

DATE: 20 MARCH 2019

REQUEST FOR QUOTATION (RFQ): No. RFQ/COK/010/2019

PROCUREMENT OF DISTRIBUTION MONITORING SERVICES
FOR UNHCR OFFICE IN AFGHANISTAN

QUOTATION TO BE RECEIVED BY: SUNDAY, 31 MARCH 2019, 16:00 hours

1. The Office of the United Nations High Commissioner for Refugees (UNHCR) in Kabul invites qualified vendors to make firm offers procurement of distribution monitoring services for UNHCR Office Country Kabul.

2. **TECHNICAL SPECIFICATION OF REQUIREMENTS:** The terms of reference and scope works of the required services is attached as Annex A (ToR)

The requested monitoring is linked to the distribution of cash assistance to UNHCR beneficiaries in Afghanistan, and therefore, the incumbents are preferred to be locally recruited.

In addition to your price proposal, you are requested to submit copies of CVs of the proposed staff for this activity.

3. **SUBMISSION OF OFFER:** Your offers must be submitted as follows:

- a) By e-mail in PDF format to Supply mail box afgkascu@unhcr.org with a copy to Mr. John Constantine, Senior Supply Officer, Constant@unhcr.org and Mr. Farid Ahmad Karimi, Associate Supply Officer, karimif@unhcr.org
- b) Alternatively, your offer can be hand-delivered to the below address:

Attention: UNHCR, Country Office Kabul, Supply Chain

Delivery place: UNHCR/ICON Compound, Supreme Road, District #9, Jalalabad Road, Kabul, Afghanistan

Bid Reference: RFQ/COK/010/2019

Please remember to mark the envelop with the following information:

- RFQ/COK/010/2019Name of your firm

Attached to this RFQ are the following documents:

- Annex A: Terms of Reference & Scope of works
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form (to be filled out by bidders who are not registered with UNHCR already)
- Annex D: UNHCR General Terms & Conditions for Provision of Services
- Annex E: UNHCR Data Protection Agreement (sample)

All bids must be received no later than: **31 March 2019, 16:00 hours** local time.

4. **LATE SUBMISSION OF BIDS:** Bids received after the deadline for submission of bids may not be considered.

5. **BID ACCEPTANCE**: UNHCR reserves the right to accept the whole or part of your bid and UNHCR will not be obliged to accept the lowest offer.

6. **BID VALIDITY**: You are requested to hold your proposal valid for 30 days from the deadline for submission. UNHCR will make its best effort to select a firm within this period.

7. **PAYMENT**: Payment will be made within 30 days of receipt in UNHCR Office in Kabul of invoices following satisfactory delivery of goods or services. UNHCR does not undertake to pay by letters of credit or in advance of delivery.

8. **THE UN GLOBAL COMPACT**

The UN Global Compact is a call to companies to align strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals.

UNHCR encourages bidders to sign up to this initiative at: <https://www.unglobalcompact.org/>

9. **ZERO TOLERANCE POLICY**. Please note that UNHCR strictly follows zero tolerance policy and as such, advises its suppliers not to offer any gift, favour, hospitality, and commission etc. to UNHCR staff. Any suppliers found to be offering gifts, favour, hospitality, and commission etc. to UNHCR staff will be placed on United Nations sanction list and UNHCR will not do business with them anymore.



RFQ/COK/010/2019**Winterization Post-Distribution Monitoring****Terms of Reference****Context**

In 2018, between January and December, 15,699 refugees returned to Afghanistan, which makes the overall return over 5.2 million since 2002. In addition, some 500,000 individuals fled their homes due to conflict and natural disasters in 2018. The number of IDPs in the country is around 2 million people, dispersed across all 34 provinces. Constrained humanitarian access hinders assessment, thus preventing the verification of the full extent of displacement and undermining the provision of assistance and services. Inadequate shelter, food insecurity, insufficient access to sanitation and health facilities, as well as lack of protection and income generation opportunities often results in precarious living conditions and negative coping mechanisms that jeopardize the wellbeing and dignity of affected communities.

Winter affects the most vulnerable among the population who are unable to cope due to limited capacity coupled with general insecurity and socioeconomic situation, and heating is a matter of survival. In line with the prioritization of the Emergency Shelter/NFI Cluster, UNHCR provided winterization assistance in 28 out of 34 provinces around the country in 2018, including drought affected IDPs in the western region, adopting the same selection criteria and assistance amount (USD 200 per household).

UNHCR's winterization support benefitted over 26,000 households with over USD 5 million assistance provided through cash or in-kind targeting new conflict-induced and prolonged IDPs, recent returnees, and refugees and asylum-seekers.

Description of Services Requests UNHCR needs a viable third-party actor to perform post-distribution monitoring (PDM) for its 2018/2019 winterization programme, as part of UNHCR's efforts to examine the design of the programme, improve the quality of service delivery and ensure accountability to persons of concern (PoCs). The service provider will conduct a PDM to evaluate whether the UNHCR-provided cash and in-kind distributions were implemented according to the intended distribution and targeting modalities and were based on the needs of beneficiaries. The service provider will collect quantitative data for a sample size of 2,300 households using closed-ended questionnaires, to be developed together with UNHCR's Information Management Unit (IM Unit). The survey will be conducted by phone through a call centre, and the service provider will need to conduct data analysis and finally produce a PDM report on UNHCR's 2018/2019 winterization programme.

