

DATE: 12 APRIL 2023

REQUEST FOR PROPOSAL: RFP/HCR/ROK/2023/005

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF THIRD-PARTY MONITORING SERVICE
FOR UNHCR SUDAN OPERATION**

CLOSING DATE AND TIME: 10 MAY 2023 – 23:59 HRS SUDAN LOCAL TIME.

INTRODUCTION TO UNHCR

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 environments, 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 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 as per below Lots:

- **Lot 1: Darfur**
- **Lot 2: East Sudan**
- **Lot 3: Khartoum**
- **Lot 4: White Nile**
- **Lot 5: Blue Nile**
- **Lot 6: Kadugli**

The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The tender is composed by six (06) lots corresponding to six locations. UNHCR may give the award to one or more bidder depending on the overall score obtained by each bidder for each location.

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

TENDER SCOPE OF WORK
A. Cash-Bashed Intervention (CBI)
B. NFI and Shelter Distribution (NFI)
C. Third-Party Monitoring (TPM)

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: Financial Bidding Form
- Annex C: Technical Evaluation Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018
- Annex F: Supplier's Code of Conduct
- Annex G: Bid Data Sheet
- Annex H: Calendar of Activities
- Annex I: Data Protection Agreement

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to 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 PRE-BID CONFERENCE AND REQUESTS FOR CLARIFICATION

We would also like to inform you that UNHCR Representation Office Khartoum will organize a Pre-Bid conference Meeting via Microsoft Teams between the **02 May 2023** to discuss any details pertaining the tender. All bidders are encouraged to participate in order to ask questions and raise concerns (if any) to UNHCR.

Bidders should therefore submit their details including phone number and email address for the purpose of inviting them to the meeting via Microsoft Teams on or before **26 April 2023** for us to prepare the platform for the virtual meeting.

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to SUDKH-SU@unhcr.org with CC: khalilsa@unhcr.org & drame@unhcr.org. The deadline for receipt of questions is on **26 April 2023 23:59 HRS Sudan Standard Time**. 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.

EMAIL SUBJECT: [RFP/HCR/ROK/2023/005 – QUERY](#)

UNHCR will reply to all queries received during the Pre-bid conference and all bidders are encouraged to attend.

2.4 YOUR OFFER

IMPORTANT:

Cancellation of Solicitation: UNHCR 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.

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.

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 be in USD.

Bidder can quote for one or more/or for all lots.

The Financial Offer must contain the total daily cost in USD for each location to be provided (price "all inclusive") as stated in Financial Offer Form.

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

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

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.

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:

- Business Registration Certificate.
- 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 C**) -in the different Lots provided and the percentage distribution is 70 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 points for submissions to be considered technically compliant will be **(42 points out of the 70 points)**

The **Financial offer** will use the following percentage distribution: **30 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 anti-corruption. 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-mail:

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/2023/005 FOR THE ESTABLISHMENT OF A FRAME
AGREEMENT FOR THE PROVISION OF THIRD-PARTY 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: 10 May 2023 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

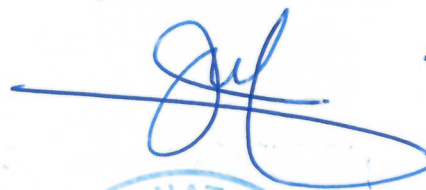
Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful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

Ibrahima Drame
Supply Officer

UNHCR Representation Office in Sudan



12/04/2023



Annex A Terms of Reference

1. BACKGROUND:

Sudan hosts one of the largest refugee populations in Africa. South Sudanese make up the majority. Many others fled violence and persecution in neighboring countries, including Eritrea, the Central African Republic, Ethiopia, and Chad, but also the wars in Syria and Yemen pushed people to seek safety in Sudan. Most refugees live in out-of-camp settlements, host communities and urban areas, while others stay in camps, especially in East Sudan and White Nile State. Sudan continues to generously host and receive additional asylum-seekers. As at Dec 31, 2022, the statistics were as follows:

- Refugees and Asylum-seekers are at 1,128,696,
- IDPs at 3,714,377 and
- returnees at 2,060.

