

**Invitation to Tender ITT (ITT) for the provision of Third Party Monitoring Services (TPM) for GOAL’s WASH programme in Northern Syria**

**REF: G-SY-ANT-M&E-21139**

**And**

**Expression of Interest (EOI)**

**To create a Restricted Suppliers List for the supply of Third Party Monitoring Services (TPM)**

|  |
| --- |
| **GOAL is completely against fraud, bribery and corruption****GOAL does not ask for money for bids. If approached for money or other favours, or if you have any suspicions of attempted fraud, bribery or corruption please report immediately to email** **speakup@goal.ie****Please provide as much detail as possible with any reports** |

# About GOAL and the services needed

Established in 1977, GOAL is an international humanitarian and development agency committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. GOAL has worked in over 60 countries and responded to almost every major humanitarian disaster. We are currently operational in 13 countries globally. For more information on GOAL and its operations please visit [www.goalglobal.org](http://www.goalglobal.org).

GOAL has been operating in Idleb and Northern Aleppo and neighbouring areas since 2013 across a portfolio of emergency, food security, WASH and shelter response. GOAL’s main programmes are related to Food Security and WASH. GOAL’s Food Security programme in North Western Syria targets up to 30,000 households with regular food aid through predominantly repeat voucher distributions. Further details regarding GOAL’s WASH programming is included as Annex A to this document.

**The Services GOAL Requires – GOAL’s WASH Programme in Northern Syria**

GOAL requires the services of an experienced Third Party Monitoring (TPM) Services Provider. The TPM services provider is required to regularly assess GOAL’s performance and delivery against a set of specific indicators at the outcome and output level.Third Party Monitoring (TPM) data will be triangulated with GOAL’s internal monitoring data to evaluate whether GOAL’s programmes achieve the intended outcomes and outputs.

GOAL’s priority need is to appoint a TPM for GOAL’s WASH programme in Northern Syria. Full details of the service requirement is included as a Terms of Reference (TOR) and attached as Annex 1 and Annex 2 to this document. This is the formal Invitation to Tender (ITT) component of this procurement process and the reference to be quoted is G-SY-ANT-M&E-21139. The engagement of the successful tenderer will be formalised a GOAL Standard Form Contract and to be amended accordingly post tender award.

For the purposes of this procurement process, GOAL welcomes international and national TPM service providers to apply. The general profile of the TPM and its nominated personnel that GOAL expects is:

1. TPM teams comprised of individuals or firms in academia, social research, or humanitarian evaluation with a background in humanitarian aid, research methods, development economics, development studies, or other related fields.
2. Extensive experience of conducting third-party monitoring and experience of designing evaluation methodology/tools
3. Expert level in data analysis and presentation.
4. Experience of working in humanitarian contexts.
5. In-depth knowledge of qualitative and quantitative research methods.
6. A gender balance of field enumerators is essential to conduct data collection with both male and female beneficiaries.
7. Excellent presentation and report writing skills.
8. Capacity to work collaboratively with multiple stakeholders.
9. Excellent analytical skills and writing in English.
10. Proficient in Arabic.

**Formation of Restricted Supplier List (RSL)**

Based on the evaluations of the non-price information (technical and due diligence) submitted for the ITT described above, GOAL may, post award of the ITT service contract for GOAL’s WASH programme, re-engage with shortlisted suppliers to potentially appoint them to a Restricted Supplier List (RSL). Once appointed to an RSL, GOAL would seek to engage suppliers following mini-competitive quotations for the provision of TPM Services for GOAL’s major Food Security programme in Northern Syria and also potentially other programmes in the Middle East and other regions. This is the Expression of Interest (EOI) component of this procurement process.

The provisional timeline for this procurement process is included in the table below:

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Date**  |
| 1 | EOI & ITT published  | Thursday 23rd April 2020. |
| 2 | Closing date for submission of clarification requests | Monday 4th May 2020 at 10am Dublin Time. |
| 3 | Closing date and time for receipt of Tender and EOI Submissions | Monday 18th May 2020 at 9am Dublin Time. |
| 5 | Tender Opening Date, Time, Location | Monday 18th May 2020 at 12pm Dublin Time |
| 6 | Evaluations Completed and Contract Award | Friday 29th May 2020 |
| 7 | Project Commencement  | Wednesday 3rd June 2020 |
| 8 | Follow on contacts about potential appointments to Restricted Supplier List (RSL) | Monday 8th June 2020 |

# Terms of the Procurement

## Procurement Process

### This there are two separate but related components of this procurement process:

### Invitation to Tender (ITT) **and**

* + - * 1. Expression of Interest (EOI) to create a restricted supplier list

### The Contracting Authority for this procurement is GOAL.

## Clarifications and Query Handling

### Requests for additional information or clarifications can be made up tothe **4th May 2020** and no later. Any queries about this EOI and ITT should be addressed in writing to GOAL via email on clarifications@goal.ie, referencing the tender number, and answers shall be collated and shared with all bidders in a timely manner.

## Conditions for completing the ITT and EOI.

### All documentation must be completed in English.

### Suppliers must respond to all requirements set out in this document and complete their offer in the format provided.

### Failure to complete any documentation in the required format will, in almost all circumstances, result in the rejection of the tender. Failure to re-submit correctly formatted documents within three working days of a request will result in disqualification.

### Suppliers must disclose all relevant information to ensure that all submissions are fairly and legally evaluated. Suppliers must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with GOAL. Any attempt to withhold any information that the supplier knows to be relevant or to mislead GOAL or its evaluation team in any way will result in the disqualification.

### Suppliers must detail all costs requested in this document and any other costs whatsoever that could be incurred by GOAL in the usage of services or the availing of options that may not be explicitly identified in the ITT. Supplier’s attention is drawn to the fact that, in the event of a contract being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.