Tools for the PDM will be designed in consultation with UNHCR, the ES/NFI Cluster and the Cash Working Group to gather information on existing PDM tools, research as well as other additional relevant studies or tools used by other organizations.

The sampling of 2,300 households will be based on the 30,000 households assessed during UNHCR 2018/2019 winterization programme, which includes beneficiaries not selected for winterization. The latter group will function as a control group for the overall PDM analysis. UNHCR IM Unit will provide the names, gender, location, phone number, distribution type, cash amount and/or in-kind items for all 2,300 households to facilitate the evaluation by the service provider.

Data will be collected remotely by a mixed-gender team of enumerators based in a data collection call centre. Enumerators will call beneficiaries using the contact details provided by UNHCR, administer the questionnaire over the phone, and enter the data into the questionnaires. Objective of the PDM:

The overall objective of the PDM is to provide recommendations for UNHCR to review the design of its winterization and cash-based interventions, improve the quality of cash and in-kind distributions, and ensure accountability to PoCs.

Duties and Responsibilities of the Service Provider

- The Service Provider develops data collections tools in consultation with UNHCR
- The Service Provider collects data from a random sampling of 2,300 households by mixed-gender enumerators
- The Service Provider conducts data analysis for PDM data on all 2,300 households (including the control group)
- The Service Provider produces a final PDM report with an overview of findings, activities and any key recommendations for future PDM activities
- The Service Provider produces a PDM dashboard based on its findings

Dedicated focal point: Service Provider is expected to provide dedicated service to UNHCR, including the provision of a dedicated team to manage this project, answer questions and solve any operational problems within a reasonable timeframe.

EXPECTED RESULTS OF THE PROJECT: Through winter assistance UNHCR aimed at increasing the resilience of vulnerable Afghan internally displaced persons and returnees during winter.

Goal/Impact: To increase resilience of selected beneficiaries to cope with winter and to reduce the likelihood of illness or in extreme cases, death due to the cold winter temperatures.

Indicator: Number of returnees, IDPs and host community households whose basic winterization needs are met for 3 months.

Purpose/Outcome: Immediate needs of targeted refugee, IDPs and host community households are addressed.

- Indicator: Number of households that demonstrate improved levels of resilience in coping with winter
- Indicator: Number of households who report to have spent at least 90% of their winterisation cash on fuel (gas)

Data Protection agreement

It is a requirement of UNHCR to protect the confidentiality and security of the personal data of the individuals under its protection. Therefore, services and proposed transfer mechanisms must be aligned with the UNHCR Policy on the Protection of Personal Data of Individuals Under its Mandate and must reflect the rules and processes that allow the encryption of beneficiaries' data. The Service Provider must have in place appropriate data protection policies or be able to put in place policies, including:

- The encryption of any database providing details on the beneficiaries
- The policy for handling and management of personal data
- Sharing and access to data in accordance with UNHCR's data protection policy

In addition to the contract signed by UNHCR with the Service Provider, the UNHCR data protection agreement (Annex E) will be signed between the two parties. In the event where the Service Provider would subcontract a third party to provide its services, this third party will be also held accountable to the same data protection principles and agreement. The Service Provider must

therefore specify in its proposal/offer if it will need to share confidential personal data with a subcontractor in which case the relevant provisions of the Supplemental Agreement will apply, including the requirements that the sub-contractor is approved by UNHCR, that the Service Provider signs a Data Protection Agreement with the subcontractor and that the Service Provider remains responsible for compliance with the Data Protection Agreement.

Assessment of performance

UNHCR will periodically review the performance of the Service Provider and at a minimum, *key performance indicators should include:*

- Timely data collection
- Data analysis
- Provision of final PDM report

Tentative timeline after award of contract

Questionnaire Development in coordination with UNHCR	1 Week
Data collection	1-2 weeks
Data Analysis	2 weeks
Provision of Final report and Dashboard	2-3 weeks

Technical Evaluation Criteria

- Service Provider's experience providing similar services and familiarity with the context in Afghanistan (sample of report for previous projects)
- Experience in developing assessment, monitoring and evaluation tools
- Service Provider's understanding of the Scope of services and projects
- Service Provider's detailed approach and plans to perform the services (a work plan to be submitted)
- Excellent command of written and spoken English and local languages including having mixed-gender enumerators
- Qualification and experience of key team members (copies of CVs of key team members to be submitted)

Codes of Behavior

The evaluation process will be directed by UNHCR guidelines for the ethical conduct of evaluations and research, guiding the evaluation team through careful consideration of the key ethical implications at every stage of the evaluation. These guidelines are available at this link:

<http://www.unhcr.org/3d99a0f74.pdf>

Disclosure

Although free to discuss with the authorities on anything relevant to the assignment, under the terms of reference, the consultant is not authorized to make any commitments on behalf of UNHCR. All data collected as part of this consultancy belongs to UNHCR and public dissemination of the data and evaluation products can only be done with the written consent of the UNHCR.

END

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Financial Offer Form

S#	Description	UoM	Quantity	Cost/Day /Monitor (USD)	Total number of Monitors	Total Cost (USD)
1	<p>Returnee monitoring services for distribution of Cash Assistance to UNHCR beneficiaries in Afghanistan. Duration of the project: 15 Apr 2019 to 15 August 2019.</p> <p>The incumbents should preferably be recruited locally.</p>	Households	2,300			
2	Total Admin fee/service charge or any other costs					

Please provide the following information:

Company's Name	
Company's Address	
Contact Name	
Contact Details (phone/e-mail)	
Sign/Stamp	

