

Annex A: Terms of Reference

Provision of Emergency Information Management services to UNHCR

1 Introduction

The Office of the United Nations High Commissioner for Refugees (UNHCR) is soliciting proposals from qualified companies and organisations with experience in designing, developing and implementing information management systems related to population displacement in the humanitarian context, including refugee and IDP emergencies.

1.1 Background

In 2018, the UNHCR's Division of Emergency, Security and Supply supported 38 UNHCR's operations worldwide to respond to forced displacement emergencies triggered by violent conflicts as well as political, social and economic tensions. Some 420 emergency staff were deployed from central emergency resources. Sudden-onset emergencies are, unfortunately, a constant reality and there is an ever increasing demand for the deployment of expertise, which is not available locally, to support country offices in the emergency response. As a refugee agency, UNHCR is responsible to provide protection, assistance and coordinate the international response in support of host governments, which includes understanding the magnitude of displacement and their protection, shelter and settlement concerns through the collection, analysis and dissemination of information. Where information gaps exist, UNHCR is responsible for setting up primary data collection systems and organise needs assessments, which may also involve other stakeholders.

Accurate and timely information about the profile and needs of people affected by emergencies is essential for effective design of humanitarian programmes and equitable allocation of resources. Maps and related information management products are essential to support the identification of acute humanitarian needs and create a solid evidence base for humanitarian decision making regarding the level and type of action required to respond to those needs.

As Inter-Agency Standing Committee (IASC) cluster lead for Protection, CCCM and Emergency Shelter in IDP emergencies, UNHCR needs to ensure that information management expertise is deployed from the beginning of an emergency and that the activities support national information systems, standards, build local capacities and maintain appropriate links with relevant Government, state and local authorities.

1.2 Statement of Purpose & Objectives

The purpose of this Request for Proposals is to establish long-term frame agreements (up to three years, renewable for additional two years) with selected organisations for the provision of information management services in humanitarian emergencies. As the information management needs for a specific emergency operation becomes defined, the Emergency Service will mobilize mini-bids based on specific terms of references for an Information Management mission from organisations that enter a Frame Agreement as required.

The services provided under the long-term agreements will increase UNHCR's information management capacity to respond to refugee and IDP emergencies in a robust and timely manner by ensuring a pool of Information Management specialists are available for deployment globally, security situation permitting, within 72 hours after the onset of the emergency or formulated information management support need.

1.3 Scope and focus

The overall scope of the required service is estimated initially at 10 information management missions globally at an average of 60 days per year (for each person/mission).

The anticipated modality of service provision is such that the information management specialists may deploy with a UNHCR staff member from the emergency standby capacity or roster or be hosted within a UNHCR Country Office (based on the nature and scale of the emergency). The Information management specialists may be deployed individually or as teams.

The information management services will include as follows:

- Within 72 hours or within reasonable timeframe after award decision from UNHCR following secondary bidding process (taking into consideration travel preparation phase i.e. visa), deploy to the location appropriate to the emergency and, under the direction of the Head of Office perform the standard duties agreed upon and in line with the request / TORs.
- Within a week of the deployment based on initial assessment establish detailed objectives, work plan and deliverables for the information management service mission.
- Provide information management services to UNHCR (and partners where appropriate) for key decision making. These services may include data collection, collation, mapping, analysis and dissemination relevant to the needs. This may require building additional and appropriate capacity through the training of additional staff and managing, organising, and conducting these activities.
- Write comprehensive handover notes and/or fully brief successors.

2 Requirements

2.1 Core requirements

The Provision of Information Management Services in the humanitarian emergencies project seeks to identify qualified organisations with experience in designing, developing and implementing information management systems in the humanitarian context, including refugee and IDP emergencies.

Organisations responding to the Request for Proposals **should demonstrate** the following capacities, competencies, qualifications and / or experience:

- Experience in developing information tools and products that enhance the humanitarian community's decision-making and planning capacity;
- Experience in information management project in diverse geographical locations and on a wide range of humanitarian sectors and thematic areas
- Relevant qualification of information management specialists
- Availability of qualified personnel/specialist for the provision of humanitarian information management services in field locations
- Fluency of personnel in multiple languages and diversity in gender, cultural background and geographical locations of personnel
- Adequate provision of *duty of care* to personnel, including adequate insurance coverage, with regard to social security, as well as to life, death, medical and accident insurance, including coverage for any service-incurred illness, injuries, disability or death. This insurance shall cover war-risk and other extraordinary risks
- Organization of timely mission air-travel to and from the country of deployment of its personnel as per the normal route for all travel, which is the most economical route available, provided that the total additional time for the whole journey by the most economical route does not exceed the most direct route by 4 hours or more.
- Certification of good health of specialists, and confirmation of vaccinations relevant to the location of deployment.
- Management of all entitlements of its personnel.
- Understanding of UNHCR's mandate, culture and ethical values

2.2 Other services, required for the performance of the key requirements

- Submission of the detailed bi-monthly invoices containing the breakdown of costs related to air-travel, providing evidence of competitive selection of the most economical routes (tabulation), personnel costs, etc.
- Mission report upon completion of the mission

2.3 Customer Responsibilities

The Agency shall ensure that prior to any deployment, the Specialist shall be required to sign and the Agency shall return to UNHCR an Undertaking (in the form of the attached sample contained in Annex B). The Undertaking contains the Specialist's obligations vis-à-vis UNHCR and the United Nations, when taking up his/her duties under this Agreement or any subordinate agreement concluded hereunder.

