

## TERMS OF REFERENCE

Long Term Agreement for services(LTA-S) FOR GEOSPATIAL mapping and Information Management support Maiduguri Field Office

### TERMS OF REFERENCE FOR PROVISION OF GEOSPATIAL MAPPING AND INFORMATION MANAGEMENT SUPPORT SERVICES IN NORTH-EAST, NIGERIA

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<b>Assignment:</b>	Provision of geospatial mapping and information management support services in North-East Nigeria.
<b>Purpose</b>	To carry out geospatial mapping and information management support services in North-East, Nigeria
<b>Location:</b>	Maiduguri, Borno state, North – East, Nigeria
<b>Start date:</b>	1 June 2024
<b>End date:</b>	31 May 2026
<b>Reporting to:</b>	Emergency manager – UNICEF Nigeria

#### 1. BACKGROUND AND JUSTIFICATION:

The decade of prolonged armed conflict involving non-state armed groups (NSAG) has resulted in large-scale migration, disruption of agricultural activities, deterioration of nutritional status among children and women, and devastation of an already fragile public infrastructure, including health, food security, water, and sanitation services. The region has experienced continuous mass displacement, loss of livelihoods, food insecurity, increased morbidity, and mortality because of malnutrition, inadequate health services and poor sanitation especially in the most affected states –Borno, Adamawa, and Yobe (“the BAY”) states.

In the northeast, UNICEF is the provider of last resort and ensures sector leadership in nutrition, WASH, education, and child protection Sectors. Working in partnership with authorities, United Nations agencies and national and international non-governmental organizations, UNICEF reaches those affected by conflict and other crises through a multisectoral and integrated package of interventions in Nutrition, Health, WASH, Education, child protection, with integration of mental health and psychosocial support throughout and Social and behavior change.

Knowledge and Information management is a critical element of all UNICEF’s programme and advocacy work, being based on the best available evidence and learning from experience. It is therefore critical how information is obtained, managed, and utilized in pursuit of the welfare of children in Maiduguri.

UNICEF is seeking to identify qualified Service providers to fill the Information Management (IM) needs and gaps existing currently within UNICEF Maiduguri Field Office and contribute to the reduction of these gaps. The partnership aims at enhancing UNICEF’s program and Sectors analysis, monitoring and implementation. The partner’s services will be translated in different IM support packages delivered by dedicated staff (ideally based in Maiduguri) to address the specific gaps that cannot be filled by UNICEF’s current Information Management structure as currently working on multiple tasks including for Sectors (and their various Working Group) and programs. The partner’s staff will be closely linked to UNICEF Sectors, program Units and Emergency Unit to

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provide ad-hoc or more regular Information Management, data collection and analysis-based solutions and services including IM related capacity building as related to the four Sectors and AoR (Education, WASH, Nutrition and Child Protection) and program Units.

### 2. OBJECTIVE, PURPOSE, AND EXPECTED RESULTS

Through this Request for Proposal for Services (RFPS), UNICEF seeks to engage the services of Local Service Providers capable of supporting Maiduguri Field office activities in either remote or in-person modalities, providing short- or long-term capacity to meet a range of geospatial mapping and knowledge management needs and thereby improve programme planning, implementation, and analyses. The selected firm(s) will enter non-exclusive Long-Term Arrangement for Services (LTAS) with UNICEF valid for 2 years with the possibility of extension for 1 +1 years.

The overall result of this work is to improve the impact of geospatial approaches and tools to UNICEF's work for children around the world by meeting needs as they arise in UNICEF's operating and policy environments.

### 3. DESCRIPTION OF THE SERVICES

These LTAS will be modular in nature, encompassing a wide variety of onsite and offsite tasks that are needed at Maiduguri Field Level. Based on surfaced demand from our offices globally, the following 4 service categories are to be considered in the LTAS for support and technical expertise.

