# Terms of Reference (ToR)

**PROVISION OF MARKET VOUCHERS**

## Contents

1. BACKGROUND- GOAL’s Programs ..........................................................2
2. PROPOSE OF THE SERVICE .................................................................2
3. TIMEFRAME.........................................................................................3
4. SUMMARY OF OBJECTIVES & ESSENTIAL CRITERIA ..........................4
5. PAYMENT TERMS .................................................................................5
1. BACKGROUND- GOAL’s Programs

GOAL is an international emergency and development NGO dedicated to alleviating the suffering of the poorest and most vulnerable. GOAL was established in 1977 and is currently operational in fourteen (14) countries world-wide. GOAL has been working in Syria since 2013, responding to the acute needs of conflict-affected communities. GOAL has been contributing to the urban refugee responses in Turkey since 2016, with a focus on responding to needs in health service delivery and protection of vulnerable and marginalized refugees in Southern Turkey.

GOAL is currently implementing two (2) projects (ECHO funded LINK and PRM funded GREEN) in Mersin, Adana, Hatay, Gaziantep and Şanlıurfa provinces of Turkey. The LINK program targets refugees from nomadic / semi-nomadic backgrounds and those engaged in seasonal agricultural labour. LINK has been designed to address and mitigate protection concerns of the vulnerable / marginalized refugees through provision of critical information and raising their awareness on their rights, obligations and services available in Turkey, by sensitization/advocacy (targeting key stakeholders and service providers, etc.) activities, and Individual Protection Assistance (IPA) services to enable highly vulnerable refugees to access to basic, social and protective services available under the provisions of Temporary and International Protection regulations in Turkey.

The Green Program aims to improve the socioeconomic inclusion, resilience and self-sufficiency of highly vulnerable/excluded women and girls from host and refugee communities (Syrians as well as those living in program locations under the international protection regulation) including, nomadic communities and seasonal agriculture workers from both communities through integrated and market driven livelihood opportunities and protection services, including language courses and vocational skills training on greenhouse production and agriculture; case management (CM)/coaching services, establishment of a women co-operative, protection outreach, information provision and awareness raising; and provision of special needs and individual protection assistance services.

2. PROPOSE OF THE SERVICE

Under its ECHO funded, LINK III and BPRM funded GREEN Programs, GOAL Turkey is planning to contract a Service Provider(s) to supply market vouchers for the purchase of food and non-food items from the Service Provider(s) with locations in districts / provinces where GOAL beneficiaries are located. Service Provider(s) should have markets/stores located in the following districts / provinces: Mersin, Adana, Hatay, Gaziantep and Sunliurfa.
### 3. TIMEFRAME

| Timeframe | GOAL Turkey aim to sign a Three-Year (3) Framework Agreement with a nationwide supermarket chain(s) with locations / branches in all program locations: Mersin, Adana, Hatay, Gaziantep, and Şanlıurfa. Supermarket Chain to offer affordable prices and acceptable product quality.  

GOAL Turkey plan to procure market vouchers with an estimated value of TRY ₺ 6,300,000 in a Three (3) Year Framework Agreement with orders placed in bulk throughout the Framework Agreement period. GOAL Turkey can request vouchers on more than one occasion throughout the three (3) Year Framework Agreement.  

Preference will be made to service providers who are able meet GOAL Turkey’s requirements listed below.  

**Note:** *GOAL does not commit to spending the full TRY ₺ 6,300,000 within the three-year (3) period of the Framework Agreement.* |
### 4. SUMMARY OF OBJECTIVES & ESSENTIAL CRITERIA

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<tr>
<th>Summary of Objectives</th>
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| **•** Preferably the Service Provider should have branches located in all provinces and districts listed in the Number of Branches Form. Service Provider should offer the greatest accessibility for GOAL beneficiaries in the districts / and provinces, where LINK and GREEN Program beneficiaries are located: Mersin Adana, Hatay, Gaziantep and Şanlıurfa.  
**•** The Service Provider will appoint a Customer Service contact to the GOAL account and all customer service issues will be responded to / resolved within seven (7) working days.  
**•** To appoint a Service Provider who can provide GOAL with a reporting system / online etc. detailing expenditure transactions: per voucher, per transaction, per day, per week, per month, per store etc. – please outline.  
**•** Service Provider to issue market vouchers in various denominations as requested by GOAL.  
**•** Tenderers should provide industry relevant certificates, example certificates:  
ISO 9001:2015 Quality Management System  
ISO 22000 Food Safety Management System  
Other industry relevant certificates not listed above can also be submitted.  
**•** Service Provider to outline Account Management Strategy, a Service Provider(s) with experience working with INGO’s / government bodies &/or the private sector would be an advantage.  
**•** Tenderer should guarantee to reimburse all remaining balance(s) on the market vouchers when requested by GOAL, preferably within a maximum period of twenty-eight (28) calendar days from date of request by GOAL. |
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<tr>
<th>Essential Criteria</th>
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<tbody>
<tr>
<td>1. Tenderer must submit Company’s Registration and VAT Registration Certificates.</td>
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<td>2. Tenderer must confirm that the market vouchers cannot be exchanged for cash.</td>
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<td>3. Tenderer must not sell alcohol and tobacco products and/or confirm the market vouchers cannot be used to purchase these products.</td>
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<td>4. Tenderer to confirm that market vouchers can be delivered inactive to GOAL’s requested delivery location. Market vouchers can only be activated upon GOAL’s request. Tenderer should also confirm market vouchers can be deactivated at any time upon request by GOAL. Market vouchers should have a validity for a period of at least one (1) year from the date of activation.</td>
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<td>5. Tenderer must confirm market vouchers can be used partially and used in different market branches/locations.</td>
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<th>Locations</th>
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<tr>
<td>Mersin, Adana, Hatay, Gaziantep, and Şanliurfa</td>
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### 5. PAYMENT TERMS

GOAL Turkey will place Purchase Orders with the winning Service Provider(s) when the program requires market vouchers under the Framework Agreement. When the signed Purchase Order(s) are issued, the Service Provider(s) should issue the market vouchers and deliver to GOAL’s specified delivery address in Turkey. GOAL Turkey will contact the Service Provider(s) to confirm when market vouchers should be activated. GOAL shall make payment in advance to the Service Provider(s) based on the receipt of a signed Purchase Order(s). Market vouchers should only be activated / deactivated on request by GOAL Turkey.