TERMS OF REFERENCE FOR SERVICE FOR ESTABLISHMENT OF LONG TERM AGREEMENT (LTA)

Assignment	Emergency water trucking service (Upon request, and only when needed) for Syrian refugees at Zaatari camp
Reporting to	WASH officer

1. JUSTIFICATION/BACKGROUND

UNICEF is engaged in the provision of critical emergency water supply and sanitation services, as part of its emergency response in the refugee camps. Zaatari camp is one of biggest camp that is hosting nearly 80,000 Syrians refugees since 2012. Since the opening of Za'atari Camp, UNICEF has coordinated and led the WASH sector in the provision of essential water and sanitation services and has worked to establish and progressively improve the overall quality, sustainability and cost effectiveness of WASH services in Za'atari Camp. On a typical day, UNICEF's WASH contribution includes the provision of life-saving interventions through the delivery of more than 3 million litres of treated water, collection and treatment of an average of 2.1 million litres of wastewater; and collection and disposal of 439m^3 of solid waste.

UNICEF with the support of partners and contractor completed the water supply network that consisting of 3 boreholes, two supply pump stations, 9 distribution pump station and 8 reservoirs. The borehole water production is approx. 3,000 m^3 p/d which is sufficient during winter however in peak summer hot weather condition daily demand can increase to 3,900 m^3/d resulting in a deficit to be made up by external water supply.

UNICEF is therefore looking to engage a highly qualified company to implement and manage the emergency provision of water trucking services to the Zaatari camp when needed.

2. OBJECTIVE, PURPOSE AND EXPECTED RESULTS

Overall Objective: Affected Populations are assured with safe, equitable and sustainable access to a sufficient quality of water for drinking, cooking and personal and domestic Hygiene.
Specific objectives: To enable UNICEF to respond within a few hours to water shortages/water cut-offs due to an emergency, through water tankering. The expected output of this action is to provide safe drinking water to 80,000 beneficiaries in Zaatari Camp during summer and major maintenance works incurred at boreholes.

This agreement is a standby agreement where water will be requested upon need and can be only requested through UNICEF's focal point.

Expected results:

a) Proof of access to at least **15** trucks with the following details: calibrated volume of the storage tank.
b) **Guarantee the supply of the agreed volume of safe drinkable water, on a daily basis, 7 days a week to Zaatari Camp only when requested by UNICEF.** The daily volume of water can vary upon UNICEF's request, but the contractor will be asked to supply upto 1,500 m^3 per day in peak summer.
c) Directly manage all truck drivers, ensuring that: (1) truck drivers have the requested permits to operate in the area, (2) have adequate working conditions, (3) truck drivers maintain their trucks to avoid any leakage of water (from the tank, and from the pumps hoses).
d) Maintain a close communication with all parties (UNICEF, truck drivers, Military Intelligence, BGF, local administrative authorities) and be responsible to manage all demand and complaints from water truck drivers.

3. DESCRIPTION OF THE ASSIGNMENT – SCOPE OF WORK

The contractor will be requested, during emergency events including hot summer weather, to deliver drinking water from specified sources to affected populations. Instructions on the closest authorized source, quantity of water, and number of needed tankers will be given by the WASH Officer. The coverage area will be the Zaatari camp in Mafraq Governorate.

Locations of the project, and access

The bidders/contractors will have to propose the wells where they will source water showing agreements or contracts with the wells owners as there are many wells in the area. Bidders/contractors to propose approved and certified wells approved by the Government in terms of water quality standards. The water that is used for water trucking should be potable and thus of good quality. The contractor will have to supply water by trucks to Zaatari water storage tanks inside the camp.

