

ANNEX B

UNICEF - LRF-2021-9168782

TERMS OF REFERENCE FOR SERVICE CONTRACTING

Assignment	Social Impact Manufacturing of Winter Kits (Children Clothing)
Duration	4 months
Location	Jordan
Estimated Start Date	15 September
End Date	30 November
Reporting to	Kenan Madi, Programme Specialist

1. JUSTIFICATION/BACKGROUND

UNICEF has been on the frontline, providing services and support to vulnerable children in Jordan since the beginning of the Syrian crisis. One such programme is winterization assistance, which provides support to vulnerable families to increase their preparedness for and fulfil their basic needs during winter. UNICEF's in-kind winterization assistance includes the provision of winter kits made up of winter clothes for children. Focus for in-kind assistance is on vulnerable communities who face limitations in accessing well-sourced markets.

As part of economic recovery efforts to reduce the negative impacts of COVID-19 on vulnerable communities and small and medium-sized enterprises, UNICEF Jordan seeks to support vulnerable individuals, especially women and youth, with employment opportunities for the manufacturing of winter clothes. An investment in social enterprises for the manufacturing and procurement of winter clothes will not only provide immediate humanitarian support to vulnerable communities but also yield longer-term returns through youth and female economic empowerment.

The proposed social impact manufacturing programme aims to mobilize vulnerable individuals creating substantial income and economic prosperity, while supporting vulnerable communities in Jordan with the provision of winter clothes for children. In doing so, it should be operated in compliance with all safety and public health recommendations and government guidelines pertaining to the manufacturing and procurement of cloths, including those related to COVID-19, in addition to the Jordanian Labour Law.

2. Objectives, purpose and expected results

a. Objectives

The main objectives of this contract are the following:

Phase I:

- To provide UNICEF 5,000 "ready-to-distribute" winter kits, which includes:
 - I. Procurement of materials and production of samples as per the specifications and size breakdown contained in Annex 1.
 - II. Manufacturing of clothing items based on the specifications and size breakdown contained in Annex 1 and after approval of samples by UNICEF.

- III. Packaging of winter kits, using cardboard boxes with printed labels acknowledging UNICEF and its donors as per UNICEF’s requirements.
- IV. Facilitation of inspection by UNICEF’s specialised inspection company as per information (date, number of samples, etc.) shared by UNICEF and undertaking of all recommendations to comply with recommendations by UNICEF’s specialised inspection company.
- To enhance the livelihoods, safety, and financial inclusion of vulnerable tailors, which includes:
 - I. Identification and hiring of vulnerable tailors, of which at least 70% should be women and/or youth (18 to 24) in areas of the country that are highly affected by unemployment.
 - II. Increase in financial inclusion through the creation of and payment through e-wallets for all individuals engaged in the manufacturing.
 - III. Provision of training on Prevention of Sexual Exploitation and Abuse (PSEA) and Child Safeguarding to all individuals engaged in the manufacturing and establishment of a safe reporting mechanism.

Phase II (Implementation is subject to availability of fund):

- Provision of additional 5,000 “ready-to-distribute” winter kits subject to availability of funding, which includes:
 - I. Procurement of materials and production of samples as per the specifications and size breakdown contained in Annex 1.
 - II. Manufacturing of clothing items based on the specifications and size breakdown contained in Annex 1 and after approval of samples by UNICEF.
 - III. Packaging of winter kits, using cardboard boxes with printed labels acknowledging UNICEF and its donors as per UNICEF’s requirements.
 - IV. Facilitation of inspection by UNICEF’s specialised inspection company as per information (date, number of samples, etc.) shared by UNICEF and undertaking of all recommendations to comply with recommendations by UNICEF’s specialised inspection company.
- To enhance the livelihoods, safety, and financial inclusion of vulnerable tailors, which includes:
 - I. Identification and hiring of vulnerable tailors, of which at least 70% should be women and/or youth (18 to 24) in areas of the country that are highly affected by unemployment.
 - II. Increase in financial inclusion through the creation of and payment through e-wallets for all individuals engaged in the manufacturing.
 - III. Provision of training on Prevention of Sexual Exploitation and Abuse (PSEA) and Child Safeguarding to all individuals engaged in the manufacturing and establishment of a safe reporting mechanism.

