



**REQUEST FOR PROPOSAL (RFP)**  
**Assessing the Human Rights Situation of communities living in Resettlement Sites in**  
**Cambodia**  
**(Process 13415)**

Dear Sir / Madam:

We kindly request you to submit your **Proposal for Assessing the Human Rights Situation of communities living in Resettlement Sites in Cambodia**.

Please be guided by the form attached hereto as Annex 2 and 3, in preparing your Proposal.

Proposals, **comprising of a Technical and Financial Proposal, in separate sealed envelopes**, must be submitted on or before **no later than 29 March 2019 by 12:00 pm, Cambodia** time address below. **Late submission shall be rejected. Submission by email will not be accepted.**

**UNDP Cambodia, Registry Office (Building No. 5)**  
**No. 53, Pasteur Street, Boeung Keng Kang I**  
**PO Box 877, Phnom Penh, Cambodia**  
**Attn: Procurement Analyst, Procurement Unit**

Your Proposal must be expressed in the English Language, and valid for a minimum period of 120 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other

market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:  
<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Kofap Hul

Assistant Country Director - Operations  
15 March 2019

## Description of Requirements

Context of the Requirement	<p>As part of its technical cooperation with the Government, OHCHR continues to monitor instances of evictions and resettlement in Cambodia, in order to identify replicable good practices and report problematic areas to the Government and other relevant actors for corrective action, thus supporting state institutions responsible for respecting and upholding rights. Such monitoring resulted in the analysis “Eviction and Resettlement in Cambodia – Human Costs, Impacts and Solutions” which was released in 2012. Since then, resettlement sites have undergone several changes. With funding from the European Union, OHCHR will contract a research firm to help assess the current situation at relocation sites and the changes these have seen since 2012, with the view to prepare a follow-up study on evictions and resettlement in Cambodia, to be released in 2019.</p> <p>The scope of this follow-up study will be to review the current human rights situation at selected resettlement sites in Cambodia. In 2017-2018, preliminary work was carried by a consultant who developed standard evaluation criteria based on applicable national and international standards; an evaluation scale which will be translated into color coded ratings (e.g. one color for resettlement sites that have not reached the minimum standards, another for resettlements sites reaching most of the minimum standards but still needing improvements, and yet another one for resettlement sites respecting the minimum standards); as well as questionnaires for the household surveys.</p> <p>Based on the findings and analysis, the report will include action-oriented recommendations to the Government on the measures needed to be taken to ensure that living conditions at relocation sites correspond to its internationally assumed human rights obligations and domestic standards. These recommendations will also support UN’s engagement with the Government on the National Development Plan for Resettlement Sites, which is currently being considered by the Royal Government of Cambodia.</p>
Implementing Partner of UNDP	the United Nations Office of the High Commissioner for Human Rights (OHCHR)
Brief Description of the Required Services	<p>The Contractor will contribute to the first step of the study. Specifically, the Contractor shall:</p> <ul style="list-style-type: none"> <li>• Conduct household surveys and focus group discussions in 17 resettlement sites in Phnom Penh, Sihanoukville, Banteay Meanchey, Siem Reap, Stung Treng, Koh Kong and Kampong Speu provinces. The number of households to be surveyed at each resettlement site will be discussed and agreed with OHCHR;</li> <li>• Interview village, commune and district level authorities. The questions</li> </ul>

