1. BACKGROUND
The United Nations General Assembly adopted resolution No. 302 (IV) on 8 December 1949 creating the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) in response to the plight of nearly three quarters of a million Palestinians who became refugees in the aftermath of the 1948 Arab-Israeli war.

UNRWA provides basic education, health services, relief and social services and microfinance and microenterprise services and carries out infrastructure and camp improvement projects for more than [5] million Palestine refugees in Jordan, Syria, Lebanon, the West Bank and Gaza Strip.

In response to the restrictions on movements brought by outbreak of the COVID-19, UNRWA’s education services in Lebanon have moved into a self-learning modality allowing students to continue their formal education from the safety of their homes. Teachers are providing children with on-line support through WhatsApp/Telegram groups with the students/parents.

Feedback provided by parents and children showed that approximately two thirds of children enrolled in UNRWA schools are benefiting from the programme and are able to regularly access and download content. However, feedback also showed that about 30 percent of all student are currently not participating in the SLP due to lack of internet connection, lack of appropriate hardware or both. In view of this, UNRWA is seeking to provide communication assistance children and their families.

For more information about UNRWA’s operations, please visit the following website: http://www.un.org/unrwa/english.html.

2. PURPOSE
UNRWA seeks to engage the services of a contractor/service provider(s) to provide pre-paid recharge phone cards (Alfa and MTC touch) to UNRWA beneficiaries and staff.

3. SCOPE OF WORK
The Contractor will perform the following tasks:

a) The Contractor shall provide pre-paid recharge phone cards (Alfa and MTC touch) to UNRWA beneficiaries of one month validity.

b) The Contractor will re-charge the existing phone numbers (with one month validity) that will be provided by UNRWA and will not provide new sim cards unless otherwise indicated by UNRWA.

c) The contractor needs to be able to determine without the assistance of UNRWA staff whether the numbers provided are Alfa or Touch based solely on the phone number provided.

d) The contractor must be able to charge the phone numbers remotely within the first five days of each month and any time upon UNRWA’s request.

e) The contractor will provide UNRWA with technical assistance when required for the entire duration of the contract.
4. DELIVERABLES AND TARGET COMPLETION
The Contractor will submit the following to UNRWA:

a) The phone numbers must be charged remotely within the first five days of each month and any time upon UNRWA’s request.

b) The contractor shall provide the following number of pre-paid cards. The figure below is considered estimates and can vary as the needs of the Education Programme and the Self-Learning Programme evolve to respond to the unfolding crisis. A variation of approximately 30% increase/decrease may be expected.

<table>
<thead>
<tr>
<th>May 2020</th>
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<tbody>
<tr>
<td>pre-paid phone cards for families</td>
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</table>

c) The successful Contractor shall submit a weekly report to the UNRWA Regional MADAD Project Manager. The report shall include (but not be limited to) the following:

i- The percentage of the work completed each week.
ii- Number of pre-paid phone cards provided by company (MTC or Alfa)
iii- Problems and obstacles faced and actions needed to deal with it.
iv. Analysis of monthly consumption of the cards if possible/available

5. EVALUATION CRITERIA:
A. Mandatory Requirements:
Bidders are requested to provide “Updated Commercial Circular or Commercial Register” as a mandatory requirement. Non-compliance with this mandatory requirement will totally disqualify the offer.

B. Financial Proposal

Contracts award will be on the basis of the lowest priced/compliant offer with the requirement specified above.
UNRWA has the right to award the Contracts for more than one bidder.

6. PAYMENT SCHEDULE
UNRWA shall deposit the amounts payable to the Contractor by electronic transfer to the Contractor’s bank account. Payments shall be linked to deliverables as follows and will be effected solely based on the actual delivered service:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Percentage</th>
<th>Payment shall be made 30 days net upon receipt of invoices and certification of service provision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment 1</td>
<td>100%</td>
<td></td>
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</tbody>
</table>

7. REPORTING
The Contractor shall report to the Regional Madad Project Manager based in UNRWA Lebanon.

8. CONSTRAINTS
The Contractor shall secure the utmost measures of safety and security to ensure that personal phone numbers (and any other personal information) provided by UNRWA to the contractor for the purpose of re-charging the numbers are treated with full confidentiality that will not in any way or form be used for any sort of profit, advertisement, or any other purpose without UNRWA written consent.
9. KEY PERFORMANCE INDICATORS
UNRWA may conduct random inspections for the required services through representative(s) to check the quality of the services provided if within TOR requirement for further evaluation.

10. CONTRACT DURATION
Current requirement is for the month of May 2020 (one month), however, this period may be extended for longer subject to UNRWA requirement. The successful contractor shall be advised of the final approved contract duration.