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| **UNICEF UGANDA**  **REQUEST FOR AN LTA FOR SERVICES (INSTITUTIONS)** |

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| **SHORT TITLE OF ASSIGNMENT OR LTA** | | | | | | | |
| **Third Party Monitoring for Uganda Country Office** | | | | | | | |
| **DUTY STATION:** | | Kampala | | | | | |
| **NAME OF CONTRACT MANAGER AND ALTERNATE** | | Helen Kibukamusoke, Monitoring Officer  Jonathan Gamusi, M&E Specialist (Alternate) | | | | | |
| **PROPOSED DURATION** | | 80 days annually, 20 days per quarter | | **NATIONAL / INTERNATIONAL** | | | |
| **PLANNED START DATE** | | 15 June, 2021 | | **NOTES / COMMENTS:** | | | |
| **ESTIMATED BUDGET FOR SERVICES** | | 70,000 | |  | | | |
| **WBS** | | 4380A006880004 | |
| **GRANT** | | NON-GRANT | |
| **DAYS OF REMOTE WORK** | | 0 days | |
| **DAYS IN COUNTRY** | | 80 days | | **DAYS ELSEWHERE** |  | | |
| **OTHER LOCATIONS TO BE VISITED** | |  | | | | | |
| Need for procurement of institutional services is reflected in the RWP or is in response to a specific programming decision or justified for operational needs | | | | | | | YES |
| ToR is clearly defined with tangible, measurable deliverables or an end-product and with payments (contract fee) clearly linked to these | | | | | | | YES |
| ToR includes a description of the specific activities and timeframes for completion of the activities | | | | | | | YES |
| **SIGNED FOR AGREEMENT** | | | | | | | |
| Prepared by  (Helen Kibukamusoke)  …………………  Monitoring Officer  Date/Time…….. | Reviewed by  (Jonathan Gamusi)  …………………  Monitoring and Evaluation Specialist  Date/Time…… | | Reviewed by  (Jon Blasco)  ……………………….  Supply Manager  Date/Time………… | | | Recommended by  (Lotte Van't End)  ……….……….….  Chief PME  Date/Time…… | |

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| **UNICEF**  **TERMS OF REFERENCE FOR SERVICES – INSTITUTIONS (CONTRACT OR LTA)** |

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| **SHORT TITLE OF ASSIGNMENT / LTA** |
| **Third Party Monitoring for Uganda Country Office** |