	<p>for interviews with authorities shall be provided by OHCHR. The interviews will allow for local authorities to explain their role in the process of relocation, allocating individual plots, securing provision of basic services within the area, measuring changes to families' livelihoods, and supporting vulnerable households as necessary;</p> <ul style="list-style-type: none"> <li>• Interview local NGOs that work in the land sector, either through directly supporting evicted families at relocation sites (e.g. providing services in education or health, or specifically to women in the resettlement areas), or, more generally, are active on advocating for land and housing rights (e.g. provincial offices of ADHOC or LICADHO, HRTF or STT). Interviews will be conducted to gather additional information about the process of eviction and relocation, but also to enquire what role local NGOs have played in these processes and any problems they have observed prior to, during and after the relocation and at the relocation's sites; and</li> <li>• Collate the information from the household surveys and interviews and enter it into a database (i.e. Microsoft Excel or Access) where the cumulative totals for each resettlement site can be easily identified and analyzed.</li> </ul> <p>A detailed ToR is attached.</p>
List and Description of Expected Outputs to be Delivered	<ul style="list-style-type: none"> <li>- Conduct household surveys, interviews with local authorities and NGOs at 17 resettlement sites in Phnom Penh, Sihanoukville, Banteay Meanchey, Siem Reap, Stung Treng, Koh Kong and Kampong Speu provinces.</li> <li>- Collate information into database</li> <li>- Submit raw data and Project Summary</li> </ul>
Person to Supervise the Work/Performance of the Service Provider	OHCHR's appointed focal point
Frequency of Reporting	Refer to attached ToR
Progress Reporting Requirements	Refer to attached ToR
Location of work	<input checked="" type="checkbox"/> Projects' office/site <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	100 working days (from April to August 2019)

Target start date	From 1 April 2019
Travels Expected	N/A
Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Office space and facilities, if needed
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms <sup>1</sup>	

<sup>1</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher

	<table><tr><th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr><tr><td>Conduct household surveys, interviews with local authorities and NGOs at resettlement sites.</td><td>50%</td><td>02 August 2019</td><td rowspan="3">Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.</td></tr><tr><td>Collate the information in a database</td><td>30%</td><td>16 August 2019</td></tr><tr><td>Turn over raw data and submit a Project Summary Report</td><td>20%</td><td>30 August 2019</td></tr></table>	Outputs	Percentage	Timing	Condition for Payment Release	Conduct household surveys, interviews with local authorities and NGOs at resettlement sites.	50%	02 August 2019	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	Collate the information in a database	30%	16 August 2019	Turn over raw data and submit a Project Summary Report	20%	30 August 2019
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Turn over raw data and submit a Project Summary Report	20%	30 August 2019													
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	OHCHR's appointed focal point														
Preliminary Examination	<p>UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, whether or not the Proposer is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's list of suspended and removed vendors, and whether the Proposals are generally in order, among other indicators that may be used at this stage.</p> <p>The below requirements will be reviewed under Preliminary Examination before proceeding with the evaluation. UNDP may reject any Proposal at this stage.</p> <ol style="list-style-type: none"><li>1. Legally registered audit firm with Certificate of Registration of the business, including Articles of Incorporation, or equivalent document.</li><li>2. Form for Submitting Service Provider's Technical Proposal is duly completed and signed as per <b>Annex-B</b> (completion in the template in Annex-B is mandatory for bidder as the form would allow bidders to confirm its conformity with the requirements defined in the Request for Proposal and all its attachments, as well as the provision of UNDP General Contract Terms and Conditions required under this process). Bidders may choose to use its own template and acceptable if it is duly</li><li>3. Technical and Financial Proposals are submitted in separate sealed</li></ol>														

percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	<p>envelopes.</p> <p>4. Proposer is not in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's list of suspended and removed vendors.</p>												
Criteria for Contract Award	<p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</p> <p>The total score for each proposal will be calculated independently by the following formula:</p> <div><p><u>Rating the Technical Proposal (TP):</u></p><p><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p><p><u>Rating the Financial Proposal (FP):</u></p><p><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p><p><u>Total Combined Score:</u></p><p style="text-align: center;">(TP Rating) x Weight of TP (70%) + (FP Rating) x Weight of FP (30%)</p><p><b>Total Combined and Final Rating of the Proposal</b></p></div> <p><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.</p>												
Criteria for the Assessment of Proposal	<p><b><u>Technical Proposal (70%)</u></b></p> <p>The Technical Proposal of the offerors will be evaluated based on the following criteria:</p> <p>The total number of points allocated for the technical proposal is 1000. The technical proposal of the offeror is evaluated based on following criteria:</p> <table><tr><th>No.</th><th>Summary of Technical Proposal Evaluation Forms</th><th>Points Obtainable</th></tr><tr><td>1</td><td>Expertise of organization</td><td>250</td></tr><tr><td>2</td><td>Proposed Approach and methodology</td><td>500</td></tr><tr><td>3</td><td>Proposed Personnel</td><td>250</td></tr></table>	No.	Summary of Technical Proposal Evaluation Forms	Points Obtainable	1	Expertise of organization	250	2	Proposed Approach and methodology	500	3	Proposed Personnel	250
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3	Proposed Personnel	250											

