

## TERMS OF REFERENCE

### LTA FOR THIRD-PARTY MANAGEMENT OF FIELD STAFF (FACILITATOR) IN NIGERIA

#### 1. Background

After more than ten years of widespread use of field facilitators, the Nigeria Country Office (NCO) - through an external evaluator - has reviewed and re-assessed its implementation modality and rationalized how to work with 3rd party field facilitator workforce while ensuring Value for Money.

Facilitators have played a useful role in supporting programme delivery. However, there is a need to rationalize the use of facilitators and streamline the management of field facilitators while considering other implementation modalities. NCO recognizes that such a transition would come with risks and benefits that must be adequately managed.

Since 2021, facilitators have been located at the Local Government Authority (LGA) and State levels with frequent trips to the Wards and Settlements to support the delivery of the UNICEF-supported programme in Health, HIV and polio, Education, Nutrition, WASH, and Child Protection. The critical considerations for determining the need to use facilitators are access constraints, the government structure's capacity, and the Field Office staff's capacity to cover hard-to-reach areas.

Facilitators are expected to carry out a range of duties. In broad terms, facilitators will support UNICEF's work in monitoring the implementation of initiatives and tasks in areas that are not accessible to UNICEF staff or where there is a lack of capacity in the government structure. Depending on the context and need, facilitators might be required to undertake operational requirements. At times, also depending on the nature of work needed, facilitators might be required to undertake "hands-on" implementation of tasks and activities. When this happens, it will be clearly articulated in the individual terms of reference before hiring.

Facilitators will be selected from qualified Nigerian citizens with expertise in the pertinent technical field, project support/management, and a comprehensive understanding of the operational territory. The selection criteria will consider factors such as residency in the LGA/state and work experience to ensure a well-informed and locally connected facilitator team.

Considering this, UNICEF seeks a contractor to supply facilitators for deployment in various field locations, including State and LGA levels. Some facilitators may be assigned to work in Internal Displaced Camps (IDP) and areas affected by conflict. UNICEF wishes to enter into long-term arrangement (LTA) with an awarded contractor(s).

#### 2. Purpose of the LTA

The objective of this LTA is to secure human resources and administrative support services for the UNICEF Office in Abuja and Field Offices across Nigeria through the recruitment of LGA facilitators and state facilitators.

In particular, the contractor will be mandated to:

- 1.) Identify, recruit, manage, and oversee facilitators in accordance with UNICEF's requisitions and approval of the proposed facilitators, adhering to the terms of reference (TORs) to be provided by

UNICEF. The projected quantity and distribution of facilitators are specified in Annex B and will be adjusted based on UNICEF's evolving needs throughout the duration of the LTA and contract. In instances where facilitators with the necessary capacities and institutional memory already operate in LGAs, their inclusion will be considered. Identifying new facilitators shall be conducted in consultation with relevant supervisors in the Field Offices or Country Office to ensure the selection of facilitators possessing the required capacities and institutional memory.

2.) The contractor will deliver comprehensive administrative support to the facilitators per UNICEF's requirements. The specific details of the administrative support are outlined in below.

3.) The contractor shall be responsible for disbursing and covering the monthly remuneration and additional entitlements in accordance with Nigerian laws, encompassing social insurance, medical and life insurance, transportation, and communication expenses for each Facilitator. The agreed-upon rates with UNICEF, outlined in the payment terms, will guide these disbursements. Furthermore, the contractor must deduct income tax from each facilitator's earnings and remit the deducted amount to the authorized Government department.

4.) The contractor is responsible for conducting a comprehensive and in-person introduction/induction for all Facilitators recruited under the Long-Term Arrangement (LTA). Additionally, the contractor must provide necessary training, including but not limited to security, anti-fraud awareness, and specialized training on the Prevention of Sexual Exploitation and Abuse (PSEA). With the assistance of UNICEF, facilitators must undergo the PSEA training before commencing their duties, which can be facilitated through online platforms or in-person training sessions.

5.) The contractor is responsible for maintaining current and comprehensive personnel files for all Facilitators, ensuring their availability to UNICEF upon request.

