

Terms of reference (ToRs) for the procurement of services below the EU threshold

Comprehensive Market Infrastructure Assessment in Deir-ez-Zor and southern Al-Hasakeh province (Northeast Syria)	Project number/ cost centre:
	21.1814.9-001.00

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0. LIST OF ABBREVIATIONS

AVB	General Terms and Conditions of Contract for supplying services and work
ToRs	Terms of reference
SERNOS	Project “Strengthening the socio-economic resilience in Northeast Syria”
TDA	Transitional Development Assistance
NGO	Non-Governmental Organization
INGO	International Non-Governmental Organization
NES	Northeast Syria

1. CONTEXT

Syria has been experiencing long years of a multi-layered complex armed conflict that leaves the population with limited access to basic services and insecure sources of livelihood in an unstable environment. Most international assistance has either focused on stabilization at community level including the provision and access to basic services or on assisting the affected population to re-establish adequate living conditions while building and/or stabilizing the capacity of local service providers and other actors. However, most interventions lack to consider designing a sustainable service provision by developing already existing systems and infrastructure.

This includes NES which has experienced some of the conflict's worst economic damage as territorial control has transitioned from the Assad regime to moderate opposition, to Islamic State in Iraq and Syria (ISIS), and to the Syrian Democratic Forces (SDF). This resulted in massive urban and rural destruction, markets have been damaged which sharply decreased economic activities. Many donors/agencies have focused on the rehabilitation of basic social services across NES, specifically, Ar-Raqqa and Deir-ez-Zor governorates, e.g. water stations, electricity grids, schools, and hospitals, **but little has been done to restore local markets.** Moreover, the markets in rural Deir-ez-Zor and southern Al-Hasakeh are facing increasingly complex and accumulating economic, social, environmental, and institutional stress and shocks due to **poor quality of markets infrastructure, lack of storage facilities, roads, electricity...**etc. The capacities of producers, suppliers, processors, traders, buyers, and consumers to respond to these challenges are compounded by a lack of adequate and efficient practices and local expertise including the non-availability of support from local authorities. As a result, the income generation of the local community significantly dropped, and coping mechanisms are more negative.

Furthermore, the conflict resulted in a dire implication on the local market's functionality including damage to infrastructure which led to severe repercussions on the socio-economic resilience of local communities in the region, including the food security and livelihoods of local populations across NES. Also, the poor quality of local markets infrastructure available to farmers/livestock breeders and traders, where they gather to sell and purchase agricultural and non-agricultural commodities have significant impacts on the business environment which led to the drop-off of income generation and job opportunities. On the population level, **multiple challenges limit the people with disabilities, women, and IDPs' access to the markets.** People with disabilities face many challenges limiting their access to markets, including the lack of facilities and infrastructure in the local markets and transportations that allow easy access for disabled persons, for instance, roads and local shops are not equipped or planned to ease the persons with disabilities access to those spaces. Women and girls have access issues to these markets mainly related to customs and traditions, such as rejecting the idea of women going to the market alone without being accompanied by a male relative and the women's fears of being caught in the midst of a shooting incident due to the fluidity of the security situation in the area. IDPs face their challenges restraining their access to the market as many of IDPs lack proper personal IDs and documentations or lost them during the displacement that put them under higher risks of scrutiny by the local security forces checkpoints.

Additionally, a Market Network Analysis conducted by REACH in NES during September 2022, indicated that around 43% of the assessed communities had no kind of functioning markets¹. KIs in only 31% of the assessed communities reported that all four different market types (Fresh food, Bulk food, Hygiene items, Fuel) were fully functioning. In 26% of the communities, some market types were reported as being partially functioning. Reported challenges to market functionality included the community lacking people with capital or means to run a proper market with all necessary items in stock (reported by KIs in between 82% and 91% of the assessed communities for each item type), supply challenges and profitability (42%-62% of assessed communities for each item type).

It is worth mentioning that environmental factors and climate change are increasingly threatening the vulnerable, largely agriculture-based economy of NES. These factors are putting an even greater strain on the already precarious situation of the population. For instance, the number of households reporting an inadequate income has increased significantly in NES between January 2020 and 2021. In the Al-Raqqa region, while 58% of households reported insufficient income in 2020, in 2021, the figure was over 81%. In Deir ez-Zor, as many as 92% of households said they did not have enough income in 2021, an increase of 33% in one year.