The contractor can build on one or several established social enterprises, noting that the project does not include training for the workforce or the procurement of equipment and machinery. It is therefore the contractor’s responsibility to ensure that the selected social enterprises/individual tailors have the required experience and skills to complete the project at the expected quality standards, and access to adequate equipment and machinery, in compliance with all relevant Government regulations including those related to COVID-19. UNICEF will monitor the quality of the project throughout the manufacturing cycle and contract a specialised inspection company prior to accepting the final production.

b. Purpose

UNICEF seeks to request proposals to identify a suitable and qualified contractor to undertake the social impact manufacturing of 5,000 winter kits through the mobilization of vulnerable individuals, thereby creating income support while supporting vulnerable communities in Jordan with the provision of winter clothes for children.

c. Expected Results

- Procurement of required materials (as per detailed specifications in Annex I) following approval of all samples by UNICEF.
Manufacturing of 5,000 “ready-to-distribute” winter kits as per detailed specifications included in Annex I. This includes packaging based on age segregation (as per detailed specification in Annex I) after procuring carton boxes and other necessary materials (this includes but not limited to printing of visibility stickers as per UNICEF guidelines).
- Identification and hiring of vulnerable individuals (at least 70% of women and/or youth) in social impact income-generating activities in compliance with the Jordanian Labour Law and as per vulnerability criteria established in coordination with UNICEF.
- Training of all individuals involved in manufacturing on PSEA and Child Safeguarding and establishment of safe reporting mechanism.
- Opening of E-Wallets for all the vulnerable individuals engaged in the manufacturing process and transfer of salaries using mobile money.

3. Deliverables

<u>DELIVERABLES</u>	<u>DURATION</u> <u>(ESTIMATED # OF</u> <u>WORKING DAYS)</u>	<u>TENTATIVE DEADLINE</u>
Selection of the social enterprises and/or deployment of the required number of individuals in line with vulnerability criteria defined with UNICEF and with the required levels of skills and experience of which at least 70% should be women and/or youth (18 to 24),	5 days	7 September
Provision of trainings on Prevention of Sexual Exploitation and Abuse and Child Safeguarding in coordination with UNICEF	5 days	13 September
Opening of e-wallets for all selected vulnerable individuals engaged in the manufacturing process	5 days	13 September
Provision of sample from each clothing item and each size and finalization of materials procurement plan	15 days	21 September
Procurement and distribution of required materials (upon UNICEF’s approval of the presented samples)	22 days	30 September
Beginning of Manufacturing process	22 days	30 September
Submission of monthly narrative and financial progress reports	15 th of each month	Monthly

Completion of the Manufacturing and packaging process and handover following successful final inspection by UNICEF designated inspection agent	40 days	30 November
------------------------------------------------------------------------------------------------------------------------------------------------	---------	-------------

Payment Plan

First Payment: 25% paid upon:

- Submission of selection criteria for social enterprises and/or individuals.
- Provision of production timeline.
- Submission of all materials and clothing samples
- Comparative table of selected vendors for the procurement materials, this includes but not limited to:
 - Stamped quotations
 - Comparative pricing table
 - Product samples

Second and third Payments: 25% per payment paid upon:

- Deployment of the vulnerable individuals, provision of PSEA trainings and opening of e-wallets.
- Submission of monthly reports, including:
 - Narrative progress report.
 - HR Database and salary amounts.
 - E-Wallet transaction proof.
 - Detailed expenditure report and bank statement.

Final Payment: 25% paid upon:

- Provision of ready-to-distribute packages segregated by age and positive inspection report.
- Submission of monthly reports, including:
 - Narrative progress report.
 - HR Database and salary amounts.
 - E-Wallet transaction proof.
 - Detailed expenditure report and bank statement.

4. OFFICIAL TRAVEL INVOLVED

International and Local travel and airport transfers (where applicable) will be under responsibility of the contractor. All travel costs (international and local) should be planned properly in the technical proposal and included in the financial proposal. All logistics and costs of travel should be factored into the bid budget and be covered by the firm.

5. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

The social impact manufacturing programme is planned to be conducted by a one or several social enterprises deploying woman or youth. Selected involved vulnerable individuals should be trained and experienced in garment sewing and tailoring.

The selected contractor is required to have management experience in similar projects as well as trained and experienced staff in the field of sewing and tailoring.

A well-established institution/enterprise/company and proven experience in conducting similar work or assignment, demonstrating expertise in managing, procurement and manufacturing of cloth products/materials.

In addition, the profile of the contractor or team to deliver the service should have the following profile and qualification:

Mandatory Requirements:

The bidder should have a minimum of three years of experience in management, procurement and manufacturing, as well as established credibility in the following areas:

- Deployment of at least 70% vulnerable trained and experienced individuals especially women and/or youth in the field of clothes manufacturing.
- Staff with experience in business management and social entrepreneurship training as well as manufacturing and procurement with proficiency in English (spoken and written) and Arabic (spoken and written).