	Total	1000
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No.	Technical Proposal Evaluation Form 1: Expertise of organization	Points Obtainable
1	The Contractor must be a politically independent and non-governmental entity	25
2	The Contractor must consist of a team leader and a research team of at least three persons; which should include at least one woman.	25
3	The Contractor must possess significant experience (a minimum of three years) in conducting household surveys and focus group discussions in Cambodia plus a minimum of three years experience working in human rights.	75
4	Basic knowledge of land and housing rights in Cambodia	25
5	Proven professional competence and knowledge of the areas of research and data collation with excellent ability to summarize information and report on initial findings.	50
6	Demonstrates integrity by modelling the UN's values and ethical standards. Promotes the vision, mission, and strategic goals of OHCHR and the United Nations. Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability. Treats all people fairly without favouritism: fulfils all obligations to gender sensitivity and zero tolerance	50
	Total:	250

  

No.	Proposed Approach and methodology	Points Obtainable
1	To what degree does the Offeror understand the task? Have the important aspects of the task been addressed in sufficient detail?	200
2	Is the scope of task well defined and does it correspond to the TOR?	100
3	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation?	200
	Total	500

  

No.	Proposed personnel	Points Obtainable
1	<b>Team Leader:</b> <ul style="list-style-type: none"> <li>High-level degree (Master or equivalent) in law, sociology, anthropology, or related studies;</li> </ul>	200



		<ul style="list-style-type: none"> <li>• Strong Information and communication technologies for development experience;</li> <li>• Outstanding and proven experience in projects managing, research design and methodology, and data collation;</li> <li>• Exposure to human rights-related themes (e.g. land, right to housing, gender, health, nutrition and environment);</li> <li>• Experience working in both rural and urban Cambodia;</li> <li>• Outstanding capacity in working in multicultural context;</li> <li>• Fluency in English is an advantage;</li> <li>• Fluency in English is required.</li> </ul>	
	2	<b><u>Key support personnel</u></b> <ul style="list-style-type: none"> <li>• At least 3 years of working experience in research, conducting household surveys and focus group discussions;</li> <li>• Experience working in rural and urban Cambodia;</li> <li>• Experience working with public and private sector;</li> <li>• Ability to write in Khmer is required, ability in English is an advantage;</li> </ul>	50
		Total	250
	<p>The minimum score required to pass the evaluation of technical proposal is 70% of the total obtainable score of 1,000 points.</p> <p><b><u>Financial Proposal (30%)</u></b> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>		
Post Qualification Review	<p>UNDP reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction the validity of the information provided by the Proposer. Such post-qualification shall be fully documented and, among those that may be listed in the Terms of Reference, may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Proposer on the legal, technical and financial documents submitted;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts</li> </ul>		

	<p>completed;</p> <p>d) Physical inspection of the Proposer's offices, branches or other places where business transpires, with or without notice to the Proposer; and</p> <p>Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One Service Provider
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilized for Long-Term Agreement <sup>2</sup> and if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)
Contract General Terms and Conditions <sup>3</sup>	<input checked="" type="checkbox"/> General Terms and Conditions for contracts  Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Annexes to this RFP <sup>4</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Form for Submission of Financial Proposal (Annex 3) <input checked="" type="checkbox"/> Detailed TOR <input checked="" type="checkbox"/> Others <sup>5</sup> (General Terms and Conditions)
Contact Person for Inquiries (Written inquiries only) <sup>6</sup>	<p>Aphikovith Phin          Procurement Associate          Aphikovith.phin@undp.org; and cc: procuremet.kh@undp.org          Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