With these numbers, the operation's intervention, and response in providing protection and life-saving assistance is extremely high. This therefore calls for increased monitoring activities to ensure delivery of programme is done premised on 3 requirements:

- Assistance is of high quality
- The related costs are within acceptable levels.
- Assistance is delivered on time.

With over US\$ 54 million of operations budget in 2023, UNHCR Sudan advocates for and provides protection and life-saving assistance to those who have been forced to flee from their homes through improved access to shelter, education, health, livelihood initiatives including infrastructure community-based projects which help refugees, people displaced inside the country, returnees, and host communities to peacefully integrate.

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.

Effective monitoring contributes to all UNHCR's mandate to protect, provide assistance and solutions to persons of concern; it serves as key performance and accountability tool. It provides UNHCR with an on-going 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.

The objective of the third-party monitoring is to enhance and scale up the existing UNHCR Sudan's monitoring mechanisms in conducting 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. The TPM will also serve to provide evidence whether beneficiaries are receiving the intended assistance on timely basis at the expected quality and quantity.

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

2. 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:

1. Shelter and Non-Food Items (NFI): UNHCR is Shelter/NFI Sector/Cluster lead agency and manages both UNHCR NFI stocks 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;
 - the objectives of CBI (e.g., access to basic needs), coping strategies and spending habits,
 - Quality of the distribution processes,
 - Risks and challenges associated with delivery of CBI,

- Accountability to Affected Persons -preference as to how assistance is delivered
- 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 standards and procedures to detect irregularities and take timely corrective action. The results are fed back into the programme cycle in order to improve the CBI programming end to end processes, 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 assurance 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 programmes and operations country-wide, therefore TPM will have the countrywide coverage.

To achieve the above, the TPM entity will be responsible for the following:

a) Joint Development of Relevant Monitoring and Compliance Tools:

- UNHCR will jointly develop all the relevant monitoring tools with the successful TPM 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 lifesaving) 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 undertake data collection only when requested by UNHCR for specific interventions.
- 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 will be undertaken.
- Another significant responsibility of the partner will be an effective data management system which is essential to a monitoring system. To make effective use of the data collected, UNHCR will specify the format data will 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 will direct on the approaches related to data management in compliance with UNHCR global policy on collection and processing of personal data of persons UNHCR serves.

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 follow-up, 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.

3. METHODOLOGY:

By nature, implementation of humanitarian interventions in Sudan are often complex and occur rapidly and in a changing operational environment 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 considering 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'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 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.

4. DELIVERABLES:

S/N	Deliverable (Particulars)	Approach(es) / comments	Timeframe
	<ul style="list-style-type: none"> - Data collection using UNHCR developed tools, - Data analysis 	<ul style="list-style-type: none"> - UNHCR will develop a mix of online and offline monitoring tools and brief the TPM entity on the use of these tools before being administered. - TPM entity will undertake data collect and analysis - Data collection tools aim to capture information from all intervention areas. - UNHCR will remain the custodian of these tools 	As per workplan (TBD)
	Field visits, monitoring missions to project sites	<ul style="list-style-type: none"> - Physical Project monitoring by visiting project sites - Meeting with beneficiaries and other project stakeholders - Collection and verifications of data 	As per the work plan (TBD)
	TPM/PDM Reports <ul style="list-style-type: none"> - Presentation of draft findings / Comments - Final Report 	<ul style="list-style-type: none"> - After field assessment, data collection and analysis, the TPM entity will draft a report and present for validation by UNHCR before producing a final report. 	As per the work plan (TBD)

4. EVALUATION CRITERIA:

- 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 or internationally



- 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:

- Fully Developed Concept-Note with -Annex A: and the proposal should contain clear information, per
- Proposed Financial Bidding (Financial Component)- Annex C based proposed scope of work, and broken down by pricelists for transportation (to different locations), per diems for enumerators and administrative costs
- Organization Registration Certificate with the relevant Ministry
- Demonstrated experience of at least 3 years in designing and conducting Third Party Monitoring systems for international agencies, government, INGOs.
- Organizational/company profiles
- Administration/HR manuals
- Recent Audit Report/ Financial Statement (preferably for the last 3 years) conducted by an independent audit firm
- Any other relevant documents that may be useful e.g., Fraud prevention manual etc.

