



United Nations Population Fund,  
UNFPA Yemen  
Haddah St. behind Lazourde Hotel  
Sanaa'a., Yemen  
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**Date: 07/10/2019**

**Request for Quotation No. 0018**

Dear Sir/Madam,

We hereby solicit your quotation for providing Third Party Monitoring Services for UNFPA Programs as per Terms of reference shown below.

If you are interested in submitting a quotation for the services, kindly fill in the attached Quotation Form and **send the sealed envelopes Technical / Financial to the address indicated** below:

Haddah St. behind Lazourde Hotel  
Sanaa'a., Yemen

Please submit your quotation in USD currency. Conversion of currency into the UNFPA preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of competition deadline.

Your earliest response to this query would be highly appreciated, **but not later than 17/10/2019, time 14:00 (Yemen time).**

**For any technical inquiries please contact Mr. Kais Al-Abhar**  
**[al-abhar@unfpa.org](mailto:al-abhar@unfpa.org)**

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNFPA after the deadline indicated above, for whatever reason, shall **NOT** be considered for evaluation.

Full acceptance of the UNFPA General Terms and Conditions is mandatory. They can be located on this webpage at: <http://www.unfpa.org/resources/unfpa-general-conditions-contract>. Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.

Note: Current UNFPA supplier policies apply to this solicitation and can be found at: <http://www.unfpa.org/suppliers>.

Please remember, **the bid shall consist of two parts: the technical and the financial bid.** The technical bid containing the technical specifications for services and the financial bid containing price information **shall be submitted separately in two different sealed envelopes.**

## I. Overview of Evaluation Process

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

### Technical Evaluation

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed and in accordance with the evaluation criteria below.

Criteria	[A] Maximum Points	[B] Points attained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
Technical approach, methodology and level of understanding of the objectives of the project	100		30%	
Work plan/time scales given in the proposal and its adequacy to meet the project objectives	100		20%	
Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)	100		10%	
Specific experience and expertise relevant to the assignment	100		30%	
Profile of the company and relevance to the Project.	100		10%	
<b>Grand Total All Criteria</b>	<b>500</b>		<b>100%</b>	



The following scoring scale will be used to ensure objective evaluation:

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100
Exceeds the requirements	80 – 89
Meets the requirements	70 – 79
Partially meets the requirements	1 – 69
Does not meet the requirements or no information provided to assess compliance with the requirements	0

## Financial Evaluation

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of [60] points in the technical evaluation.

Price quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in. All other price quotes will receive points in inverse proportion according to the following formula:

$$\text{Financial score} = \frac{\text{Lowest quote (\$)}}{\text{Quote being scored (\$)}} \times 100 \text{ (Maximum score)}$$

## Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

$$\text{Total score} = [60\%] \text{ Technical score} + [40\%] \text{ Financial score}$$

## II. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Long Term Agreement with duration of one year to the Bidder(s) that obtain the highest total score.

## **Terms of Reference:**

### **SCOPE**

UNFPA is seeking to work through an institution that can monitor UNFPA's humanitarian and development Reproductive Health, GBV, PD, RRM, and Youth programme in Yemen.

### **OBJECTIVE**

Provide third party monitoring of UNFPA supported activities.

### **TYPES OF MONITORING ACTIVITIES**

The selected organization will conduct different types of monitoring activities; the minimum set will include:

- Beneficiary verification and feedback for Accountability to Affected Populations
- Direct observation and on-site verification on the implementation of programmes
- Service delivery verification
- Post-distribution monitoring
- Situational Analysis of population and operational environment.
- Implementing partner Micro Assessment
- Assessments/surveys
- Implementing Partners Spot check
- Implementing Partners Capacity Building

### **MONITORING CRITERIA**

UNFPA's supported services will be monitored with regard to the below criteria:

#### **1. Availability of services:**

Assessment of the extent to which the provider has met its service delivery commitments in the Work Plan (including staff, supplies and equipment etc.), as well as the adherence to technical parameters and specifications, such as Bill of Quantities, and verification of progress and distribution reports.