Service category		Key activities
1	Geospatial data collection and management	<ul style="list-style-type: none"> <li>- Data Management - Assist the requesting office in gathering, cleaning, and working with data for map readiness.</li> <li>- Process creation and management to embed recurring maps and geospatial products as part of office processes.</li> <li>- Acquire and analyze remote sensing data and imagery pertaining to specific needs as articulated by the Maiduguri Field Office</li> <li>- Configuration: assist an office in properly configuring geospatial tools to office needs, including data architecture and integration into UNICEF systems, as required</li> </ul>
2	Mapping and GIS products, data analysis, spatial statistics	<ul style="list-style-type: none"> <li>- Assist the Maiduguri Field Office in the creation of maps based on varying use cases.</li> <li>- On-site support (deployment) of technical expertise to meet demands articulated by the requesting Section/Sector. Many tasks will involve day-to-day geospatial data gathering, normalization, and use for analytical or advocacy products.</li> <li>- Documentation of products, processes, and workflows to enable knowledge transfer.</li> <li>- Backoffice support and analysis: remotely support tasks articulated by the requesting office.</li> <li>- Templates/templating for regularizing geospatial products in programme processes</li> </ul>

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		<ul style="list-style-type: none"> <li>- Product standardization for publication, internal use, external use, or any combination of the three</li> <li>- Aid in interpretation of analysis and products for application to programming or operational needs</li> </ul>
3	Knowledge management, technical writing, documentation	<ul style="list-style-type: none"> <li>- Create materials, technical briefings, manuals, and other geospatial-related technical documentation on products or processes to strengthen requesting Section/Sectors use of data and geospatial products.</li> <li>- Provide documentation on analytic methodologies and approaches for reproducibility and reporting.</li> </ul>

### 4. WORKING LOCATIONS:

Working location and the contact office will be based in Maiduguri, Borno State.

### 5. SPECIFIC QUALIFICATIONS AND EXPERTISE APPLICABLE TO EACH OF THE SERVICE CATEGORY

Module		Qualifications
1	Geospatial data collection and management	<ul style="list-style-type: none"> <li>- Data Management – demonstrated experience in data management (including storage and transfer) and developing workflows.</li> <li>- Experience in working with clients to embed geospatial information and services within programmes and/or office operations.</li> <li>- Demonstrated experience, with examples, in developing standardized and reusable templates and associated guidance for systematizing and mainstreaming geospatial approaches for regular and repeated processes.</li> <li>- Experience standardizing products, including symbology and styling, for varying users.</li> <li>- Experience of deploying and configuring geospatial tools to office needs, including data architecture and integration.</li> </ul>
2	Mapping and GIS products, data analysis, spatial statistics	<ul style="list-style-type: none"> <li>- Demonstrated experience creating maps and facilitating the articulation of use cases. Experience working with diverse stakeholders and teams in gathering, cleaning, sensitizing, and mapping data.</li> <li>- Experience developed standardized geospatial materials and maps for a variety of audiences.</li> <li>- Experience in acquiring and analyses of remote sensing data and imagery.</li> <li>- Experience providing onsite support (deployment model preferred) of technical expertise to meet demands articulated by the requesting office.</li> </ul>

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3	Knowledge management, technical writing, documentation	<ul style="list-style-type: none"> <li>- Experience developing documentation on spatial analysis methods.</li> <li>- Experience with examples of materials, technical briefings, manuals, and other geospatial-related technical documentation on products or processes</li> </ul>
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## 6. STRUCTURE OF THE PROPOSAL/MANDATORY DOCUMENT REQUIREMENTS

The technical proposal should address all aspects and criteria outlined in this TOR. However, all these requirements represent general requirements from UNICEF. The bidders are free to suggest/propose other solutions. UNICEF Maiduguri Field Office welcomes new ideas and innovative approaches. The Proposal shall contain the mandatory documentation identified below.

### 7.1 Company profile

#### 7.1.1 Duly completed Appendix I

#### 7.1.2 Background and capacity

Provide a brief general description of the organization submitting the proposal, detailing its compliance with Qualification Requirements in **Sections 6**.

Please elaborate on your institutional experience in geospatial information and technology, particularly as they relate to the service areas outlined in this TOR for which you are offering your services. The selected experiences should emphasize the focus, size and scope of past projects and their outcomes. They should consist of examples demonstrating management of multiple tasks, complex assignments at global, regional, country, and sub-national levels. Ideally, the examples will also present evidence of delivery of results across regions, multi country contexts and languages.

Evidence that demonstrates the experience and expertise should be submitted in the technical proposal, including (but not limited to): relevant publications, research products, references, work samples etc. Please provide links to, and/or short summary of key products and deliverables that you would like to highlight in your offer.