The team will be comprised of a team leader and team member(s), ensuring gender balance with qualifications, skills and experience stated below.

A team leader, with at least three years of experience in business management, social entrepreneurship, and/or manufacturing and procurement with proven experience conducting similar work with evidence.

6. CONTRACT MANAGEMENT

The contractor (service provider) will regularly report to the Programme Specialist at UNICEF Jordan Country office who will be responsible for managing the contract.

7. PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

The evaluation of the contract will be based on the delivery of the set deliverables at standards of quality for both the services provided and the products manufactured acceptable by UNICEF and within agreed timelines. Key performance indicators include but not limited to:

- Timely submissions of monthly narrative and financial progress reports.
- Provision of trainings on Prevention of Sexual Exploitation and Abuse and Child Safeguarding in coordination with UNICEF.
- Opening of e-wallets for all selected vulnerable individuals engaged in the manufacturing process.
- Provision of material samples prior to mass procurement.

- Provision of garment samples prior to mass manufacturing.
- Timely completion of both manufacturing, procurement, and packaging.

8. FREQUENCY OF PERFORMANCE REVIEWS

The progress of the work will be measured by adherence to deliverable deadlines. The contractor is expected to communicate with UNICEF Jordan on a weekly basis regarding the progress of work via email communication, in order to ensure that all bottlenecks and challenges to obtaining the necessary information is addressed in a timely manner. The contractor's performance will be evaluated monthly based on the indicators set forth above and as per the agreed deliverables.

8.1 Reporting Requirements

Monthly reporting on progress of service delivery shall be delivered electronically in Word and PDF format through e-mail to the designated UNICEF counterpart. The reports and documents shall be drafted in English. The reports should include the following:

- Narrative progress report highlighting status, good practices, and bottlenecks.
- HR Database and salary amounts.
- E-Wallet transaction proof.
- Detailed expenditure report and bank statement.

9. UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE

UNICEF reserves the right to withhold payment and consolidated output until the contractor provide satisfactory quality output as reviewed by the project supervisor. In case of unsatisfactory performance, the payment will be withheld until quality deliverables are submitted.

10. INDICATION THAT THE CONTRACTOR (SERVICE PROVIDER) HAS RECEIVED A COPY OF THIS DOCUMENT OR, ALTERNATIVELY, AN EXPERT OF RELEVANT PROVISIONS INCLUDING THOSE CONCERNING LEGAL STATUS, OBLIGATIONS AND TITLE RIGHTS.

TORs will be shared with contractor as well as all needed references and resources.

11. CALL FOR PROPOSALS

In making the final decision, UNICEF considers both technical and financial aspects. The Evaluation Team first reviews the technical aspect of the offer followed by the review of the financial offer of the technically compliant contractors, noting that the overall percentage of procured clothing items is recommended to be lower than the manufactured. The proposals will be evaluated against the previous two elements, if another stage of proposals needed it shall be conducted.

Technical proposal

Applicants shall prepare a proposal as an overall response to TOR ensuring that the purpose, objectives, and deliverables of the assignments are addressed. All proposals to include (but not limited to):

- Based on the proposed timetable laid down in the TOR, a proposal of the detailed methodology, tentative work plan and time schedule is required.
- Updated profiles/ CVs of the management team.
- Profiles of selected vulnerable individuals.
- Quality assurance mechanisms, compliance with Government regulations and risk mitigation measures put in place.
- Example of similar projects done by the contractor.
- At least two references from a previous similar project.

Financial Offer

- A financial proposal with a breakdown of all costs that are to be charged to UNICEF, including:
- Detailed breakdown of labor costs.
- Detailed breakdown of materials costs.
- Detailed breakdown of procurement costs.
- Detailed breakdown of contractor's mark-up.

12. REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA

70 Points technical + 30 points financial= 100 total

Submitted proposals will be assessed using Cumulative Analysis Method. All request for proposal will be weighed according to the technical (70 points) and financial considerations (30 points). Financial proposals will be opened only for those application that attained 49 points (**70%**) or above on the technical part. The proposal obtaining the highest overall score after adding the scores for the technical and financial proposals together, that offers the best value for money will be recommended for award of the contract.

Below are the criteria and points for technical and financial proposals.

A. Company profile (10)

The social impact manufacturing programme aims to support youth and women empowerment in addition to production of high-quality winter clothing kits for children.