### **3. Scope of Work**

#### **1.) Categories of Facilitators:**

There will be two categories of facilitators:

- LGA Facilitator
- State Facilitator/ Supervisor

The specific tasks for each type of facilitator within each section would be outlined and shared with the contractor.

#### **2.) Identification & Selection of Facilitators**

The contractor is responsible for identifying potential facilitators, as well as managing and supervising them in accordance with UNICEF's requests and acceptance criteria, ensuring alignment with the TORs.

UNICEF shall define the need for a specific category of facilitator and submit a request to the contractor. At the commencement of each calendar year, UNICEF shall provide a facilitators' utilization plan. Requests for facilitators can only be considered valid if UNICEF submits them through a signed TOR or, in writing, signed by the authorized UNICEF designated official. To improve the oversight of field facilitator requests, these requests should be consolidated, and facilitator needs should be communicated quarterly. The request will outline the detailed requirements of the assignment, including the location.

The Contractor shall oversee the process of identifying suitable facilitators and presenting recommendations to UNICEF. These recommendations will encompass the names and CVs of the

eligible candidates, along with confirmation that the facilitators have received comprehensive briefings regarding their roles. It is imperative to emphasize that upon selection, the facilitators will be the Contractor's employees and not UNICEF. Whenever feasible, facilitators should be selected from the area of assignment.

UNICEF will actively participate in the facilitator selection process through interviews or written tests, as deemed necessary by the UNICEF hiring manager. UNICEF's approval is a prerequisite before deploying selected facilitators, aligning with program requirements. UNICEF will review the CVs of the candidates and may conduct interviews as deemed necessary. Based on the assessment, UNICEF retains the authority to accept or reject the candidate. If the proposed candidates align with the assignment requirements, UNICEF will accept and issue a contract to the Contractor, enlisting their services as facilitators in accordance with the TOR.

If the initial candidate does not meet the assignment requirements, the Contractor is responsible for presenting an alternative candidate. This process will continue until a suitable candidate is identified and accepted by UNICEF.

The contractor is mandated to formulate and demonstrate the implementation of a recruitment, management, and retention policy. This policy must effectively address situations involving potential or actual conflicts of interest and incorporate a comprehensive whistle-blower policy. The Contractor shall conduct reference checks for all facilitators assigned to UNICEF, and copies of these will be promptly provided to UNICEF upon request.

### **3.) Management of and Administrative Support to Facilitators**

The contractor is responsible for ensuring that recruited facilitators comprehend and strictly adhere to a zero-tolerance policy on sexual exploitation and abuse and fraud. With the support of UNICEF staff, the contractor is expected to incorporate this policy into staff orientation during the induction of new contracts and reinforce it through annual refresher workshops. Recognizing the elevated risks, the office and the contractor should assess facilitators' awareness of Prevention of Sexual Exploitation and Abuse (PSEA) and fraud, provide relevant training, and establish effective reporting mechanisms. Records and evidence of training should be available for prompt submission to UNICEF upon request. This shall be a precondition for a facilitator to earn their first salary.

The performance of facilitators will be governed by the Standard Operating Procedures (SOP). UNICEF will periodically review and update the field facilitator management processes in the SOP, sharing the revised version with the contractor. Facilitator performance discussions will occur quarterly between UNICEF and the contractor's designated focal person, and corrective measures will be implemented as necessary.

The contractor is accountable for delivering comprehensive administrative support to the facilitators as per UNICEF's requests. The contractor shall receive a percentage as administrative fees, calculated against the management of facilitators' contracts, as outlined in the payment terms.

The contractor is responsible for furnishing and disbursing the monthly salary and additional entitlements in accordance with Nigerian Law (covering social insurance- NHIS, NHF, medical and life insurance, pension, PAYE, transportation, and communication costs) for each facilitator. These rates (communication and transportation) are mutually agreed upon with UNICEF and specified in the payment terms. Additionally, the contractor is tasked with deducting income tax from each facilitator's earnings and remitting the deducted amounts to the authorized Government department.

### **4.) Travel Requirement**

All official travels beyond the facilitators' duty areas require prior approval from the designated UNICEF official and must adhere to the following guidelines:

- a) Facilitators' field trips will be coordinated with the Chief of Field Office or the respective reporting manager.
- b) A designated template for duty travel reports will be shared with facilitators, and these reports will be subject to review and approval by the relevant Chief of Field Office or manager.