5. TIMEFRAME OF THE EVALUATION:

Within the 2023-25 Multi-Year strategy, UNHCR has Annual Programme Cycle, and the third partner monitoring will be an ongoing process throughout the Programme cycle of UNHCR interventions across the country. Specific work plans will be developed to undertake the monitoring exercises.

Annex C - Technical Evaluation Criteria

Annex C - Technical Evaluation Criteria RFP-HCR-ROK-2023-005 Provision of Third-Party Monitoring Service for UNHCR Sudan Operation		
Mandatory Evaluation Criteria		
1	Valid Registration Documents / Certificate issued by the Ministry of Justice (Commercial Registration Department)	PASS/FAIL
2	Company Age Not less than 3 years from the date of registration / incorporation	PASS/FAIL
3	Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to, for the purpose the proposed contract.	PASS/FAIL
4	UNHCR General Conditions of Contracts for Service (Version 2018)	PASS/FAIL
Technical Evaluation Criteria		
<u>Section I: Organization at Structure</u>	Maximum Attainable Score	Description
1	20	At least 3 years or more in conducting PDMs, inspections and evaluations of NFIs, CBI and TPM in the humanitarian sector - 20 points
		2 years to 2.9 years in conducting PDMs, inspections and evaluations of NFIs, CBIs and TPM in the humanitarian sector- 15 points
		2 years in conducting PDMs, inspections and evaluations of NFIs, CBIs and TPM in the humanitarian sector- 10 points
		1 year in conducting PDMs, inspections and evaluations of NFIs, CBIs and TPM in the humanitarian sector- 5 points
		Zero years in conducting PDMs, inspections and evaluations of NFIs, CBIs and TPM in the humanitarian sector- 0 points
Title/Detail/ Client of similar PDM	10	Adequate demonstration of similar monitoring and evaluation projects, clients cited in conducting PDMs, inspections and evaluations of NFIs, CBIs and TPM in the humanitarian sector in the last 3 years and above- 10 points

	Projects Completed for INGOs, International Agencies within last 3 years		Partial demonstration of similar monitoring and evaluation projects, clients cited in conducting PDMs, inspections and evaluations of NFIs, CBIs and TPM in the humanitarian sector in the last 1 to 3 years- 5 points
			Absence of demonstration of similar monitoring and evaluation projects, clients cited in conducting PDMs, inspections and evaluations of NFIs, CBIs and TPM in the humanitarian sector in the last 1 year- 0 points
2	<i>Section II: Project Proposal Quality</i>	15	
	Methodology		Excellent presentation and comprehensiveness of PDM proposal, knowledge and methodology - 15 points
			Good presentation and comprehensiveness of PDM proposal, knowledge and methodology - 10 points
			Fair presentation and comprehensiveness of PDM proposal, knowledge and methodology- 5 points
			Unsatisfactory presentation and comprehensiveness of PDM proposal, knowledge and methodology- 0 points
	Sample Reports	5	Demonstrated and provided adequate supporting PDM reports, evaluations and related deliverables for at least 3 years 5 points
			Demonstrated and provided adequate supporting PDM reports, evaluations and related deliverables in the last 2 to 3 years- 3 points
			Partially demonstrated and provided adequate supporting PDM reports, evaluations and related deliverables in the last 1 to 2 years- 2 points
			Partially demonstrated and provided adequate supporting PDM reports, evaluations and related deliverables in the last 1 year- 1 points
			Inadequate supporting PDM reports, evaluations and related deliverables- 0 points
	Work Plan and Risk Mitigation	5	
			Adequately and fully demonstrated realistic timelines and risk management in designing and delivering the PDM assignments 5 points
			Fairly demonstrated realistic timelines and risk management in designing and delivering the PDM assignments 4 points
			Partially demonstrated realistic timelines and risk management in designing and delivering the PDM assignments 3 points
			Weakly demonstrated realistic timelines in designing and delivering the PDM assignments 2 points
		Failed to demonstrate realistic timelines in designing and delivering the PDM assignments 0 points	
3	<i>Section III: Coverage and Teams</i>	10	
	Geographical Operational Coverage Possess in-depth knowledge of the local context of Sudan and it's the states in which the UNHCR is operationally present		Fully demonstrated geographical coverage, networks, security and accessibility to the operational areas of the UNHCR 10 points
			Fairly demonstrated geographical coverage, networks, security and accessibility to the operational areas of the UNHCR 5 points
			Partially demonstrated geographical coverage, networks, security and accessibility to the operational areas of the UNHCR 4 points
			Inadequately demonstrated geographical coverage, networks, security and accessibility to the operational areas of the UNHCR 2 points
			Failed to demonstrate geographical coverage, networks, security and accessibility to the operational areas of the UNHCR 0 points