#### **2. Relevancy/Appropriateness of services:**

Assessment of whether the designed services (including supplies) match needs of the local population. Identification of service delivery gaps in terms of quantity and quality, and challenges faced.

#### **3. Accessibility of services:**

Assessment of accessibility of services by target groups living in the programme area in terms of a. physical and geographical accessibility, b. economical accessibility/affordability, c. information accessibility, d. operational accessibility (e.g working hours, availability of phone lines, appointment system) and e. discrimination.

#### **4. Acceptability of services:**

Assessment of the extent to which the patient is comfortable with the service provision style i.e. respect to medical ethics and patient rights, cultural appropriateness, sensitivity towards gender, age etc.



## GEOGRAPHICAL COVERAGE

UNFPA Yemen activities cover all governorates in the North and South.

## MAIN TASKS

### 1. Development of Methodology, Tools and SOPs:

All tools and procedures for monitoring should be agreed with UNFPA. All relevant forms will be developed by the organization and approved by UNFPA. Forms should be bi-lingual to facilitate data collection in Arabic, and reporting to UNFPA in English. The minimum types of monitoring will include:

- Beneficiary verification and feedback for Accountability to Affected Populations
- Direct observation and on-site verification on the implementation of programmes
- Service delivery verification
- Post-distribution monitoring
- Situational Analysis of population and operational environment.
- Implementing partner Micro Assessment
- Assessments/surveys
- Implementing Partners Spot check
- Implementing Partners Capacity Building

**Standard Operating Procedures** should be put in place, for how the field monitors operate including for their interaction with partners, non-state entities and local authorities in the field and their monitoring of and application of the humanitarian principles. As UNFPA works in sensitive sectors, the procedures should also include brief procedures on referrals in case GBV cases are disclosed to the project team. The procedures will ensure strict adherence to ethical, confidentiality and safety principles by all staff involved in collecting, storing and analysing data obtained during the course of the monitoring. The monitoring will be conducted in accordance with the WHO Ethical and safety recommendations for researching, documenting and monitoring sexual violence in emergencies ([http://www.who.int/gender/documents/OMS\\_Ethics&Safety10Aug07.pdf](http://www.who.int/gender/documents/OMS_Ethics&Safety10Aug07.pdf)).

### 2. Training of Teams:

A training of project and monitoring staff is required to ensure that they understand UNFPA mandate, programme and partnerships, and that they understand the structure of the data to be collected, compiled and analysed. The organization will facilitate this training, with the support of UNFPA staff.

### 3. Third party monitoring team:

To conduct the monitoring visits, the organization should be able to mobilize a trusted team, including personnel for:

- Field monitors (see example in Annex 1 for specific ToRs for Third Party field monitors),
- Project management, data analysis and reporting.

Specialized profile such as medical or protection backgrounds should be prioritized. The teams are expected to visit project sites (clinics and women and girls' safe spaces). Additionally, sites should be selected for post-distribution monitoring of kits. Where safe and accepted to do so, the field teams will collect photos and videos at the project sites. All the above should be pre-approved and agreed upon with UNFPA.

#### 4. Review Meetings:

Frequent meetings with UNFPA, and an introductory meeting with partners will be needed at the beginning of the contract. Meetings based on needs with the project team will be required to debrief UNFPA's implementing partners. These meetings will be arranged by the organization. If possible these meetings should be held with the presence of the field monitoring team.

#### 5. Data Compilation/ Analysis/ Reporting:

The organization(s) will ensure sufficient capacity is in place for data analysis and reporting. Reports should be submitted based on UNFPA needs and request. Analysis should include access and security updates and maps.