The Daily Subsistence Allowance (DSA) and travel costs, whether incurred outside or within the state of assignment, will be reimbursed in arrears. The reimbursement will be based on documented monthly travels approved by UNICEF in writing.

## **5.) Replacement of Personnel**

UNICEF reserves the right to request the replacement of any person assigned by the Contractor. At its own expense, the Contractor shall replace such person forthwith, subject to UNICEF's prior written approval of the replacement.

The Contractor shall maintain a pool of facilitators to provide minimum disruption. If the key personnel, for any reason, becomes unavailable to work, the Contractor shall immediately notify the UNICEF contact person to seek their agreement before making any substitution of the key personnel. Key personnel are designated as personnel identified in the proposal as key individuals such as the supervisor and the national focal point of the Contractor.

There is no automatic promotion for any engaged facilitators. All vacant position MUST be competed for based on qualification and experience. Any exception has to be approved by UNICEF Representative in writing.

## **4. Legal Status of the Contractor and its Employees (Facilitators)**

The Contractor and its employees, including facilitators, shall be deemed to have the legal status of independent contractors. Facilitators engaged under a contract with the contractor for the support of UNICEF programmes/operations are considered employees of the contractor. The employees and subcontractors of the Contractor, including facilitators, are expressly not considered employees of UNICEF. The Contractor commits to communicate to all facilitators assigned to UNICEF that they are not UNICEF employees and should refrain from speaking "on behalf of UNICEF" or expressing UNICEF's stance unless approved by their supervisors and the Chief of the Field Office. This provision must be explicitly included in all facilitator contracts. UNICEF shall bear neither direct nor indirect responsibility towards these personnel (facilitators) or their legal heirs.

## **5. Responsibility of the Contractor**

The Contractor shall be fully responsible for all works performed by its employees, agents, servants, and sub-contractors and shall only select professionally and technically competent individuals to perform the work, with appropriate training as may be required. The Contractor shall take all reasonable measures to ensure that all its personnel conform to the highest standards of moral and ethical conduct and respect the core values of UNICEF.

The Contractor shall ensure that all facilitators provided to UNICEF are medically fit to perform the work in the locations assigned and shall be responsible for providing health insurance and life insurance cover in accordance with the laws applicable in Nigeria.

The Contractor shall warrant that all duty of care responsibilities will be fulfilled in accordance with the LTA. These include but are not limited to all insurance and liability to facilitators, including paid maternity leave and cover. The Contractor should communicate what is covered in this entitlement.

The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for providing the services. The Contractor shall provide and thereafter maintain all appropriate workmen's compensation and liability insurance, or its equivalent,

with respect to its facilitators to cover claims for death, bodily injury, or damage to property arising from the execution of the required services. The Contractor represents that the liability insurance includes sub-contractors.

The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third-party claims for death or bodily injury, or loss of or property damage, arising from or in connection with the provision of work assigned or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services. Given the risks facilitators face, the office will explore further and refine its approach to duty of care. This will include determining whether UNICEF engages with the contractor, whether the group life coverage offered by the contractor is adequate, and whether the Contractor takes corrective action as appropriate. Also, the contractor shall communicate the insurance coverage and how the insurance system works so that facilitators are aware of how their families will be supported in case of death or disability.

The Contractor shall, upon request, provide UNICEF with satisfactory evidence of the insurance required to perform the assignment.

UNICEF shall not be liable for any action, omission, negligence, or misconduct of the Contractor's employees, officers, agents, servants, and sub-contractors, nor for any insurance coverage which may be necessary or desirable, nor for any costs, expenses or claims associated with any illness, injury, disability or death of such personnel performing the required services.

The Contractor shall indemnify, hold, and save harmless and defend, at its own expense, UNICEF, its officials, agents, servants, and employees, from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of the acts or omissions of the Contractor or its employees or sub-contractors in the performance of required services. This provision shall extend, inter alia, to claims and liability like workmen's compensation, product liability, and liability arising out of the use of patented inventions or devices, copyrighted material, or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations do not lapse upon termination of the resulting contract/Long Term Agreement.

