

# RESTRICTED CALL FOR TENDER – Instructions to Bidders

## ACTED Syria

### Instructions to Bidders

Date: 19/09/2019

Tender N°: T/16MULTI/MULTI/MULTI/AMM/AME/19-09-2019/1

ACTED is requesting through this tender a company to provide detailed written quotations for the supply of the following Third-Party Monitoring services in various locations in Syria for an 18-month Framework Agreement (FWA):

#### PRODUCT SPECIFICATIONS:

- |                              |  |
|------------------------------|--|
| 1. Description:              | <b>Third-Party Monitoring</b>                        |
| 2. Product class / category: | <b>Services</b>                                      |
| 3. Made in (product origin): | <b>International</b>                                 |
| 4. Quantity/unit:            | <b>As per request during the validity of the FWA</b> |

#### RESPONSIBILITIES OF THE CONTRACTOR:

- |                           |   |
|---------------------------|---|
| 1. Terms of delivery:     | <b>To be defined according to each request from ACTED</b> |
| 2. Validity of the offer: | <b>3 months minimum</b>                                   |

#### GENERAL CONDITIONS:

1. The **closing date** of this tender is fixed on **10/10/2019 at 12:00 (local time in Jordan)** by email to [syria2.tender@acted.org](mailto:syria2.tender@acted.org), Cc [tender@acted.org](mailto:tender@acted.org)
2. A written summary of all inquiries raised by interested bidders will be shared by email on **27/09/2019** and **09/10/2019**.
3. Late offers, or offers sent to any other address or email address, will not be considered. Any missing document might lead to the direct disqualification of the applicant.
4. Tenderers must fill, sign, stamp and return the documents according to ACTED's format. **Electronic signatures, white ink, or price correction by hand are not accepted.**
5. Tenderers will sign and return all pages of the Product Specifications for which they apply.
6. The offer to the Call for Tender does not guarantee the award of a contract and ACTED will not be responsible for any costs or expenses incurred by the Bidders in connection with the preparation and submission of their bids to ACTED.
7. Offers that do not comply with the overall length and deadline of the assignment (as provided above), and/or do not plan to cover the full scope of work will be disqualified.
8. Any error or major discrepancy related to the instructions listed in the Terms of Reference may lead to the rejection of the bid.
9. Clarifications will only be requested by ACTED to bidders when information provided is not sufficient to conduct an objective assessment of the submitted offer.
10. To ensure equal treatment of applicants, ACTED cannot give a prior opinion on the eligibility and selection of bidders.
11. **Bidding Documents** must be clearly marked "**T/16MULTI/MULTI/MULTI/AMM/AME/19-09-2019/1 – not to be opened before 10/10/2019**" in the subject line, and include the following **mandatory** documentation. **Note that late submissions, or submissions not including all of the below mandatory documentation, may not be considered:**



12. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors' compliance requirements, all contract offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED's anti-terrorism policy. To this end, ACTED reserves the right to carry out anti-terrorism checks on contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractor.

*NOTE: ACTED adopts a zero tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and has set up a Transparency focal point (Transparency Team supervised by the Director of Audit and Transparency) via a specific e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practices (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please contact us by WhatsApp on the following phone number 0090 5466578736 and/or send an e-mail to [transparency@acted.org](mailto:transparency@acted.org).*

## **SPECIFIC CONDITIONS:**

1. The answers to this tender should include the following elements:
  - Signed and stamped '**Instructions to Bidders**';
  - Signed and stamped '**Technical Proposal**'; including a detailed methodology and expected timelines per activity (i.e. detailed timeline to conduct an onsite monitoring/PDM activity which include training, data collection, analysis and reporting), CV(s) of the key personnel deployed and organogram of the team structure; evidence of past experience including contracting authority, description of the project, area of intervention, and total budget; and a sample from previous work (10 pages) from at least 2 separate projects; *note that the supporting documentation will not be considered for administrative evaluation but that any missing documentation may lead to rejection during technical evaluation.*
  - Signed and stamped '**Bidder's Questionnaire**';
  - Signed and stamped '**Bidder's Ethical Declaration**';
  - Signed and stamped '**Bidder's Checklist**';
  - Signed and stamped '**Financial Offer**';
  - Signed and stamped '**Terms of Reference**';
  - A copy of the legal representative Passport & ID and company registration document.
2. By undertaking this third party monitoring, the service provider and their staff are expected to abide to humanitarian principles and to ensure the confidentiality of the data collected, and follow at all times ACTED's Code of Conduct.
3. All data collected as part of this evaluation must be kept strictly confidential and will remain ACTED's property. By the end of the third party monitoring, the service provider shall submit all ACTED/project-related documentation back to ACTED management. Deliverables produced under the contract shall not be shared externally without ACTED's prior written approval.
4. It is the responsibility of the service provider to budget for a translator (if required), as well as any medical/health insurance.
5. ACTED will not take the responsibility of the transportation, access, accommodation and food-related expenses. It is the sole responsibility of the service provider to take the appropriate measures to ensure access and lodging of their staff in the field, and to procure all necessary equipment, tools, etc.; insurance coverage copy for all experts including professional liability applicable to the project areas.

## **EXPERTISE REQUIREMENTS:**

- Post- graduate qualifications in Economics, Sociology, Development/Humanitarian studies or relevant area
- Experience in project Monitoring and Evaluation in Syria
- Having access to ACTED interventions' areas (even though it is preferred for the selected supplier to be able to monitor in all areas, partial applications will be considered) and able to deploy both men and women in their field teams



- Strong knowledge and/or demonstrated experience in designing and conducting similar monitoring and evaluation activities in insecure contexts
- Excellent knowledge of the context, especially in terms of security, and culture
- Strong knowledge of Core Humanitarian Standards
- Strong analytical skills and ability to clearly synthesize and present findings
- Excellent written and oral English and Arabic

**EVALUATION CRITERIA:**

Applications will be evaluated based on the bidders' technical offers according to the following criteria (minimum passing grade 60%):

a	<b>Personnel deployed:</b> CV(s) of the key personnel deployed and organogram of the team structure	Up to 20 %
b	<b>Experience in similar projects:</b> Past experience including contracting authority, description of the project, area of intervention, and total budget;	Up to 20 %
c	<b>Sample from previous work (10 pages)</b> from at least 2 separate projects	Up to 20 %
d	<b>Technical Proposal</b> including a detailed Methodology and expected timelines per activity (i.e. detailed timeline to conduct an onsite monitoring/PDM activity which include training, data collection, analysis and reporting, and the areas inside Syria that the contractor is able to operate)	Up to 40 %

ACTED Syria will thus have to first evaluate the bidders technical proposition relevancy toward the TPM services expertise required, and is therefore proposing to follow the selection method below:

- Bidders will first be ranked based on their results during the technical evaluation;
- The bidder(s) passing the minimum requirement threshold from the technical evaluation will be then further considered for financial evaluation;
- ACTED reserves the right to negotiate with the selected supplier if prices significantly exceed the average costs of equivalent services. Furthermore, ACTED may reject bids if additional costs (listed on page 22) are excessive (in terms of the number of additional costs and in terms of price). As much as possible, bidders are encouraged to factor additional costs into their offer.