<sup>2</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

<sup>3</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

<sup>4</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>5</sup> A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

<sup>6</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

<p>Other Information: Required Documents for Submission</p>	<p><input checked="" type="checkbox"/> <b>Technical Proposal:</b> Form for Submitting Service Provider's Technical Proposal is duly completed and signed as per <b>Annex-2</b>  <i>(the form would allow bidders to confirm its conformity with the requirements defined in the Request for Proposal and all its attachments, as well as the provision of UNDP General Contract Terms and Conditions required under this process) and complete the information and supporting document for Qualification of Service Provider, Proposed Methodology for Completion of Service, and Qualification of Key Personnel.</i></p> <p><input checked="" type="checkbox"/> <b>Financial Proposal:</b> Form for Submitting Service Provider's Financial Proposal is duly completed and signed</p> <p><b>Technical and Financial Proposals are submitted in separate sealed envelopes.</b></p> <p>No. of copies of Proposal that must be submitted:  Original : 1  Copies : 1  1 CD ROM or USB drive containing of technical proposal should be submitted along with the technical proposal envelop</p>
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**FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>7</sup>**

***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>8</sup>)***

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[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated **3/15/2019** , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions.

[Name of the Organization submitting Proposal].....

[Signature Authorized Person and Stamp] .....

[Name of Authorized Person].....

[Title of Authorized Person].....

[Date].....

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<sup>7</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>8</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

**A. Qualifications of the Service Provider**

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:*

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

**B. Proposed Methodology for the Completion of Services**

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*

**C. Qualifications of Key Personnel**

*If required by the RFP, the Service Provider must provide:*

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL<sup>9</sup>(This Form must be submitted using the Service Provider's Official Letterhead<sup>10</sup>)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

**Cost Breakdown per Deliverable\***

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3	....		
	Total	100%	

\*This shall be the basis of the payment tranches

**Cost Breakdown by Cost Component [This is only an Example]:**

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				

<sup>9</sup> This serves as a template to the Service Provider in submitting the Financial Proposal.<sup>10</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

6. Others				
<b>III. Other Related Costs</b>				

*[Name and Signature of the Service Provider's  
Authorized Person]*

*[Designation]*

*[Date]*

## TERMS OF REFERENCE

### Professional Service

#### Assignment Information

Assignment Title:	Assessing the Human Rights Situation of communities living in Resettlement Sites in Cambodia
Practice Area:	Forced eviction and resettlement
Cluster/Project:	Economic and Social Rights Unit
Assignment Location:	Phnom Penh and Provinces – Cambodia (17 resettlement sites)
Assignment Duration:	1 April 2019 – 30 August 2019 (100 UN working days)

#### **1. Background and Project Description**

In May 2014, the Royal Government of Cambodia approved a new National Housing Policy. This Policy seeks to address serious long-standing problems related to inadequate housing in Cambodia, in particular in urban areas in the country. Following the adoption of this policy, the Ministry of Land Management, Urban Planning and Construction (MLMUPC) convened a National Housing Forum with the view to raise awareness of the Policy to both civil society actors and the private sector. At this Forum, the Government also entered into an agreement with Habitat for Humanity for support for the implementation of the National Housing Policy. Even though the Government has made considerable advancements in addressing the right to adequate housing, including through the adoption of the National Land Policy and Housing Policy, problems related to housing at relocation sites remain in the country.

As part of its technical cooperation with the Government, OHCHR continues to monitor instances of evictions and resettlement in Cambodia, in order to identify replicable good practices and report problematic areas to the Government and other relevant actors for corrective action, thus supporting state institutions responsible for respecting and upholding rights. Such monitoring resulted in the analysis “Eviction and Resettlement in Cambodia – Human Costs, Impacts and Solutions” which was released in 2012. Since then, resettlement sites have undergone several changes. With funding from the European Union, OHCHR will contract a research firm to help assess the current situation at relocation sites and the changes these have seen since 2012, with the view to prepare a follow-up study on evictions and resettlement in Cambodia, to be released in 2019.

