

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

Third Party Monitoring for SERNOS Employability Projects in NES	Project number/ cost centre:
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1. 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

2. 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 & processing (e.g., dairy production) and technical sectors (e.g., solar energy), based on labour 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 trainings on conflict resolution, peaceful and participatory decision-making etc. while keeping the economic development as 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 multiple finalized projects. The requested TPM activities for those projects, include but not limited to the verification of services delivery, and the material or in-kind distribution on behalf of the SERNOS programme.

3. Tasks to be performed by the contractor

The contractor shall implement TPM related service packages as stated below for the following six project implementations. The following list provides key information about the contextual topic of each project, the governate in NES where the implementation took or still takes place which you can find in the column "Delivery Status". In addition, the list provides information about the relevant direct beneficiaries, who the contractor will need to engage with (some or all of them depending on the measure as of the service package below). The last column provides input regarding the minimum number of beneficiaries to be interviewed in an income related tracer interview and the earliest time such an interview can take place. Further explanation can be found in the description of the underling service packages:

No.	Development Sector	Location	Delivery Status	# Direct Beneficiaries	# Tracer Interviewees / Earliest Start for Interviews
Project 1)	Livelihood	Ar-Raqqa	Finalized	2 Organizations 30 Technicians	5 / any time soon
Project 2)	BD for Business Unions	Ar-Raqqa, Deir ez-Zor	Finalized	4 Unions 20 Business Union staff	5 / any time soon
Project 3)	Livelihood	Ar-Raqqa	Finalized	20 Veterinarians	5 / June 2024
Project 4)	Livelihood	Ar-Raqqa	Finalized	60 Micro-Entrepreneurs	10 / July 2024
Project 5)	TVET Education	Ar-Raqqa, Deir ez-Zor	Due to finish in Dec. 2024	5 NGOs 25 NGO staff 400 TVET Students	n.a.
Project 6)	Livelihood	Ar-Raqqa	Due to finish in March 2025	10 Cooperatives 345 Shop owners 50 Technicians	n.a.

The contractor is responsible for providing the following service Packages:

The expected TPM service packages are related to livelihood and employability projects that were implemented or are still under implementation in the NES governments: Ar-Raqqa and Deir ez-Zor. The exact partner information and locations will be provided to the winning TPM service provide upon contracting. Here is

1. TPM service package for finished projects:

- a. Visit the respective implementation partner and interview their staff (managerial and/or 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 beneficiaries and related other.
- b. Conduct qualitative interviews with appropriate number of beneficiaries (20% of specified total number of beneficiaries for each project in the table above). In total 50% of the interviewees must be female whenever possible. The goal of the qualitative interview is to verify the quality and correctness of received services (training units and/or in-kinds), their improvement recommendations and overall observations including photos and other possible evidence. Each qualitative interview must be concluded with a detailed report (min. one page).
- c. In case of procurement of equipment and other in-kinds for organizations (i.e., solar panels), verify the procured items have been installed and put into operation in the dedicated spaces (exact in-kind type and their location information will be provided at kick-off).
- d. Conduct tracer interviews with representative number of beneficiaries as stated in the table above. The goal of these interviews is to assess any improvements of the income situation of the beneficiaries 6 months after the end of our intervention. The earliest starting time for conducting these interviews is also provided in the table above. Here we expect 30% of the interviewees to be female if possible.

2. TPM service package for ongoing projects:

- a. Visit our implementation partner and interview their staff (managerial and field staff). The goal is to get understanding of the project, their methodology, verify their procurement approach as well as receive needed connections to the beneficiaries and schedule of upcoming project activities (i.e. next training sessions).
- b. Make representative number of qualitative interviews or spot checks for the organizations (10 organizations). The goal from this task is to verify receiving the services and or the equipment, report on the quality of the implementation, the readiness of the organizations to provide services to their beneficiaries, the capabilities of the management and staff of those organizations as well as the overall observations including photos and other possible evidence. The exact date and time for each spot check can be agreed beforehand with our implementing partner, or and we expect at least 40% of the spot checks to be as the name suggests without prior communication. The schedule of the project

activities can be collected upfront from the implementation partner. Each spot check must be concluded with a detailed report.

- c. Conduct interviews with direct beneficiaries of the projects. The goal of the interview is to assess their receiving the training, scholarships and or other services. Document their satisfaction with the service or training received. Also ask for recommendations to improve potential follow up projects as well as their income generation outlook.
3. Provide monitoring reports for all six projects which are to be submitted. The monitoring reports must include all used methodologies (checklists, tools, surveys with beneficiaries, spot check results, other observations, recommendations, photos, and any other evidence). Each report must act as independent and additional evidence towards service delivery of the underlying project.