#### DELIVERABLES

The products that will be required to be delivered by the organization(s) are:

- Inception Report including Methodology, Tools and SOPs
- Work plan and Timelines (including details on development and testing of monitoring tools, regular feedback between UNFPA and the organization(s). Any other key actions that the organization(s) should undertake should also be outlined in the work plan.
- Database of all information collected in the field, whether through mobile data collection or on paper based forms. Reports for each site visited should be rapidly retrievable by the organization.
- If applicable, monthly and/or quarterly analytical reports (covering - Beneficiary verification and feedback for Accountability to Affected Populations, Direct observation and on-site verification on the implementation of programmes, Service delivery verification, Post-distribution monitoring and Situational Analyses of population and environment) consolidating information from all sites visited and aggregating those reports by marker including the geographical area/ implementing partner.
- Full sets of photos and videos collected including details of the dates, locations, and the project site visited. Where possible the field monitors should provide some more background information on each set of photos/ videos.
- All previous reports should be written in English and Arabic

#### ORGANIZATIONAL REQUIREMENTS

The following criteria should be met:

- Capacity to carry out field monitoring and reporting of development/humanitarian interventions;
- Capacity to arrange all the logistical arrangements for field staff and actual field work;
- Field monitors who are native Arabic speaker, with knowledge of the culture/ practices/ security situation in the areas to be monitored;
- Trained and qualified female and male (preferably 50% each) staff available for monitoring and reporting.

The following criteria would be treated as assets:

- Experience in the field of Reproductive Health and GBV;
- Knowledge of English;
- Any previous experience in data analysis/dissemination that could be applied to this project;
- Use of innovative technologies, including mobile data collection.



**Others:**

1. The potential organization should be a registered entity with the relevant authorities in the country of operation.
2. The organization should have experience in humanitarian/development operations. Experience working on one of the UNFPA programme areas and monitoring programmes would be an advantage.
3. The organization should have field presence in the programme areas with established physical offices and adequate personnel or be willing to set up in the UNFPA programme sites.
4. The organization should be apolitical and work in respect of the UN charter, i.e. should be willing to provide services to all people regardless of race, nationality, ethnicity, political affiliation, religion, etc. It should be an organisation with no political affiliation or association with parties to a conflict. It must also enjoy positive relations with community members. In addition, if no prior experience with targeted community the organization must work towards building a positive relationship with the community.
5. The organization should have a transparent institutional and financial management framework including but not limited to technical knowledge, information management systems and documentation, accounting and audit practice.
6. Due diligence needs to be maintained through vetting of Third-Party organizations against applicable counter-terrorism legislation and regulation.

The third monitoring organization will be responsible for its own arrangement for security, transportation, communications, accommodation and insurance when undertaking any assignment.

## Annex 1:

Organizations to submit financial proposal based on the following:

No	activities	Criteria
1.	Beneficiary verification and feedback for Accountability to Affected Populations	<ul style="list-style-type: none"> <li>• Develop the beneficiary verification/feedback questionnaire</li> <li>• Conduct a one to one interview to beneficiaries</li> <li>• Conduct two focus group discussion (one male group and one female group).</li> <li>• Interview community leaders: Sheikh, Imam, ...etc</li> <li>• Submit final report</li> <li>• Present the finding and recommendations.</li> <li>• Include any travel's cost for any governorates/Districts.</li> <li>• Include any other cost if needed.</li> </ul>
2.	Direct observation and on-site verification on the implementation of programmes	<ul style="list-style-type: none"> <li>• Develop the checklist/questionnaire</li> <li>• Conduct sit-visit Observation on the program's implementation.</li> <li>• Submit final report</li> <li>• Present the finding and recommendations.</li> <li>• Include any travel's cost for any governorates/Districts.</li> <li>• Include any other cost if needed.</li> </ul>
3.	Service delivery verification	<ul style="list-style-type: none"> <li>• Develop the checklist/questionnaire</li> <li>• Conduct a one to one interview to beneficiaries and service providers.</li> <li>• Submit final report</li> <li>• Present the finding and recommendations.</li> <li>• Include any travel's cost for any governorates/Districts.</li> <li>• Include any other cost if needed.</li> </ul>
4.	Post-distribution monitoring	<ul style="list-style-type: none"> <li>• Develop the checklist/questionnaire</li> <li>• Conduct a one to one interview to beneficiaries</li> <li>• Submit final report</li> <li>• Present the finding and recommendations.</li> <li>• Include any travel's cost for any governorates/Districts.</li> <li>• Include any other cost if needed.</li> </ul>
5.	Situational Analysis of population and operational environment.	<ul style="list-style-type: none"> <li>• Develop the questionnaire</li> <li>• Conduct a one to one interview to beneficiaries</li> <li>• Conduct two focus group discussion (one male group and one female group).</li> <li>• Interview community leaders: Sheikh, Imam, ...etc</li> <li>• Submit final report</li> </ul>