#### 7.1.3 Client references

Please provide at least 2 or more client references of previous experiences in providing the required services.

### 7.2 Organizational resources and expertise of the personnel

#### 7.2.1 Resources and assignment of tasks

Describe the availability of resources including relevant equipment, facilities, and staff. Indicate the number of staff and offices (country, subnational (field) offices etc. of your institution).

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Describe which section/part of your organization will be responsible for partnering with UNICEF under the terms of the LTAS.

#### 7.2.2 Curricula vitae

Provide curricula vitae of the staff to be assigned to UNICEF projects, full time/part time. Highlight relevant qualifications, work experience, and specialization areas. Replacing, removing and adding additional key experts cannot be done without prior approval from the managers of the LTAS. Doing so would constitute a breach of the terms of the LTAS.

## 8 Project management and customer service

### 8.1 Project management

The proposal should describe the company's approach to providing the services, including their approach to quality assurance, services outside of business hours, delays in timelines, correction of mistake and mitigation of risk in these areas.

Describe the potential risks that may impact quality or timely completion of expected results. Describe back-up measures that are put in place to mitigate these risks. Describe workflow for both emergency as well as non-emergency cases.

The description should include a maximum of 3 (three) case studies showcasing the expertise in the service categories outlined in this RFPS. Examples demonstrating management of multiple tasks, complex assignments at global, regional, country, and sub-national levels. Examples of adaptation or strategies and delivery of results across regions, multi country contexts and languages.

### 8.2 Service processes and partnerships

Define the steps to indicate how multiple, Field Office requests will be addressed should a situation arise where several UNICEF Sections and Sectors contact the proposer for services should be included.

In case of proposals submitted as partnerships, proposals should clearly indicate the lead institution that will serve as the contracted entity. Describe and provide evidence of successful partnerships and collaboration on similar or related projects with other institutions. **NB: For emergency-related requests, please demonstrate your ability to deploy staff within 72 hours.**

## 9 Financial proposal

Financial proposals should include **all-inclusive** (daily) rates and are to be submitted using the template provided in Annex C. Failure **to quote in USD and submission** in any other format than Annex C will result in the disqualification of the proposal.

Please refer to Appendix II to review the details of the job description of personnel to be engaged in assignments to be contracted under these LTAS.

**NB:** Travel costs are not to be included in the financial proposals. General information: travel will be pre-approved by UNICEF team. UNICEF will reimburse travel costs (economy class, most economical direct flight, and standard accommodations) based on documentation (receipts, boarding passes, tickets, etc.) submitted, with the limit for reimbursable cost being 10% above the estimated travel expenses. Travel costs shall be

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calculated based on economy-class travel, regardless of the length of travel. Costs of accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC). The vendor (s) will be expected to work from its (their) own offices and to utilize its (their) own resources and consumables. The vendor (s) will not have access to any UNICEF resources or workspace.

## EVALUATION PROCESS AND AWARDS

Proposals will be reviewed following a two-step process:

1. Technical evaluation (70 points)
2. Financial evaluation

### 1. Technical evaluation (70 points)

Phase 1 (maximum 70 points) – Desk review.

Proposals will be reviewed against criteria listed in the below table. Only those proposals that score **49** points and above will be considered technically compliant and will proceed to Phase 2 which is the financial proposal. All other proposals will be disqualified.

Criteria	Score
	Max 70
Review of proposal for their completeness in terms of the information requested in the TOR and their compliance with its requirements with a cover profile showing physical address, email address and contact phone number of the bidding firm.	10
Institutional profile <ul style="list-style-type: none"> <li>• Minimum five Years of establishment</li> <li>• At least five years experiences with Knowledge and information management for development/humanitarian interventions with reference to similar projects.</li> <li>• Prior experience of using mobile technology (computer programing and using tablets for data collection, storage, and reporting)</li> <li>• At least one year work experience with UNICEF or other UN agencies in Nigeria</li> </ul>	15
Client references <ul style="list-style-type: none"> <li>• Proof of 3 similar assignments undertaken in last 5 years demonstrating a proven track record with good feedback from clients.</li> </ul>	10
List organizational structure, resources, facilities, mission, and affiliations available.	5
Breadth and depth of present/past projects and their appropriateness to proposed project.	10
Appropriateness and acceptability of the proposed management and customer service process, including acceptability of the quality assurance	10

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mechanisms. Describe in detail, the process of execution of project and quality assurance mechanism to be put in place.	
Acceptability of the proposed team <ul style="list-style-type: none"> <li>Clear Team Composition with well-defined roles and responsibilities (provide CVs of team members and organization organogram)</li> </ul>	10

### 2. Financial evaluation

The financial Proposal will be evaluated upon completion of the technical evaluation. The decision on financial offers would be based on the proposals that offer the lowest fees per professional for each for each category of professional.