A Specialist who has been selected for a deployment with UNHCR under the present Agreement and any subordinate agreement concluded hereunder, will be provided with a copy of the Secretary-General's bulletin ST/SGB/2003/13 ("Special Measures for Protection from Sexual Exploitation and Sexual Abuse") and shall confirm through signing of the UNHCR Code of Conduct (Annex C) as well as the Undertaking towards UNHCR (Annex B) that s/he accepts to be bound by the standards of conduct contained therein, before commencing functions under the present Agreement,

including travel or training. UNHCR will not accept for deployment any Specialist who has not signed the Undertaking towards UNHCR, and the UNHCR Code of Conduct.”

UNHCR will provide the specialists with introductory briefing, including a review of the guiding principles of the UNHCR Code of Conduct and relevant procedures. UNHCR will provide Service Provider’s access to trainings on personal security (UNDSS be Safe training). In addition, UNHCR will provide Safety and Security briefing, upon arrival in the country and/or the designated location, so that the Specialist can carry out his/her functions in accordance with UNHCR standards.

UNHCR will request from the competent national and local authorities that the same protection and physical security measures are in place for the Specialist as for UNHCR staff.

In case of security-related emergencies and evacuation initiated by UNHCR or by the UNSMS, the Specialist will have equivalent considerations as UNHCR internationally recruited staff.

Deployed Specialists must report to the assigned location with all equipment necessary to carry out their duties. UNHCR shall provide the Specialists with office space subject to its availability and a UN Certificate as an ID card. Additional resources necessary to carry out tasks assigned to them will be considered on an individual basis. During in-country mission travels, while the arrangements for in-country travel will be facilitated by UNHCR, the service provider will be expected to cover the costs of the accommodation and other incidentals.

3 Content of the Technical Offer

Organisation’s technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to the following information

3.1 Company/organisation Qualifications

- Brief background, history and experience of the company /organisation
- Company/Organisation’s capacity to urgently deploy information management services through specialist with the required background, qualification and experience (number of specialist , geographic locations, diversity of information management expertise, gender/linguistic and cultural diversity of the specialist)
- Company/Organisation’s areas of information management sectoral expertise and available services
- Company/Organisation’s geographical areas of activity and past experience
- Partnership/collaboration with other organisations delivering information management services
- Company/Organisation’s registration certificate and last audit reports
- Description of the support facilities (back-stopping) that the organization offers to information management specialist
- Three professional references

3.2 Proposed services

- Proposed approach to provision of information management services to field emergency operations and selection of specialists
- Proposed approach to monitor progress of work of information management specialists and provide technical backstopping
- Proposed approach to the administration of information management specialists on mission as well as cost calculation
- Proposed project management set-up

3.3 Personnel qualifications

Organisation's technical proposal should indicate the number and qualifications of information management specialists that it is able to mobilise within 72 hours, with the following details:

Title (including senior /junior)	Years of experience	Educational background	Languages and degree of proficiency	Information management expertise in humanitarian context (yes/no)			Cluster support experience (yes/no)
				Data collection	Data analysis	Infographics and mapping	

CVs of proposed candidates will be evaluated during the individual bidding processes for each individual information management service mission.

3.4 Vendor Registration Form

If your company /organisation is not already registered with UNHCR, please complete, sign and submit with your technical proposal the Vendor Registration Form (Annex C)

3.5 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex D) and including it with your submitted Technical Proposal.

4 Evaluation

4.1 Technical Evaluation

The Technical offer will be evaluated using among others the following criteria and percentage distribution: 70% from the total score. Technical criteria will be subject to

minimum passing scores of 42. If a bid does not meet these scores, it will be deemed technically non-compliant.

Evaluation Criteria	Max. points obtainable
1. Company capability and qualification	15
2. Proposed services (work approach)	35
3. Personnel Qualifications	20
Total Points	70

Technical evaluation assessment criteria:

- Relevance of past experience in humanitarian context: types of information services provided; areas of technical expertise offered; geographical expertise; and range of clients.
- Proven track record in information management in complex humanitarian contexts.
- Capacity and approach to ensure high quality services, including quality assurance of the evaluation process.
- Appropriateness of the generic approach and methodologies proposed for deployment of information management specialists to UNHCR field emergency operations.
- Educational and professional qualifications of the available specialists.
- Ability to mobilise information management specialists within 72 hours.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

5 Performance Evaluation

Performance will be monitored by the UNHCR staff/manager under whose supervision the deployed specialists will work.