Name \_\_\_\_\_

Position: \_\_\_\_\_

Signature & Stamp: \_\_\_\_\_

Date: \_\_\_\_\_

**Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.**



**Technical Proposal ACTED SYRIA**

Date:

Tender N°: T/16MULTI/MULTI/MULTI/AMM/AME/19-09-2019/1

1. Please provide CVs for key team members and organogram (including key staff members, job titles and number of staff for field positions). The evaluation committee may award partial scores if the CVs or organogram partially satisfy the requirements of the project; the maximum available score is 20 points. **If the organogram or CVs submitted indicates insufficient staff numbers the offer will be rejected (disqualifying criteria).**

1	Key personnel deployed and team structure (up to 20 points available)
A	<b>Field Team:</b> Leader(s), Field Site Monitor(s)
B	<b>Quantative Data Collection Team:</b> Leader(s), Field Site Monitor(s)
C	<b>Qualitative Data Collection Team:</b> Leader(s), Interviewer(s)
D	Data Analyst(s), M&E Manager(s), Field Case Manager(s)
E	Team Structure(s) Organogram

2. Please attach evidence for at least two previous projects. ACTED will award scores only for relevant projects provided. Continue on a separate sheet if necessary. The evaluation committee may award partial scores if the experience partially satisfy the requirements of the project; the maximum available score is 20 points. **If no evidence is provided the offer will be rejected (disqualifying criteria).**

2	Project Description	Location	Partner Name	Duration	Project Cost (USD)
A					
B					
C					
D					
E					

3 Sample from previous work (10 pages) from at least 2 separate projects  
Up to 20 points will be awarded based on a qualitative assessment of previous work by the evaluation committee. The samples should be relevant to the project, clear, and contain no major errors in terms of methodology or calculation. **If no sample is provided the offer will be rejected (disqualifying criteria).**

**4 Technical Proposal**

Please attach a detailed technical proposal, based on a mixed methods methodology, comprising secondary data review as well as quantitative and qualitative data collection methods, detailing the bidder's approach to fulfilling the Terms of Reference above, and the areas in which the bidder is able to operate. The proposal should include including:

- A detailed methodology;
- Expected timelines per activity (i.e. detailed timeline to conduct an onsite monitoring/PDM activity which includes training, data collection, analysis and reporting)

The evaluation committee may award partial scores if the technical proposal partially satisfy the requirements of the project. Up to 40 points are available based on the technical proposal. **If the technical proposal score is '0' the bid will be rejected (disqualifying criteria).**

I undersigned, certify that I am the designated legal representative of this Company, that the information provided above is correct and I am aware of the fact that I will be held responsible for providing false information.

I declare and certify that the information above is true and accurate to the best of my knowledge. I understand and accept any false or inaccurate information may result in the cancellation of any offer made by the Bidder, even if discovered later.

Name \_\_\_\_\_

Position: \_\_\_\_\_

Signature & Stamp: \_\_\_\_\_

Date: \_\_\_\_\_

Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.



**BIDDER'S QUESTIONNAIRE ACTED SYRIA**

Date: \_\_\_\_\_

Tender N° : T/16MULTI/MULTI/MULTI/AMM/AME/19-09-2019/1

PART I: INFORMATION			
A. Company Details and General Information			
Name of Company		Trading As	
Address (headquarters)		Telephone	
Zip Code (headquarters)		Fax	
City (headquarters)		E-mail address 1	
PO Box		E-mail address 2	
Country (headquarters)		Website address	
Parent Company or name of owner		Subsidiaries/ Associates/ Overseas Representative	
Sales Person's Name		Sales Person's Position	
Sales Person's phone		Sales Persons' E-mail	
<i>Governance of the company: Chairman, Vice-Chairman, Treasurer or Secretary of the Board of Directors or Board of Trustees</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		Type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		Gender (e.g. male, female)	
Current employer and job title:		Occupation	
Address of residence		Citizenship(s)	
Province/Region		E-mail address	
Is the individual a U.S. citizen or legal permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Professional Licenses – State Issued Certifications	
<i>Management of the company: CEO, Executive Director, Deputy Director, President or Vice-President</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		Gender (e.g. male, female)	
Current employer and job title:		Occupation	
Address of residence		Citizenship(s)	
Province/Region		E-mail addresses	
Is the individual a U.S. citizen or legal permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Professional Licenses – State Issued Certifications	



<i>Management of the company: Chief Finance Officer or Chief Accountant</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		Gender (e.g. male, female)	
Current employer and job title:		Occupation	
Address of residence		Citizenship(s)	
Province/Region		E-mail addresses	
Is the individual a U.S. citizen or legal permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Professional Licenses – State Issued Certifications	
<i>Company's staff &amp; insurance</i>			
No. Full Time Employees:		Employee average work wage per hour:	
% of Men to Women:		Any employee(s) with relatives working with ACTED?	<input type="checkbox"/> Yes <input type="checkbox"/> No
No. of Children:		What is the legal minimum wage paid?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In what capacity?		Are paid vacations offered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What are their ages?		Are flexible working hours offered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Name of insurance company:		Staff covered by health insurance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Description of the Company</i>			
Type of Business (multiple choices possible):	<input type="checkbox"/> Manufacturing <input type="checkbox"/> Consulting Company <input type="checkbox"/> Authorized Agent	<input type="checkbox"/> Manufacturing <input type="checkbox"/> Trader <input type="checkbox"/> Other, please specify : _____	
Sector of Business (multiple choices possible):	<input type="checkbox"/> Goods / supplies <input type="checkbox"/> Services <input type="checkbox"/> Equipment	<input type="checkbox"/> Works <input type="checkbox"/> Other, please specify : _____	
Year Established:		Country of registration:	
Licence number:		Valid until:	
Working languages:	<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish	<input type="checkbox"/> Arabic <input type="checkbox"/> Chinese <input type="checkbox"/> Other, please specify : _____	
Technical documents available in:	<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish	<input type="checkbox"/> Arabic <input type="checkbox"/> Chinese <input type="checkbox"/> Other, please specify : _____	
<b>B. Financial Information</b>			
VAT Number:		Tax Number:	
Bank Name:		Bank Account Number:	
Bank Address:		Account Name:	
Swift/BIC number:		Standard Payment Terms:	
Has the company been audited in the last 3 years?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Please attach a copy of the company's most recent Annual or Audited Financial Report			<input type="checkbox"/> Attached
Annual Value of Total Sales for the last 3 Years:			
Year: USD:		Year: USD:	