However, only the financial offers of bidders that met the minimum pass mark (49 points) of the technical evaluation would be opened.

### Awards

UNICEF will make multiple awards to bidder(s) who submitted technically compliant proposals. The awards will be made starting from the lowest-priced proposal.

### Appendix I

Answer sheet				
Long Term Arrangements for Services (LTAS) for Mapping and Geospatial Information Management (GIM) for UNICEF.				
<b>Name of Institution</b>				
<b>Principal Address and contacts</b>	Address:  Telephone: E-mail: Website: Contact Person:			
<b>Addresses of other offices (if any)</b>	Address:	Address:	Address:	Address:
<i>If your institution has additional offices, please list them on a separate sheet in the offer</i>				
<b>Are you applying in partnership</b>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	If "Yes", please provide name:	

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with another institution?				
Service Areas for which offeris submitted (check all that apply)	Service Category 1 <input type="checkbox"/>	Service Category 2 <input type="checkbox"/>	Service Category 3 <input type="checkbox"/>	
Languages in which service can be provides (check all that apply)			Geographic coverage areas (check all that apply)	<input type="checkbox"/> Borno <input type="checkbox"/> Adamawa <input type="checkbox"/> Yobe
Does your institution maintain a roster of experts?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, how many?	<input type="checkbox"/> < 20 <input type="checkbox"/> 20 – 50 <input type="checkbox"/> > 50
Does your institution have experience in working in emergency contexts	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Does your institution have the capacity to work in emergency contexts?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Name and title of authorizing officer	Name:  Title:		Signature and Date:	

## Appendix II

Example technical profile categories of experts

### GIS COORDINATOR

#### Responsibilities include:

- Defines and documents the objectives for projects (or organizational section) determines budgetary requirements, the composition, roles and responsibilities, and terms of reference for the project teams.
- Manages projects during the development, implementation, and operations start-up by ensuring that resources are made available and that projects are developed, and made fully operational within agreed time, cost and performance parameters.
- Formulates statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof.
- Reports progress of projects on an ongoing basis and at scheduled points in the life cycle
- Meets with stakeholders and states problems in a form capable of being solved.
- Prepares plans, charts, tables and diagrams to assist in analyzing or displaying problems; works with a variety of project management tools.
- Project sign-off



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### INFORMATION MANAGEMENT OFFICER

Responsibilities include:

- Manage, analyze, document data and information.
- Map assistance coverage in a specified area, analyze and report the potential gaps.
- Produce, share maps illustrating scale/coverage of assistance.
- Record, document, and share coordination meeting minutes
- Maintain databases, provide data entry if required.
- Establish and maintain filing and documentation system accessible for humanitarian partners working in the area.
- Proactively gather information from sector partners, government authorities which may be of use to the sector for informing decisions.
- identify gaps in current implementing partner participants and will engage with NGOs, humanitarian, and development organizations to restore renew or join participation in data sharing or IM support.
- Identify barriers for information collection, collation, analysis and sharing.
- Ensure timely preparation and generation of information products, and support on information sharing and dissemination through web platforms to all relevant humanitarian implementing partners.
- Develop standard formats for, and regular output of publication of materials and statistics highlighting the humanitarian situation in-country upon request.
- Generate statistical reports, graphs, maps and follow up on cluster-specific trends.
- Support new and ongoing assessments.
- Collect and consolidate data from various partners, prepare and submit reports on regular bases.