**Monitoring:** Provide a real-time monitoring mechanism for monitoring facilitators at duty posts and provide monthly reports to UNICEF-designated supervisors on any absenteeism. Through this means, the contractor shall be the first-line reviewer of all claims (reimbursable) by the facilitators. UNICEF has the right to view the functionality of the device used for this deliverable on request. This **MUST** be deployed from the beginning to the end of the LTA.

Adequate record keeping on individual facilitators for reporting purposes e.g., leave balances every quarter, performance reports, disciplinary reports, resignations/disengagement list, contracts for renewal every month, monthly work plan, reimbursable, facilitator monthly reports, Individual Timesheet, list of facilitators by category/section and field office and any other reports as may be deemed necessary by UNICEF and provision of same at short notice. All the aforementioned information/Reports are expected to be with the contractor for a minimum period of seven (7) years from date of engagement.

## **6. Respect for UNICEF Core Values**

The Contractor shall ensure that its employees, including facilitators deployed, adhere to UNICEF Core Values, embodying attitudes and convictions shared by all UNICEF staff. These core values encompass Diversity and Inclusion, Integrity and Commitment, fairness and transparency, and a steadfast commitment to the cause of children. The Contractor and its employees must embrace and endorse these core values, demonstrating a willingness to work in a multicultural environment with sensitivity and respect for UNICEF's mandate.

The Contractor is committed to ensuring the highest standards of conduct, professionalism, and accountability of all its personnel deployed to provide service for UNICEF.

UNICEF expects the contractor and its employees to uphold the Standards of Conduct, the highest efficiency, competence, and integrity standards, and have a zero-tolerance policy on sexual exploitation and abuse. For the avoidance of doubt, these standards are defined as follows:

- a) Sexual exploitation is any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another.
- b) Sexual abuse is the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

The Contractor shall include the provision of the UNICEF Core Values and the Policy on Sexual Exploitation and Abuse in all contracts of contractor employees (facilitators) assigned to work with UNICEF.

## **7. Contract Management & Supervision**

The supervision and reporting lines shall be as follows:

- a) UNICEF Nigeria's Chief of Supply and Logistics holds responsibility for managing the contractual relationship with the contractor under the LTA. Chief of Supply and Logistics delegates responsibility for day-to-day coordination and communications regarding contractual matters to a designated focal point (Supply Specialist/Officer). Additionally, UNICEF Nigeria's Chief of Field Operations is the contractor's designated key contact regarding any matters related to the operational utilization of facilitators.
- b) The Chief of Field Office (CFO) or Chief of Section will provide technical guidance on duties and responsibilities for the area where the facilitator is deployed.
- c) All instructions to Facilitators relating to their primary responsibilities with UNICEF will be provided only by the UNICEF hiring manager, with approval by the relevant Chief of Field Office or Chief of Section as appropriate.
- d) The Contractor shall designate a national focal point for UNICEF, serving as the primary contact for organizational matters, facilitator requirements, performance issues, and overall coordination activities related to the management of the LTA and individual contracts issued under the LTA. This individual must effectively represent the contractor to ensure seamless coordination with UNICEF.

## **8. Payment Terms and Conditions**

Subject to review and approval by UNICEF, payments shall be made on a monthly basis within 30 days upon receipt of invoices and supporting documents in line with the following:

- a) The invoice shall include an administrative fee against the management of facilitators' contracts, which is inclusive of costs related to the medical, life, and social insurance, office space and stationery supplies, laptop, 3G and airtime, recruitment, transportation within the state, and income tax. Invoices MUST be submitted with Timesheet which will be certified by UNICEF technical supervisors prior to payment processing.



- b) The Contractor shall submit an invoice with a monthly report by the Third week (25<sup>th</sup> and above) of each month for prompt settlement.
- c) The monthly invoice should explicitly mention that the Contractor paid all monthly deductibles and allowances, including income taxes and social and health insurance.

The LTA and contracts that will be issued under the LTA will be domiciled in the local currency NGN.

UNICEF shall pay the following to the Contractor for each category of facilitator per month that it receives satisfactory services.

