

TERMS OF REFERENCE FOR SERVICE CONTRACTING

Assignment	Comprehensive Wastewater Management in the Azraq Refugee Camp – including desludging, transportation, treatment, and disposal
Location	Azraq Refugee Camp, Zarqa Governorate
Duration	Long Term Arrangements (LTA) for 24 months an additional of 24 months based on contractor’s satisfactory performance)
Start date	1 st January 2026
End date	31 st December 2027
Reporting to	WASH Officer/WASH Specialist

1. JUSTIFICATION/BACKGROUND

1.1. Overview

UNICEF is the lead agency for humanitarian interventions in the water, sanitation and hygiene (WASH) sector in Jordan. Under this responsibility, UNICEF provides water and wastewater services to Syrian refugees living in the Za’atari and the Azraq refugee camps which have a combined total population of over 100,000 persons - about 60,000 individuals in the Za’atari refugee camp and 35,000 individuals in the Azraq refugee camp.

In Azraq Camp, all wastewater (grey and black water) produced from households and institutions is collected in decentralised holding tanks that need to be dislodged on a regular basis. There are no sewer networks, however a greywater collection system (sized to handle blackwater) collects and conveys greywater from the households to the decentralised holding tanks. This greywater collection system currently collects greywater only; however, it is increasingly being used to receive blackwater as households install private latrines (no net increase in volume of wastewater). All wastewater generated from the camp is trucked to an external wastewater treatment plant (currently Ain Ghazal Wastewater Treatment Plant which is 90 km away and Adlail treatment plant which is 50 KM from the Azraq Refugee Camp).

The whole management, organisation, supervision, and work related to the desludging and transportation internally and externally is covered by a private contractor, with a constant volume of wastewater being desludged per day. Through the proposed contract UNICEF will pay against the actual volume of wastewater handled per day, according to the updated number of camp population, which is fluctuating, as per an increase in the refugee’s returns started in Dec 2024).

1.2. Azraq Camp Information:

As of September 2025, it is estimated that 35,000 people are living in Azraq camp, residing in prefabricated shelters established across four villages, covering an estimated area of 17 km². Currently, sanitation in Azraq Camp is provided through communal WASH blocks – mainly toilets, and household-level greywater connections; with some beneficiaries having installed showers and toilets in their shelters. There are over 3,404 communal WASH blocks, and one collection tank for each block (pre-reinforced concrete holding tanks PRC). Additionally, 300-350 concrete holding tanks exist in various service locations (offices, schools, centers, SRAD/Gendarmerie compounds) inside the camp, with the gendarmerie located near the camp entry gate.

Throughout the year, UNICEF supply between 2,000 and 2,500 m³ of safe drinking water on a daily basis to Azraq Camp, with approximately 700 m³/day of wastewater collected/desludged from all decentralised sealed holding tanks (collection and holding tanks mentioned above).

All wastewater is currently desludged from the decentralised holding tanks using smaller desludging trucks with 12 to 15 m³ capacity and brought to the wastewater transfer station located in the eastern part of the camp. There, the trucks offload the wastewater to the transfer area 2 underground wastewater holding tanks (2 x 45 m³). From these underground holding tanks, the wastewater is then transferred using a local mobile pump into large capacity wastewater trucks with 45 with 50 m³ capacity and transported to Adlail Wastewater Treatment Plant to be offloaded and treated there.

The contractor under this Terms of Reference is expected to have the capacity and conduct both stages of desludging (internal from the holding tanks, and external to the wastewater treatment plant), including the necessary manpower, pumps and equipment to operate the transfer area.

UNICEF plans to establish a new and improved transfer area near the current location. Bidders are encouraged to inspect the site during the field visit scheduled within the tendering period

1.3. **Current Wastewater management operation**

Currently, UNICEF's contractor is covering the following works and activities to assure 100% autonomous wastewater management of Azraq Refugee Camp:

- Development and implementation of a desludging operation plan for Azraq Refugee Camp.
- Responsible to ensure that wastewater generated in the camp is effectively managed – collection / holding tanks are desludged and emptied on an as-needed basis to ensure that there is no overflow of tanks or manholes, nor backflows/clogging of the wastewater and greywater system and all wastewater and greywater is transported to designated and approved wastewater treatment facilities (Ain Ghazal and others) – as per UNICEF instructions and pre-approval on the monthly workplan that is submitted by the contractor.
- Manage the entrance and exit arrangements (permits) of wastewater trucks, personnel, and wastewater related management with the Azraq camp authorities.
- Full responsibility for actions of employees, including truck drivers, sub-contractors, incentive-based volunteers (IBVs – Syrian refugees employed from Azraq Camp) and staff engaged by the contractor.
- Fully accountable as per the laws and regulations to all authorities for discharging wastewater only to designated external treatment plants, environmental laws and regulations, and all other Jordanian laws and regulations relevant for the activity.
- Fully accountable for continuation of services in the camp – 7 days a week (noting that staff will not be allowed to stay inside the camp) for the duration of the contract against the key performance indicators. Any interruption will be considered a lack of performance and therefore leading to penalties.
- Compliance with all camp rules, regulations and permits, including the engagement and payment of incentive-based volunteers.
- Fulfil full compliance with UNICEF contractor rules and regulations, including PSEA (prevention of sexual exploitation and abuse), accountability rules and principals, humanitarian principles, and laws etc.

UNICEF monitoring will focus on the contractor's performance in the field and will include:

- Collecting desludging related complaints and requests from refugees for desludging their wastewater holding tanks, through the Azraq Camp WASH hotline and any other relevant mechanism; and transferring them to the Contractor for action.

- Field monitoring to identify, document and report the status of desludging activities in the camp, trucks, schedules, employees, actors, and disposal activities at the treatment facilities.
- Document the actions of Contractor's employees in the field.
- Implement an agreed on a performance penalty scheme for the Contractor. This performance penalty scheme is fully part of the contract agreement with the Contractor.
- Pay the Contractor a monthly amount (after deducting penalties, if applicable) as agreed in the Contract.

2. OBJECTIVE AND TARGETS

The overall objective of the assignment is to provide reliable and consistent, safe, and quality wastewater management services for Azraq Refugee Camp. The specific objectives include:

- Ensure wastewater management/desludging for all wastewater needs within Azraq camp on a daily basis, 7 days a week including public holidays and curfews, or any other related interruptions in regular operations.
- Proper disposal of wastewater in an approved official treatment/disposal site (approval from WAJ and all other relevant authorities) to be fully in line with Jordanian laws and regulations.

3. SCOPE OF THE WORK (WORK ASSIGNMENT)

In order to assure quality wastewater management of Azraq Refugee Camp, UNICEF seeks to engage a highly experienced, reliable and professional Contractor to provide autonomous, consistent and uninterrupted wastewater management services (desludging, transportation, treatment and disposal) for a period of 24 months + 24 months on LTA, within the current population range of 35,000 individuals. The contractual period can be extended for a second year based on satisfactory performance, the need for the service as well as funding availability.

The overall scope of work under this contract is to provide wastewater management services for an estimated 650-750 m³ per day, as detailed in the Bill of Quantities (BoQ). The daily volume is subject to change and can be adjusted through the implementation of the contract depending on the actual needs for wastewater management and desludging within Azraq camp.

- Desludging operations internally within the camp using trucks of 14-36 m³ capacity. This internal operation will be done **from** the 3,404 communal collection tanks and 106 holding for agencies and other institutions inside the camp and the Gendarmerie, (only location outside the camp) at the camp entry gate **to the wastewater holding tanks**, located at the east border of the camp..
- Desludging operations outside the camp, **from the wastewater holding tanks to an approved wastewater treatment or disposal facilities** (see below), on a rate of estimated 650-750 m³/day, subject to change according to the actual needs for wastewater management and desludging)
- In addition to desludging operations, the contractor must ensure proper wastewater disposal in approved official wastewater treatment plants/facilities. The selection of the WWTP is under the Contractor's full responsibility (being Ain Ghazal WWTP the closest to the camp) and must have the approval of WAJ and all other relevant authorities to be fully in line with Jordanian laws and regulations. Any changes in the location needed through the implementation can only be done upon approval of UNICEF, and following the same requirements of approvals by national authorities and compliance with Jordanian laws and regulations.
- In case a new treatment facility is installed at Azraq camp or anywhere else near the camp, the Contractor will be fully responsible for all permits from relevant authorities to utilize the treatment plant in line with Jordanian laws and regulations.