		<ul style="list-style-type: none"> <li>• Present the finding and recommendations.</li> <li>• Include any travel's cost for any governorates/Districts.</li> <li>• Include any other cost if needed.</li> </ul>
6.	Implementing partner Micro Assessment	<ul style="list-style-type: none"> <li>• Desk review</li> <li>• Conduct IP site visits and interviews</li> <li>• Discuss the results of the questionnaire with relevant IP personnel and UNFPA HACT focal point before finalizing the assessment report.</li> <li>• Provide the assessment final report</li> <li>• Present the finding and recommendations.</li> <li>• Include any travel's cost for any governorates/Districts.</li> <li>• Include any other cost if needed.</li> </ul>
7.	Assessments/surveys	<ul style="list-style-type: none"> <li>• Develop the questionnaire</li> <li>• Conduct a one to one interview to beneficiaries</li> <li>• Conduct two focus group discussion (one male group and one female group).</li> <li>• Interview community leaders: Sheikh, Imam, ...etc</li> <li>• Submit final report</li> <li>• Present the finding and recommendations.</li> <li>• Include any travel's cost for any governorates/Districts.</li> <li>• Include any other cost if needed.</li> </ul>
8.	Implementing Partners Spot check	<ul style="list-style-type: none"> <li>• Develop necessary tools if not available</li> <li>• Desk Review</li> <li>• Conduct IP sit visit</li> <li>• Follow up with audit's action recommendation/finding</li> <li>• Discuss the result with IP and UNFPA focal Point</li> <li>• Submit final report.</li> <li>• Present the finding and recommendations.</li> <li>• Include any travel's cost for any governorates/Districts.</li> <li>• Include any other cost if needed.</li> </ul>
9.	Implementing- Partners Capacity Building	<ul style="list-style-type: none"> <li>• Develop Training Materials/guidelines.</li> <li>• Conduct training to UNFPA partners on (Finance/monitoring budget/Procurements/Logistics/HR).</li> <li>• Submit final report with recommendations</li> <li>• Include any travel's cost to any governorates/Districts.</li> <li>• Include any other cost if needed.</li> </ul>

**Please note that** all the above activities are not related to each other and depend on UNFPA request and needs. The may or may not be implemented during the year. Some activities may be implemented more than one time per year.

The quotation shall be valid at least for 3 months after the closing date.

Best regards,

UNFPA - Yemen





## PRICE QUOTATION FORM

**Name of Bidder:**

**Date of the quotation:**

[Click here to enter a date.](#)

**Request for quotation N°:**

UNFPA/YEM/RFQ/19/018

**Currency of quotation :**

USD

**Delivery charges based on the following 2010 Incoterm:**

[Choose an item.](#)

**Validity of quotation:**

*(The quotation must be valid for a period of at least 3 months after the submission deadline)*

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Item	Description	Number & Description of Staff by Level	Hourly Rate	Hours to be Committed	Total
<b>1. Professional Fees</b>					
<i>Total Professional Fees</i>					<b>\$\$</b>
<b>2. Out-of-Pocket expenses</b>					
<i>Total Out of Pocket Expenses</i>					<b>\$\$</b>
<b>Total Contract Price</b>					<b>\$\$</b>
<i>(Professional Fees + Out of Pocket Expenses)</i>					

*Vendor's Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/YEM/RFQ/19/018 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

Click here to enter a date.

Name and title

Date and place





## **ANNEX I:**

### **General Conditions of Contracts:**

#### **Services**

This Request for Quotation is subject to UNFPA's General Conditions of Contract: Services

<https://www.unfpa.org/resources/unfpa-general-conditions-services>