Rates for Facilitator Services						
Category	*Salary (NGN)	**Communication Tel. Card (NGN)	Hazard allowance Applicable for Borno state	****Cost of Living Allowance DSA NGN		***Transportation (NGN)
				LGA	State	
LGA Facilitator	185,000	10,000	20,000	10,000	16,000	60,000 per month
State Facilitator	400,000	10,000	20,000	10,000	16,000	30,000 per month

The above salary structure is subject to review at the request of UNICEF depending on economic realities and availability of funds.

\*Salary – Each facilitator is required to work 8 hours, 6 days a week (Monday – Saturday) or as determined at the time of the request of the facilitator before commencement of work.

\*\*Telephone Card Allowance will be paid to the Contractor to enable the facilitators to communicate with multiple stakeholders in the assignment performance.

\*\*\* Transportation shall be paid as lumpsum to the facilitators. An additional amount will be paid to the contractor for transporting facilitators to their area of duty – prior approval from UNICEF is required for this to happen.

- Contractor will arrange transportation for its facilitators for program implementation by hiring suitable vehicles on request by UNICEF where required.
- The contractor will ensure that the vehicles hired are approved by authorities for commercial use and adhere to the safety standards as prescribed by the traffic authorities of the State and Federal Government.
- Contractor will ensure that the transport agencies provide the vehicles promptly and efficiently.
- Contractor will maintain records of the bookings and usage of daily logbooks and will make direct payments to the transport agencies for vehicles hired.
- Contractor will prepare a monthly plan for the transport requirements programme and obtain approval from UNICEF before bookings. Contractor will also maintain records and overviews of the bookings made, actual usage, costs incurred, etc.
- Contractor will complete logistic management of programme consultations/meetings/workshops on specific request from UNICEF; Contractor will book venues at State/District levels for programme consultations/meetings/workshops; Contractor will prepare a budget for the above events and prior approval from UNICEF will be obtained.
- Contractor will disburse payments to the participants towards boarding, lodging, travel, etc., based on prior approval from UNICEF.

\*\*\*\*Cost of Living Allowance – UNICEF shall pay to the Contractor NGN 10,000 for LGA Level & NGN 16,000 for State Level travel per night per facilitator for any overnight stay outside the governorate where the facilitator is assigned subject to UNICEF approval. There may be occasions when authorized by UNICEF the facilitator may be paid this allowance to cover expenses for an overnight stay within his assigned governorate in remote areas far from the facilitator's home – more details on this to be captured on SoP.

UNICEF shall pay the Contractor administration/management fee for the services requested by UNICEF under this arrangement. Therefore, UNICEF expects the Contractor to pay the facilitators the salaries and allowances above fully. UNICEF reserves the right to verify such payments. If the Contractor fails/refuses to pay the amounts in full, UNICEF reserves the right not to refund the Contractor for the unpaid part of the amount.

UNICEF shall reimburse the amount paid by the Contractor to the facilitators provided to UNICEF in accordance with the clauses above. Any payment related to the cost items that are not previously agreed in writing will not be reimbursed. The total amount payable regarding facilitators' travels, and calling cards shall be based on the number of facilitators assigned, actual travel undertaken, and calling cards provided based on UNICEF request.

There will be a quarterly reconciliation of accounts by the two parties. All paid invoices will be reconciled against the proposed and actual expenses.

## 9. Duration of the Agreement

Twenty-four (24) months from the signature of an agreement with the option for another 12 months' extension up to a maximum of 3 years, subject to satisfactory performance.

## 10. Evaluation Criteria and Selection Process

The selection of service provider(s) will be via a three-stage procedure described below:

- (1) Preliminary evaluation of proposal (mandatory, pass/fail), followed by
- (2) Technical proposal evaluation; and finally
- (3) Financial proposal evaluation, which will determine the combined scores of technical and financial who will be awarded LTAs.

UNICEF may seek clarifications, additional documentary evidence, or request further discussions with any or all technically qualified bidders regarding their offers before the award of LTA.

### (1) Preliminary evaluation of proposals

The technical evaluation team will conduct the preliminary evaluation to eliminate proposals that do not comply with mandatory (pass/fail) criteria.

