TERMS OF REFERENCE
PROVISION OF PREPAID CARDS (ALFA & MTC TOUCH) AND DATA CARDS

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 to children and their families who will participate in the catch-up SLP between 29 of June and 8 of August 2020.

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 to provide data cards and pre-paid recharge phone cards (Alfa and MTC touch) to UNRWA beneficiaries and staff. The contractor shall provide the required services at any time may be requested by UNRWA on call-off basis during the contract duration.

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

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

b) The Contractor will re-charge remotely the existing phone numbers (with one month validity) that will be provided 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 at any time upon UNRWA’s request.
e) The contractor shall provide the requested number of Touch data-cards charged with the requested bundle, and additional credit as specified below. These cards will be registered under UNRWA’s name.

f) The contractor will refill the data cards at the end of the first month with an additional bundle and/or credit as specified below, which allow the activation of the 1.75 GB bundle, or 500 MB bundle.

g) 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 at 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>Remotely re-charge of pre-paid phone cards for families</th>
<th>June 2020</th>
<th>July 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5,319</td>
<td>5,319</td>
</tr>
</tbody>
</table>

The pre-paid cards will be sent to the numbers provided remotely and should allow the activation of the 6 GB, or 1.75GB, or 500MB bundle for one month. Some end-users numbers may need to re-filled with extra credit if the existing ‘plan’ of the end-user doesn’t allow a unique charge that would permit the activation of the desired bundle.

c) The contractor shall provide 1,200 Touch data-cards (in June) pre-charged with a bundle and extra credit to be able to activate an internet bundle of 6GB valid for a period of one month.

d) The contractor shall (remotely) refill the 1,200 data-cards with an internet bundle and/or enough credit to allow the end user to activate an internet bundle of 1,75 GB or 500 MB valid for at least 2 weeks.

e) 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- Number of data-cards provided and number of refill cards.
   ii- 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:

Bidders are requested to provide “Updated Commercial Circular or Commercial Register” with their offer. Bidders are kindly requested to submit their offers in Lebanese Pounds (LBP). The Contract award will be on the basis of the lowest priced compliant offer.
6. PAYMENT SCHEDULE
UNRWA shall deposit the amounts payable to the Contractor by electronic transfer to the Contractor’s bank account or by a mean of check. 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>
</tr>
</thead>
<tbody>
<tr>
<td>Payment 1</td>
<td>100%</td>
</tr>
</tbody>
</table>

Payment shall be made in Lebanese Pounds within 30 days upon receipt of invoices and certification of service provision. Bidders may propose alternate payment terms subject to UNRWA’s consideration. Advance payments prior to delivery of the required service is not allowed.

7. REPORTING
The Contractor shall report to the Chief Field Education Programme, Lebanon Field Office.

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
The Contract shall be in effect in June 2020 valid till 31 December 2020, extendable for another period upon mutual agreements between the two parties.