- A wastewater transfer area, consisting of 2 underground steel holding tanks of 90 m³ capacity, exist and is being used for the current wastewater management operation. At the time of tendering for this Contract, a new transfer area of 120 m³ capacity, also inside the camp, is planned to be finalized before the start of this Contract. Both will be covered within the mandatory site visit. The Contractor will be allowed to use this transfer area or has the choice to install a new temporary transfer site inside the camp or transport outside directly, to manage feasibly the generated wastewater for internal and external trucking.
- In case the Contractor is seeking to use any of the existing facilities, this is to be considered in the Technical and Financial proposal, with the Contractor taking full responsibility over the operation and maintenance of the transfer area as part of the Contract.
- Maintain high level of environmental and safety measures to avoid any kind of contamination from desludging. Wherever disinfect by using chlorine or any other approved disinfectant around the collection or holding / PRC tanks after completing the desludging, or any other area that may result contaminated by wastewater due to the desludging and transportation carried out by the Contractor.
- The Contractor shall provide appropriate desludging trucks equipped with the necessary pumps and hoses, which must be regularly maintained and kept in good working condition, Additionally, the specifications of the trucks used must fully comply with all applicable Jordanian laws and regulations
- The Contractor shall establish a designated workspace within the camp, including staff offices and all necessary support facilities. This workspace must be fully equipped with a reliable power source to ensure continuous operation of the offices.
- Additionally, the Contractor is responsible for providing the necessary energy source – such as a generator - to operate the transfer area pump and any related equipment, ensuring uninterrupted functionality as per operational requirements.
- The Contractor shall ensure the availability of standby equipment, particularly pumps and generators, to prevent any interruption in operations at the transfer area. All critical equipment and systems must always remain functional, with backup units ready for immediate deployment in case of equipment failure.

4. EXPECTED DELIVERABLES

The Contractor will:

- Effectively undertake the desludging operations in Azraq camp, as per defined in the Contract, in order to guarantee the defined performance indicators to be met and to respect all relevant laws and regulations.
- Assure desludging and disposal/treatment capacity for approximately 650-750 m³ (variable) of wastewater per day and all sludge transportation and disposal to approved wastewater treatment plant, as agreed in the Contract
- The Contractor will develop an operational plan on a monthly basis, including the time frame and the team that will be used with personnel, functions, roles and responsibilities and an organigram. As well, the number and capacities of all trucks and other required equipment that will be used for desludging the tanks.
- Monthly plan should be submitted to the designated UNICEF Officer and approved prior to the implementation.
- Arrange for all entry permits and Government approvals to ensure the continuity of daily desludging operations through UNICEF's focal points.
- Assure that all wastewater from Azraq Refugee Camp is treated in an approved, official, and authorised wastewater treatment facilities, as per choice of the contractor. The contractor is encouraged and expected to look into more sustainable wastewater management solutions for Azraq Refugee Camp.
- In case the Contractor chooses to use existing official, approved and regulation fulfilling wastewater treatment facilities, he shall be responsible for covering all gate fees, taxes, etc. at his own expenses within the proposed rate of this contract and dependent of the wastewater quantities.