The scope of this follow-up study will be to review the current human rights situation at selected resettlement sites in Cambodia. In 2017-2018, preliminary work was carried by a consultant who developed standard evaluation criteria based on applicable national and international standards; an evaluation scale which will be translated into color coded ratings (e.g. one color for resettlement sites that have not reached the minimum standards, another for resettlements sites reaching most of the minimum standards but still needing



improvements, and yet another one for resettlement sites respecting the minimum standards); as well as questionnaires for the household surveys.

Based on the findings and analysis, the report will include action-oriented recommendations to the Government on the measures needed to be taken to ensure that living conditions at relocation sites correspond to its internationally assumed human rights obligations and domestic standards. These recommendations will also support UN's engagement with the Government on the National Development Plan for Resettlement Sites, which is currently being considered by the Royal Government of Cambodia.

The study has been divided into three steps:

- Step 1: Assess the current human rights situation in resettlement sites and the changes (positive or negative) that these sites have undergone since OHCHR's review in 2012. This includes assessing the impact of relocation on the affected groups – in particular the most vulnerable ones - in terms of tenure security, adequate housing, basic services, livelihoods and other issues as deemed relevant. This is the step the contractor will be responsible for;
- Step 2: Based on the findings, classify the resettlement sites into 3 categories, according to their degree of respect of the national and international human rights standards on resettlement (OHCHR or separately-hired consultant);
- Step 3: Based on the findings, propose action-oriented recommendations for the Government to improve the human rights situation at current relocation sites and to consider when deciding on and developing new relocation sites, in line with its international human rights obligations, best practices, and the domestic legal framework (OHCHR or separately-hired consultant).

## **2. Scope of Work**

The Contractor will contribute to the first step of the study. Specifically, the Contractor shall:

- a) Conduct household surveys and focus group discussions in 17 resettlement sites in Phnom Penh, Sihanoukville, Banteay Meanchey, Siem Reap, Stung Treng, Koh Kong and Kampong Speu provinces. The number of households to be surveyed at each resettlement site will be discussed and agreed with OHCHR;
- b) Interview village, commune and district level authorities. The questions for interviews with authorities shall be provided by OHCHR. The interviews will allow for local authorities to explain their role in the process of relocation, allocating individual plots, securing provision of basic services within the area, measuring changes to families' livelihoods, and supporting vulnerable households as necessary;
- c) Interview local NGOs that work in the land sector, either through directly supporting evicted families at relocation sites (e.g. providing services in education or health, or specifically to women in the resettlement areas), or, more generally, are active on advocating for land and housing rights (e.g. provincial offices of ADHOC or LICADHO,

HRTF or STT). Interviews will be conducted to gather additional information about the process of eviction and relocation, but also to enquire what role local NGOs have played in these processes and any problems they have observed prior to, during and after the relocation and at the relocations sites; and

- d) Collate the information from the household surveys and interviews, and enter it into a database (i.e. Microsoft Excel or Access) where the cumulative totals for each resettlement site can be easily identified and analyzed.

### 3. Expected Outputs and Deliverables

N	Deliverables/Outputs	Estimated Duration to	Target Due Dates	Review and Approvals Required
1	Conduct household surveys, interviews with local authorities and NGOs at 17 resettlement sites in Phnom Penh, Sihanoukville, Banteay Meanchey, Siem Reap, Stung Treng, Koh Kong and Kampong Speu provinces.  <i>NB: delays might be expected during this phase of the research due to limitations imposed by local authorities on access to resettlement sites. However, the contractor should report the progress to OHCHR on a</i>	80 days	02 August	ESRU Head of Unit
2	Collate information into database	10 days	16 August	ESRU Head of Unit
3	Submit raw data and Project Summary	10 days	30 August	ESRU Head of Unit
Total # of Days:		100 days		

### 4. Institutional Arrangements

OHCHR will supervise the Contractor. As OHCHR will be providing the questionnaire, before the surveys are conducted, the Contractor and their research team will be briefed by OHCHR on the questionnaire. All team members must participate in the briefing. The Contractor will report directly to OHCHR's appointed focal point. The Contractor will be expected to liaise frequently with the appointed focal point; providing monthly updates on planning and progress on project implementation. The Contractor will be required to liaise with the Commune and District authorities in which he/she is planning the activities.