Annual Value of Export Sales for the last 3 years						
Year:		Year:		Year:		
USD:		USD:		USD:		
<b>C. Experience</b>						
Company's recent business with ACTED and/or other International Aid Agencies or United Nations Agencies:						
#	Organisation	Contact person	Phone/E-mail	Goods/Works/Services	Value (USD)	Destination
1						
2						
3						
4						
5						
What is your company's main area of expertise?						
What is your company's business coverage area?		<input type="checkbox"/> National <input type="checkbox"/> Restricted to (specify location) : _____				
To which countries has your company exported and/or managed projects in the last 3 years?						
Provide any other information that demonstrates your company's qualifications and experience (eg. awards)						
List any national or international Trade/Professional Organisations of which your company is a member						
<b>D. Technical Capability</b>						
Type of Quality Assurance Certificate				<input type="checkbox"/> Attached		
Type of Certification/Qualification Documents				<input type="checkbox"/> Attached		
International Offices/Representation						
List below up to 10 of the core Goods and/or Services your company sells:						
1)		6)				
2)		7)				
3)		8)				
4)		9)				
5)		10)				
List the main assets of your company (trucks & heavy machines, heavy & valuable equipment, premises & warehouses, production sites etc.)						
1)		6)				
2)		7)				
3)		8)				
4)		9)				
5)		10)				
<b>E. Miscellaneous</b>						
Does your company have an Environmental Policy? (Yes/No)				<input type="checkbox"/> Yes <input type="checkbox"/> No		
Does your company have an Ethical Trading Policy? (Yes/No)				<input type="checkbox"/> Yes <input type="checkbox"/> No		
Does your company have an Anti-terrorist Policy? (Yes/No)				<input type="checkbox"/> Yes <input type="checkbox"/> No		
Is your company compliant with the EU General Data Protection Regulation (or equivalent)? (Yes/No)				<input type="checkbox"/> Yes <input type="checkbox"/> No		
If you answered yes to the above two questions, please attach copies of your policy:					<input type="checkbox"/> Attached	
Has your company ever been bankrupt, or is in the process of being wound up, having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning these matters, or is in any analogous situation arising from a similar procedure provided for in national law?					<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered yes, please provide details:						





Has your company ever been convicted of an offence concerning its professional conduct by a judgment which as force of res judicata?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
Has your company ever been guilty of grave professional misconduct proven by other means?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
Has your company ever not fulfilled its obligations relating to the payment of social security contributions, or the payment of taxes in accordance with the law of the country in which it is established, or with those of France, or those of the country where the contract is to be performed?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
Has your company ever been the subject of a judgement, which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
Has your company ever been declared to be in serious breach of contract for failure to comply with its contractual obligations, following another procurement procedure or grant award procedure financed by a donor country?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
Has your company ever been declared to be in serious breach of contract for failure to comply with its contractual obligations, following another procurement procedure or grant award procedure financed by a donor country?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
Has your company ever been in any dispute with any Government Agency, the United Nations, or International Aid Organisations (including ACTED)?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
Do you agree with terms of payment of 30 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you accept visit of ACTED staff & external auditors to your office?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>PART II: CERTIFICATION</b>			
I, the undersigned warrant that the information provided in this form is correct, and in the event of changes, details will be provided to ACTED as soon as possible in writing. I also understand that ACTED does not do business with companies, or any affiliates or subsidiaries, which engage in any practices that are in breach of ACTED's Child Protection, Sexual Exploitation and Abuse Protection, Conflict of Interest, Anti-fraud, Anti-terrorism Policy and Data Protection Policies (available on request).			
Name:		Date:	
Title/Position		Place:	
E-mail address (for contact for verification purposes):		Signature:	
Phone number (for contact for verification purposes):		Company Stamp:	
<b>Check list of supporting documents</b>			<b>For ACTED use only</b>
1) Trading license	<input type="checkbox"/> Attached		<input type="checkbox"/> Checked
2) VAT registration/tax clearance certificate	<input type="checkbox"/> Attached		<input type="checkbox"/> Checked
3) Company profile	<input type="checkbox"/> Attached		<input type="checkbox"/> Checked
4) Proof of trading/dealership/agent	<input type="checkbox"/> Attached		<input type="checkbox"/> Checked
5) Evidence of similar contracts	<input type="checkbox"/> Attached		<input type="checkbox"/> Checked
6) References	<input type="checkbox"/> Attached		<input type="checkbox"/> Checked
7) Particulars of CEO and key personnel	<input type="checkbox"/> Attached		<input type="checkbox"/> Checked
8) Articles of Association & Certificate of incorporation	<input type="checkbox"/> Attached		<input type="checkbox"/> Checked





9)	Financial statements (latest)	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked
10)	Other (specify):	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked

Company Name: \_\_\_\_\_

Authorized Representative Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Stamp:

**Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.**

**BIDDER'S ETHICAL DECLARATION**

Date:

Tender N°: T/16MULTI/MULTI/MULTI/AMM/AME/19-09-2019/1

Tenderer's name: \_\_\_\_\_

Tenderer's address: \_\_\_\_\_

**CODE OF CONDUCT:****1. Labour Standards**

The labour standards in this code are based on the conventions of the International Labour Organisation (ILO).

- *Employment is freely chosen*

There is no forced, bonded or involuntary prison labour. Workers are not required to lodge 'deposits' or their identity papers with the employer and are free to leave their employer after reasonable notice.