Scope of work - tasks

The contractor will be requested the following key tasks:

- **Upon the request of UNICEF's focal point and only as needed, to guarantee a daily supply of agreed water volumes to Zaatari water storage tanks inside the camp. Bulk water trucking may be needed during hot weather,** so the contractor needs to guarantee the supply of agreed volumes on a daily basis, seven days a week **if needed and only when requested by UNICEF's focal point**, for the entire duration of the agreement.
- **Supply water to Zaatari camp:** sourcing water from other locations upon UNICEF request, the contractor should have to agree by UNICEF staff, to guarantee the water quality.
- **Upon UNICEF's specific request, adjust in a timely manner water quantities to be delivered**. Contractor should be able to increase or decrease water volumes to be delivered upon 24-hour notice from UNICEF;
- Directly, on a daily basis, **when requested** by UNICEF's focal point, **manage all water truck drivers.** This will include as a minimum the following:
    a) Establish a detailed list of trucks available in Zaatari, and drivers information (truck plate number, re-calibrated volume of the tank, truck's driver name and contacts);
    b) Ensure and facilitate that all truck drivers get necessary permits to access the required locations. The contractor will also be responsible to get its own security permits;

c) Ensure that trucks drivers well maintain their trucks and pumps hoses to avoid any leakage when offloading in the storage tanks. This is especially important to avoid damage in the water storage tanks when trucks are approaching the tanks and offloading. UNICEF will refuse to pay for water delivered by trucks that are leaking and damaging the water station;
d) Listen and respond to truck driver's specific demands. The contractor will be responsible to ensure a good working environment for the trucks drivers, and to address reasonable complaints. This aims to avoid any strikes from truck drivers, that could potentially lead to disruption of the water delivery service;
e) Ensure that all trucks have a clearly visible identification number, marked on the windshield, to facilitate trucks monitoring;
f) Ensure that truck drivers offload water in UNICEF water storage tanks in a safe and adequate manner, as per UNICEF recommendations.
g) Ensure good communication to truck drivers about UNICEF water trucking exit strategy. Constant information needs to be provided to trucks drivers about the potential reduction of water trucking activities depending on UNICEF's need.
h) Take appropriate measures, in coordination with UNICEF, against truck drivers that could possibly source water from other non-authorized and unsafe water sources;
i) Ensure that truck drivers strictly comply with BGF/JAF rules and restrictions;

- **Rigorously monitor, control and report the daily quantity of water** supplied to Zaatari camp. This implies as a minimum the following:
    a) Dedicate one staff at the water source, to record the number of trucks filling with water. Record the truck identification number, the water volume, and control that the water storage tank is full after filling;
    b) Dedicate one staff to monitor and record that water delivery at final destination in Zaatari. Those staff will be responsible to monitor the number of trucks and water volumes offloaded in UNICEF water tanks and will be responsible to ensure a safe and adequate, , offloading of water from the trucks. Water trucks will be connected to flexible HDPE pipes, and will have to pump water to the storage tanks. The contractor staff will have to guarantee adequate offloading (with no or reduced leakage from trucks, pump's hoses) and will have to ensure that water trucks are managed in a patient and ardently manner, waiting their turn to offload;
    c) Collaborate with UNICEF's third-party partner, that will be in charge of independently monitoring water quantity and quality of each truck supplied to both locations;
    d) Compile and submit to UNICEF a daily and weekly report of total volumes of water supplied to Zaatari Camp.

- **Guarantee a timely and consistent communication with UNICEF staff** about operations and challenges, both at Amman and Zaatari camp level. Contractor's manager should attend any meetings with local authorities, Govt officials or partners in Zaatari Camp upon UNICEF's specific request.
- Submit to UNICEF a monthly invoice with all details of water supplied and related costs.

4. REPORTING REQUIREMENTS

The contractor shall record all daily data of water trucking operations:

- Number of trucks, ID number, plate number and volume of water per truck, at water source filling point. This needs to be recorded specifically per each water source

- Number of trucks, ID number, plate number and volume of water per truck, at delivery point (Zaatari camp, water storage tank).
- Total daily water volumes supplied.

Those daily details will have to be summarized in a weekly report to be submitted to UNICEF. UNICEF will proceed to the validation of weekly water delivery reports that will be used to proceed for payments to the contractor.

5. LOCATION AND DURATION

This agreement will be awarded for a 12-month period, renewable based on operational requirements.

The project is located in Zaatari camp area, Mafraq Governorate. Contractor should be aware that the project area is a camp, and special permit have to be granted to contractor's staff by SARD, JAF/Military Intelligence (issuing the permits is the contractor's responsibility)

6. AGREEMENT MANAGEMENT

Operational, technical and administrative management of the agreement management:

⇨ UNICEF WASH Officer.