The Contractor will arrange all logistics, project personnel, office space and support services required for project implementation. The contract price is a fixed output-based price. The cost components that the Proposer must include in the computation of the proposed contract price should include all foreseeable project costs, including professional fees, personnel, travel, accommodation, food and related costs, taxes and other costs. A detailed breakdown of such costs is not required in the Proposal.

## 5. Duration of the Work

The work will take place between 01 April and 30 August 2019 (100 UN working days).

## 6. Duty Station

The Contractor shall carry out the work in 17 resettlements sites in Phnom Penh, Sihanoukville, Banteay Meanchey, Siem Reap, Stung Treng, Koh Kong and Kampong Speu provinces – subject to consultation with OHCHR. Meetings with OHCHR to plan and coordinate will take place in Phnom Penh.

## 7. Minimum Qualifications of the Contractor

Experience	<ul style="list-style-type: none"><li>- The Contractor must be a politically independent and non-governmental entity;</li><li>- The Contractor must possess significant experience (a minimum of three years) in conducting household surveys and focus group discussions in Cambodia plus a minimum of three years experience working in human rights.</li><li>- The Contractor must consist of a team leader and a research team of at least three persons; which should include at least one woman. Research team</li></ul>
Competencies	<p>Technical competencies:</p> <ul style="list-style-type: none"><li>- Basic knowledge of land and housing rights in Cambodia;</li><li>- Proven professional competence and knowledge of the areas of research and data collation;</li><li>- Excellent ability to summarize information and report on initial findings.</li></ul> <p>Functional competencies:</p> <ul style="list-style-type: none"><li>- Ability to work quickly and responsively. Cultural sensitivity and valuing diversity. Strong organizational and planning skills.</li></ul> <p>Corporate competencies:</p> <ul style="list-style-type: none"><li>- Demonstrates integrity by modelling the UN's values and ethical standards. Promotes the vision, mission, and strategic goals of OHCHR and the United Nations. Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.</li></ul>
Language Requirement	<ul style="list-style-type: none"><li>- Ability to communicate in Khmer is essential, working knowledge of English is an advantage.</li></ul>

## STAFF

### Experience of key team leader mandatory requirements:

- High-level degree (Master or equivalent) in law, sociology, anthropology, or related studies;
- Strong Information and communication technologies for development experience;
- Outstanding and proven experience in projects managing, research design and methodology, and data collation;

- Exposure to human rights-related themes (e.g. land, right to housing, gender, health, nutrition and environment);
- Experience working in both rural and urban Cambodia;
- Outstanding capacity in working in multicultural context;
- Fluency in English is an advantage;

**Experience of key personnel mandatory requirements:**

- At least 3 years of working experience in research, conducting household surveys and focus group discussions;
- Experience working in rural and urban Cambodia;
- Experience working with public and private sector;
- Ability to write in Khmer is required, ability in English is an advantage;
- Women are encouraged to apply.

## **8. Payment Milestones**

The contract price is a fixed output-based price. The contractor will be paid on a lump sum basis under the following instalments.

N	Outputs/Deliveries	Payment Amount
1	Conduct household surveys, interviews with local authorities and NGOs at resettlement sites.	50%
2	Collate the information in a database	30%
3	Turn over raw data and submit a Project Summary Report	20%

## **9. Recommended Presentation of Proposal**

### **A. Expertise of the service provider**

Interested service providers shall state why they are the best-suited to carry out the above tasks. This should include a brief organizational profile, an outline of the service provider's strengths and expertise highlighting directly relevant experiences to the assignment.

