**Annex J1:**

Date: 31/03/2024

**A QUESTION & ANSWER DOCUMENT**

REQUEST FOR PROPOSAL: No. RFP/CO/YEMSA/24/01

ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF THIRD-PARTY MONITORING FOR UNHCR IDP & REFUGEE PROGRAMMES in Yemen

| **Clarification Number** | **Clarification Request**  **Area** | **Reference Document** | **Page Number** | **Quoted Text** | **Clarification Request** | **UNHCR's Answer** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. 1 | Technical | **Annex A Terms of Reference**  Planning and Programming | 1 | he TPM will inform UNHCR whether **its interventions** have addressed the urgent needs of  beneficiaries. | For reference Can you provide a list of the key Programme/projects of UNHCR in Yemen that shall be targeted with the TPM activities?? | Cash Based interventions projects.  Shelter projects  Non-Food Items project.  Ad-hoc assessments. |
|  | Technical | **Annex A Terms of Reference**  1. Background/Objective  2. Scope of Work | 1  2 | **The Each partner is assigned a targeted population, location, budget**, amongst other details, to allow for efficient and effective implementation of the project activities. UNHCR expects the TPM supplier to cover any part of Yemen, **focusing on areas with a high concentration of IDPs, refugees, and asylum seekers, including urban and rural areas.** | For reference Can you provide a list of the key area with high existence of IDPs. Refugees etc.…? | For IDPs the PDM should be covering around 15 Gov in the south and north of Yemen where IDPs are residing.  For Refugees in the north refuges are mainly Sana’a Gov. Aden refugees mainly reside in Aden, Mukalla, Mahra and Kharaz in lahaj. |
|  | Technical | **Annex A Terms of Reference**  1. Background/Objective | 1 | **To independently monitor the efficiency and effectiveness of its interventions and check whether the beneficiaries have received services and assistance,** UNHCR seeks to engage a third-party supplier to undertake a monitoring exercise, generally known as Third-Party Monitoring (TPM), to achieve the following objectives | What specific types of TPM assignments does UNHCR envision (e.g., distribution monitoring, post-distribution monitoring, project-specific assessments)? | Mainly but not limited to Post distribution monitoring. |
|  | Technical | **Annex A Terms of Reference**  2. Scope of Work | 2 | **UNHCR expects between two to five TPM exercises throughout the year, with each exercise covering between 1,000 to 20,000 beneficiaries/households,** depending on the activities. However, UNHCR is not liable to conclude contacts based on these figures as they are just estimates. | Based on previous experience of UNHCR, and while numbers are estimates, can UNHCR provide a the best estimation of the expected number of TPM assignments that are expected to be conducted during 2024?  *Note: This is so essential to be known for TPM resources and cost planning* | For cash-based interventions we conduct one PDM each quarter for three projects in the year in both south and north subjected to clearances from authority and there might be a few other PDMs related to specific projects. |
|  | Technical | **Annex A Terms of Reference**  2. Scope of Work | 2 | UNHCR expects between two to five TPM exercises throughout the year, **with each exercise covering between 1,000 to 20,000 beneficiaries/households,** depending on the activities. However, UNHCR is not liable to conclude contacts based on these figures as they are just estimates. | Based on previous experience, How many in-person household visits does UNHCR anticipate within a typical TPM assignment?  *Note: This is so essential to be known for TPM resources and cost planning* | For cash-based intervention project its an estimation between 2000 to 3000 per year. |
|  | Technical | **Annex A Terms of Reference**  2. Scope of Work | 2 | UNHCR expects between two to five TPM exercises throughout the year, **with each exercise covering between 1,000 to 20,000 beneficiaries/households,** depending on the activities. However, UNHCR is not liable to conclude contacts based on these figures as they are just estimates. | Please provide an estimated total number of visits and phone calls expected throughout the year.  *Note: This will help us determine staffing and resource allocation.* | The number of expected visits is between 2000 to 3000 for cash-based intention projects only |
|  | Technical | **Annex A Terms of Reference**  i. Planning | 2 | • **Provide an operational plan** detailing how the TPM data will be collected and reported within the assigned timeframe | Does UNHCR expect to see one operational plan following the TPM contract signature in addition to detailed plan for each TPM exercises before the commencement of its activities? | yes |
|  | Technical | **Annex A Terms of Reference**  i. Planning | 2 | • Provide an operational plan detailing how the TPM data will be collected and reported **within the assigned timeframe.** | Based on UNHCR's previous TPMS, can you please provide an estimation for the duration each TPM round/exercise? | The PDM data collection takes around 2 weeks. |