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| **BACKGROUND & OBJECTIVES** |
| Government and civil society implementing partners are key to UNICEF’s programming in achieving results for children. Since 2016, UNICEF Uganda has transferred over $ 54 million in cash and supplies to over 190 Government and CSO implementing partners to deliver programmes to communities in both development and humanitarian contexts. On a periodic basis, the implementing partners document and report on the results accruing from these investments.  As documented in UNICEF Uganda the Field Monitoring Concept Note, UNICEF seeks to strengthen Field Monitoring, in line with the independent audit findings.  Through an increased focus on field monitoring (beyond HACT), UNICEF envisages ensuring accountability, generating learning, and informing timely decision-making at the level of implementation. Moreover, filed monitoring serves as an input to wider programme monitoring and managing for results. It covers inputs, activities and their contribution to outputs, based on volume and criticality. Thus the primary objectives of field monitoring are: (1) to help assure progress towards achievement of planned results, including attention to pace of implementation and use of resources; (2) to verify assessments of progress received through other channels and sources, primarily partner reporting; (3) to identify bottlenecks and barriers in implementation; (4) to trigger solutions and corrective actions; and, (5) consistent with UNICEF longstanding commitment to a human rights approach to programming, to support accountability to our primary stakeholders; that is to systematically gather, analyse and trigger programme responsiveness to the perspectives of children, women and their families, especially those from most vulnerable groups, and 6) assess relevance and efficiency of UNICEF programming (including supplies) to contribute to programmatic learning and adjustments where needed  As part of UNICEF’s robust monitoring and evaluation system, field monitoring augments efforts to balance accountability, learning and informing timely decision making for better results for children.  **Purpose of the Third-Party Monitoring**  Third Party Monitoring in the Uganda CO seeks to strengthen validation of partner reporting and contribute to independent findings to strengthen organizational learning. The growing desire for accountability and programmatic learning necessitate triangulation of field monitoring activities beyond the current available systems of field monitoring programme visits done by staff and the implementing partner. On the other hand, since the onset of the CoVID-19 crisis in March 2020, UNICEF’s ability to reach all children in Uganda has been constrained due to limited mobility of UNICEF staff. Therefore, the UNICEF Uganda Country Office is desirous to deploy Third Party Monitors to complement UNICEF efforts in areas not accessible by staff.  Specifically**,** the Third-Party Monitoring will aim;   1. To verify progress towards planned results as reported by implementing partners and UNICEF Staff through programme visit reports. 2. To verify delivery and fitness for purpose of high value supplies procured by UNICEF and those procured using UNICEF-provided funds by implementing partners 3. To identify bottlenecks and barriers in implementation of planned interventions by implementing partners 4. To provide an opportunity for beneficiaries to actively engage in sharing feedback on the quality and delivery of services, including implementation of programme interventions to improve programming. 5. To trigger solutions and corrective actions (recommendations) to accelerate progress towards planned results 6. To assess relevance and efficiency of UNICEF programming (including supplies) to contribute to programmatic learning and adjustments where needed   Third Party Monitoring reports generated will be used as sources of information for learning moments such as those during monthly section or zonal office meetings, quarterly reviews, and Programme Management Team (PMT) meetings. The efforts by third party monitor will also form a basis for development of capacity improvement plans geared at accelerating delivery of supplies and intervention for children. Major stakeholders that will utilize the information will be section chiefs, PME sections, programme staff and selected donors as and when need arises. |

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| **SCOPE OF ASSIGNMENT** |
| The third-party monitoring will cover the HACT period from October 2020 to September 2021. The TPM will conduct field monitoring to verify assessments of progress received through other channels and sources, primarily partner reporting and identify bottlenecks and barriers in implementation for UNICEF and its implementing partners to trigger solutions and corrective actions. The field monitoring visits will be to a sample of implementing partners that have reported and had a programmatic visit conducted prior. Moreover, under the precincts of this assignment, the TPM will also conduct supply monitoring of high value supplies procured by UNICEF and those procured using UNICEF-provided funds by implementing partners. The scope of this assignment will also include End User Monitoring aimed at providing an opportunity for beneficiaries to actively engage in sharing feedback on the quality and delivery of services, including implementation of programme interventions to improve programming.  Third party monitoring will be undertaken at partner offices and sites of implementation. The third-party monitoring will be conducted in liaison and support of Kampala Office, Mbarara Field Office, Gulu Field Office and Moroto Field Office.  Though planned for the whole HACT year, specific assignments will be contracted to the TPM on a quarterly basis by UNICEF or as and when a request is initiated.  The outcome of the solicitation process linked to this Terms of Reference will be one or more Long Term Agreements for provision of Third-Party Monitoring services, which will serve as framework agreements to outline the general terms of the TPM provision. Actual contracts for TPM indicating specific assignments and partners to be monitored will be issued by UNICEF from time to time, based on the annual and quarterly plans mentioned above. |

