

## QUALITY CONTROL PLAN

PR/MAR #: SYH 1617	Tender #: SYH/ PR 1617/2022/PaQ/045
PR/MAR Description: To Provide Third-Party Monitoring, Learning, and Evaluation Services in Northeast Syria	

## Essential Specifications and Testing Requirements

1. The offered proposals will be evaluated according to the following criteria and process:
  - Product/Service/Work Technical Experience: Number of relevant TPMs (third party monitoring and evaluation) conducted, overall and particularly in NES or middle east: (scoring will be based on the companies Profile) 25%
    - 0 TPM in NES/ME, score = 0, and not acceptable.
    - At least 1 TPM in NES/ME, score = 4, and met only some minimum requirements.
    - 2 TPMs and more in NES/ME, score = 5 – 10, and acceptable.
  - Financial proposal 20%
  - Quality of the proposed methodology (Relevance of data collection methods, relevance of proposed sampling techniques, statistical packages proposed to use) 20%
    - If only one method or no methods, score = 0, and not accepted.
    - A mix of 2 qualitative and quantitative methods, score = 5, and accepted.
    - Triangulation through 3 different methods or more, score = 6-10, acceptable and exceeded.
  - Experience of the Lead TPM in research design and report writing (Number of assignments involved in (Minimum 3 monitoring and evaluation assignments), number of years of experience, minimum 5 years' experience) 10%
    - If involved in less than 3 assignments, and less than 5 years experience, score = 0, and not accepted.
    - Number of assignments is 3, with 5 year-experience, score = 5 and accepted.
    - If more than 3 assignments, and more than 5 year-experience, score = 6-10, and exceed.
  - Quality of approach and sample reports presented 25%
    - Less than 2 reports, score = 0 and, and not acceptable.
    - 2 reports (preferred is one for monitoring and one for evaluation) sample reports which are conducted not before 2020, score = 5 and accepted.
    - Three reports or more (preferred are one for monitoring and one for evaluation), score = 6 – 10, and acceptable. Scores will be done based on the quality of reports and recommendations.

Point	Rationale
0	Not acceptable; has not met any part of the specified criteria
1-4	Has met only some minimum requirements and may not be acceptable
5	Acceptable
6-9	Acceptable; has met all requirements and exceeds some
10	Acceptable; has exceeded all requirements

2. The deliverables are the completion reports and relevant third-party agreements/contracts of monitoring and evaluation services. In the tender submission stage, the tender committee will review the sample documents and reports shared by the applicants.
  - Third Party Monitoring agreements/contracts in Northeast Syria/Middle East;
  - Data collection methodologies;
  - Survey sampling methodologies, Statistical packages;
  - Monitoring activities' reports;
  - Learning reports; and,
  - Evaluation reports;
3. The contracted firm will commit to document and report every single activity implemented under this agreement.
4. The contracted firm will be responsible for establishing relevant tools and materials to measure every single indicator that has been identified by Mercy Corps and documented in the LogFrame of the project.
5. Mercy Corps will share monitoring, learning, and evaluation report templates and/or review the templates shared by the contracted firm and sign-off.
6. The contracted firm is committed to attend check-in meetings with the MC PaQ Manager, or any other person/s delegated by the PaQ Manager

#### Monitoring, learning, and evaluation reports

Parameter	Target Value	Margin of Error (Absolute or Relative)	Testing Method (Lab, Visual, Certificate...)	Performed / Reviewed by:
Example: Standard Mercy Corps monitoring report templates	N/A	N/A	Sample reports	Tender Committee
Example: standard Mercy Corps learning/reflection session notes/report templates	N/A	N/A	Sample reports	Tender Committee
Example: Standard BHA and DAC Evaluation Reports	N/A	N/A	Sample reports	Tender Committee

## Contract Testing Requirements

### Monitoring and Evaluation Reports

Percent of reports to be tested – Sampling size- (%)	Frequency	Percent of tested sampling that needs to fail for the entire order to be considered non-conforming (%)
100%	Per order (PO)	10%

## Non-Conformance

- **In cases of non-conformance to agreed quality standards:** Withholding up to 100% of the Service Providers fee for cash transfer.