|  | Technical | **Annex A Terms of Reference**  i. Planning | 2 | **Data collection**  Use data management systems that allow for ongoing and effective data collection, recording, cleaning, storing, transferring (e.g., between different types of software used for analysis), and presenting data. | Can you give example on what type of management system that UNHCR expects to see? | UNHCR has its own data collection and management system that TPMs will have access to and it’s KOBO. TPM will do the analysis and share the detailed analysis with UNHCR. |
|  | Technical | **Annex A Terms of Reference**  3. Primary Duties and Responsibilities | 2 | Maintain accessible data **for verification and use by others,** when necessary, after prior written approval from UNHCR. | Can you please advise who do you mean by "others" here"? | Auditors is an example, this point highlights that only UNHCR should have access to data unless there is a written approval from UNHCR. |
|  | Technical | **Annex A Terms of Reference**  3. Primary Duties and Responsibilities  iii. Data collection | 3 | Throughout the TPM exercise, **monitoring staff is expected to have a balanced combination of skills, experience, and specialized knowledge** to ensure the TPM's quality throughout the processes. | Can you please provide UNHCR's expectation for the TPM team size and roles? | TPM must have a wide presence and acess in all governorate and districts as UNHCR cash programs has targeted BNFS in 18 GOVs. TPM will do the data collection, data analysis and report drafting, |
|  | Technical | **Annex A Terms of Reference**  6. Methodology | 3 | The quantitative and qualitative data will be based on a standard questionnaire agreed between UNHCR and the supplier to capture all gender and age  groups' views (men, women, girls, and boys) | Could UNHCR clarify the nature of the data collection tool expected at in-person visits? Will it be a survey, a structured observation form, etc.? | UNHCR have its own standard forms shared with the TPM entity that will be reflected into KOBO to collect the data. |
|  | Technical | **Annex A Terms of Reference**  7. Data Protection | 4 | The beneficiary's interview will be conducted according to humanitarian principles of "do-no-harm" and **UNHCR policies** and code of conduct. | Can you provide a list of these policies and a link to published UNHCR' polices for reference? | CoC for consultants is an annex F to the tender, humanitarian principles are available online in the UN charter and there will be briefings with suppliers before implementation of each exercise. |
|  | Technical | **Annex B**  1. Company's profile and qualifications | - | 1.3 Client references for **the last three (3) years (i.e. 2019, 2020 and 2021)** for rendering similar services. | Is there a typo here, as the last three years should read as "2021, 2022, and 2023"? | 2021 to 2023, but any relevant older references will be reviewed. |
|  | Technical | **Annex B**  2. Proposed Services, approach and understanding of the requirement | - | Organization's Main Area of expertise  • If **the Civil Impact Monitory services** are the main area of experience - 4 Points  • If **the Civil Impact Monitory services** are a partial area of experience - 2 Points | Is there a typo here, as " the Civil Impact Monitory services" should read as " the Monitory services " in line with the RFP text? | Correct. It should read  The monitoring services |
|  | Technical | **Annex B**  3. Proposed personnel to carry out the assignment | - | 3.1 Provide the CVs of the key staff showing their area of qualification and experience based on the scope of work and project implementation. **Availability of technical mechanism** and professional statistician. Provide the staffing contract information with your company. | Can you explain the term "**Availability of technical mechanism"?** | We mean unique technical capacities or systems. |
|  | Technical | **Annex B**  3. Proposed personnel to carry out the assignment | - | 3.1 Provide the CVs of the key staff showing their area of qualification and experience based on the scope of work and project implementation. Availability of technical mechanism **and professional statistician.** Provide the staffing contract information with your company. | Can you please the other minimum roles that are required to be part of the TPM Team? | We cannot provide an answer to this question, we want to see what TPM entity have to evaluate the current capacities. |
|  | Technical | **Annex B**  3. Proposed personnel to carry out the assignment | - | 3.1 Provide the CVs of the key staff showing their area of qualification and experience based on the scope of work and project implementation. **Availability of technical mechanism and professional statistician**. Provide the staffing contract information with your company. | Can you please the other minimum roles that are required to be part of the TPM Team? | We cannot provide an answer to this question, we want to see what TPM entity have to evaluate the current capacities. |