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| **TENTATIVE METHODOLOGY** |
| The Third-Party Monitor will be required to propose a detailed design and methodology for this assignment that unpacks the different methods to be adopted to gather required information under each of the objectives of these ToRs.  The methodology should adopt a mixed-methods approach, using both quantitative and qualitative approaches to ensure that data from multiple sources are sufficiently triangulated to inform aggregate findings and conclusions. The methodology should specify how data collection and analysis methods integrate gender considerations throughout the third-party monitoring process, including to the extent possible, inclusion of women, girls, boys and men as well as diversity of the intervention stakeholders.  The stakeholders for this assignment are all relevant government partners with which UNICEF has joint rolling work plans, NGO partners implementing programmes with UNICEF through cooperation agreements and right holders for which UNICEF’s programmes are targeted at. These stakeholders will vary from one programme area to another.  The TPM is expected to undertake the following but not limited to:   1. **Inception Meeting** to draw consensus on the ToRs and the expectations from the third-party monitoring. UNICEF will hold an inception and entry meeting for the successful applicant. The TPM will present a synopsis of their approach to the assignment and raise any concerns or areas of clarity. The inception meeting will be held remotely, and the key deliverable will be meeting minutes and action points. 2. **A desk review of available** **documents** that include but not limited to the Partner Programme Documents, District Implementation Plans (DIPs), Rolling Workplans and progress reports and FACE forms. 3. **Field data collection at implementing partner sites** and with beneficiaries. The third-party monitoring team will be required to collectively or singularly use the following methods depending on the assignment. These will include;  * Field visits, * Key informant interviews (Face to Face Interviews), * Mini-surveys among beneficiaries[[1]](#footnote-1), * Observation, * Focus Group Discussions   Selection of sites to be covered during the data collection will be agreed upon during inception of each round of TPM. Information should be collected from NGO partners, GoU counterparts and right holders for which interventions are targeted. Imbedded will be a verification of results through rigorous data and supply quality assurance techniques. Of interest, the TPM will also use verification techniques to verify supplies delivered to target beneficiaries in line with relevant programme documents and document any delays and bottlenecks. Moreover, as part of field work, the TPM will conduct post-distribution monitoring of supplies to assess beneficiaries’ feedback in terms of the quality, timeliness and relevance of supplies delivered.  From the review of documents, the TPM will compare both quantitative and qualitative results statements in partner reports with what is at the partners office and at the primary data collection point. **Reporting:** The third-party monitor will clean and analyze the data collected during the desk review and the field work, conduct additional consultations with stakeholders, as required, and draft the Third-Party Monitoring report using an agreed upon format.  The Third-Party Monitor will work with UNICEF to unpack the above into a detailed design and methodology for this assignment highlighting different approaches and methods to be adopted to gather information under each of the assignment objectives.  **Data protection and security:**  Where UNICEF engages third parties to conduct monitoring on its behalf, they are obliged to implement appropriate data security measures. UNICEF data, including intellectual property rights, are the exclusive property of UNICEF. The data will be used solely for the purpose of performing its obligations under the contract. All data collected by TPM service providers at UNICEF’s request is the sole property of UNICEF. The TPM agency will hand over all reports and raw data to UNICEF upon satisfactory completion of TPM. In terms of disposal, the TPM data will be retained for a minimum of 3 months after UNICEF approval of the TPM report and raw data sets. Paper documents will be shredded, and digitally stored information destroyed or securely overwritten. The TPM service provider will be expected to provide UNICEF with a letter confirming that the data has been disposed appropriately. |

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| **DELIVERABLES AND TIMELINES** |
| **Tentative Itinerary per Third Party Monitoring Visit to a single partner per quarter**   | **Task** | **Deliverable** | **Proposed Timeline** | | --- | --- | --- | | 1. **Inception phase**    1. Meet with UNICEF, relevant section/ field office staff and partners to inform development of the methodology, tools, and field data collection plan.    2. Conduct document review as regards UNICEF and Partner to be visited | * Remote presentation of the draft inception report to draw consensus on methodology of the assignment * Final inception report (of no more than 15 - 20 pages maximum without annexes) that includes a detailed literature review, methodology[[2]](#footnote-2), monitoring design matrix per TPM objective | Max. 3 days | | 1. **Data collection phase** 2. Data collection from all identified target beneficiaries 3. Process and analyse collected data, and draft the report on the results of the TPM   Preparation and delivery of emerging findings | * Draft TPM report of no more than 15 pages without annexes * A power point presentation to the Partner and UNICEF | Max. 8 days | | 1. **Final report,** incorporating feedback from UNICEF and stakeholders. 2. Preparation of a PowerPoint presentation on emerging findings, conclusions and recommendations; 3. Finalization of report and summary PowerPoint presentation | * Final Power Point presentation of the TPM report of no more than 10 slides. * 1-page Executive summary for dissemination * Final Third-Party Monitoring Report of no more than 15 pages | Max. 4 days | |  | **Total** | **15 days** | |
| **PROPOSED PAYMENT SCHEDULE** |
| * 30% upon approval of Inception Report and field plan * 70% upon approval of Final Report |