- *Freedom of association and the right to collective bargaining are respected*

Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the legitimate activities of trade unions. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

- *Working conditions are safe and hygienic*

A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers. Access to clean toilet facilities and potable water and, if appropriate, sanitary facilities for food storage shall be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. The company observing the standards shall assign responsibility for health and safety to a senior management representative.

- *Child Labour shall not be used*

There shall be no new recruitment of child labour. Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her/him to attend and remain in quality education until no longer a child. Children and young people under 18 years of age shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

- *Living wages are paid*

Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks. In any event wages should always be high enough to meet basic needs and to provide some discretionary income. All workers shall be provided with written and understandable information about their

employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

- *Working hours are not excessive*

Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. In any event, workers shall not on a regular basis be required to work in excess of the local legal working hours. Overtime shall be voluntary, shall not exceed local legal limits, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

- *No discrimination is practised*

There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

- *Regular employment is provided*

To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

- *No harsh or inhumane treatment is allowed*

Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

## **B. Environmental Standards**

Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business. Detailed performance standards are a matter for suppliers, but should address at least the following:

- *Waste Management*

Waste is minimised and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air, and water pollution are adopted. In the case of hazardous materials, emergency response plans are in place.

- *Packaging and Paper*

Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.

- *Conservation*

Processes and activities are monitored and modified as necessary to ensure that conservation of scarce resources, including water, flora and fauna and productive land in certain situations.

- *Energy Use*

All production and delivery processes, including the use of heating, ventilation, lighting, IT systems and transportation, are based on the need to maximise efficient energy use and to minimise harmful emissions.

- *Safety precautions for transport and cargo handling*

All transport and cargo handling processes are based on the need to maximise safety precautions and to minimise potential injuries to ACTED beneficiaries and staff as well as the suppliers's employees or those of its subcontractors.

### **C. Business Behaviour**

The conduct of the supplier should not violate the basic rights of ACTED's beneficiaries.

The supplier should not be engaged

1. in the manufacture of arms
2. in the sale of arms to governments which systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardise regional peace and security.

### **D. ACTED procurement rules and regulations**

Suppliers should comply with ACTED procurement rules and regulations outlines in ACTED Logistics Manual Version 1.2. or above. In particular, ACTED's procurement policy set out in Section 2.1 and 2.4. (contract awarding). By doing so, Suppliers acknowledge that they do not find themselves in any of the situations of exclusion as referred to under section 2.4.2.

### **Operating Principles**

The implementation of the Code of Conduct will be a shared responsibility between ACTED and its suppliers, informed by a number of operating principles, which will be reviewed from time to time.

ACTED will:

1. Assign responsibility for ensuring compliance with the Code of Conduct to a senior manager.
2. Communicate its commitment to the Code of Conduct to employees, supporters and donors, as well as to all suppliers of goods and services.
3. Make appropriate human and financial resources available to meet its stated commitments, including training and guidelines for relevant personnel.
4. Provide guidance and reasonable non-financial support to suppliers who genuinely seek to promote and implement the Code standards in their own business and in the relevant supply chains, within available resources.
5. Adopt appropriate methods and systems for monitoring and verifying the achievement of the standards.
6. Seek to maximise the beneficial effect of the resources available, e.g. by collaborating with other NGOs, and by prioritising the most likely locations of non-compliance.

ACTED expects suppliers to:

1. Accept responsibility for labour and environmental conditions under which products are made and services provided. This includes all work contracted or sub-contracted and that conducted by home or other out-workers.
2. Assign responsibility for implementing the Code of Conduct to a senior manager.
3. Make a written Statement of Intent regarding the company's policy in relation to the Code of Conduct and how it will be implemented, and communicate this to staff and suppliers as well as to ACTED.

Both parties will

1. require the immediate cessation of serious breaches of the Code and, where these persist, terminate the business relationship.
2. Seek to ensure all employees are aware of their rights and involved in the decisions which affect them.



3. Avoid discriminating against enterprises in developing countries.
4. Recognise official regulation and inspection of workplace standards, and the interests of legitimate trades unions and other representative organisations.
5. seek arbitration in the case of unresolved disputes.

### Qualifications To The Policy Statement

The humanitarian imperative is paramount. Where speed of deployment is essential in saving lives, ACTED will purchase necessary goods and services from the most appropriate available source.

ACTED can accept neither uncontrolled cost increases nor drops in quality. It accepts appropriate internal costs but will work with suppliers to achieve required ethical standards as far as possible at no increase in cost or decrease in quality.

I undersigned \_\_\_\_\_, agree to adopt the above Code of Conduct and to commit to comply with the labour and environmental standards specified, both in my own company and those of my suppliers.

Name \_\_\_\_\_ Position: \_\_\_\_\_

Signature & Stamp: \_\_\_\_\_ Date: \_\_\_\_\_

**Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.**



**BIDDER'S CHECK LIST ACTED SYRIA**

Date: \_\_\_\_\_

Tender N°: T/16MULTI/MULTI/MULTI/AMM/AME/19-09-2019/1

**BEFORE SENDING YOUR BIDDING DOCUMENTS, PLEASE CHECK THAT EACH OF THE FOLLOWING ITEM IS COMPLETE AND RESPECTS THE FOLLOWING CRITERIA :**

Description	To be filled in by Bidder		For ACTED use only (to be filled in by Purchase Committee)		Comments
	Included		Present		
	Yes	No	Yes	No	
1. Attached, signed and stamped by the supplier on ACTED's format unless otherwise stated <b>(compulsory)</b> .					
1a. Form PRO-05 – Instructions to Bidders					
1b. Technical Proposal signed and stamped, including: Evidence of past performance • CV(s) of the personnel • Organogram of the team structure • Methodology/work plan • Sample from previous work					
1c. Form PRO-06-01 – Bidders Questionnaire Form					
1d. Form PRO-06-02 – Bidder's Ethical Declaration					
2. Form PRO-06 – Financial Offer Form					
3. The bidding documents are filled in English <b>(compulsory)</b>					
4. The prices in the Offer Form are in USD <b>(compulsory)</b>					
5. A copy of the company registration documents and license ID & Passport of the legal representative of the company <b>(compulsory)</b>					
6. Terms of Reference signed and stamped <b>(compulsory)</b>					

Name \_\_\_\_\_

Position: \_\_\_\_\_

Signature & Stamp: \_\_\_\_\_

Date: \_\_\_\_\_

**Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.**

*Note that the supporting documentation in the technical proposal will not be considered for administrative evaluation but that any missing documentation may lead to rejection during technical evaluation.*