- Once the new Wastewater Treatment Plant (WWTP) becomes operational, the contractor will be required to dispose of all generated wastewater internally only to transfer area from Azraq Camp at this facility, which is located approximately 4 km from the camp's exit gate. The plant is expected to start receiving wastewater by the fourth quarter of 2026.
- Establish and keep functional at all times a defined mechanism to address complaints related to the desludging operations, to be received from the WASH hotline of Azraq Camp. Such mechanism shall include the methods, means and actions to respond to these complaints, as well as the systematic documentation of the complaints, actions taken and outcomes achieved. The reporting of this shall be integrated into the monthly reporting on the operations of the contractor under this contract with UNICEF.
- Establish a contingency plan to promptly respond to emergency desludging requests including having stand by desludging trucks for flooding cases during winter
- Provide monthly reporting of activities and quantities generated from each village and agencies, trucks and drivers' details, trips and other operation details required by UNICEF. A report template will be provided by UNICEF upon start of the Contract.
- Have the capacity to adjust the operation (expanding or reducing daily volumes) should UNICEF deem this necessary or should this be required due to camp evolution and overall context change. Contractor will be expected to adjust the operation on a 2 to 4 days-notice.
- Ensure the required staff number, staff capacity and knowledge necessary to assure implementation of all required activities, coordination, and documentation; and to address any issues encountered with the service. A clear staff list will be provided to UNICEF on a monthly basis with designated phone numbers, functions and responsibilities. Key staff on the ground are required to have a minimum knowledge of spoken and written English.
- Facilitate the full access of UNICEF and relevant authorities (from the camp or in general) to the trucks, wastewater transfer station, wastewater treatment facilities, records, payment bills, etc.
- To be provided monthly to UNICEF: copies of original forms, receipts, logs, etc. as per project documentation required
- Ensure full professional cooperation of all contractor staff and sub-contractor staff (including drivers) with UNICEF Field Monitoring Teams and camp authorities.
- Attend camp-based and Amman-based project coordination meetings as requested by UNICEF, providing updates and information as necessary.
- The contractor must maintain backup equipment and staffing plans in case of mechanical failure, access restrictions, or emergencies. A clear contingency plan must be submitted and approved by UNICEF.
- All staff involved in desludging operations must wear appropriate Personal Protective Equipment (PPE) and follow health and hygiene protocols. First-aid kits and trained emergency responders must be available on site.
- Desludging vehicles must follow designated safe routes, avoid densely populated or high-risk areas.
- The contractor shall be responsible for guarding and securing the transfer area by assigning a sufficient number of security personnel to ensure 24-hour coverage
- Regular coordination with, camp authorities/SRAD, municipal authorities, environmental agencies, and treatment plant operators shall be maintained to ensure compliance and smooth operations
- Regular Risk Review and updated periodically based on field conditions and feedback. Risk mitigation strategies must be adjusted accordingly.

5. REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED

The Long Term agreement duration initially will be for 24 months a year starting, estimated start date from 01.01.2026 until 31.12.2027, with a possibility of a 24 months extension, based on satisfactory performance of the contractor, the need for the service as well as funding availability (contracts shall be

placed against the LTA) During this period, the desludging activity shall be undertaken daily, seven days a week for the entire period of the contract, including holidays, and whenever requested by UNICEF. In general, the contractor is requested to arrange that all desludging activities are limited to daytime – starting earliest at 06.00 and ending at 16.00 at the latest. At the same time, the contractor must assure daily availability of services, should it be required/necessary as well as emergency interventions, with ensuring having SRAD approval for working beyond the approved working hours according to UNHCR SoPs

In technical and financial submittals, the contractor must determine the fuel price based on the local market pricing.

If the government changes the gasoline price, the contractor must declare the method for calculating or a percentage of deduction or reimbursement for the cost of that modification or decision.

The fuel cost must account for the trucks' consumption during loaded and unloaded trips, as well as the distances travelled.

The contractor must assure to be fully operational during the contract period. It is the contractor's responsibility to get in touch with the current contractor, to assure smooth hand-over and continuity of operation.

6. PAYMENT SCHEDULE

Payments will be made monthly, against a monthly report, including all relevant documentation as indicated in these ToR, and the invoices bills corresponding to the desludge quantities minus any penalties that can be applicable during the period and monthly IBVs payments which will be delivered through e-wallet modality by UNICEF based on Contractor's certification of working days, as per the SOPs, The amount will be deducted from the Contractor's monthly bill.

Payment Terms

Payment of IBVs to be processed directly from UNICEF, based on Contractor's certification of working days, as per the SOPs, on a monthly basis.

The amount will be deducted from the Contractor's monthly bill

No advance payment arrangement will be made. Payment will be made only upon UNICEF's acceptance of the work performed.

The terms of payment are Net 30 days after receipt of invoice and acceptance of work. Payment will be released through bank transfer in the currency of billing.

7. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

The contractor must show and demonstrate the required capacity, knowledge and experience in desludging and wastewater management in Jordan. This can be in humanitarian and/or development and/or municipal context.

The contractor has to show that it's able to fulfil all the requirements, tasks and obligations requested under this contract, by submitting all technical documentation requested within these ToR. Failure to provide the requested documents may lead to the submission to be considered invalid

The contractor will ensure the selection of suitable staff and particularly key staff to ensure the achievement of quality results and per the terms of reference.