Managed from Erbil/Iraq, the project “Strengthening Socioeconomic Resilience in Northeast Syria” (SERNOS) is part of the Transitional Development Assistance (TDA) approach funded by the Germany Federal Ministry for Economic Cooperation and Development (BMZ). The project employs a multisectoral approach, focusing on measures to strengthen adaption capacities by creating alternative income opportunities and prospects for life as well as strengthening local transformation capacities towards peaceful coexistence and social cohesion, with a particular focus on strengthening the role of disadvantaged people.

The project supports income-generating measures, including food production and processing, as well as services. The goal is to improve the employability of the target group through training and coaching, and to promote start-ups and the growth of micro and small enterprises (MSEs), providing support to job seekers in the process. Furthermore, the project strengthens the organizational and entrepreneurial capacities of local business associations, cooperatives, interest groups, and self-help organizations of small entrepreneurs, farmers, and others. By empowering these groups, the project aims to enhance the ability of the local community to participate in the development of the local economy. Finally, the project promotes the capacities of local organizations and civil society representatives to facilitate peaceful participation and decision-making processes and improve cooperation between different population groups. This involves the development of economic perspectives in selected communities through a participatory and conflict-sensitive approach. By involving the local population in the decision-making processes, the project seeks to foster a sense of ownership and accountability, leading to more sustainable development outcomes.

The tasks to be performed by the contractor contribute to the second component as described above.

¹ <https://repository.impact-initiatives.org/document/reach/eae2df99/REACH-SYR-Factsheet-MNA-NES-September-2022.pdf>

2. TASKS TO BE PERFORMED BY THE CONTRACTOR

In the ten sub-districts including villages belonging to the target area (please see the table below), the study shall entail an assessment of the status of existing and operational market infrastructure including functionality, accessibility, and sustainability. Also, the study shall entail a mapping of all markets currently in use. This market study shall further entail an assessment of the market profile including networks, risks, and growth opportunities, as well as an assessment of major stakeholders and collective actors involved in the governance/administration of the market system. Furthermore, the study is expected to assess the resilience capacities of businesses operating in these markets.

This will enable GIZ to orient future programmatic decisions and to respond effectively to the above-described challenges and support market restoration efforts.

<i>Targeted geographical locations in NE Syria</i>	
Governorate	Sub-district (including villages)
Deir-Ez Zor	Kisreh
	Basira
	Khasham
	Sur
	Hajin
	Thiban
	Susat
Al-Hasakeh	Shadadah
	Markada
	Areesheh

Table 1: List of target communities for the assessment.

By reviewing available open-source reports, statistics, assessments, and conducting site visits, and interviews with relevant markets' stakeholders, the contractor shall provide detailed information about the situation of key markets indicated in the geographical location table in chapter 2 and assemble them in a geographical information system (GIS)-based database.

The contractor is responsible for providing the following services:

2.1 Mapping of existing markets.

Within the indicated geographical areas outlined in Table 1, the contractor shall review the available reports and existing mappings, consult and interview relevant stakeholders, and conduct site visits to identify and map all the markets operating within the region by carrying out the following specific tasks:

1. Map the precise location of all operational market infrastructure, providing precise GPS coordinates per location.
2. Classify the markets by types, main sectors and other relevant categories (e.g. agricultural produce, livestock, non-food items etc.).
3. Map the geographical coverage of each identified market.

2.2 Assessment of market infrastructure and rehabilitation needs.

Based on the identified and mapped markets, the contractor shall conduct a comprehensive assessment and prepare a general overview of the layout of the identified markets including infrastructure facilities and distribution systems. Additionally, the contractor is required to develop recommendations for rehabilitation measures to enhance the overall infrastructure facilities and systems through, performing the following specific tasks:

1. For each operational market identified under 2.1, map and profile key business infrastructure (e.g. shops, storage and cooling facilities, enclosures, parking etc.), as well as key basic service infrastructure (water supply, sanitary facilities, sewage, electricity etc.). This task shall include:
 - Establish general engineering diagrams of each market, mapping an overview of the main infrastructural features.
 - Assessment of the sewage system including sanitary facilities and drinking water system of each market
 - Assessment of the power station and electricity supplies of each market.
 - Assessment of the storage/cooling systems of each market.
 - Assessment of the accessibility of key market infrastructure for people with disabilities.
 - Assessment of the major transportation roads inside and outside including parking spaces (parking spaces, loading and off-loading of goods) in each market.
 - Explore the basic needs of shops` infrastructure, capacity, and gaps for possible interventions. An analysis of the ownership of each market (private, public, state, etc.).
 - An analysis of the ownership of the businesses operating in each market
2. Conduct and compile detailed damage assessment analyses, as well as recommendations for rehabilitation measures for each operational market and its key infrastructure identified under 2.1 and 2.2.1:
 - Conduct damage assessments of each market and assess the needs for rehabilitation of business infrastructure (e.g. shops, storage and cooling facilities, enclosures, parking etc.)
 - Conduct damage assessments of each market and assess the needs for rehabilitation of basic service infrastructure (water supply, sewage, electricity, etc.)
 - Recommend rehabilitation measures to enhance the operationality, business environment and accessibility of each market, grouping recommendations in categories of severity (e.g. small-scale/light rehabilitation, major rehabilitation, construction etc.)
 - For each recommendation, provide a rating according to ease of execution/complexity, estimated costs (see 2.3), and expected impact on market functionality.

2.3 Cost estimations of overall rehabilitation/maintenance services of the market infrastructures.

The contractor is required to determine the estimated cost of goods/equipment and services for each recommendation and rehabilitation need identified under 2.2, through performing the following tasks:

1. Consult with service providers (engineers, relevant contractors/traders) on the availability and accessibility to goods/equipment and services in the local markets.
2. Conduct survey and prepare a detailed breakdown of the estimated cost of materials and services for the recommended rehabilitation works. This breakdown should be organized by area of work, such as electrical upgrades, plumbing repairs.

2.4 Establishment of market profiles and assessment of administrative capacities.

Within identified and mapped markets, the contractor shall assess the markets profile and administration processes including evaluating the effectiveness and efficiency of existing policies that regulate and oversee the businesses activities if applicable through carrying out the following specific tasks:

1. Provide an estimate of the population covered by each market in its catchment area (through primary or secondary data)
2. A summary of number of businesses operating in each market including an estimated figure of owners and workers disaggregated by gender, disability, age, and status (Host community, returnees, IDPs).
3. An overview of commodities status, accessibility, supply and demand of each market.
4. A mapping of stakeholders that are involved in the management of the market systems in specific.
5. An overview of local business associations/cooperatives that are existing in each of the markets. The mapping shall include a capacity assessment, services they provide and their affiliation/linkage to political entities.
6. An overview of the current strategies and approaches applied by local authorities, unions, and cooperatives toward the markets.
7. An analysis of the areas for improvement/gaps along with recommendations of the appropriate capacity building/development measures.

In addition to the reports required by GIZ in accordance with the AVB, the contractor submits the following reports:

- **Inception report** - an inception report will be delivered 2 weeks after the start of the contract. It shall include:
 - Description of the final design of the methods, interview guidelines, surveys, and tools to be used for the data collection phase.
 - List of stakeholders to be interviewed as key informants or members of independent cooperatives/unions, and to be included in the survey based on discussion and agreements on the approach with GIZ at the beginning of the inception phase.
 - Overview of conducted training for data collectors/engineers covering implementation of research, research ethics, data confidentiality, management, and logistics for the exercise.
 - Overview on the strategies that will be applied to access to target areas (Sub-districts including villages)
 - A comprehensive work plan indicating all activities will be implemented throughout the period of performance.
 - The inception report will have a maximum of 15 pages; surveys, interview guidelines, workplan etc. are to be put in the annex.

- **Interactive digital database and geographic information system (GIS) tool on market infrastructure:** Based on tasks 2.1, 2.2 and 2.3, the contractor shall provide all assembled information through a digital database and geographic information system (GIS), allowing the project to quickly access all relevant information via a digital mapping dashboard (e.g. through software such as ArcGIS, QGIS, PowerBI or comparable). The GIS shall reference all assembled information, including detailed infrastructure maps for each of the identified market, damage, rehabilitation requirements, functionality, accessibility, current use, coverage of market infrastructure and any other technical components including cost estimation. The contractor shall provide GIZ with a password-protected and user-restricted reporting system, besides, all static maps and GIS source files should be shared with GIZ. The contractor shall draw the engineering components of any given infrastructure using industry-standard software (e.g. AutoCAD), allowing GIZ to access the blueprints of each engineering diagram directly. The maps and the GIS shall be set up in a way that additional information can be added after the conclusion of the consultancy.
- **Market profile and administration assessment factsheets:** Based on the performed task (2.4), the findings will be analysed and consolidated in a standardized summary sheets which shall entail all mandatory information outlined in section 2.4. The factsheets will have a maximum of 2-3 pages per sheet. They shall have a uniform structure and shall be accessible via the GIS database.