### Any conflicts of interest (including any family relations to GOAL staff) involving a supplier must be fully disclosed to GOAL particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the supplier.

### GOAL will not be liable in respect of any costs incurred by suppliers in the preparation and submission of tenders or any associated work effort.

### GOAL will conduct the ITT, including the evaluation of responses and final awards in accordance with the criteria set out in the ITT. Submissions will be opened by at least three designated officers of GOAL.

### GOAL is not bound to accept any tender submitted.

### GOAL reserves the right to split the award of any resulting contract between different suppliers in any combination it deems appropriate, at its sole discretion.

### Suppliers will seek written approval from GOAL before entering into any sub-contracts for the purpose of fulfilling any resulting contract. Full details of the proposed subcontracting company and the nature of their services will be included in the written request for approval. Written requests for approval must be submitted in accordance with the conditions set out in any subsequent contract.

### GOAL reserves the right to refuse any subcontractor that is proposed by the supplier.

### GOAL reserves the right to negotiate with the supplier who has submitted the lowest bid that fully meets requirements for the purpose of seeking revisions of such bid to enhance its technical aspects and to reduce the price.

### Information supplied by suppliers will be treated as contractually binding. However, GOAL reserves the right to seek clarification or verification of any such information.

### GOAL reserves the right to terminate the tender process at any stage.

### Unsuccessful suppliers will be notified.

### GOAL’s standard payment terms are by bank transfer within 30 days after satisfactory implementation and receipt of documents in order. Satisfactory implementation is decided solely by GOAL.

### This document is not construed in any way as an offer to contract.

### GOAL and all suppliers appointed to restricted lists, must act in all its procurement and other activities in full compliance with GOAL’s donor requirements. Any contracts that arise from the EOI and ITT may be financed by multiple donors including USAID or their agents who have rights of access to GOAL and any of its suppliers or contractors for audit purposes. Donors may also have additional regulations that it are not practical to list here. Submission of an offer under the EOI and ITT assumes acceptance of these conditions.

### GOAL does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders or sanctions against them. GOAL will not purchase supplies or services from suppliers that are associated in any way with terrorism or are the subject of any international exclusion orders or sanctions. All suppliers making submissions under the EOI and ITT guarantee that neither they nor any affiliate or a subsidiary controlled by them are associated with any known terrorist group or are the subject of any international exclusion order or sanctions. Any contract entered into subsequent to the ITT will reflect this requirement.

## Quality Control

Parties nominated by GOAL will carry out random quality inspections from samples selected during production, upon departure, loading, unloading and arrival to destination or from any storage location. The cost of the quality control inspections will be covered by GOAL.

In cases of a supplier’s quality default the costs of additional quality inspections and loading supervision will be charged to the supplier.

GOAL may choose to visit suppliers, including sub-contractors during the evaluation process or at any stage of any subsequent contract that may be awarded following the ITT. Sub-contractors must be pre-approved by GOAL and GOAL reserves the right to refuse any sub-contractor.

## Submission of EOI and ITT

Submissions must be delivered electronically in the following way:

Electronically to hqtenders@goal.ie and in the subject field state:

* 1. G-SY-ANT-M&E-21139
	2. Name of supplier
	3. Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.

All documents submitted must be in scan or PDF format. No word documents will be accepted. An excel spreadsheet has been provided for the submission of financial offers but a PDF scanned version must also be submitted. Each page must be signed and stamped by the supplier. Suppliers will receive an automatic reply from hqtenders@goal.ie when the emails are electronically submitted.

Proof of sending is not proof of receipt. GOAL accepts no responsibility for technical or system malfunctions that prevent bids from being properly received. Late delivery will result in your bid being rejected. All information provided must be perfectly legible.

## EOI and Tender Opening Meeting

All submissions will be opened at **Monday 18th May at 12pm Dublin Time** at the following location:

**GOAL Head Office,**

**First Floor, Carnegie House,**

**Library Road,**

**Dun Laoghaire,**

**Co. Dublin,**

**A96 C7W7,**

**Republic of Ireland**

One **authorised representative** of each supplier may attend the opening of the bids. Companies wishing to attend must notify GOAL of their intention by sending an e-mail 48 hours in advance to the following e-mail address: procurement@goal.ie. This notification must be signed by an authorised officer of the supplier and specify the name and role of the person who will attend the opening of the bids on the supplier's behalf.

Suppliers are invited to attend at their own cost.

**Note: Due to the evolving nature of the Covid19 situation, companies who send an email to notify their intention to attend will be informed by return of email whether the tender public opening will proceed. This decision will be in line with local government regulations and GOAL’s health and safety decision at that time.**

# Evaluation Process

## ITT and EOI Evaluation

GOAL will convene an evaluation team which may include members of the Finance, Logistics, Programmes, Donor Compliance and Internal Audit teams, as well as Third Party technical input.

During the evaluation period, clarifications may be sought by e-mail from suppliers. Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the Tender or loss of marks. Responses to requests for clarification shall not materially change any of the elements of the proposals submitted. Unsolicited communications from suppliers will not be entertained during the evaluation period.