### **B. Methodology to conduct the assignment**

The service provider shall propose a tailored methodology to successfully carry out the assignment.

- Demonstrate an understanding the of tasks
- The scope of tasks is well defined and correspond to the Terms of Reference
- The presentation of the proposal is clear, the sequence of activities and the planning logical and realistic to achieve the expected results

### **C. Team structure**

The service provider shall submit the proposed team structure to successfully deliver the assignment. The specific roles and responsibilities of each team member shall be clearly

presented. The service provider shall also provide the updated CV of each team member as the supporting evidence of their qualification.

#### **D. Timeline/work plan**

In addition, the service provider shall submit the proposed work plan to complete this assignment. This includes a description of how key results can be achieved within the timeframe and resources allocated.

### **10. Criteria for Evaluation of Level of Technical Compliance of Contractor**

#### **TECHNICAL PROPOSAL**

Interested contractor(s) should submit a proposal containing:

- Agency credentials - 6 pages max;
- Key staff resumes and key qualifications (team leader + key personnel) - 4/5 pages max;
- Creative proposal: overview on methodology and presentation of creative rationale - 5 pages;
- Tentative timeline - 1 page

No.	Summary of Technical Proposal Evaluation Forms	Points Obtainable
1	Form 1: Expertise of organization	250
2	Form 2: Proposed Approach and methodology	500
3	Form 3: Proposed Personnel	250
	Total	1000

No.	<b>Form 1: Expertise of organization</b>	Points Obtainable
1	The Contractor must be a politically independent and non-governmental entity	25
2	The Contractor must consist of a team leader and a research team of at least three persons; which should include at least one woman.	25
3	The Contractor must possess significant experience (a minimum of three years) in conducting household surveys and focus group discussions in Cambodia plus a minimum of three years experience working in human rights.	75
4	Basic knowledge of land and housing rights in Cambodia	25
5	Proven professional competence and knowledge of the areas of research and data collation with excellent ability to summarize information and report on initial findings.	50

6	Demonstrates integrity by modelling the UN's values and ethical standards. Promotes the vision, mission, and strategic goals of OHCHR and the United Nations. Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability. Treats all people fairly without favouritism: fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.	50
	Total:	250

No.	<b>Form 2: Proposed Approach and methodology</b>	Points Obtainable
1	To what degree does the Offeror understand the task? Have the important aspects of the task been addressed in sufficient detail?	200
2	Is the scope of task well defined and does it correspond to the TOR?	100
3	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation?	200
	Total	500

No.	<b>Form 3: Proposed personnel</b>	Points Obtainable
1	<b>Team Leader</b> <ul style="list-style-type: none"> <li>• High-level degree (Master or equivalent) in law, sociology, anthropology, or related studies;</li> <li>• Strong Information and communication technologies for development experience;</li> <li>• Outstanding and proven experience in projects managing, research design and methodology, and data collation;</li> <li>• Exposure to human rights-related themes (e.g. land, right to housing, gender, health, nutrition and environment);</li> <li>• Experience working in both rural and urban Cambodia;</li> <li>• Outstanding capacity in working in multicultural context;</li> <li>• Fluency in English is an advantage;</li> <li>• Women are encouraged to apply.</li> <li>• Fluency in English is required.</li> </ul>	200
2	<b>Key support personnel</b> <ul style="list-style-type: none"> <li>• At least 3 years of working experience in research, conducting household surveys and focus group discussions;</li> <li>• Experience working in rural and urban Cambodia;</li> <li>• Experience working with public and private sector;</li> <li>• Ability to write in Khmer is required, ability in English is an advantage;</li> <li>• Women are encouraged to apply.</li> </ul>	50
	Total	250

## **FINANCIAL PROPOSAL**

- Proposed budget (total amount and budget breakdown including budget for Facebook Boosting) - 1 page

## **11. Annexes**

- List of the resettlement sites
- Questionnaire
- Maps