All deliverables will be in English. Reports are to be submitted directly to the head of project, and the technical advisor. A continuous close cooperation between the contractor and head of project and technical advisor during the time of the assignment is required, especially at the beginning and end of the inception phase, pilot phase and main data collection phase to agree on approaches, tools, methods, and stakeholder management.

Certain milestones, as laid out in the table below, are to be achieved during the contract term:

Milestones/partial works	Deadline	Criteria for acceptance
Inception report	2 weeks after contract signature	• See criteria above
Market mapping & infrastructure assessments	3 months after contract signature	• See criteria above
Digital database and GIS system	4 months after contract signature	• See criteria above
Market profiles & business capacity fact sheets	4 months after contract signature	• See criteria above

Period of assignment: from 30.01.2024 until 30.06.2024, dates might be changed.

3. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter 2 (Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid.

Technical-methodological concept

Strategy (1.1): The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed) (1.1.2).

The tenderer is required to present the actors relevant for the services for which it is responsible and describe the **cooperation (1.2)** with them.

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

Further requirements (1.7)

- The contractor is requested to elaborate in the bid how a participatory, inclusive and gender sensitive data collection will be guaranteed.
- The contractor should engage with locally based researchers e.g. in form of enumerators or interviewers, engineers who know the context and how to navigate political and community barriers that may impede data collection.
- The contractor should work with the producers, suppliers, processors, traders, buyers, and consumers to understand and analyse the data: every effort should be made to ensure that the data is shared back with the participants using e.g. community feedback sessions.
- Information gathering and documentation must be done in a manner that presents the least risk to respondents, is methodologically sound and builds on good practice and current experience. The contractor shall describe its approach in the bid.
- Before collecting data, all stakeholders need to be informed of the purpose of the exercise, the data to be collected. It should be made clear that participation in the data collection does not imply any later involvement in the project. The communication strategy and foreseen benefits for participants in the data collection should be elaborated in the bid.
- Anyone providing information about sensitive topics must give informed consent before participating in the data gathering activity.
- The approach on how and where data collected will be stored needs to be described in the bid.
- The contractor shall describe its security concept for the execution of the contract. The bid must include a statement by the bidder that the contracting officer is responsible and liable for the safety of its employees, including in the event of emergency care and evacuation for health, or safety reasons. Costs for additional health, life and accident insurance are not reimbursable by GIZ.

4. PERSONNEL CONCEPT

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 6), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

Team leader

Tasks of the team leader

- Overall responsibility for the advisory packages of the contractor (quality and deadlines)
- Coordinating and ensuring communication with GIZ, partners and others involved in the project.
- Personnel management, in particular identifying the need for short-term assignments within the available budget, as well as planning and steering assignments and supporting local and international short-term experts.
- Regular reporting in accordance with deadlines

Qualifications of the team leader

- Education/training (2.1.1): university degree (Bachelor or higher) in engineering, architecture, economics, statistics or similar fields
- Language (2.1.2): C1-level language proficiency in English
- General professional experience (2.1.3): 8 years of professional experience in conducting quantitative and qualitative research on poverty and economic development in conflict settings.
- Specific professional experience (2.1.4): 5 years of professional experience conducting market assessments, value chain analysis and rehabilitation needs assessments.
- Leadership/management experience (2.1.5): 5 years of management/leadership experience as project team leader or manager in a company
- Regional experience (2.1.6): 5 years of experience in projects in the MENA region, of which 3 years in projects in Syria.
- Other (2.1.8): C1-level language proficiency in Arabic is an asset.

Key expert 1: Infrastructure and Rehabilitation Technical Lead

Tasks of key expert 1

- Responsible for the design of the assessment methodology, tools, and training of field researchers.
- Ensures the contextual validity of the assessment approach through direct supervision of field specialists.
- Responsible for the technical training and management of all field specialists on all aspects regarding market infrastructure and technical assessments.
- Quality control of the technical data collected in the field.
- Contribution to the analysis of data and reporting outcomes, including the development of solid technical recommendations.

