

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

ENTER THE TITLE OF THE SERVICE HERE

**Project number/
cost centre:**

21.1814.9-001.00

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0. List of abbreviations

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
FK	Expert
FKT	Expert days
KZFK	Short-term expert
ToRs	Terms of reference
TPM	Third Party Monitoring
NES	Northeast Syria
SERNOS	Strengthening the socio-economic resilience in Northeast Syria

1. Context

Since March 2011, Syria has been subject to a complex and multi-layered armed conflict, which has resulted in one of the worst humanitarian catastrophes in recent history. Since the onset of the armed conflict, more than 500,000 people have been killed and over 5.5 million people were forced to flee Syria, with 6.1 million becoming internally displaced.

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ, as a federally owned enterprise, GIZ supports the German Government in achieving its objectives in the field of international cooperation for sustainable development.) has been commissioned to support NGOs, civil society actors, cooperatives, MSMEs, entrepreneurs and further vulnerable groups of selected areas in Syria by strengthening their capacities, networks and livelihood, and by supporting them with the implementation of local initiatives that promote social and economic resilience, conflict prevention and resilience against extremist influences. The programme thus commissioned is called 'Strengthening the socio-economic resilience in Northeast Syria' (SERNOS) and aims to improve socio-economic livelihood and the social cohesion of vulnerable populations in selected parts of Northeast Syria (Ar-Raqqa, Deir ez-Zor (Eastern and western areas as well as rural areas) and southern Al-Hasakeh).

In the Syria context, GIZ operates through a mode of remote management, meaning that all measures of implementation inside Syria are conducted via downstream partner organizations.

The SERNOS measures inside selected parts of Northeast Syria are conducted under the following three components:

1. **Improve livelihood and income-generating opportunities for target groups** with the focus on i) food production and processing (e.g., dairy production) and technical sectors (e.g., solar energy), based on labor market assessments, ii) Support for MSMEs and start-ups with training and coaching, distribution of equipment and in some cases also small cash grants and iii) rehabilitation of economic assets (excluding construction)
2. **Increase organizational and entrepreneurial capacities of civil society organizations, local business associations, farmer cooperatives and self-help groups.** This includes their business development with focus on operational and human capital development of the targeted organizations, enabling their resilience through peer-to-peer exchange and networking opportunities as well as with material and equipment support (e.g., office stationery, laptops, etc.)
3. **Strengthen participatory decision-making and conflict management capacities of local civil society actors.** The focus here is on supporting regular participatory community-level exchange processes, increasing cohesion and diversity within and between MSMEs, practical training on conflict resolution, peaceful and participatory decision-making, etc. while keeping the economic development as the entry point for all above-mentioned activities.

For reasons of quality assurance, accountability, and an improved steering capacity in the highly volatile context of the Syrian conflict and under the conditions of remote management, GIZ seeks to contract a reputable and reliable service provider for Third Party Monitoring (TPM) services covering three finalized projects. The requested TPM activities for those projects, including but not limited to the verification of services delivery, and the material or in-kind distribution on behalf of the SERNOS programme.

2. Tasks to be performed by the contractor

The contractor shall provide the following work/services:

1. Provide TPM services for two fodder distribution projects that we have conducted in the following NES governments:
Deir ez-Zor and here in the subdistricts Sur and Basira, as well as in the government of Al-Hasakeh in the subdistricts Al-Shaddadah and Markada. Exact locations will be provided during the implementation. The services should include:
 - A. Contact our implementation partner and interview their staff (managerial, technical, and/or field staff). The goal is to get understanding of the project, their methodology, and distribution approach as well as receive needed connections to the beneficiaries and community leaders.
 - B. Conduct qualitative interviews with 32 beneficiaries who received fodder, training, or additional in-kind equipment. In total 50% of the interviewees must be female. The goal of the interview is to verify the received amounts, and quality of the fodder and get their overall feedback, observations including photos and other evidence including any improvement suggestions about the program
 - C. Conduct (Snowball) qualitative interviews with 8 community leaders and local representatives (tribe leaders, livestock unions, and similar representatives). In any case, we do not expect the contractor to conduct interviews with local authorities or personalities who count as part of the local authorities. The goal of these interviews is to get impression of the fairness of the distribution and the overall impression of how the local society received the project. Important to mention that those representatives, should not have received any benefit from the program or our partner in the last 6 months. Our partner should be able to suggest some of those leaders but in general, the beneficiaries themselves can refer you to them (Hence snow-ball interviews).
 - D. Conduct tracer interviews with 126 beneficiaries (10% of all beneficiaries). The goal of these interviews is to find out about the economic situation of the beneficiaries. The development of the questionnaire must be in close alignment with GIZ staff and require the final sign-off from GIZ. Once appropriately designed, these interviews are meant to be conducted rapidly. 30% of the participants must be female.
2. Provide TPM services for a rehabilitation project that supported four bakeries in Deir ez-Zor governate. The exact names and locations of the bakeries will be provided at project start. The services should include:
 - A. Visit our implementation partner and interview their staff (managerial and field staff). The goal is to get understanding of the project, their methodology and service delivery approach as well as receive needed connections to the direct beneficiaries and related other
 - B. Conduct on-site technical assessment for each the four bakeries who received the rehabilitation assistance. The goal from this task is to verify receiving the equipment, report on the quality of the implementation, the quality of the bread, the readiness, and capabilities of the management and staff as well as overall observations including photos and other possible evidence. Each assessment must be conducted through a technical expert concluded with a detailed report
 - C. Conduct qualitative interviews with the four owners of the bakeries that received rehabilitation assistance. The goal of the interview is to assess their new capabilities and their satisfaction with the rehabilitation program, what went well and what was challenging. Also ask about the outlook of any future (growth) plans, they might have
 - D. Conduct interviews with 8 workers from the four bakeries (two workers from each bakery) that received rehabilitation assistance. The goal is to verify their employment and income

status, get their overall feedback about the training program and their overall satisfaction with the training

- E. Conduct qualitative interviews with the four owners of the other local bakeries that only received some workshops and little administration training. The goal of the interviews is to assess the local food security needs
 - F. Conduct qualitative interviews with five local customers of each of the bakeries in focus (in total 20). The customers can be groceries, restaurant owners or distributors etc. The goal of this activity is to ask about the quality and availability of bread. The contacts can be requested during the interviews with the bakery's owners and workers. A random sampling should be chosen
3. Provide up to three monitoring reports for each of the three projects. The monitoring reports must include all used methodologies, checklists, survey results with beneficiaries, spot check results, other observations, and recommendations. Each report should act as additional piece of evidence for the execution of the respective project and document the achieved results from the PoV of an independent observer. The monitoring report for the bakeries project will additionally to the above include four individual reports. Each of is a summary of the results of the technical assessment for each of the four bakeries in focus (minimum of 7 pages)
 4. Provide a final summary report that includes an executive summary, achieved results and lessons learned for conducting this short-term TPM project as such (minimum 2 pages)

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

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

#	Milestones/process steps/partial services	Deadline/place/ person responsible	Criteria for acceptance
1	Workplan and methodology concerning M&E of ongoing activities completed	2 Weeks after Kick-off date	N/A
2	Development of tools for the interviews and spot-check visits/contact for all three projects' implementers	+ 2 weeks	Sharing the concept with GIZ and receiving their feedback and final approval (via email)
3	Conducting all visits, and interviews for the fodder distribution projects and their beneficiaries	+ 2 weeks	Proof of all visits (e.g. scans for protocols of the interviews)
4	Providing two detailed reports about the fodder distribution projects that include summary of the project implementation including the quality of the implementation, achieved results, findings of the interviews and spot checks as well as other observations. The photos, and interview protocols are to be provided as annex and are not considered of the minimum number of pages.	+ 2 weeks	Each report has a minimum of 7 pages. Receive the sign-off of the GIZ team (via email)
5	Conducting all visits, tech. assessments and qualitative interviews related to all bakeries and the beneficiaries	+ 3 weeks	Proof of all visits (e.g. scans for protocols of the interviews)
6	Provide a report for the bakeries rehabilitation project, that includes summary of the project	+ 2 weeks	Report has a minimum of 10 pages.

	implementation including the quality of the implementation, achieved results, findings of the interviews and technical assessments as well as other observations. The report has a minimum of 10 pages. The photos, interview protocols are to be provided as annex and are not considered of the minimum number of pages. Receive the sign-off of the GIZ team		Receive the sign-off of the GIZ team (via email)
7	Final summarized monitoring report delivered	+ 1 week	Report has a minimum of 2 pages. Receive the sign-off of the GIZ team (via email)

Period of assignment: from 01.03.2024 until 30.06.2024.