7.1 The proposed team must have at least the following experience, capacities, and knowledge:

- Project manager: with clearly determined roles and responsibilities in the proposal including contact details and reachable during working hours 7 days per week + one emergency phone number reachable 24/7 at all times, every day.
- All key project staff have basic conversation capacities, writing, and reading skills in English language and at least basic project management skills.
- Other project staff and drivers: knowing the practical work in desludging and transportation of sludge/wastewater, having valid and official driving licences for respective vehicle categories and basic experience in driving and mechanic/operation of wastewater trucks and wastewater pumping equipment.

7.2 Institutional classification and capacity:

- The contractor should have at least 2 years of experience in wastewater desludging supported by relevant documents.
- The contractor/bidder should have functional equipment to enable him/her to perform the required work.
- The contractor must be certified by the Government of Jordan to provide wastewater desludging services (local and national authority) – with a valid official certificate for the entire duration of the contract (copy to be provided to UNICEF). And, any other relevant certificates and authorisations, including operation and maintenance of wastewater treatment facilities and others.
- The contractor and all his employed sub-contractors shall comply with all laws and regulations of Jordan – including having paid and paying all taxes, insurance fees etc. in the past and present – for him as well as for all employees (social security, staff insurances, work permits, visa fees etc.).
- The contractor respects all laws and regulations regarding staff employment and staff contracting – and all staff – including all sub-contractor and their personnel, including hired and contracted incentive-based workers (Syrian refugees from Azraq Camp) as per the camp specific IBV regulations and procedures (under the overall coordination and organisation of UNICEF).
- The contractor MUST also demonstrate ability to undertake all desludging operations as well as wastewater treatment and disposal activities if and as foreseen by the contractor, as per the expected deliverables of this contract/works.

7.3 Key experts

As determined and needed by the contractor to fulfil the contract obligations and ensure proper and smooth running of the activities on the ground, planning, organizing and coordination, UNICEF requires that the contractor (at minimum) project manager:

- Project operations and management experience at least 4 years relative experience;
- Relevant experience and technical skills and team management staff for wastewater treatment and disposal operation and maintenance and relevant laboratory/wastewater testing works – as per the solution and plan proposed by the contractor in his proposal/offer for this contract.
- Excellent communication and problem-solving skills.
- Reporting and financial management ability.
- Fleet management.
- The contractor/bidder should prove that he/she has the required staff for this work. A list of the staff (numbers and qualifications should be attached). All key staff (including those on the ground)

to be able to assure basic conversation and written capacities in English.

8. CALL FOR PROPOSALS

A two-stage procedure shall be utilized in assessing the proposals, with assessment of the technical proposal being completed prior to any price proposal being compared. Applications shall therefore contain the following required documentation:

A. Technical proposal

Applicants shall prepare a proposal as an overall response to ToR ensuring that the purpose, objectives, and deliverables of the assignments are addressed. All proposals to include (but not limited to):

Technical Proposals must include:

- A technical proposal that includes a brief cover letter and understanding of the assignment is required.
- Detailed breakdown of the necessary components to show the work and competence of the firm to execute the assignment.
- Based on the details laid down in the TOR, a proposal for the detailed methodology, tentative work plan, and time schedule is required. i.e. An action plan specifying the timeframe with various milestones and activities should be included
- Company profile

- Legal registration and certificate from authorities
- Updated profiles of the expert(s).
- Composition of the team and brief introduction to key-experience and expertise of each member indicating the technical deliverables they will oversee.
- Elaboration of the available expertise and equipment including number of desludging trucks and other machineries
- At least two references from previous employers
- Quality assurance mechanism including below:
 - standard operating procedures for desludging, transport, and disposal
 - Equipment Inspection & Maintenance
 - Staff Training & Certification on operation, Ongoing capacity building in safety, hygiene, and emergency procedures
 - Monitoring & Supervision
 - Community Feedback Mechanism
- Risk mitigation measures including:
 - Health & Safety Protocols (PPE, Staff vaccination, First Aid in emergency cases)
 - Environmental Protection Measures.
 - Contingency Planning
 - Safe Transportation
 - Coordination with Authorities

B. Financial Offer

- A financial proposal with a breakdown of all costs that are to be charged to UNICEF
- The Financial Proposal shall be submitted in a separate file, clearly named Financial Proposal.
- No financial information should be contained in the Technical Proposal, otherwise it will be rejected

C. Site Visit for Bidders.

UNICEF will arrange with all interested bidders to visit the camp and see the main locations and components of the wastewater systems and its operation. Date of site visit will be communicated to all eligible bidders. A pre-bid meeting will be arranged in Azraq camp with all bidders on the same day of site visit. A period of one week will be given to allow for questions and clarifications from the bidders.