Qualifications of key expert 1

- Education/training (2.2.1): university degree (Bachelor or higher) in engineering, architecture, economics, statistics or similar fields

- Language (2.2.2): B2-level language proficiency in English, C1-level language proficiency in Arabic
- General professional experience (2.2.3): 5 years of professional experience in construction and development work.
- Specific professional experience (2.2.4): 5 years of professional experience with infrastructure assessments, market assessments, value chain analysis and rehabilitation needs assessments.
- Leadership/management experience (2.2.5): 3 years of experience of managing technical teams of field researchers.
- Regional experience (2.2.6): 5 years of experience in projects in the MENA region, of which 3 years in projects in Syria.

Key expert 2: Information Management and GIS Specialist

Tasks of key expert 2

- Responsible for developing a GIS-based database providing access to all collected data and assessments.
- Responsible for the elaboration of assessment results in relevant infographics, including maps, diagrams and visuals, as agreed with GIZ.
- Responsible for assuring data quality control, including validation, cleaning, and verification of collected data, as well as ensuring the correct categorization and tagging of data, correcting GPS data, and archiving the different datasets in a usable manner.
- Responsible for the strict application of the cyber security protocol.

Qualifications of key expert 2

- Education/training (2.3.1): university degree (Bachelor or higher) in computer engineering, computer science, geography, statistics, or similar fields.
- Language (2.3.2): C1-level language proficiency in English, C1-level language proficiency in Arabic
- General professional experience (2.3.3): 5 years of professional experience in information management, as well as qualitative and quantitative data analysis.
- Specific professional experience (2.3.4): 5 years of professional experience with analyzing large scale datasets for both qualitative and quantitative data, GIS and data visualization, including experience with relevant software packages (e.g. ArcGIS, QGIS, Tableau, PowerBi or similar).
- Regional experience (2.3.6): 5 years of experience in projects in the MENA region, of which 3 years in projects in Syria.

Short-term expert pool with minimum 4, maximum 8 members

For the technical assessment, an average of the qualifications of all specified members of the expert pool is calculated. Please send a CV for each pool member (see below Chapter 7 Requirements on the format of the bid) for the assessment.

Tasks of the short-term expert pool

- Conducting technical data collection, including local market mapping, and rehabilitation needs and business capacity assessments inside Syria.
- Responsible for assuring relevance, quality, and validity of collected field data.
- Elaborating assessment reports, providing infrastructure blueprints and rehabilitation cost estimations, as well as GPS coordinates for existing markets.

Qualifications of the short-term expert pool

- Education/training (2.6.1): 2-4 experts with university degree (Bachelor or higher) in engineering, architecture or similar fields, 2-4 experts with university degree (Bachelor or higher) statistics, economics, social sciences or similar fields
- Language (2.6.2): 4-8 experts with C2-level language proficiency in Arabic.
- General professional experience (2.6.3): 2-4 experts with 3 years of professional experience in the construction sector, 2-4 experts with 3 years of professional experience in the business development and value chain analysis sector
- Regional experience (2.6.5): 4-8 experts with 5 years of experience in Syria (country)

The tenderer must provide a clear overview of all proposed short-term experts and their individual qualifications.

5. COSTING REQUIREMENTS

Contracts for works:

The following basic calculations for the contract for works are a reference value based on the acceptance criteria for each partial work/milestone specified in Chapter 2 (Tasks to be performed by the contractor).

Since the contract to be concluded is a contract for works, we would ask you to offer your services at a lump sum price. Therefore, please divide the lump sum price into the milestones described below. The price per milestone must contain all relevant costs (fee, travel expenses etc.).

In addition, the assessment of the financial bid is also based on the underlying daily rate. Please also provide the underlying daily rate. A breakdown of days is not required.

Milestones/partial works	Estimated expert days for orientation	Deadline
Inception report	20 days	2 weeks after contract signature
Market mapping & infrastructure assessments	210 days	3 months after contract signature
Digital database and GIS system	40 days	4 months after contract signature
Market profiles & business capacity fact sheets	210 days	4 months after contract signature

6. REQUIREMENTS ON THE FORMAT OF THE TENDER

The structure of the tender must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English.

The complete tender must not exceed 10 pages (excluding CVs). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in English.

As the contract to be concluded is a contract for works, please offer a fixed lump sum price that covers all relevant costs (fees, travel expenses etc.). The price bid will be evaluated on the basis of the specified lump sum price. In addition, please also provide the underlying daily rate. A breakdown of days is not required.