|  | Technical | **Annex B**  3. Proposed personnel to carry out the assignment | - | 3.1 Provide the CVs of the key staff showing their area of qualification and experience based on the scope of work and project implementation. Availability of technical mechanism and professional statistician. **Provide the staffing contract information with your company.** | 1. What about the TPM provider that going to be externally recruited for the purpose of the TPM and had no contracts yet with the organization? 2. Will this impact on the score for this item or on (if some personnel candidates are not working with the bidder and they are to be outsources)? | You are free to present your capacities in any form or structure, any evidence of existing networks without stable contracts would be reviewed.  Competitors with stronger structure will have higher scores. However, it may not be the deciding factor for the selection process. |
|  | Technical | **Annex B**  3. Proposed personnel to carry out the assignment | - | 3.2 **Availability of technical mechanism and professional statistician** (Shown certification on the same area)  [1-**3 CVs & their Contracts**] : 2 Score;  [4-8 or more CVs & their Contracts] : 4 Score | Can you advise what differ the technical evaluation criteria item referenced 3.2 to the previous one; evaluation criteria item 3.1, which mentioned "Provide the CVs of the key staff showing their area of qualification and experience based on the scope of work and project implementation. **Availability of technical mechanism and professional statistician. Provide the staffing contract information with your company.**  We could not identify any difference between the two requirements, can you explain the evaluation criteria item 3.2? | 3.1 is reviewing the whole staffing structure implementing the project.  3.2 Asks for specific technical capacities specialized in monitoring. |
|  | Financial | Annex C: Financial Bidding Form | - | Scenario/Exercise 1 (Location: North, all governorates, exact location depending on sample) - Arabic Language  **Maximum Estimated Yearly Sample Volume 20,000**  Scenario/Exercise 2 (Location: South, all governorates, exact location depending on sample) - Arabic Language  **Maximum Estimated Yearly Sample Volume 20,000**  Scenario/Exercise 3 (Location: Primarily Sana’a and Aden, exact location depending on sample) - (Somali, Oromo, Amharic, Tigrina) **Maximum Estimated Yearly Sample Volume 20,000** | 1. Can you please advise on the minimum estimated yearly sample volume for each scenario? 2. Can you also share the actual number of exercises (TPM rounds performed during 2023 along with the number of beneficiaries/households.   *Note: The actual number of conducted TPM exercise and the targeted samples will help us in determining the minimum and average yearly sample volume and the associated personnel and other required effort.* | The yearly sample is going to be between 2000 to 3000 for all cash interventions.  1926 interviews in 8 rounds only for cash based intervention projects.  More assessments where conducted for shelter, NFI and shelter cluster. |
|  | Financial | Annex C: Financial Bidding Form | - | None | The Financial proposal format provided in Annex (c) did not allow adding the other TPM direct cost elements such us personnel cost and also operational costs items like transportation, communication etc..  Can you advice on the following:   1. How could we estimate the TPM team members time efforts in the absence of the average timeframe for each TPM round/exercise? 2. Where can we include the TPM direct costs including personnel costs and operations costs in Annex (c)? 3. We believe that the previous TPM providers has an advantage as they are familiar with the TPM exercises time frame and the number of targeted beneficiaries/households., so we appreciate that UNHCR can reconsider providing more details on the TPM's round time frame and 2023 actual targeted number of beneficiaries /households? | Interview time would be agreed before each exercise, ranges are included in the financial offer template.  UNHCR only accepts comprehensive unit costs capturing all incurred cost.  We provided information on cash-based interventions. Other projects are more ad-hoc and doesn’t have annual PDM plans. |
|  | Financial | Annex C: Financial Bidding Form | - | 4 Physical Interviewing with beneficiaries (urban districts)  5 Physical interviewing with beneficiaries (rural districts) | Can you provide a list of the UNHCR targeted urban/rural districts during 2023 TPM?  *Note: This will assist us in the determination of fees of the in-person household visit and the associated transportation costs based on the geographical location of districts*. | list of districts with TPM Assessment. Refer to Annex J2 |