Potential bidders must comply with all necessary documentations to allow permits to be issued for the site visit to Azraq camp. Timeline of the field visit will be communicated to potential bidders during the tendering process.

This site visit is mandatory, as additional information regarding the track routes within the camp will be provided during the visit.

9. Request for Proposal evaluation and Weighting Criteria

Submitted proposals will be assessed using Cumulative Analysis Method. All request for proposal will be weighed according to the technical (50 points) and financial considerations (50 points). Financial proposals will be opened only for that application that attained 70% (35 out of 50) or above on the technical part. Below are the criteria and points for technical and financial proposals.

The proposal, obtaining the highest overall score after adding the scores for the technical and financial proposals together, the one that offers the best value for money will be recommended for the award of the contract.

Applicants shall prepare a proposal as an overall response to ToR ensuring that the purpose, objectives, and deliverables of the assignments are addressed.

A. Technical Proposal (50 points).

The Technical section of the proposal should be submitted in English. All other sections should be annexed. All sections (components) of the proposal will be evaluated, and any omissions will weigh against the quote during the study.

The evaluation criteria will be as per the below categories and points.

First phase : Pass or fail considering the Legal status as Mandatory. Proposals must include copies of the registration or classification for logistics and wastewater transportation services. Failure to provide these documents will not go for next step/the technical evaluation and will be rejected.

Next Step Evaluation:

Category	Points
Overall response: Understanding scope objective and completeness of responses. (2)	2
Company Profile: <ul style="list-style-type: none"> • Organization structure and capabilities (3) • Trade license from the Ministry of Trade and Industry (1) • Company experience: (2) • References (at least two): (1) 	8
Technical capacity: <ul style="list-style-type: none"> • Professional expertise and experience in the specified field and number of years in desludging management (5) – proposals not complying with the minimum of three years will not be considered • Materials resources: number of desludging trucks and other machineries (7) • Human resources: Proposed structure, composition of the team for the assignment, project management team, technical team, Support team (provision of CVs) . (3) 	15
Technical standard, strategy/methodology: <ul style="list-style-type: none"> • Clear demonstration of the performance and operational efficiency. (5) • Quality of proposed work plan with detail schedule of activities (5) • Methodology to address complaints with requirements and constraints (5) 	15
Quality assurance mechanism	5
risk mitigation plans	5
Total	50

The contractor should get minimum 35 points out of 50 to pass the evaluation of the technical proposal.

B. Financial Offer (Max of 50 points).

- A separate Financial Offer detailing all requirements should be submitted under this section.
- The financial offer should be submitted through the proposed Bill of Quantities (BoQ)-ANNEX.
- The Financial Proposal shall be submitted in a separate file, clearly named Financial Proposal. No financial information should be contained in the Technical Proposal.

50% technical
50% financial

10. Performance Indicators Linked to Penalties

10.1 Performance indicators

The contractor's performance will be monitored based on Key Performance Indicators (KPI) which includes as one critical indicator the complaints received by the Azraq Camp WASH Hotline which are confirmed through UNICEF field monitors to ascertain the validity of the complaint and responsibility of the contractor. Based on that and a penalty scheme is put in place to hold the contractor accountable to the required performances.

The contractor is submitting a monthly report about his activities to UNICEF based on an agreed reporting template. (See Table1).

Table 1: Key Performance Indicators of Contractor on Desludging operation.

The KPI summary will have to be filled in by the contractor and assessed by UNICEF team at the end of each month. Performance will be reflected in evaluation categories for each month: poor, good, excellent. Financial and contractual implications will be applied if the contractor shows poor performance for more than three months. A separate penalty will be applied case by case and will be deducted for each KPI that doesn't meet the target every month. Detailed penalty schemes are in annex D.