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| **QUALIFICATIONS, SPECIALIZED EXPERIENCE AND ADDITIONAL COMPETENCIES** |
| This section specifies the professional requirements of the firm, on one hand, and of the individual(s) and/or team(s) for the assignment, on the other.   * 1. Past experience recruiting a cadre of field monitors with comparable qualitative data collection and analysis experience and balanced profile (gender, ethnicity/language)   2. Demonstrated experience and presence in the geographic regions to be covered (essential where security is a concern).   3. Demonstrated experience in maintaining ongoing training and capacity development with field monitoring staff;   4. Dedicated technical quality assurance capacities, including routine accompaniment and observation of teams as well as routine review of and feedback to teams on data collection reports.   5. Dedicated management oversight and logistical coordination capacities.   6. A track record in strong information management (IM) systems to manage data collection and familiarity with electronic data collection apps.   7. Ability to assemble dynamic teams that have both technical, monitoring and evaluation background   8. Lack of conflicts of interest. UNICEF expects that the service providers will declare in advance any potential conflicts of interest which may affect their ability to conduct neutral and independent monitoring on behalf of UNICEF. Declaration of a conflict of interest will not be considered negatively but is considered in the deployment of TPM service providers. Failure to declare a conflict of interest may lead to termination of contract of the Third-Party Monitoring Service Provider. As a requirement the TPM service providers will sign a code of conduct which includes declaration of no conflict of interest, do no harm and data security among others. |

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| **MANAGEMENT & OVERSIGHT** |
| 1. The assignment will be managed by UNICEF Uganda Country Office. 2. The UNICEF Monitoring Officer will serve as the primary contact for the TPM contractor, working closely with the UNICEF Sections and Field Offices for which the third-party monitoring services have been retained. 3. In the event of supply monitoring, PSEA and AAP, contractor will be technically guided by UNICEF Supply focal point, PSEA Specialist and Emergency Specialist. 4. The work of the TPM contractors will be supported by Planning Monitoring and Evaluation (PME) section in Uganda Country Office and key UNICEF programme Specialists at section and field offices. 5. During the periods in which the contractor will be working remotely, regular conference/skype calls will be held as required. 6. The Contractor will provide regular updates on the progress of the TPM. 7. Deliverables are required at each payment schedule. Inception report and draft final report will be subject to a satisfactory rating by UNICEF before payment can be made. 8. UNICEF PME team will provide technical quality assurance on field monitoring data collection and analysis ideally through periodic accompaniment of field monitoring teams and review of deliverables, observing practices and providing immediate feedback as well as feeding into retraining. Similarly, the country office will maintain the responsibility of approving changes to checklist and tools used by TPMs |

| **CONTENT OF TECHNICAL PROPOSALS** |
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| Technical proposals should include, but not limited to: Company Profile, List of previous projects delivered, Customer References, Interpretation of the ToRs, understanding of context, detailed methodology and approach to carry out the assignment, Work Plan with clear timeline, proposed assignment team with clear roles and responsibilities and CVs.  The proposal should highlight and attach the relevant documents that demonstrate that similar work was previously done by the firm. It should also include the supporting certificates, financial statements and company organogram.  Proposed financial proposals submitted by TPM service providers shall not be part of the technical proposal but should be clear and transparent around the following major cost categories:   1. Human resources – including project management and coordination, technical quality assurance, as well as field monitors. 2. Transportation and logistics. 3. Equipment i.e. computers, smart phones or tablets. 4. Travel, DSA |