MANDATORY REQUIREMENTS	SUPPORTING DOCUMENTS	SCORE
Bidder is a legal entity regulated and licensed in Nigeria	A copy of the certificate of incorporation (i.e., company legal registration) or equivalent document verifying legal status/capacity in Nigeria.	Pass / Fail



The bidder's license is valid for at least one year from the proposal's submission date.	Copy of License / Authorization from the relevant Government Authorities to provide human resource services.	Pass / Fail
Bidder has a well-structured management structure with sound reporting lines.	Detailed description of the lead bidder's management structure and composition (Organogram that lists names, titles, and functions of the owners/ shareholders and managers)	Pass / Fail
Bidder has a well-established presence in Nigeria (HQ and branches)	The list contains the addresses and contact details of the Bidder and consortium members' headquarters and branches in Nigeria and worldwide.	Pass / Fail
Bidder has an updated code of conduct to address ethical issues, including policies on Sexual Exploitation and Abuse.	The code should specifically address ethics and high standards of efficiency, competence, and integrity and have a zero-tolerance policy on sexual exploitation and abuse.	Pass / Fail
Bidder has a comprehensive employee benefits package (provision and payment of the monthly salary and other entitlements as per Nigeria Laws and regulations: social insurance, medical and life insurance, transportation, and communication costs, deduction of income tax, and payment to the authorized Government department.	Letter from Social Security/ Ministry of Labour for compliance (Compliance with relevant regulatory requirements, national codes and standards, and Company practices	Pass / Fail
Bidder has the latest audited financial statements for the past two (2) years.	Audited financial statements or equivalent for the last two (2) years.	Pass / Fail

## **(2) Technical proposal evaluation**

### **(2.1) Requirements**

All bidders must submit enough evidence of the proof of skills/expertise and their capacity and capability to execute the assignment. The entity contracted to provide Facilitators and Supporters is required to demonstrate the following as a minimum:

- There are well-established policies and procedures to recruit and oversee facilitators in all geographical areas required by UNICEF. These include policies related to duty of care and conflict of interest and induction/introduction
- Managerially sound composition of its staff to perform the duties related to this assignment, including focal points in all UNICEF locations
- The ability to keep an up-to-date pool of potential Facilitators who meet UNICEF requirements
- The ability to keep complete personnel files to be made available to UNICEF upon request
- Documented experience of the provision of similar services
- Monthly Report on the number of facilitators on the books of the Contractor
- Declaration to conformity with the Government of Nigeria's labour, employment, and other laws
- Copy of Audited report for 2022 and 2023

### **(2.2) Evaluation of technical proposals**

Technical evaluation accounts for 70 points. All bidders will be technically evaluated using the technical evaluation criteria in the table below; only bidders who obtained a minimum of **49 points** and above will be considered technically qualified and progress with the financial evaluation.

## Technical Evaluation Criteria

No.	Criteria	Weight
(i)	<b>Company and organizational profile:</b> In the proposal, the Service Provider should be able to demonstrate how they meet the criteria required to deliver this service, particularly as relates to each criterion below. They should attach copies of any relevant supporting documents to substantiate this.	25
	Relevance on Registration, the establishment of the company, with a profile covering similar services (HR management, workforce recruitment, and management, consultancy management, etc.); demonstrate an understanding of and experience in humanitarian programs; has well-defined company policies and procedures – including requisite registration to work in Nigeria.	7
	Demonstrated experience (no of years; similar scope) in managing contracts delivering similar services (HR management, workforce recruitment, and management, consultancy management, etc.); evidence of managing similar projects with significant financial budgets; evidence of a satisfied client base for similar portfolios of service, including recommendation letters from clients demonstrating work completed and outcome.	8
	Experience in working in or familiarity with the geographical area of Nigeria.	5
	Experience working with multiple stakeholders in a project, particularly Government and International organizations.	5
(ii)	<b>Proposed work plan and approach:</b> In the proposal, the Service Provider should describe how they will respond to and deliver the scope of Work and adhere to the Conditions and Terms of Work outlined in the proposed Terms of Reference for Facilitator Services. They should attach copies of any relevant supporting documents to substantiate this.	25
	The proposal reflects a comprehensive understanding of and responds to the required scope of work to be delivered and conditions and terms of Work to be adhered to; the proposal is practical and deliverable within the context of the service	13
	Risk assessment and mitigation strategies (including but not limited to Fraud, SEA) integrated into the service/proposal	6
	Evidence of tools and capacities for human resource management, including recruitment, management, and oversight, including but not limited to a recruitment database, policies related to duty of care, conflict of interest, Standards of Conduct, etc.	6
(iii)	<b>Company Key Staff:</b> In the proposal, the Service Provider should be able to demonstrate that they have the required capacities. They should attach copies of any relevant supporting documents to substantiate this.	20
	Appropriate technical resources with the right skills/expertise, and qualifications to deliver the outputs required; Key technical skills/expertise of Individual team members to be used to execute the assignment; Qualifications/level of education of key staff, evidence of expertise/experience of each team member, etc.	7