|  |  |  |  |  | you are kindly requested to advise if the nonprofit organization that has TPM experience is eligible to participate in this solicitation. | You are eligible to participate in this tender if you have valid company registration, Valid tax membership, approval certificate from Ministry of social Affairs or any other document issued by the relevant local authorities regarding the TPM Services |
|  |  |  |  |  | I am writing to inquire if the supplier applying to this tender has to be registered in YEMEN is mandatory to be eligible for consideration? | The following are eligibility documents which you should provide: Valid Company registration certificates, valid business registration certificate in the field of provision Third-Party Monitoring, Consultancy, Monitoring, Verification, Assessments, Evaluation, Research, Data Collection, Data Analysis, or any related areas) issued by the relevant local authorities, Valid Tax card, valid tax membership issued by the relevant local authorities; Refer to RFP Tender document for more details. |
|  |  |  |  |  | Location: The TOR states that the TPM Supplier should cover any part of Yemen. We would like to know more specific details regarding the TPM locations. How spread will be the beneficiaries? Will each TPM wave be focused on a particular area or spread out across the country? We would like to know more about the geographical focus of the TPM services. | list of districts with TPM Assessment. Refer to Annex J2 |
|  |  |  |  |  | Sampling: No details about the sampling in the TOR are provided. Who will do the sampling? The TPM supplier firm or UNHCR? Will UNHCR give a list of beneficiaries to the TPM Supplier firm? Will the TPM Firm have to do the sampling? Will the firm have to visit all of Yemen and identify the beneficiaries? Or will the TPM Firm have to visit IDP camps and areas with IDPs and refugees and perform a random sampling? | UNHCR will do the sampling and share the sample list with the TPM. |
|  |  |  |  |  | Survey Duration: How long will each survey be? 0-15 minutes? 15-30 minutes? 45 minutes? Or more. | The most used CBI survey takes around 15 to 30 Min. but your financial offer should consider cost for longer interviews because it will contractually binding. |
|  |  |  |  |  | 4-Qualitative Data Collection: The TOR states that qualitative data collection will also be conducted. There will be open questions as well. How many open questions will be expected in the qualitative data collection? Will the qualitative data collection be performed separately or as part of and on the side of the quantitative survey? Should it be part of the survey or separate? | The UNHCR PDM form does not have open questions. |
|  |  |  |  |  | How do we give a budget for phone surveys and physical monitoring? Their prices are different. | Zero |
|  | Beneficiaries | Annex A Terms of Reference |  |  | Targeted beneficiaries:  -According to the ToR, UNHCR support covers all governorates in Yemen. Nonetheless, would it be possible to clarify the estimated beneficiaries for each governorate?  -Is it possible to know the estimated beneficiaries to be covered per year? According to the ToR, the TPM will cover 1 to 20 K, which is challenging when estimating an accurate costing and planning. Is the Financial Proposal template possible to add different rates for each range of beneficiaries? For example, 1-500, 501-1,000, 1,001-5,000, 5,001-10,000, and 10,000-20,000) | list of districts with TPM Assessment. Refer to Annex J2 |
|  |  | Annex A Terms of Reference, Page 2 – Point 3. Primary Duties and Responsibilities, iii. Data collection |  |  | Data collection:  We are licensed by SurveyCTO, a worldwide renowned data collection solution; will we be able to use our system, or will UNHCR request that we use KoBo Toolbox? | UNHCR will request to use a KOBO toolbox. |
|  |  | Annex A Terms of Reference, Page 4 – Point 10. Expected deliverables |  |  | Inception Report:  -Please specify if each of the mentioned deliverables is for individual assignments/tasks or a general one for the LTA throughout the period  -Will we develop new data collection tools or use tools pre-designed by UNHCR for the different activities (winter kits, CBA, etc.)?  -It is mentioned that the inception report is expected to be delivered within one week of signing the contract. Does this imply that all LTA activities will be assigned in one batch, or have we misunderstood this statement? | Each PDM exercise in each quarter will have to have a report and the data collected much be shared with UNHCR after finishing the PDM. By the end of the year, the annual report and the compiled data must be delivered |
|  |  | Annex A Terms of Reference, Page 5 – Point 10. Expected deliverables |  |  | Progress, Draft, Final Reports and Datasets:  -Similar to the comments in the previous point, do the details include referring to individual tasks or consolidating all tasks? | Refer to the answer above. |