KPI	Unit	Target
No. of Complaints on Desludging	<i>per day</i>	<i>No complaints</i>
Response Time to Complaints	<i>Hr</i>	<i>less than 12 hours</i>
Safety incidents	<i>No./month</i>	<i>0</i>
Stop operation – noof day in month	<i>No./month</i>	<i>No stoppage</i>
No of Overflow PRC tank	<i>No./Month</i>	<i>0</i>
Number of incidents of contractor discharging wastewater at any location other than the officially authorized,	<i>No./Month</i>	<i>0</i>
No of incidents of contamination	<i>No./Month</i>	<i>0</i>
Number of complaints about the behavior of the contractor's employees (including exploitation, dangerous driving, aggressive behaviors, and so on) monthly.	<i>No./Month</i>	<i>0</i>
Number of reported non-compliance with camps SOPs for engaging refugees as IBVs/CFWs (including delayed payment, reduced payment, age-inappropriate recruitment, and so on) monthly.	<i>No./Month</i>	<i>0</i>
Nos. of cases reported on delay payment to the drivers, treatment plant	<i>No./Months</i>	<i>0</i>
Nos of spillage incidences.	<i>month</i>	<i>0</i>
Nos of reported cases on Behavior of staff (including drivers) to the refugees, UNICEF team, authorities, other agencies and partners.	<i>No./month</i>	<i>0</i>
Failure of transfer area pump, transfer tanks or any other main parts	<i>No./month</i>	<i>0</i>
Delays in Submitting Monthly Reports	<i>No./month</i>	<i>0</i>
Incidents related to PSEA, IBVS, or permit procedures.	<i>No./month</i>	<i>0</i>

10.2: Penalties: Detail penalty schemes are in annex D.

11. FREQUENCY OF PERFORMANCE REVIEWS

Biweekly for the first three months and if performance is stable, monthly thereafter.

12. CONTRACT MANAGEMENT

The contractor (service provider) will regularly report to the WASH Section at UNICEF Jordan Country office. Overall supervision of the contract will fall on the UNICEF JCO, WASH Officer.

13. UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE

UNICEF reserves the right to withhold payment and consolidated output until the contractor provides satisfactory quality output as reviewed by the project manager / supervisor. In case of unsatisfactory performance, the payment will be withheld until quality deliverables are submitted and subsequently, the

contract will be terminated in accordance with the General terms and conditions stated in the tender document if the contractor fails to deliver.

14. Other Clauses

Child Safeguarding

Consistent with UNICEF's Child Safeguarding Policy (CF/EXD/2016-006) (Section 4), the contractor is required to report reasonable suspicion of safeguarding violations committed by its own staff, suppliers, vendors, or partners to UNICEF. The contractor must ensure that its staff (or non-staff personnel) employed are aware that they are expected to immediately report all reasonable suspicions (or becomes aware of any reports or allegations) that violates the Child Safeguarding Policy or principles. The contractor is expected to have policies in place for the protection and safeguarding of children. The Contractor may be requested to provide proof of such policies upon request.

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 or contract. 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 sufficient 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 prefers.

15. Conditions

- The contractor shall be responsible and accountable to ensure that the behavior of its employees (including truck drivers, sub-contractors etc.) on site will be at all times is in line with Jordanian laws and agreed rules and regulations for working in Azraq Refugee camp and are in full compliance with UNICEF code of conduct.
- - Within a week after awarding the contract, the contractor must produce a list of staff names, contact numbers, and a copy of their identification cards in order to secure the necessary permits, which take 3-4 weeks to provide.
- - The contractor must confirm in writing his offer his ability to mobilize and begin work within ONE WEEK of the permits being issued.
- The contractor should submit a performance bond to UNICEF (10% of contract value) as performance assurance and satisfactory implementation of the tasks here in this tender. UNICEF reserves the right to cash the bond if the contractor fails to perform the tasks under this contract for performance related issues caused due to break in service delivery, labor disputes trouble, unsatisfactory implementation or negligence.

16. Enquiries:

Please direct any enquiries to the below dedicated email address indicating the bid reference:
UNICEF Jordan procurement team: JCO-Procurement@unicef.org

17. Submission

Proposals with all supporting documents should be addressed separately to:
UNICEF Jordan Bids: Jordanbids@unicef.org.