	Appropriateness of the mix of expertise/skills of team members (including (financial, recruitment, Human resource management), i.e., the company's organizational structure/organogram with relevance to reporting lines relevant for supporting the proposal for the ToR	7
	Evidence of Key managerial skills and cultural knowledge of the individual team members that would be principal focal persons for soundly implementing the company's proposal.	6
	<b>Total</b>	<b>70</b>

### (3) Financial evaluation

Facilitators' salary, hazard allowance, cost of living allowance, transportation and communications costs are pre-fixed by UNICEF, as stated under Section 8. Payment Terms and Conditions. The proposer is requested to provide a fixed rate that will be applied to the total of deployed facilitators' salaries to calculate the admin charges to be paid to the contractor on a monthly basis. The proposer should factor in all cost elements required to provide comprehensive administrative support to facilitators,

Financial evaluation accounts for 30 points. The proposer which offers the lowest rate will obtain the full mark of 30 points, and the other proposals will receive scores in inverse proportion to the lowest rate.

### (4) Award of LTA

UNICEF will (subject to any negotiations and the various other rights of UNICEF detailed in this RFPS) award the LTA-S(s) to the vendor(s) providing the highest combined scores of technical and Financial proposals.

## 11. Facilitators Numbers and Geographical locations / Field Offices:

S/No	Field Office	LGA Facilitators	State Facilitators	Health Consultants	Total Number of Staff/FO
1	Bauchi	24	19	7	50
2	Country Office		5	9	14
3	Enugu		5	4	9
4	Kaduna	35	11		46
5	Kano	59	21	8	88
6	Lagos		15	2	17
7	Maiduguri	77	18		95
8	Rivers		11	5	16
9	Sokoto	46	20	6	72
		<b>Grand total</b>			<b>407</b>

The table above shows the current number of facilitators. Please note that the number of facilitators is indicative only and might change depending on UNICEF's actual requirements during the performance of the LTA/contracts.

#### Annex B – Number of facilitators per programme and Geographical Location of Facilitators

Sections	Number Of Facilitators
VSL	28
C4D Polio	213
WASH	26
Nutrition	64
U-Report	6
Child Protection	8
Education	17
Adolescent Health & HPV	16
Health: Data	9
NPSIA: Measles	12
Health VMC	12
Health CCC	6
Health State Officers	7
Health LGA Officers	12
	436

Note: this is indicative and may change

#### Attachments/Annexes

**Annex A - Terms of Reference/Job description – Facilitators per category and section (To be attached)**

#### **Instructions to bidders**

1. Proposals should be made separately: Technical and Financial. Technical should **NOT** have financial information as such technical proposal will be disqualified.
2. All completed proposals should be submitted to this email address: [ngrsupply@unicef.org](mailto:ngrsupply@unicef.org) with the RFP reference number: 9188537. Your proposals will not be considered nor opened on failure to quote the RFP number on your forwarding email.
3. Deadline for submission is **14<sup>th</sup> March 2024**
4. Financial proposal that includes a brief cover letter with summary of cost on letter-headed paper\_with contact details of the company and representative as an **attachment is mandatory**. Technical and Financial proposals without these contact details shall not be considered.
5. Financial and Technical proposal should have contact details of the company representative for this RFP (phone number, email address) clearly written on the first pages of both documents (Technical and Financial) is mandatory.