# Financial Offer

**T/16MULTI/MULTI/MULTI/AMM/AME/19-09-2019/1**





**OFFER FORM ACTED SYRIA**

*Financial proposal **MUST** be submitted on or before 10/10/2019 at 12:00 local time in Amman, Jordan*

Date:

Tender N°: T/16MULTI/MULTI/MULTI/AMM/AME/19-09-2019/1

**To be Filled by Bidder (COMPULSORY)**

**Details of Bidding Company:**

1. Company Name: ( \_\_\_\_\_ )

2. Company Authorized Representative Name: ( \_\_\_\_\_ )

3. Company Registration No: ( \_\_\_\_\_ )

*No/Country/ Ministry*

4. Company Specialization: ( \_\_\_\_\_ )

5. Mailing Address: ( \_\_\_\_\_ )

*Country/Governorate. /City/St name/Shop-Office No*

a. Contact Numbers: (Land Line: \_\_\_\_\_ )

(Mobile No: \_\_\_\_\_ )

b. E-mail Address: ( \_\_\_\_\_ )

I undersigned \_\_\_\_\_, agree to provide ACTED, non-profit NGO, with items answering the following specifications, according to the general conditions and responsibilities that I engage myself to follow.

**FINANCIAL PROPOSAL:**

ACTED will establish a Framework Agreement (FWA) for the services described above with the selected supplier. The Framework Agreement will function through a call-off process against agreed prices and services.

**PLEASE FILL IN THE FOLLOWING TABLE:**

Item #	Description	Unit	Unit price (USD)
1	Desk review and inception meeting (project proposals, program workplan, AME Framework, AME workplan, Kick off meeting and Close Out meetings presentations of previous meetings)	Daily rate	
2	<b>On-site monitoring (Distribution monitoring, Shopping period monitoring, Training monitoring and Fielding Complaints Response Mechanims)</b>		
2.1	Field team leader	Man-day	
2.2	Field site monitor	Man-day	
3	<b>Quantitative data collection (Baselines, Endlines, PDMs and Satisfaction Surveys)</b>		
3.1	Quantative data collection team leader	Man-day	
3.2	Quantitative field site monitor	Man-day	
4	<b>Qualitative data collection (FGDs, KIIs)</b>		
4.1	Qualitative data collection Team leader	Man-day	
4.2	Qualitative interviewer	Man-day	
5	<b>Report (for all activites conducted during each month: data analysis, consolidation of findings and production of the report)</b>		
5.1	Data analyst	Man-day	
5.2	M&E Manager	Man-day	
6	<b>In-depth investigation on hot issues such as accusations of sexual explotation, corruption and fraud, aid diversion. High level of engagement is expected: interviews with beneficiaries, key informants in the community, local authorities, triangulation of information</b>		
6.1	Field Case manager	Man-day	
6.2	Data analyst	Man-day	
6.3	M&E Manager	Man-day	
7	Perctage overheads other costs outside Syria (international or regional travel, visa fees for international staff, insurance, taxes)	%	

Note that some costs may be negotiated during contracting. Additional costs should be calculated into the percentage of overheads, additional expenses will not be payable by ACTED.

**BIDDER'S COMMENTS/REMARKS:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**DELIVERY CONDITIONS GUARANTEED BY THE BIDDER:**

..... days after receiving a request from ACTED

**BIDDER'S TERMS AND CONDITIONS:**

1. Valid of the offer: \_\_\_\_\_ (recommended: 3 months or more)
2. Terms of delivery: \_\_\_\_\_
3. Terms of payment: \_\_\_\_\_

Name of Bidder's Authorized Representative: \_\_\_\_\_

Authorized signature and stamp: \_\_\_\_\_

Date: \_\_\_\_\_

**Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.**

## Terms of Reference

### Third Party Monitoring Syria

## ACTED

### ACTED WORLDWIDE

ACTED is a non-governmental organization with headquarters in Paris, founded in 1993. Independent, private and not-for-profit, ACTED respects a strict political and religious impartiality and operates according to principles of non-discrimination and transparency. ACTED endeavours to respond to humanitarian crises and build resilience; promote inclusive and sustainable growth; co-construct effective governance and support the building of civil society worldwide by investing in people and their potential. ACTED's mission is to save lives and support people in meeting their needs in hard to reach areas. ACTED develops and implements programmes that target the most vulnerable amongst populations that have suffered from conflict, natural disaster, or socio-economic hardship. ACTED's approach looks beyond the immediate emergency towards opportunities for longer term livelihoods reconstruction and sustainable development. As of 2018, ACTED was present in four continents and our teams intervene in 37 countries towards 16 million people, responding to emergency situations, supporting rehabilitation projects and accompanying the dynamics of development.

### ACTED IN SYRIA

ACTED has operated in Syria since December 2012, delivering Water, Sanitation and Hygiene (WASH), Shelter Non-Food Items (SNFI), Food Security, Agriculture and Livelihoods assistance to conflict-affected populations. ACTED is currently operating from eight offices across Syria and relies on 800 staff for its multi-sectoral programming. In 2018, ACTED implemented 27 projects reaching over 750,000 beneficiaries. ACTED's approach is to address immediate needs through first-line emergency interventions while building the resilience of target communities with early recovery efforts. ACTED's approach is needs-based, supporting internally displaced people (IDPs), returnees, and host communities.

## PROJECTS OUTLINE

### RATIONALE AND ACTIVITIES OF THE PROJECTS<sup>5</sup>

The Third Party Monitoring will need to be conducted on two ACTED projects, as follows. The proposal package will be provided to the service provider upon contract signature.

#### **1. Addressing food insecurity for vulnerable conflict-affected populations in Syria (FFP/USAID)**

*Overall objective: To reduce food insecurity in Syria*

This 13-month intervention is based on a flexible and comprehensive response to food insecurity. In target locations, ACTED will implement a three-pronged response to food insecurity, as part of an areas-based approach. Emergency assistance and durable solutions will be combined to increase conflict-affected populations' food security and ability to cope with future shocks.