- The contractor should have a minimum of three years of experience and able to demonstrate expertise in manufacturing and production and procurement, in addition to experience in effectively engaging social enterprises and/or vulnerable groups. (10)

B. Technical Proposal

1) Overall Response and proposal (30 points)

- Adherence to Terms of Reference and articulated understanding of scope, objectives, and overall requirements of the assignment (10)
- Proposed methodology and approach (20)

2) Technical Capacity (30 points):

- Key team members meet the defined qualifications, capacities and skillsets and demonstrates evidence of successful involvement in similar projects (5)
- Quality assurance mechanisms, compliance with Governments regulations and risk mitigation measures (10)
- Two Samples of previous relevant work undertaken successfully by the contractor (10)
- Names and CVs of team managers entailing their specific academic, professional backgrounds and roles in the assignment for UNICEF review and approval. The Contractor should make a commitment to this effect, to avoid possible changes in the team members' composition after the start of the assignment. (5)

Technical score: 70 % of 70 points = 49 points

C. Financial Offer

A separate Financial Offer detailing all expenses (labour, materials, procurement, and mark-up) should be submitted under this section. The financial offer (this section) should be submitted on a separate from the Technical Capability and Schedule information. Only those financial proposals will be opened which have been technically accepted according to the above criteria.

***Total Financial* 30 points**

The Contract shall be awarded to a bidder obtaining the highest combined technical and financial scores. Proposals not complying with the terms and conditions contained in this TOR, including the provision of all required information, may result in the Proposal being deemed non-responsive and therefore not considered further.

In addition, the bidders should consider the following in the submission:

- A. The financial statements of last two years.
- B. A copy of Company's/enterprise certificate of legal registration.
- C. Company's UN Global Marketplace (UNGM) registration number.

The company is requested to register for, at the very least, Basic, and Level 1 stages. For registration and instructions on how to, kindly refer to the UNGM site: <https://www.ungm.org/>

13. OTHER CLAUSES: PSEA LANGUAGE

Consistent with the UN Secretary General's Bulletin related to "Special measures for protection from sexual exploitation and sexual abuse" (ST/SGB/2003/13), entities and individuals entering into cooperative agreements with an agency of the United Nations are obligated to "take preventative measures against sexual exploitation or abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or sexual abuse has occurred." Failure to do so "shall constitute grounds for termination of any cooperative arrangement with the United Nations." The Contractor is expected to have in place explicit policies related to the prevention of sexual exploitation and abuse of beneficiaries, including commitment to the IASC 6 Core Standards (IASC/2002), and the investigation of such cases. Where the contractor does not have sufficient capacity for the investigation of such cases, it should request the support of UNICEF. Reasonable suspicion of sexual exploitation or abuse of beneficiaries may be reported by any individual to UNICEF if the complainant so prefers.

14. Conditions

Special conditions

The contractor also needs to have in place a grievance, complaint, and feedback mechanism, through for example, a dedicated hotline. Such feedback needs to be shared and reported in the reports agreed with UNICEF in the deliverables linked to this contract. The contractor needs to take proactive measures for the Prevention of Sexual Exploitation and Abuse and for Child Safeguarding, and effectively and adequately any concern arising in these areas (see paragraph 16). The contractor is also expected to strictly adhere to all relevant Government regulations, especially those related to health and safety and COVID-19. Good communication with the programme beneficiaries, youth program officer, and other stakeholders will also be essential in the evaluation of the contractor's results. Performance will be assessed through the review of monthly reports as well as frequent monitoring visits by UNICEF to manufacturing sites.

GENERAL CONDITIONS (PROCEDURES AND LOGISTICS)

1. The selection process for the contractor will strictly follow UNICEF's internal procurement rules
2. UNICEF will aid where possible for necessary access and permits required for the work
3. UNICEF may request that the contractor to submit aggregate data collected from online consultations and any other material related to the implementation of the services.
4. The contractor should submit a performance bond to UNICEF (10% of contract value) as performance assurance and satisfactory implementation of the tasks here in this tender. UNICEF reserves the right to cash the bond if the contractor fails to perform the tasks in timely and satisfactory manner.

UNICEF will not provide office space to the team. All requirements including venues for workshops, transportation, visa, health insurance, secretariat services, interpreter, translator, etc., will not be covered by UNICEF. UNICEF office may provide (if required) any documentation, letters to government, etc., to make sure that the assignment is completed successfully. However, this will not relieve the contractor from its responsibility.

ENQUIRIES: Please direct any enquiries to the below dedicated email address by indicating the bid reference:

UNICEF Jordan procurement team: JCO-Procurement@unicef.org

Proposals with all supporting documents should be only addressed to:

UNICEF Jordan Bids
Jordanbids@unicef.org