**ITT Evaluation – WASH Programme**

Tenders submitted for the award of the WASH Programme TPM Services contract will be evaluated against the following criteria:

|  |  |  |
| --- | --- | --- |
| **Phase #** | **Evaluation Process Stage**  | **The basic requirements with which proposals must comply with** |
| *The first phase of evaluation of the responses will determine whether the tender has been submitted in line with the administrative instructions and meets the essential criteria. Only those tenders meeting the essential criteria will go forward to the second phase of the evaluation.* |
| 1 | **Administrative****instructions** | 1. **Closing Date:**

Submissions must have met the deadline stated in section 1 of this document, or such revised deadline as may be notified by GOAL. 1. **Submission Method:**

Submissions must be delivered in the method specified in section 2.5 of this document. 1. **Format and Structure of the Proposals:**

Submissions must conform to the response format laid out in section 4 of this document, and the Appendices, or such revised format and structure as may be stipulated by GOAL. Failure to comply with the prescribed format and structure may result in the submission being rejected.1. **Confirmation of validity of your proposal:**

The supplier must confirm that their proposal is valid for 90 days. |
| **2** | **Essential Criteria****(Pass/Fail)** | 1. SupplierDe Proven capability to access GOAL areas of operation in Northern Syria.
 |
| **3** | **Award Criteria (Non-Price/****Technical)**  | 1. Proven record of delivery of timely and quality Third Party Monitoring services preferably in similar Humanitarian sector contexts.
2. Technical skills, knowledge and experience of nominated personnel.
3. Quality of the proposed Methodology.

Following initial evaluation of the tendered submissions, GOAL may invite shortlisted tenderers to present to the relevant committee and technical advisors. These presentations will most likely be via virtual meeting and full instruction will be given to shortlisted tenderers at least one week in advance.  |
| *Following Technical Non-Price Scoring, GOAL will form a shortlist based on the top scoring suppliers who will then compete based on pricing.* |
| **4** | **Award Criteria (Price)** | GOAL is requesting deliverables-based pricing from tenderers. Full details are included in Appendix 9\_Financial Offer.  |
| *Legal, Financial and Qualification Checks take place throughout the evaluation process.* |
| **5** | **Legal, & Financial Criteria (Pass/ Fail)** | In-depth review of legal and financial information submitted. Supplier is assessed to have requisite financial stability and legal status. |
| **6** | **Qualification Criteria (Pass / Fail)** | All due diligence checks are found to be clear including but not limited to Anti-Terror Checks. |

**EOI Evaluation – Formation of Restricted Supplier List for TPM Services**

Information submitted relating to Expressions of Interest in being appointed to a GOAL Restricted Supplier List (RSL) for TPM Services will be evaluated as follows:

|  |  |  |
| --- | --- | --- |
| **Phase #** | **Evaluation Process Stage**  | **The basic requirements with which proposals must comply with** |
| 1 | **Administrative****instructions** | 1. **Closing Date:**

Submissions must have met the deadline stated in section 1 of this document, or such revised deadline as may be notified by GOAL. 1. **Submission Method:**

Submissions must be delivered in the method specified in section 2.5 of this document. 1. **Format and Structure of the Proposals:**

Submissions must conform to the response format laid out in section 4 of this document, and the Appendices, or such revised format and structure as may be stipulated by GOAL. Failure to comply with the prescribed format and structure may result in the submission being rejected. |
| **2** | **Non-Price Technical Criteria**  | 1. **Proven record of delivery of timely and quality Third Party Monitoring services preferably in similar Humanitarian sector contexts.**
2. **Technical skills, knowledge and experience of nominated personnel.**

Following initial evaluations GOAL will form a shortlist of potential suppliers and will reengage to do further evaluation.  |
| *Legal, Financial and Qualification Checks take place throughout the evaluation process.* |
| **3** | **Legal, & Financial Criteria (Pass/ Fail)** | In-depth review of legal and financial information submitted. Supplier is assessed to have requisite financial stability and legal status. |
| **4** | **Qualification Criteria (Pass/ Fail)** | All due diligence checks are found to be clear including but not limited to Anti-Terror Checks.  |

# Response Format

In order to make submissions for the ITT and for the EOI as easy as possible for suppliers and for evaluation by GOAL, GOAL has prepared forms which are included as Appendices 1-9. Any additional information submitted others than these forms will be reviewed at the discretion of GOAL.

All submissions must conform to the response format set out in this document. Where a submission does not conform to the required format, the supplier will be requested to resubmit it in the correct format, on the understanding that the resubmission cannot contain any material change from the original. Failure to resubmit in the correct format within three working days may result in disqualification.

By responding to the EOI and ITT, the supplier accepts the terms and conditions of the EOI and ITT. Should a supplier not comply with these requirements, GOAL may, at their sole discretion, reject the response.

## Submission Checklist ITT and EOI

Please ensure that you have read and thoroughly understand the instruction given in the checklist below. Failure to comply with this instruction or omission of key information will almost certainly mean your submission will be unsuccessful.

|  |  |  |  |
| --- | --- | --- | --- |
| **Line** | **Document to be Submitted** | **Process to be used for** | **Administrative Instructions for Submission** |
| 1 | Appendix 1: COMPANY DETAILS | ITT and EOI | Complete, Sign, Stamp and Return as separate PDF entitled ‘Appendix 1 Company Details’. |
| 2 | Appendix 2: DECLARATION RE PERSONAL AND LEGAL CIRCUMSTANCES | ITT and EOI | Complete, Sign, Stamp and Return as separate PDF entitled ‘Appendix 2 Declaration Personal & Legal’. |
| 3 | APPENDIX 3: SELF-DECLARATION OF FINANCE AND TAX | ITT and EOI | Complete, Sign, Stamp and Return as separate PDF entitled ‘Appendix 3 Declaration Finance & Tax’. |
| 4 | Appendix 4: NOMINATED PERSONNEL | ITT and EOI | Complete, Sign, Stamp and Return as separate PDF entitled ‘Appendix 4 Nominated Personnel’. |
| 5 | Appendix 5: PREVIOUS CONTRACTS | ITT and EOI | Complete, Sign, Stamp and Return as separate PDF entitled ‘Appendix 5 Previous Contracts’. |
| 6 | Appendix 6: Sample Report | ITT and EOI | Complete, Sign, Stamp and Return as separate PDF entitled ‘Appendix 6 Sample Report’. |
| 7 | Appendix 7: Proposed Methodology\_WASH Programme | ITT Only | Complete, Sign, Stamp and Return as separate PDF entitled ‘Appendix 7 Proposed Methodology’. |
| 8 | Appendix 8: EOI AND ITT STATEMENT | ITT and EOI | Complete, Sign, Stamp and Return as separate PDF entitled ‘Appendix 8 EOI and ITT Statement’. |
| 9 | Appendix 9: Financial Offer WASH Programme  | ITT ONLY | Complete, Sign, Stamp and Return as separate PDF entitled ‘Appendix 9 Financial Offer’. |