The emergency component will provide emergency food assistance for 13,840 extremely vulnerable households:

- 1.1 **Ready to Eat Rations (RTERs)**, on a one-off basis to cover a household's food needs for 2 weeks, following new displacement. This will benefit 1,500 extremely vulnerable households in Syria where hostilities are ongoing.
- 1.2 **In-kind food baskets** (distributed monthly for 8 months) will support 2,000 vulnerable households with access to sufficient cooking facilities but lacking food and facing insufficient market robustness in Syria.
- 1.3 **Food vouchers** (i.e. unconditional value voucher for a duration of 8 months) will be provided to 6,200 households with access to markets but no access to income.
- 1.4 **Cash for Work (CfW)** opportunities (over 5 months on average, up to 6) will be provided to 2,500 beneficiaries to rehabilitate communal (where possible productive) assets. This component will complement activity 1.3 by supporting immediate covering of the beneficiaries' basic needs and injecting cash into the local markets in target area and will therefore not target the same beneficiaries.
- 1.5 **Awareness sessions on nutrition, food safety and storage practices**, delivered to beneficiaries taking part in all activities described above.

Lastly, the 'emergency assistance' provided will be supplemented with 'complementary activities' in the target areas, so as to contribute to addressing chronic food insecurity in a sustainable manner. These complementary

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<sup>5</sup> Projects details might change and/or be shifted from one Hub to another.

activities will be home-based resilience-building activities and will support households – some of them who will have also received the food voucher support - in addressing their food needs durably (either directly or indirectly).

- 2.1 **Kitchen garden kits** (including drip irrigation, distributed in two rounds to the same beneficiaries) in rural areas to 1,600 beneficiaries.
- 2.2 **Home Garden Kits** to 200 beneficiaries in urban areas.
- 2.3 **Livestock field schools with a fodder voucher** (2 rounds of 2 months) to 800 farmers.

## **2. Providing WASH & CCCM support to conflict-affected populations in Northern Syria (OFDA/USAID)**

*Overall objective: To address the critical WASH, CCCM and Shelter/NFI needs of vulnerable conflict-affected populations of Syria.* The objective of the 18-month proposed intervention is to address the critical needs of vulnerable conflict-affected populations of Syria, through a multi-sectoral approach.

- 1.1 Under the **Water, Sanitation, and Hygiene (WASH)** sector: In the 8 camp clusters (171,271 camp residents) ACTED will continue to ensure access to basic WASH services for camp residents. In addition, ACTED will conduct small-scale rehabilitation of WASH facilities, to further improve infrastructure in camps. Furthermore, ACTED will carry out the extension of a sewage network, connecting camps to local sewage networks. ACTED will integrate a contingency capacity to adequately respond to the WASH needs in the event of an increase in camp population covering 2,000 additional households.
- 1.2 Under the **Shelter and Settlements (S&S)** sector, ACTED will aim to improve the living conditions of conflict-affected populations living in camps in Syria. In the 8 camp clusters (171,271 camp residents) ACTED will provide all camp residents with tent insulation kits intended to improve their shelter adequacy during the winter.

The project proposal package (in English) will be provided to the third-party monitor upon signature of the service contract. Project specific context shall also be taken into account.

### **Key Project Stakeholders**

Overall, the following stakeholders are involved in the project:

- Camps beneficiaries
- Off camps beneficiaries
- Camps' managements
- Service providers (including WASH)
- ACTED staff
- Humanitarian partners
- Local Councils and Authorities (including the Agricultural and Irrigation Departments)
- Implementing partner

### **SCOPE AND PURPOSE OF THE THIRD-PARTY MONITORING**

ACTED's mission in Syria requires an independent, neutral and legally registered private entity to provide Third Party Monitoring (TPM) Services for the above-mentioned humanitarian interventions.

Under the FFP and OFDA funded projects, the TPM should cover activities implemented in all project locations. The main objective of the TPM is to strengthen the project monitoring processes of both ACTED and its implementing partner. Similar data collection activities will also be undertaken by ACTED's independent AME team; an M&E plan will be established so that the efforts of the TPM and ACTED's AME team do not duplicate, and contribute to strengthening the project monitoring system.

Under the FFP-funded project, the selected party will be also contracted to supervise the implementation of a final project evaluation. Specifically, the selected firm should appoint a Team Leader in charge of develop the methodology, planning the activities, designing the tools, coordinating the data collection, oversee the data cleaning and analysis and produce the final evaluation report. The data collection will be conducted, whenever possible, by ACTED M&E team. A first draft of the evaluation Scope of Work (SoW) is presented as Annex I at the end of this document. The final SoW will be agreed upon six months before the end of the project implementation. A separate service contract will be established for the specific purpose of the final project evaluation. The third party monitoring should provide information that is evidence-based, credible and useful, enabling the incorporation of conclusions and recommendations into the future decision-making processes of ACTED and the donor.

### **THIRD PARTY MONITORING METHODOLOGY**

Following the establishment of an M&E plan between ACTED and the selected party, on a monthly basis (under the FFP-funded project) and bi-monthly basis (under the ODFA-funded intervention), the TPM will conduct monitoring exercises surrounding the delivery of the project activities. The types of AME data collections the TPM is likely to conduct, for all activities and in all hubs in Syria are the following:

<b>Activity</b>	<b>Details</b>	<b>Frequency<sup>6</sup></b>
<u>Desk Review and Analysis</u>	Within the framework of ACTED's Due Diligence process, review documentation provided by ACTED and/or potential Implementing Partners in the field to verify capacity to conduct contracted services.	(N)
<u>Monitoring and Reporting:</u>	Conduct site visits to ACTED project locations to determine whether outputs and services are conducted as per contractual obligations and in accordance with the project's logical framework, via the following activities:	(S)
	On-site monitoring for all activities, such as visual inspection of project documentation and physical outputs shared along with pictures with GPS coordinates and videos (upon request), including: <ul style="list-style-type: none"> <li>- Market monitoring</li> <li>- Beneficiary verification</li> <li>- Distribution monitoring</li> <li>- Shopping period monitoring</li> <li>- Training and awareness sessions monitoring</li> </ul>	
	Fielding of Complaints and Response Mechanism (CRM), including: <ul style="list-style-type: none"> <li>- CRM appraisal surveys</li> <li>- CRM awareness sessions</li> <li>- CRM field visits monitoring</li> <li>- CRM satisfaction surveys</li> </ul>	
	Drafting of flash reports to summarize activities and flag relevant issues for ACTED (500 words or less within 5 days of site visit/review)	
	Conduct in-depth investigation if hot issues are highlighted – all needed information on investigation and action taken should be presented in a Case reports (500 words or less within 5 days of site visit/review)	
<u>Data Collection &amp; Analysis:</u>	Conduct qualitative and quantitative <sup>7</sup> data collection* at ACTED project locations using standard methodological tools and related guidance as defined by ACTED's standard Appraisal, Monitoring and Evaluation Unit, and provide ACTED with all datasets and cleaned interview notes. Each data collection activity can be of the following nature, and is likely to take the following forms: <ul style="list-style-type: none"> <li>- Distribution monitoring</li> <li>- Post Distribution Monitoring (PDM)</li> <li>- Satisfaction surveys</li> <li>- Baseline and Endline</li> </ul>	(S)
	Key Informant Interviews	(O)
	Focus Group Discussions	(O)
<u>Reports</u>	Drafting nine reports over the period of thirteen months under FFP and nine reports over the period of eighteen months under OFDA. Reports should present the findings, recommendations and conclusion of all monitoring activities conducted during the previous month(s).	(S)