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| **CONDITIONS OF WORK** |
| 1. Provision of services will not commence unless a contract is signed by both UNICEF and the awarded institution. 2. The resulting contract will be supervised by UNICEF. 3. All materials developed are subject to Intellectual property considerations under the UNICEF General Terms and Conditions of contract 4. All anticipated field travel costs to be included in the financial proposal. UNICEF will not be responsible for catering for transportation and accommodation for the third-party monitoring team, partners or any government representative, outside what has been included in the financial proposal 5. The awarded institution or individual will work from own premises and not UNICEF office. 6. The lead consultant to be the liaison between UNICEF and the consultancy firm 7. Payments will be upon final acceptance by UNICEF of the reports for that visit. 8. The hired institution is obliged to implement and report back to UNICEF within the timeline agreed upon prior to any engagement. Any delays in implementation that is not justified and approved by UNICEF will have consequences on the due payment. UNICEF will deduct 0.5% per day (up to maximum of 10% of the contract value) from the agreed budget as fine if the delay is not justified in advanced and approved by UNICEF. |

| **CRITERIA FOR EVALUATION – INSTITUTIONS** | | | |
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| **Technical Criteria** | **Description of Technical Sub-criteria** | **Maximum**  **Points %** |
| **Completeness of response** | * Overall accord between RFP, ToR and proposal * Cover letter * CVs of key personnel & their specific roles in the assignment * Two samples of previous work (e.g. reports or publications) * Names and contact details of at least two client references | 1  1  1  1  1 |
| ecblank**Maximum Points** | **5** |
| **Institution and Key Personnel** | * Range and depth of experience with similar assignments – supply monitoring, results verification and quality assessments. * Previous experience in carrying out assignments for UNICEF and/or other UN agencies and/or other development organisations. * Number of customers, size of projects, number of staff per project, inclusion of Client references * Key personnel to be assigned: relevant qualifications & experience | 10  5  5  15 |
| ecblank**Maximum Points** | **35** |
| **Proposed Methodology and Approach** | * Proposed work plan and approach of implementation of the tasks as per the ToR * Implementation strategies, monitoring and evaluation, quality control mechanism * Innovativeness/ creativity | 15  10  5 |
| ecblank**Maximum Points** | **30** |
| **ecblankTotal Score for Technical Proposal** | **70** |
| **Minimum Acceptable Score for Technical Proposal** | **50** |

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| **EVALUATION COMPONENT** | **WEIGHT** |
| **TECHNICAL** | 70% |
| **FINANCIAL** | 30% |

**Annex A: List of possible documents for literature review**

1. Periodic Reports submitted by selected Implementing partners
2. Programme Monitoring Visit Reports to selected Implementing Partners
3. Sector Development Plans 2020/21 – 2025/26
4. Selected Implementing Partner Program Documents
5. UNEG Ethical Guidelines and the UNICEF Procedure for Ethical Standards in Research, Evaluation, Data Collection and Analysis
6. UNICEF – GoU Rolling Workplans 2019 - 2020
7. UNICEF – GoU Rolling Workplans 2021 - 2025
8. UNICEF guidance on Field Monitoring, 2018
9. UNICEF Procedure on Harmonized Approach to Cash Transfers to Implementing Partners, 2018
10. UNICEF Uganda Country Programme Document, 2016 – 2020
11. UNICEF Uganda Country Programme Document, 2021 – 2025
12. UNICEF Uganda Section Programme Strategy Notes, 2016 – 2025
13. UNICEF Uganda Section Programme Strategy Notes, 2021 – 2025

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1. Especially in the event of Accountability to Affected Populations, Supply End User Monitoring and PSEA Monitoring [↑](#footnote-ref-1)
2. detailed work plan schedule; detailed data collection methodology; data collection tools; and detailed outline of the TPM report. [↑](#footnote-ref-2)