annex G – Concept Note [TO BE SUBMITTED BY PARTNER] RFP-HCR-ROK-2021-018

Provision of Third-Party Monitoring and Post Distribution Monitoring for UNHCR Sudan Operation

Note: The purpose of the Concept Note is for the partner to express interest and demonstrate its unique advantage and value added for undertaking the Project Partnership Agreement.

The Concept Note is not a full and well-defined description of a Project. The detailed Project and its budget will be fully elaborated after the partner is selected. The Concept Note is to help UNHCR to better understand and select the Best-Fit Partner for a specific Project.

Prospective or existing partners may submit a Concept Note to propose an initiative or as a response to a Call for Expression of Interest issued by UNHCR. A sample template for a Concept Note is below.

CONCEPT NOTE				
(A detailed project description is not required unless requested by UNHCR)				
	Tick if applicable	Identification Number		
Proposal in response to UNHCR Call for Expression				
Partner Initiated Concept Note				
Name of Organization:				
Contact Information and				
Address:				
Project Location:				
Submitted to UNHCR Office:				

Project Goal and Envisaged Outcomes

Brief description of how the proposed project will achieve its expected outcome, including new initiatives if applicable

Background and Rationale

Please describe the unique advantage your organization brings to the project for achieving the desired outcome for the persons of concern.

Methodology and approach

Brief description of the activities, methodology and approach to be used for the project to address the need and achieve the desired outcome for the persons of concern. Describe how the methodology and approach links/complements UNHCR's objectives for the persons of concern, including a description of how your organization would monitor project progress. Indicate whether any other partner(s) or contractor(s) will be used in the delivery of the project activities.

Resources

Brief description of how the required resources would be mobilized and the estimated total cost of the project, including total funding to be requested from UNHCR, the organization's contribution (financial and/or in-kind) as well as any contributions by other donors. Please provide number of projects and resources currently managed.

Technical capacity

Brief description of the distinctive technical capacity and strengths, including past experiences, to



deliver the desired outcome of this project. Brief description of areas of improvement for which the organization may require support.