\*In instances of mobile-assisted interviewing data collection, ACTED will provide scripted surveys through Kobo/ODK survey software – the selected party will provide its own smartphones and should be technically capable of managing digital surveys/databases and troubleshooting software-related issues in the field.

Participation of projects' beneficiaries in the third party monitoring should be maintained at all times, reflecting opinions, expectations and vision about the contribution of the project towards the achievement of its objectives.

<sup>6</sup> N = once at the beginning of the projects implementation; S = systematically throughout the project implementation (at least once per month in each Hub); O = optional, upon ACTED request or when relevant issues are identified

<sup>7</sup> Unless otherwise instructed, for all quantitative data collection activities, sample size must be calculated on a 95% confidence level and 7% error margin.

The methodology must consider participants' safety throughout the contract period (including recruitment and training of research staff, data collection / analysis and report writing) as well as research ethics (confidentiality of those participating in the third party monitoring, data protection<sup>8</sup>, age and ability-appropriate assent processes) and quality assurance (tools piloting, enumerators training, data cleaning).

Similar data collection activities will also be undertaken by ACTED's independent AME team; an M&E plan will be established so that the efforts of the TPM and ACTED's AME team do not duplicate, and contribute to strengthening the project monitoring system. Similar tools, methodologies and approaches should be used by the TPM and ACTED's AME team, following guidance from ACTED's AME team. The consultant will be expected to meet weekly with ACTED management staff to provide updates on the evaluation timeframe. This can be done either by phone or in person.

By undertaking this assessment, consultants are expected to abide to humanitarian principles and to ensure the confidentiality of the data collected. It is also demanded that consultants follow at all times ACTED's Security Plan and Code of Conduct. All data collected as part of this evaluation will remain ACTED's property. By the end of the contract, the third party monitor shall submit all ACTED-/project-related documentation back to ACTED management. None of the reports produced under the present contract shall be shared externally without ACTED's prior written approval.

### **Deliverables**

The following deliverables should be provided to ACTED's representative in Amman, who will then circulate them to the relevant ACTED departments and partners for feedback. The findings gathered on a monthly basis (under the FFP-funded project) and bi-monthly basis (under the ODFA one) will be shared with USAID in the form of a report prior the end of the reporting month.

### **REPORTS**

A total of **eighteen reports** will be produced by the TPM: nine under the FFP-funded project and nine under the OFDA-funded one (separate reports per project). The reports will be used to inform ACTED on the status of the activities implementation and the recommendations provided will be integrated in the activities planned for the upcoming month. The consultant shall use ACTED's report template (to be provided upon contract signature), including the following elements:

<b>Methodology</b>	The methodology section should detail the tools used in the evaluation; locations, sample sizes, sampling methodology, tools used, dates, team composition, limitations faced and other pertinent facts.
<b>Findings</b>	<p>The findings section should present the results of the TPM activity in an objective and non-judgmental way that gives an honest portrayal of the project activity.</p> <p>Included in the findings should be a discussion of how well the project is performing against its plan, international / national standards for humanitarian action.</p> <p>The consultant shall highlight the most important findings relating to the performance of the project and elaborate on them in detail while also pointing out any critical issues and/or serious deficiencies. Findings shall be accurate, concise and direct.</p> <p>The consultant is expected to provide a self-sustaining explanation of the assessment which must be understandable by any person unfamiliar with the project while at the same time providing ACTED with useful elements of information. The consultant should avoid the following weaknesses: not evidence based, lack of technical content (e.g. experts provide an analysis which does not take into account the state of the art of knowledge in a given sector or topic).</p> <p>Full source details (including file name, page numbers...) are always to be included.</p>

<sup>8</sup> Collect, store and share responsibly, and effectively deal with data breaches.





<b>Conclusions and Recommendations</b>	<p>These should be presented as a separate final chapter. Wherever possible and relevant, for each key conclusion there should be a corresponding recommendation. The consultant shall set out the main conclusions and recommendations based on the main findings of the TPM activity.</p> <p>Recommendations should be as realistic, operational and pragmatic as possible and drafted in a way that the stakeholders to whom they relate are clearly identified. Recommendations are derived from the conclusions and address issues of major importance to the performance of the project. They must take in consideration applicable rules and other constraints, related for example to the context in which the project is implemented. They must not be phrased in general terms but constitute clear proposals for solutions and they target the most important issues rather than minor or less relevant aspects of a project.</p> <p>Through conclusions and recommendation, the TPM will generate knowledge and support accountability to beneficiaries, the donor, ACTED and the overall humanitarian community. It will provide information on the processes or activities that ACTED implemented to develop insights, knowledge, and lessons from past experiences so as to improve current and future performance.</p>
<b>Annexes</b>	<ul style="list-style-type: none"> <li>• Assessment tools used (questionnaires, checklists, scoring grids, etc.)</li> <li>• Assessment dataset</li> <li>• List of secondary data sources consulted</li> <li>• Other technical annexes (e.g. statistical analyses and other pertinent elements, graphs, etc.)</li> </ul>

All deliverables should be in electronic version, Word/Windows compatible format and in English. For all deliverables, the external expert is expected to underline factual statements using evidence.

Consultants are informed that ACTED will provide an opinion on the quality of the reports and each of their above-listed components, which should be taken into account by the consultant. For each recommendation, ACTED will also state to what extent it agrees with the recommendation and provides an accurate picture of the corresponding project activity. All comments should be considered by the consultant before the reports are considered completed. The consultant shall take note of these comments and decide whether or not to revise the reports and, where appropriate, succinctly explain why comments cannot be taken into account. The consultant submits a revised version of the reports to ACTED, within five working days of receipt of ACTED comments. The revised version should clearly highlight all changes made.