# Appendices & Annexes

**Appendix 1 – Company Information**

**Appendix 2 – Declaration of Personal and Legal Circumstances**

**Appendix 3 – Self Declaration Tax**

**Appendix 4 – Nominated Personnel**

**Appendix 5 – Previous Contracts**

**Appendix 6 – Sample Report**

**Appendix 7 – Proposed Methodology**

**Appendix 8 – ITT and EOI Statement**

**Appendix 9 – Financial Offer**

**Annex 1 – Terms of Reference (TOR) WASH TPM**

**Annex 2 – Log Frame**

# Appendix 1 - Company information

# Contact Details

This section must include information regarding the individual or company and any partners or sub-contractors:

|  |  |
| --- | --- |
| Name of the supplier |  |
| Registered address of the Supplier |  |
| Company Name |  |
| Address |  |
| Previous Name(s) if applicable |  |
| Registered Address if different from above |  |
| Company Registration Number  |  |
| Telephone |  |
| E-mail address |  |
| Website address |  |
| Year Company Established |  |
| Legal Form. Tick the relevant box | o Companyo Partnership | o Joint Ventureo Other (specify): |
| VAT/TVA/Tax Registration Number  |  |
| Directors names and titles and any other key personnel  |  |
| Please state name of any other persons/organisations (except supplier) who will benefit from this contract (GOAL compliance matter) |  |
| Parent company |  |
| Ownership |  |
| Do supplier have associated companies? Tick relevant box. If YES – provide details for each company in the form of additional table as per **Contact Details** | oYes oNo |
| As per conditions 2.3.11 and 2.3.12 of this EOI and ITT, where the supplier proposes to use subcontractors in the execution of their obligations under any resulting contract, the supplier must notify GOAL of this in writing. Please clearly state here whether your company proposes to use sub-contractors and how they will be utilised.  |  |
|  | **Primary Contact** | **Secondary Contact** |
| Name |  |  |
| Current Position in supplier’s Organisation: |  |  |
| No. of years working with the supplier: |  |  |
| Email address |  |  |
| Telephone |  |  |
| Mobile |  |  |

## References

Provide three relevant references who may be contacted on a confidential basis to verify satisfactory execution of contracts must be supplied. These references may or not be the same contacts provided in Appendix 5 Previous Contracts. Supplier should supply this information for each of the references in the following format:

|  |  |  |
| --- | --- | --- |
| 1 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 2 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 3 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |

# Appendix 2\_Declaration re Personal and Legal circumstances

|  |  |  |
| --- | --- | --- |
| THIS FORM MUST BE COMPLETED AND SIGNED BY A DULY AUTHORISED OFFICER OF THE SUPPLIER. Please tick Yes or No as appropriate to the following statements relating to the current status of your organisation. | Yes | No |
| 1 | The supplier is bankrupt or is being wound up or its affairs are being administered by the court or has entered into an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations |  |  |
| 2 | The supplier is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations |  |  |
| 3 | The supplier, a Director or Partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata or been guilty of grave professional misconduct in the course of their business |  |  |
| 4 | The supplier has not fulfilled its obligations relating to the payment of taxes or social security contributions in Ireland or any other State in which the supplier is located |  |  |
| 5 | The supplier, a director or partner has been found guilty of fraud |  |  |
| 6 | The supplier, a director or partner has been found guilty of money laundering |  |  |
| 7 | The supplier, a director or partner has been found guilty of corruption |  |  |
| 8 | The supplier, a director or partner has been convicted of being a member of a criminal organisation |  |  |
| 9 | The supplier, a director or partner is under investigation, or has been sanctioned within the preceding three (3) years by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice.  |  |  |
| 10 | The supplier has been guilty of serious misrepresentation in providing information to a public buying agency |  |  |
| 11 | The supplier has contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application |  |  |
| 12 | The supplier has colluded between themselves and other bidders (a bidding ring), and/or the supplier has had improper contact or discussions with any member of GOAL staff and/or members of their family |  |  |
| 13 | The supplier is fully compliant with the minimum terms and conditions of the Employment Law and with all other relevant employment legislation, as well as all relevant Health & Safety Regulations in the countries of registration and operations  |  |  |
| 14 | The supplier has procedures in place to ensure that subcontractors, if any are used for this contract, apply the same standards. |  |  |
| 15 | Consistent with numerous United Nations Security Council resolutions including S/RES/1269 (1999), S/RES/1368 (2001) and S/RES/1373 (2001), GOAL is firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism. It is the policy of GOAL to seek to ensure that none of its funds are used, directly or indirectly, to provide support to individuals or entities associated with terrorism. In accordance with this policy, **the supplier undertakes to use all reasonable efforts to ensure that it does not provide support to individuals or entities associated with terrorism.** |  |  |
| I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders. |
| Date |  |
| Name |  |
| Position |  |
| Telephone number  |  |
| Signature and full name |  |