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

Location concept (2.1): 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). Following this, the tenderer presents and justifies the explicit location approach strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed).

The tenderer is required to present his experiences and approach of monitoring and evaluation concept relevant to the services for which it is responsible and describe the **field monitoring concept (2.2)** with them.

The tenderer is required to describe the key **processes and methodologies** for the services for which it is responsible and create a **project management plan** and an **operational plans** or schedule 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 the **reporting** approach in accordance with Chapter 2 (Tasks to be performed) **reporting concept (2.3)**.

The tenderer is required to provide examples from former similar project experiences preferably on behalf of similar international donor organizations under **similar project experiences (2.4)**.

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 also Chapter 7 for the format requirements), the range of tasks involved and the required qualifications.

The following experts are estimated to be required for the project:

4.1 General Qualifications

4.1.1 Expert 1 – Team Leader

- A. Education (1.1.1): University qualification (bachelor's/master's) in Social Sciences or equivalent
- B. General professional experience: Minimum five years of experience in monitoring and evaluation (M&E) of which two years in challenging environments (1.1.1)
- C. Professional Experience (1.1.1): Minimum five years of experience in the stabilization, humanitarian/development, or closely related field, and extensive experience in working with major donors, international cooperation, and governments.
- D. Minimum five years of experience in the Middle East (1.1.2), a minimum of three years of experience in the Syrian context.
- E. Language skills (1.1.3): business fluency in English is required, and fluency in Arabic is an advantage.

4.1.2 Experts 2 and 3 (Pool of experts) referred to 1.2 Technical assessment grid

Expert 2: Data Analyst // Field Monitor

- A. Education (1.2.1): university qualification (first degree/master's) in Statistics or Social Science
- B. Professional experience (1.2.1): Minimum three years' experience in monitoring and evaluation as well as data analysis
- C. Minimum three years of implementation experience in Syria (1.2.2)
- D. Language skills (1.2.3): business fluency in Arabic is required, fluency in English is an advantage.

Expert 3 - Technical Advisor // Field Monitor

- A. Education (1.2.1): university qualification in engineering or related field.
Alternatively extensive technical expertise in the baking- or related food industry
- B. Professional experience (1.2.1): Minimum five years' experience in the food industry and on-site technical consultation, establishment, or maintenance of bakeries or relevant other experience
- C. Minimum five years of implementation experience in Syria (1.2.2)

D. Language skills(1.2.3): business fluency in Arabic is required, ability to draft reports in English is an advantage

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

5. Costing requirements

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 measure and quantity for orientation
Milestones 1 and 2	Expected ~5 days for expert 1 (the team leader) and ~5 days for expert 2 (the data analyst)
Milestone 3	Estimation 166 different kind of interviews Each interview will need 1 hour from the analyst
Milestone 4	Two reports in total. Each report will require ~8 days from the expert 1 and ~12 days by the expert 2
Milestone 5	Estimation of 36 different kind of interviews Each interview will need 2 hours from the analyst
Milestone 6	One report that will require ~5 days from the expert 1, ~10 days by the expert 2 and ~5 days by the expert 3
Milestone 7	Work is part of milestones 4 and 6

6. Inputs of GIZ or other actors

GIZ staff will provide contextual input and explanation of the projects during the kick-off stage, link the contractor with the three implementation partners and provide review capabilities and guidance where needed during the implementation.

7. 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 the English language.

The complete tender must not exceed 17 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. In addition to the 17 pages, the contractor can provide external content (e.g. links to websites). However, the contractor must specify the external content as such with its date of creation.