**THIRD PARTY MONITORING TIMELINE**

Third Party Monitoring is scheduled to start at the beginning of the projects and to end at the end of them, whichever ends the latest. Specifically:

- Under the FFP-funded intervention, the first visit should tentatively happen in October 2019 and the latest one in June 2020;
- Under the OFDA-funded project, the first visit should tentatively happen in October 2019 and the latest one in March 2021.

The selected party will conduct field visits on a monthly basis under FFP and bi-monthly basis under OFDA following the establishment of an M&E plan between ACTED and the selected party. Information and data gathered in the data collections will be analyzed and presented in the form of reports. The recommendations provided by ACTED will be integrated in the TPM activities planned for the upcoming month.

When needed (e.g. security, major unplanned changes in project implementation, etc.), amended M&E plan will be timely shared with the selected party. In the amended M&E plans, the selected party is expected to adapt to data collection activities that are;

- Postponed;
- Cancelled;
- Preponed, provided that there are at least 30 calendar days from the date of reception of the amended calendar.

Before a specific data collection is meant to happen, specific terms of reference (ToRs) will be established by ACTED’s AMEU, detailing specific tools to be used, locations to be visited, data collection spreading over time, as well as expected deliverables. Data collection activities can vary extensively in terms of time commitment and geographical scope. They can also be combined (e.g. an on-site monitoring activity and a post-activity monitoring).

### **THIRD PARTY MONITOR PROFILE**

The consultant or consulting firm should have the following background:

- Post- graduate qualifications in Economics, Sociology, Development/Humanitarian studies or relevant area
- Experience in project Monitoring and Evaluation in Syria
- Having access to ACTED interventions' areas (even though it is preferred for the selected supplier to be able to monitor in all areas, partial applications will be considered) and able to deploy both men and women in their field teams
- Strong knowledge and/or demonstrated experience in designing and conducting similar monitoring and evaluation activities in insecure contexts
- Excellent knowledge of the context, especially in terms of security, and culture
- Strong knowledge of Core Humanitarian Standards
- Strong analytical skills and ability to clearly synthesize and present findings
- Excellent written and oral English and Arabic

The consultant shall identify a focal point for communication and reporting purposes, with appropriate skills and experience. Upon contract signature, at the briefing session, the focal point shall submit a full contact list of all those involved in the evaluation.

### **APPLICATION PROCESS**

Leading consultant is requested to include the following in the application:

#### **I. Technical Proposal**

- a. Personnel deployed: CV(s) of the key personnel deployed and organogram of the team structure;
- b. Experience in similar projects: Past experience including contracting authority, description of the project, area of intervention, and total budget;
- c. Sample from previous work (10 pages) from at least 2 separate projects;
- d. Technical Proposal including a detailed Methodology, expected timelines and structure of the team per activity (i.e. detailed timeline to conduct an onsite monitoring/PDM activity which include training, data collection, analysis and reporting).

#### **II. Financial Proposal**

Insurance coverage copy for all experts including professional liability applicable to the project areas. It is the responsibility of the consultant to budget for a translator (if required), as well as a medical / health / repatriation insurance. ACTED will not take the responsibility of the transportation, access, accommodation and food-related expenses. It is the sole responsibility of the evaluator to take the appropriate measure to insure access and lodging of the team on the field. The financial proposal should be cost-effective and show unit costs.

## **ANNEX I**

### **FFP & OFDA Evaluation Plan – Draft Scope of Work (SOW)**

#### **Purpose:**

The main objectives of this final external evaluation are 1) to provide ACTED and the FFP/OFDA with an external opinion on the relevance and performance of the project, as compared to the project document and with a strong focus on results, and 2) to highlight key lessons learnt, best practices and recommendations to feed back into current and future ACTED programming in the same sectoral areas and using similar approaches to meeting their objectives. The consultant will assess the project according to five DAC criteria (relevance, efficiency, effectiveness, sustainability, impact). Cross-cutting issues such as gender, environment, accountability and do no harm will also be part of the analysis.

#### **Evaluation questions:**

These may include, among others:

- Was the selection of target areas appropriate for reaching the most vulnerable in need of assistance?
- Were the project interventions (methodologies and activities) relevant to achieve the project objectives?
- Did the project adequately adjust to changing situations or contexts?
- Was the project managed efficiently, in terms of human capital, staff, financial and other resources versus the results?

- Were beneficiaries sufficiently involved in the project implementation? Was there feedback from beneficiaries to project implementers?
- Were synergies capitalized on with other actors (local and international) involved in similar projects?
- What evidence is there (if any) that learning (M&E), from this project or previous projects, were incorporated into the project's implementation strategies?
- How has the relationship been between ACTED and local government authorities?
- What were the external constraints to achieving better efficiency and how well were they mitigated?
- What, if any, were the unintended impacts of the project, both positive and negative?
- What are the possibilities for replication and extension of the project's outcomes?

**Evaluation methods:**

This external evaluation will be based on a mixed methods methodology, comprising secondary data review as well as quantitative and qualitative data collection methods. The evaluation questions will be answered in part through the findings derived from the project monitoring and evaluation activities performed by ACTED's AME unit as well as the third party monitor (TPM). Moreover, as necessary to answer the evaluation questions, further data collection will be conducted in the form of key-informant interviews, panel interviews and/or focus group discussions with key stakeholders, including, for example, beneficiaries, community leaders, local government actors and humanitarian partners, in order to ensure that a broad range of perspectives are captured and reflected in the analysis. The full list of stakeholders will be finalized during the course of project implementation.

While ACTED suggests consideration of mixed-methods methodology in order to collect the relevant data, the consultant is expected to determine the final methodological approach for presentation and approval during the inception phase. Final approval will be made by ACTED's focal point. The methodology must consider participants' safety throughout the evaluation (including recruitment and training of research staff, data collection / analysis and report writing) as well as research ethics (confidentiality of those participating in the evaluation, data protection, age and ability-appropriate assent processes) and quality assurance (tools piloting, enumerators training, data cleaning).

**Evaluation timeline:**

To start towards the end or immediately after the end of the project. Information and data will be analyzed and presented in the form of an inception report and a final report.

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Name \_\_\_\_\_

Position: \_\_\_\_\_

Signature & Stamp: \_\_\_\_\_

Date: \_\_\_\_\_