7. FREQUENCY OF PERFORMANCE REVIEWS AND PERFORMANCE INDICATORS

The key performance indicators to evaluate the contractor performance will be:

- No. and % of days were the agreed volumes of water are supplied to agreed locations (aim 100 % during the entire agreement period);
- No disruption in water supply to asylum seekers based on UNICEF's request
- Any strikes from water trucks drivers;
- Quality of field monitoring, especially ensuring a safe offloading of water trucks in UNICEF water storage tanks;
- Quality and accuracy of daily data recording and weekly reports; clarity and accuracy of contractor's invoices for payments;
- Availability of the contractor's staff on site, and quality/reactivity in communication with UNICEF staff.

Those indicators will be evaluated by UNICEF staff daily.

8. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

The bidder should have established credibility in working in the humanitarian and/or development and/or municipal context. The bidder must have experience in working in insecure environments and needs to be able to obtain permits from the Jordanian government and Armed Forces to access the project location.

<u>Key staff to mobilize:</u>

The list of staff and qualification bellow is indicative, but the bidder should make sure that his proposed team to be onsite when UNICEF requests any quantities of water, the team should include at minimum:

- **1 water truck field monitor at water source**. Staff will have to be onsite over the time water trucks are filling with water and needs to record all requested data.
- **1 Water trucking program officer, based in Zaatari.** He will be responsible to oversee the entire water trucking operation and will be UNICEF's main focal point in Zaatari camp.

Institutional Classification

As part of agreement requirements and to ensure effective operations, UNICEF holds the rights to be fully be involved in all subcontracting discussions, including price renegotiations, and must issue a no-objection statement before the Contractor engages in any sub-contracting with a third party. The contractor is responsible to resolve any issues with sub-contractors. UNICEF will have the right to intervene to address the issue in the best interest of the operations.

9. PROPOSED PAYMENT METHODOLOGY

UNICEF will pay contractor against actual volumes of water delivered on site to Zaatari Camp. The volumes of water to be paid will be double checked and certified by UNICEF and UNICEF's third-party monitoring before proceeding to payments.

Every week, UNICEF will certify the volumes of water delivered, the locations of source of water, and locations of delivery points. Based on this weekly certified report, the contractor will establish a monthly invoice to be paid by UNICEF to contractor. The unit prices that UNICEF and the contractor will have to agree on are as following:

Item	**Unit cost (JOD)**
Unit cost in JOD of 1 cubic meter (m3) of water supplied to Zaatari camp storage tanks	
Unit cost in JOD of 1 cubic meter (m3) of water supplied to internal camp (HHs/institutions)	

Based on the unit costs, contractor and UNICEF will agree on the payments based on total volumes of water delivered, taking into consideration locations of water sources and routes taken.

The contractor has to reflect in his prices all related cost for the water trucking operation, including water truck drivers' payments, trucks maintenance, water bill to Water Company, governmental official fees etc. UNICEF will not pay any additional cost from the agreed unit prices.

10. STRUCTURE AND EVALUATION PROCESS OF THE PROPOSAL

The bidders re requested to submit a technical and financial proposal.

Each proposal will be assessed first on its technical merits (including by reference to legal requirements) and subsequently on its price. In making the final decision, UNICEF considers both technical and financial aspects. The Evaluation Team first reviews the technical aspect of

the offer followed by the review of the financial offer of the technically compliant vendors. The proposal obtaining the overall highest score after adding the scores for the technical and financial proposals is the proposal that offers best value for money and will be recommended for award of the agreement.

11. CONDITIONS

- The contractor will work on its own computer(s) and use its own office resources and materials in the execution of this assignment. The contractor's fee shall be inclusive of all office administrative costs
- Local travel and airport transfers (where applicable) will be covered in accordance with UNICEF's rules and tariffs.
- Flight costs will be covered at economy class rate as per UNICEF policies.
- Any air tickets for travel will be authorized by and paid for by UNICEF directly, and will be for the attendance of meetings and workshops.
- Please also see UNICEF's Standard Terms and Conditions attached.