### GEOSPATIAL DATA SPECIALIST

Responsibilities include:

- As appropriate, design of data collection forms, ensuring that the purpose and use of all data collected is clear, collectable, and easily collectable, highlighting where potential problems might arise.
- organize and manage the data input and initial analysis and presentation of data for the sector.
- 
- Implements data structures and files and production monitoring procedures, testing strategy and systems.
- Tests and implements small systems and sub-systems of larger systems.
- Produces templates, forms, manuals, data files, and procedures.
- Performs analysis and modeling.
- Creates, updates, revises, and documents GIS and/or Earth observation data sets.
- Creates appropriate data, analysis, and output products (maps, reports) to meet objectives.
- Restructures data from various sources and in diverse formats
- Creates and updates metadata.
- Creates, updates, and maintains procedures and standards.
- Supports the design of, and writes, GIS and remote sensing related scripts.
- Analyses and processes Earth observation (EO) image and GIS data

### MAPPING TECHNICIAN

Responsibilities include:

- Develop maps of 4Ws, sector resources, needs, Gaps per location.
- Maintain geospatial databases and ensure data quality and integrity using automated and manual techniques to enter, edit and process data sets.

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- Plan map content, format, and design and compile required data from aerial photographs, survey notes, records, reports, and other maps.
- Generate maps and related graphs and charts using digital mapping techniques, computer interactive graphics, computer-assisted design and drafting (CAD) software, and geographic information systems (GIS) software.

## QUALITY CONTROL

The Contractor shall institute an appropriate inspection system including control tables of duties to ensure the predetermined duties are carried out by the staff. Any shortcomings and/or substandard conditions noted in such inspections shall be promptly corrected and improved; any conditions beyond the responsibility of the Contractor shall be brought to the attention of UNICEF's representative on site for disposition. It is Mandatory that the management of the works conforms to the specifications / standards and in line with the UNICEF regulations.

## OTHER CLAUSES: PSEA

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 enough 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.

## CONDITIONS

- The contractor will work on its own equipment including any other required tools such as its own office resources and materials in the execution of this assignment. - **The contractor's fee shall be inclusive of all office administrative costs**
- Please also see UNICEF's Standard Contractual Terms and Conditions attached.

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### ANNEX 1 – Financial template.

S/N	Professionals	Professional fees / day (USD)
<b>1</b>	<b>GIS COORDINATOR</b>	
<b>A</b>	Senior level	
<b>B</b>	Mid-level	
<b>C</b>	Junior level	
<b>2</b>	<b>INFORMATION MANAGEMENT OFFICER</b>	
<b>A</b>	Senior level	
<b>B</b>	Mid-level	
<b>C</b>	Junior level	
<b>3</b>	<b>GEOSPATIAL DATA SPECIALIST</b>	
<b>A</b>	Senior level	
<b>B</b>	Mid-level	
<b>C</b>	Junior level	
<b>4</b>	<b>MAPPING TECHNICIAN</b>	
<b>A</b>	Senior level	
<b>B</b>	Mid-level	
<b>C</b>	Junior level	
<b>5</b>	<b>CONTENT SPECIALIST FOR KNOWLEDGE MANAGEMENT (for knowledge management, technical writing &amp; documentation)</b>	
<b>A</b>	Senior level	
<b>B</b>	Mid-level	
<b>C</b>	Junior level	
<b>6</b>	<b>M &amp; E Officer (for M &amp; E , impact assessment, technical writing/reporting ,documentation etc )</b>	
<b>A</b>	Senior level	
<b>B</b>	Mid-level	
<b>C</b>	Junior level	
<b>7</b>	<b>TRAINING SPECIALIST (for partners capacity building)</b>	
<b>8</b>	<b>FIELD DATA COLLECTOR</b>	
<b>9</b>	<b>ENUMERATOR &amp; DATA ENTRY OFFICIAL</b>	

### N/B

- Senior level professional must possess a minimum of master's degree with 8+ years' work experience.
- Mid – level professional must possess a minimum of master's degree with 4 – 7 years' work experience.
- Junior level professional must possess a minimum of Bachelor's degree with 1 – 3 years' work experience.

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- **Professional 7,8 & 9 (Training specialist, Field data collection and Enumerator) must be of mid-level.**

## BIDS SUBMISSION INSTRUCTION

Interested bidders should send their financial and technical bid documents to **NGRSUPPLY@UNICEF.ORG** and quote the RFP number ( **9188951** ) in the subject line of their email.