ANNEX G: 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	FOR OF	10 May 2023, 11:59 Hrs. (Sudan Standard Time) BIDS TO BE MARKED:
		<p>SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM</p> <p>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL OR COURIER</p> <p>ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM</p> <p>REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2023/005 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF THIRD-PARTY MONITORING SERVICE FOR UNHCR SUDAN OPERATIONS.</p> <p>Clearly Marked: NOT TO BE OPENED BY REGISTRY</p>
LATE SUBMISSION OF OFFERS:		<p>OFFERS SHOULD BE SUBMITTED IN GOOD TIME TO BE RECEIVED BY CLOSING DATE AND TIME.</p> <p>IMPORTANT NOTE: BIDS RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS AND BIDS TRANSMITTED IN ANY OTHER MANNER THAN THOSE INDICATED ABOVE WILL NOT BE CONSIDERED.</p>
BID VALIDITY PERIOD:		180 DAYS
PRICE VALIDITY PERIOD:		180 DAYS
SPECIFICATIONS:		KINDLY NOTE THAT FOR THE SERVICE THE REQUESTED SPECIFICATIONS MAY BE CONSIDERED IF IT CONFIRMS TO THE PRESCRIBED QUALITY AND STANDARD
DELIVERY SCHEDULE:		DELIVERY TIME: IN DAYS:
LANGUAGE OF THE BID:		ENGLISH
BID SUBMISSION		UNHCR REPRESENTATION OFFICE SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM.
REQUESTS FOR ADDITIONAL INFORMATION:	FOR	<p>BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS REQUEST FOR PROPOSAL BY E-MAIL TO: SUDKH-SU@unhcr.org</p> <p>BEFORE 11:59 HRS on 26 April 2023 (CUT-OFF DATE FOR QUERIES).</p> <p>UNHCR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.</p>

ANNEX H: CALENDER OF ACTIVITIES

RFP No RFP-HCR-ROK-2023-005

FOR THE ESTABLISHMENT OF A SERVICE CONTRACT FOR THE PROVISION OF THIRD-PARY MONITORING SERVICE FOR UNHCE SUDAN OPERATION.

Tentative Calendar of Activities			
S/No:	Action Description	Date	
		From	To
1	Tender available to vendors	12 April 2023	10 May 2023
2	Closing date for Queries	12 April 2023	26 April 2023
3	Pre-bid Meeting		02 May 2023
4	Closing date for Submission		10 May 2023
5	Bid opening Date	11 May 2023	12 May 2023
6	Technical and Financial Evaluation	13 May 2023	24 May 2023
7	Approval of Contract	25 May 2023	30 May 2023
8	Issuance of Purchase order		15 June 2023