# Appendix 3\_Self-declaration of finance and tax

|  |
| --- |
| **Turnover history** |
| **Turnover figures entered into the table must be the total sales value before any deductions**Please indicate the currency.  |
| **Trading year** | **Total turnover** |
| **2019** |  |
| **2018** |  |
| **2017** |  |
| Include a short narrative below to explain any trends year to year |
|  |
| **GOAL operates within the law of the country of operation and within international legal requirements. GOAL expects all companies to fulfil their legal obligations, including meeting their tax liabilities and duties in accordance with the relevant tax legislation. Please comment below if you feel there are any matters you need to bring to GOAL’s attention.** |
| *Please continue on a separate sheet if necessary.*  |

I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders.

|  |  |
| --- | --- |
| Signed (Director): |  |
| Print name:   |  | Date: |  |
| Company Name: |  | Company Stamp: |  |

# Appendix 4 – Nominated Personnel

**Please supply details of the personnel who will be responsible for the delivery of any service contracts awarded. (Please add rows as needed).**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name**  | **Title within Company** | **Role person will be assigned for GOAL TPM WASH Programme** | **Relevant Experience (Number of Years, Similar Projects)** | **Qualifications** | **Additional Information** |
|  |  |  |   |   |   |
|  |  |  |   |   |   |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# APPENDIX 5 Previous contracts

## Quality and Delivery

Demonstrated previous experience is an important criteria GOAL will use to evaluate tender submissions, so it is critical this form is completed appropriately. GOAL is requesting details of a minimum of three similar contracts, within the last three years, preferably within Northern Syria and/or in similar humanitarian contexts. Please add additional tables if needed.

Please note that if the tenderer has completed Third Party Monitoring Services for GOAL in the past in any country then this must be included below. Failure to do so may mean the submission is set aside.

|  |  |
| --- | --- |
| TPM Contract 1  |  |
| Contract with (Organisation name) |  |
| Start and end date of contract |  |
| Sector (Private, Public, NFP, Humanitarian) |  |
| Location where services were delivered. |  |
| Services Provided (What was delivered and what methodologies were utilised). |  |
| Relevant Contact person (s) from Organisation (Name, Phone and Email) (Please provide at least one contact name but more if appropriate. If no longer at organisation please provide current contact details). |  |
| Other Relevant Information.  |  |

|  |  |
| --- | --- |
| TPM Contract 2 |  |
| Contract with (Organisation name) |  |
| Start and end date of contract |  |
| Sector (Private, Public, NFP, Humanitarian) |  |
| Location where services were delivered. |  |
| Services Provided (What was delivered and what methodologies were utilised). |  |
| Relevant Contact person (s) from Organisation (Name, Phone and Email) (Please provide at least one contact name but more if appropriate. If no longer at organisation please provide current contact details). |  |
| Other Relevant Information.  |  |

|  |  |
| --- | --- |
| TPM Contract 3 |  |
| Contract with (Organisation name) |  |
| Start and end date of contract |  |
| Sector (Private, Public, NFP, Humanitarian) |  |
| Location where services were delivered. |  |
| Services Provided (What was delivered and what methodologies were utilised). |  |
| Relevant Contact person (s) from Organisation (Name, Phone and Email) (Please provide at least one contact name but more if appropriate. If no longer at organisation please provide current contact details). |  |
| Other Relevant Information.  |  |

# Appendix 6: sample report

In order to validate the capability of the potential TPM provider GOAL is requesting a sample report equivalent to the quarterly reports required as per the Annex 1 TOR to this ITT. The sample report should be redacted if needed and clearly demonstrate a mix of quantitative and qualitative research methodologies preferably with a greater emphasis of qualitative.

# Appendix 7: proposed methodology

In order to validate that the potential TPM provider has read and fully understands the requirements listed in the attached Annex 1 TOR, GOAL requires you to submit a provisional methodology for providing the specified deliverables in PDF format, of no greater than 5 pages in length and to include the following as a minimum:

* A project plan with provisional timings and key tasks for GOAL and the TPM provider.
* The key personnel from the TPM who will be responsible for the completion of the key tasks.
* The research methods that will be used.
* Sufficient detail on how TPM personnel will access the geographic areas list in the TOR.
* Sufficient details on appropriate data protection measures to be undertaken by the TPM.
* A section (1 page in length) relating to how the TPM would approach delivery of the services in a situation where access to geographic areas and GOAL beneficiaries and other stakeholders is greatly restricted due to the unfolding COVID-19 emergency. GOAL is seeking to understand what alternatives the TPM might propose and how it would ensure the safety of its staff, GOAL staff and GOAL beneficiaries. Clearly state:
	+ Protection measures for staff and beneficiaries.
	+ Modification to methodology – include clear description of alternative methods.

# Appendix 8: ITT and EOI statement

[Complete and return the following form ‘ITT and EOI Statement’ printed, signed and stamped]

**ITT and EOI STATEMENT**

**TO:** [GOAL]

**RE:** Invitation to Tender (ITT) and Expression of Interest (EOI) ref: G-SY-ANT-M&E-21139

Having examined all sections, appendices and annexes to the EOI and ITT we hereby agree and declare the following:

1. We accept all of the Terms and Conditions of this ITT and EOI.
2. We confirm our understanding that if successful, we will be commercially engaged under a GOAL Standard Form Contract.
3. We confirm that we have the capability to satisfy the essential criteria listed for the ITT i.e. to access GOAL areas of operation in Northern Syria.
4. We confirm the validity period of our ITT offer and EOI submission to be 90 Days from date of submission.
5. We confirm that we are formally expressing interest in being appointed to a Restricted Supplier List (RSL) for TPM services should GOAL choose to form one.

|  |  |
| --- | --- |
| Date: |  |
| Full Name: |  |
| Position: |  |
| Signature and company stamp: |  |

# Appendix 9: financial offer

See Separate Excel Spreadsheet

# Annex 1\_Terms of reference (ToR)

 **Third Party Monitoring for GOAL’s WASH Programme in Northern Syria**

# Introduction

## Background

Founded in 1977 in Ireland, GOAL is an international humanitarian agency which currently works in 13 countries. GOAL has been working in Syria for seven years, focusing its efforts on Water, Sanitation and Hygiene (WASH), Food Security and Livelihoods (FSL), and Emergency Response interventions.