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

	Milestone	Deadline
1	Workplan and methodology concerning M&E of on-going activities completed	2 Weeks after Kick-off date
2	Development of tools for the interviews and spot-check visits for all finished and ongoing projects – including GIZ SERNOS team sign-off	+ 2 weeks
3	Conducting all visits, and interviews (qualitative as well as income related interviews) for finished projects and their beneficiaries.	+ 2 weeks
4	Provide one report per implementation partner of the four finished projects (minimum 7 pages), that includes 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 – including GIZ SERNOS team sign-off. The photos, interview protocols are to be provided as annex and are not considered of the minimum number of pages	+ 4 weeks
5	Conducting all visits, spot checks and interviews for ongoing projects and their beneficiaries. Since some spot checks must take place during the delivery, work on this milestone must be aligned with implementation partner to know all relevant schedules beforehand	+ 2 weeks activity time (+ 6 weeks stretching to allow for alignment with the ongoing projects activities)

6	Provide one report per implementation partner of the ongoing projects (minimum 10 pages), that includes 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 – including GIZ SERNOS team sign-off. The photos, interview protocols are to be provided as annex and are not considered of the minimum number of pages	+ 2 weeks
7	Final summarized monitoring report delivered – including GIZ SERNOS team sign-off	+ 2 weeks

Period of assignment: from 15.03.2024 until 31.12.2024.

4. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter Tasks to be performed by the contractor (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 Context Context) (1.1.1). Following this, the tenderer presents a strategy for the implementation including a justified location approach with which it intends to provide the services for which it is responsible (see Chapter Tasks to be performed by the contractor Tasks to be performed) (1.1.2).

The tenderer is required to present his experiences and **steering measures** with multiple partners and beneficiaries **(1.3.1)** and its experiences in **result monitoring** relevant for the services for which it is responsible **(1.3.2)**.

The tenderer is required to describe the key **processes and methodologies (1.4)** for the services for which it is responsible and create a **field monitoring plan** and an **operational plan** or schedule that describes how the services according to Chapter Tasks to be performed by the contractor (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps, the **project management (1.6)** and the **coordination** with **GIZ**, other **stakeholders** and target groups (beneficiaries) in accordance with Chapter 2 (Tasks to be performed).

The following **Further requirements (1.7.)** must be provided by the tenderer demonstrating having run similar monitoring projects and can demonstrate the usage of tools and methodologies that add effectiveness and reliability to the data collected. In addition, the contractor reporting capabilities is considered key. Furthermore, the tenderer is required to provide examples from former similar project experiences preferably on behalf of similar international donor organizations under similar.

5. Personnel concept

2.1 Team leader

1.1.1 General qualifications

- a)** Education (2.1.1): University qualification (bachelor's/master's) in Social Sciences or equivalent
- b)** General professional experience (2.1.3): Minimum five years of experience in M&E of which two years in challenging environments
- c)** Professional experience (2.1.4): Minimum five years of experience in the stabilisation, humanitarian/development or closely related field, and extensive experience in working with major donors, international cooperation and governments
- d)** Minimum of five years of experience in the Middle East, minimum of three years of experience in the Syrian context (2.1.6)
- e)** Language skills (2.1.2): business fluency in English is required, fluency in Arabic is advantage

2.2 Expert 1: Operational Field Monitor // Data Analyst

1.3.1 General qualifications

- a)** Education (2.2.1): university qualification (first degree/master's) in Statistics or Social Science
- b)** Professional experience (2.2.4): Minimum three years' experience in Monitoring and Evaluation as well as data analysis
- c)** Minimum of three years implementation experience in Syria (2.2.6)
- d)** Language skills (2.2.2): business fluency in Arabic and in English are required

1.3 Expert Pool: Technical Field Monitor Team

1.4.1 General qualifications

A pool of 2-4 field experts who will be engaged in the field and conduct interviews, field visits, spot checks and various other TPM activities besides of verification of some technical aspects in the implementation.

- a)** Education (2.6.1): university qualification in social studies or related fields.
- b)** Professional experience (2.6.4): Minimum five years' experience in engineering or enablement of micro-entrepreneurs or related fields and at least one expert must have proven expertise in the solar industry and another in the TVET education
- c)** All pool experts must have a minimum of three years implementation experience in Syria (2.6.5)
- d)** Proven experience in monitoring and evaluation as well as development agencies is an advantage (2.6.6)

- e) Language skills (2.6.2):** 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.

6. 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	Estimated rates
Milestone 1 and 2	Expected ~5 days for expert 1 (the team leader) and ~5 days for expert 2 (the data analyst) as well as ~ 2 days by the expert pool	
Milestone 3	Four reports in total. Each report will require ~32 days from the expert 1 and ~48 days by the expert 2	
Milestone 4		
Milestone 5	Two reports that will require ~8 days from the expert 1, ~16 days by the expert 2 and ~20 days by expert pool	
Milestone 6		
Milestone 7	Final report which will require ~4 days from the expert 1 and ~4 days by the expert 2	

7. 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

8. 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 language.

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. In addition to the 10 pages, the contractor can provide external content (e.g. links to websites). Although the contractor must specify the external content as such with its date of creation.

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 based on the specified lump sum price. In addition, please also provide the underlying daily rate. A breakdown of days is not required.