The present conflict in Syria has critically increased the water, sanitation, and hygiene needs of vulnerable populations throughout the country. This insecurity was illustrated by the 2014 WASH assessment completed in Northern Syria, which found that only 9% of households in GOAL’s areas of operation, Idleb, had access to network water, representing a significant drop from the 93% figure recorded before the conflict. This situation has continued to pose significant challenges in the five years since the 2014 assessment. More recently findings from the Humanitarian Needs Overview (HNO) 2019 show that Idleb is one of the governorates with the highest WASH needs, with only 13% of surveyed households having access to piped water and 45% relying on untreated water trucking.

Access to piped water has faced service interruption due to power cuts, and damaged water stations. In GOAL’s areas, 33%[[1]](#footnote-2) of households rely on alternative or supplementary water sources alone due to lack of access to or frequent outages of piped water services. This, coupled with poor sanitation and hygiene services, increase the risk of negative copying mechanisms and incidence of preventable diseases.

In reaction to the aforementioned needs resultant from the Syrian conflict, GOAL began, in 2014, spearheading a large-scale humanitarian intervention across Northern Idleb.

## GOAL’s WASH Programmes

GOAL Syria has implemented a large-scale WASH Programme in Idleb Governorate across the districts of Ariha, Harem, Idleb and Jisr-Ash-Shugur since 2014. The approach of this programme is to invest in the capacity of existing water systems to facilitate sustainability of programme outcomes. GOAL supports four Water Units (WU) and some 50 sub-ordinated water stations with management capacity support, as well as operational / maintenance assistance including rehabilitation, minor repairs, delivering fuel and water treatment and quality monitoring. This approach has proved to be effective in enabling over 650,000 people from the resident and displaced communities to access clean and safe drinking water at household level with not less than 25 litres of water per person per day[[2]](#footnote-3).This has been well received by local communities based on beneficiary community feedback that GOAL has received to date. With an extensive technical capacity and track record in WASH programming, GOAL Syria has an established presence in the target areas, benefits from good relations with local communities, including Water Units and Local Councils.

With the focus on building the capacity of local WUs and also rehabilitating the water system in the area of operation, GOAL has implemented the Infrastructure Stability Fund approach which depends on implementing rehabilitation based on concepts and proposals from local staff in the WUs. GOAL complements these activities with community-based hygiene promotion to mitigate the risk of negative coping strategies that lead to modifying hygiene practices. GOAL is the only NGO providing continuous water infrastructure support in the target area, other NGOs are working in other locations in Idleb Governorate.

The WASH projects are complemented by GOAL’s larger Syria Response Programme addressing a multitude of life-saving basic needs through a multi-sectoral and integrated programming approach, encompassing food security, shelter and emergency support, with a variety of cash-based assistance and in-kind modalities.

The 50 water stations supported by the GOAL project are providing water currently to 123 villages and towns with the estimated number of beneficiaries as 765,303 individuals. As some of the 123 villages are small they are not considered as separated communities by the HNO and WASH cluster, both the WASH cluster and it’s main institutional donor requested GOAL to use the WASH Cluster list of registered villages which merges the smaller villages with the nearest registered village making the number of villages reported as 92 villages. All supported villages are in Idleb Governorate.

The programme started on 6 February 2018 and runs until 31 March 2021.

# Definitions and Scope

##  2.1 Project Objectives

The programme requiring Third Party Monitoring services (TPM) is the Water Sanitation and Hygiene (WASH) programme with a desired outcome that **community water systems are efficiently and effectively managed and the community is informed, invested and supportive of local institutions and has sustained access to safe drinking water and hygienic conditions.** Implementation of the programme will contribute towards the impact of ‘Lives saved, civilians protected, suffering reduced and resilience built.’ **Key activities implemented to achieve the aforementioned outcomes include:**

* Provide inputs (fuel, oil, water treatment materials, salaries and spare parts) and procuring materials to conduct emergency repairs to enable the stations to pump water for over 92 villages.
* Initiate and maintain an Infrastructure Stability Fund that water stations can apply to for upgrading or investing in their stations and water networks.
* Organisational capacity building to ensure Water Units and stations have the technical skills necessary to manage the stations.
* Enable displaced persons to meet their basic needs through distribution of hygiene kits, Multi-Purpose Cash Assistance (MPCA) and/or other in-kind supplies. Hygiene promotion activities will be conducted alongside distribution of hygiene kits.
* Introduce e-vouchers as a modality to respond to the basic needs of newly displaced people in programme areas.
* Ensure community complaints and response mechanisms led by the local Water Units are in place to promote responsiveness to community needs, as an adjacent function to GOAL’s Community Complaints and Response Mechanism (CCRM).
* Contribute to strengthened humanitarian coordination and advocacy through ongoing support to the NGO Forum.

As part of the project strategy, these activities are measured through a series of Outcome and Output indicators (see Annex 2 to this ITT document - WASH Logframe).

## 2.2 Third Party Monitoring Purpose

The main purpose of third party monitoring is to regularly assess GOAL’s performance and delivery against a set of specific indicators *at the outcome and output level.* Third party monitoring data will be triangulated with GOAL’s internal monitoring data to evaluate whether GOAL’s WASH programme achieves the intended outcomes and outputs.

## 2.3 Third Party Monitoring Geographic Scope

The TPM must have direct access to the following 9 sub-districts in Ariha, Harim, Idleb and Jisr-Ash-Shugur districts and must conduct a minimum 1 visit per month to each sub-district.

|  |  |  |
| --- | --- | --- |
| **Governorate** | **District** | **Sub District** |
| Idleb | Harim | Kafr Takharim, Salqin, Armanaz, Harim, Qourqeena. |
| Idleb | Ariha | Mhambal |
| Idleb | Jisr-Ash-Shugur | Darkosh, Jisr-Ash-Shugur |
| Idleb | Idleb | Idleb |

Towns and villages within the scope of GOAL’s WASH programme to be monitored by the TPM will be agreed with GOAL’s Monitoring, Evaluation and Learning Coordinator prior to the start of monitoring activities. Below is the total number of villages served by the programme that will fall within the geographic scope for third party monitoring.

|  |  |  |  |
| --- | --- | --- | --- |
| **District** | **Sub-district** | **Total number of villages by sub-district** | **Total number of villages by district** |
| **Ariha** | Mhambal | 4 | **4** |
| **Harim** | Armanaz | 8 | **61** |
| Harim | 4 |
| Kafr Takharim | 8 |
| Qourqeena | 14 |
| Salqin | 27 |
| **Idleb** | Idleb | 5 | **5** |
| **Jisr-Ash-Shugur** | Darkosh | 40 | **53** |
| Jisr-Ash-Shugur | 13 |
| **Village Grand Total** |  | **123** |

## 2.4 Monitoring Activities

For a period of 11 months (from June 2020, until May 2021), or from when the period is awarded, the TPM will conduct routine monitoring and report against the following standard indicators:

* Beneficiary payment of fees for access to water supply network
* Relationship between Local Councils, Water Stations and GOAL
* Community awareness of feedback channels
* Hygiene kits and hygiene promotion is useful and relevant to beneficiary needs

The TPM will employ qualitative methods using data collection tools to be developed and tested during the inception phase. These should include but not be limited to interview guides, unstructured questionnaires, and focus group discussion questionnaires. The TPM will ensure the inclusion of a diverse range of stakeholders in terms of gender, age, socio-economic background and location, and be representative of the beneficiary catchment areas.

The proposed scope of work is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Data collection activity** | **Quantity** | **Data collection frequency** | **Critical Assumptions** |
| Key informant interviews | KIIs per district with (randomly selected):* GOAL programme staff: 4 per district per quarter
* Water Unit staff: 1 per unit per quarter
* Water Station staff: 1 per station per quarter
* Local Councils: 1 per station per quarter
* Community leaders: 1 per water station catchment area per quarter.
 | Quarterly | Access to the geographic areas is possible. |
| Focus group Discussions | At least 20 (at least two per subdistrict district, one for women and one for men for each type of activity). Participants are individuals living in catchment areas who are end users of the water supply network, recipients of hygiene kits, attendees of hygiene promotion sessions.  | Quarterly | Access to the geographic areas is possible. |

**Additional critical assumptions:**

* The TPM will have access to all necessary documentation and can take part in relevant meetings with GOAL staff remotely as required.
* The TPM will have access to key staff in GOAL offices in Syria, Jordon and Turkey offices as necessary.
* The TPM will be aware of the risks of conducting data collection within Syria, especially that the circumstances in the geographic areas are frequently changing due to insecurity.
* The TPM will have access to members of the affected population for conducting interviews.
* The Data collection team of the TPM will ensure adherence to data protection protocols.
* Security concerns could impact the timing and the scope of the evaluation. It is important for the TPM to remain flexible. They must be open to making changes to the schedule and itinerary such as visiting alternate sites, conducting remote reviews and interviews, etc.
* The TPM will be required to provide their own accommodation, food and transportation during field visits, as GOAL will NOT be able to provide this type of support.

## 2.5 Deliverables

At the start of every quarter, the TPM will have a planning meeting with the GOAL MEL Coordinator to decide on the target locations for monitoring. The TPM will prepare quarterly reports throughout the programme. During the inception phase, the TPM and GOAL will agree on the template for the quarterly report.

The TPM will submit an initial draft of quarterly reports to the GOAL MEL Coordinator for programme team feedback to the TPM. A follow up meeting will be scheduled between the TPM and the GOAL programme team if required. The TPM will incorporate GOAL feedback and finalise reports for submission to GOAL.

TPM quarterly reports must include the following sections:

* Cover sheet
* Table of contents
* Executive Summary
* Background (half a page)
* Methodology
* Limitations
* Area of monitoring
* Sample size
* Key findings
* Conclusions
* Recommendations
* Learnings

The summary of deliverables is as follows:

|  |  |
| --- | --- |
| **Activity & Deliverables** | **Provisional Deadline** |
| SUBMISSION: Inception Period and Data Collection Instruments* Inception meeting between GOAL and TPM.
* Provision of historical data by GOAL.
* Initial desk review by TPM.
* First draft of data collection instruments and Inception Report by TPM.
 | 3 Jun - 1 Jul 2020 |
| GOAL Feedback on Draft Inception Report and Instruments | 15 Jul 2020 |
| SUBMISSION: Final Inception Report, raw data and Instruments | 30 Jul 2020 |
| ACTIVITY: Data collection* TPM to have a meeting with GOAL MEL Coordinator at the first two weeks of every quarter to agree on target locations for monitoring.
* Monitoring data collection by TPM. The TPM Conduct a minimum one visit per month to each sub-district.
* Revise/update data collection instruments as necessary, in coordination with GOAL.
 | Q2, Q3, Q4 2020-21 |
| SUBMISSION Quarterly Data collection, report and data set submission* Quarterly reports submitted by TPM as per provisional deadline.
* GOAL provides feedback within 5 working days.
* TPM to incorporate/address GOAL feedback and finalize quarterly reports within 5 working days after receiving GOAL feedback.
 | 15 Nov 2020, 15 Feb 2021, 15 May 2021 |
| One Day Workshop presenting summary of findings over monitoring period | Q2, Q3, Q4 2020-21 |

# Methodology

A recommended methodology is outlined below but the final methodology and tools to be used is to be determined by the TPM. Through the combination of the TPM qualitative approach and GOAL’s focus on quantitative methods, the aim is to have both parties generate data that can be triangulated and supplementary in determining to what extent the programme is achieving its desired outcomes. Data collection tools should be designed with a conflict and gender sensitivity lens.

## 3.1 Planning

Upon signing of the contract, the TPM will carry out the following:

**INCEPTION PHASE – ONE MONTH**

* Inception meeting with GOAL to agree on a work schedule for tool development and design, identify key stakeholder respondents and participants, and confirm deliverable deadlines as well as identify key focal points’ roles and communication channels for GOAL and the TPM both in Syria and at Country Office level.
* Initial desk review by the TPM of key internal and external documents relating to the programme. Reports generated from prior external evaluations, GOAL and third-party monitoring will be provided by GOAL during the inception phase in order to support the TPM’s qualitative data collection tool design and development. These reports include but may not be limited to:
* Quarterly monitoring reports providing historical quantitative data on household access to adequate quantities of safe water.
* Post distribution monitoring reports for emergency response cash transfers, NFI and hygiene kit distributions.
* External Mid Term Evaluation Report conducted in 2019.
* Proposal and Logistical Framework.
* Relevant data from GOAL Syria’s complaints and feedback mechanism.
* Data collection tools submitted to GOAL for review and feedback. TPM to finalise data collection tools and pilot.
* Inception report to be submitted to GOAL. Inception report will include the proposed methodology, sample size, data collection tools, team composition and detail implementation plan with timeline.
* Tools may be modified at any course of the contract to capture required data or variables that arise.
* Submit a work plan and schedule for data collection and delivery of key report deliverables in coordination with GOAL.
* Agree on a reporting template with GOAL for the quarterly report.

**THIRD PARTY MONITORING IMPLEMENTATION PHASE – 9 MONTHS**

* Within two weeks of the start of every quarter, hold a planning meeting with GOAL to confirm work plan, research locations, and reporting schedule.
* Carry out data collection and analysis every quarter and submit first draft of report to GOAL for review and feedback two weeks following the end of the quarter.
* Revise tools/update tools as necessary in the event the programmatic scope is modified or adjusted over the monitoring period.
* Collate GOAL feedback and finalise report for submission to GOAL. Conduct quarterly lessons learned workshops with GOAL to agree on best practices that can be incorporated into future GOAL Global and GOAL Syria WASH programming, and recommendations that will inform and improve GOAL’s future programmatic strategy, with agreed action points.

## 3.2 Primary Data Collection in the Field

The TPM’s field staff are fully responsible for carrying out scheduled data collection activities in coordination with GOAL field staff ensuring timely sharing of data collection schedules and advance communication of necessary support.

Areas of primary data collection in Syria will span across the programme areas in Idleb and North Aleppo Governorates as mentioned above.

In all third-party monitoring target geographical areas, data shall be collected digitally using a data collection application. In exceptional cases, when digital data collection is not possible (i.e. due to security conditions) field enumerators should have access to paper-based data collection tools. Digitally collected data shall be entered and uploaded on the digital platform using tablets. The TPM will provide GOAL with login access to the platform where the TPM data will be stored and submit raw data exports to GOAL on a quarterly basis when reports are submitted.

**3.2.1 Data collection Risks and Considerations**

Due to the volatility of the operational Northwest Syria environment triggering changes to implementation and distribution schedules, data collection may need to be paused or suspended, and itineraries changed to ensure the safety of the TPM field enumerators. This could slow down the rate of data collection. GOAL's communication and transport team in Syria can be consulted for advice about any access restrictions that may happen before and during the third-party monitoring period.

A distance-based approach to third party monitoring management may be required as the TPM might not be able to entirely manage third-party monitoring operations in Syria directly. A skilled local team with experience in remote management and Syrian context will be key factor to mitigate this challenge.

## 3.3 Data Analysis and Reporting

GOAL expects all quantitative data to be rigorously analysed with the aim of providing deeper thematic insights into the effectiveness and relevance of the programme activities, facilitating recommendations for programme design and implementation improvements, modifications and strengthening.

Third party monitoring findings shall be reported on a quarterly basis. The template for the quarterly report will be agreed upon with GOAL and the TPM during the inception period.

# Ethical Considerations & Data Protection

The TPM will obtain informed consent from monitoring exercise participants, and ensure all participation is voluntary. The TPM will make clear to all participants that they are under no obligation to participate in interviews, focus group discussions or other monitoring activities and that their non-participation will not result in a cessation of access to GOAL programme assistance.

The TPM will coordinate closely with GOAL Syria field teams to ensure that local authorities are aware of the scope of activities and planned monitoring activities prior to field visits. In addition, the TPM will ensure prior permission is received for taking and use of visual still/ moving images for specific purposes, i.e., for findings report and presentations. The team will assure the participants’ anonymity and confidentiality and will ensure the visual data is protected and used for agreed purposes only. Furthermore, all beneficiary and community members identifying information must remain confidential. It is the responsibility of the contracted TPM to anonymise all datasets or raw data and ensure that identifying personal information is not shared to GOAL programme staff nor any external party.

The TPM will ensure that the preservation of respondent’s anonymity and confidentiality is prioritised during data collection, management, storage and reporting. Respondent data will not be shared with third parties without prior consent from GOAL. The TPM is expected to have clear data protection protocols and policies that should be shared with GOAL during the tender process and inception phase.

# Annex 2\_ WASH Log Frame

Included as separate attachment

1. GOAL WASH PDM. [↑](#footnote-ref-2)
2. As per SPHERE standards. [↑](#footnote-ref-3)