

TERMS OF REFERENCE FOR SERVICE CONTRACTING

Assignment	Technical Third-Party Monitoring of UNICEF Cross-border Activities in North West and North-East Syria
Location	(Home Based with travel to the location of the visits)
Reporting to	(Whole of Syria Senior emergency specialist, M ENARO)

1. JUSTIFICATION/BACKGROUND

Closing in on eight years of conflict, the humanitarian consequences of the Syria crisis continue to increase and become more complex requiring an increasing volume of humanitarian assistance. The UN estimates that there are 13 million people in need (PIN) inside Syria of whom at least 5.2 million are children. Of this PIN, there are 6.1 million people internally displaced inside Syria.

Following the UN Security Council Resolutions (UNSCRs) approving cross border operations into Syria, the latest being UNSCR #2449 adopted on 13 December 2018, UNICEF is providing remote humanitarian relief in Northwest and North-East Syria from Turkey and Jordan respectively through implementing partners. UNICEF therefore requires capacity to continue remote monitoring of programmes in North West and North-East Syria in these areas where staff members cannot visit due to the security situation. Monitoring is required to ensure delivery of programmes, quality control, accountability to affected populations and to donors, prevention of aid diversion and compliance with humanitarian principles.

Under the UN Security Council Resolutions UNICEF has planned and active cross-border programmes inside Syria covering the range of UNICEF interventions, such as WASH, Health, Nutrition, Education, Child Protection, Non-Food Items and Communication for Development. As of mid-December 2018, UNICEF had 46 cross border operational partnerships, 33 for North West Syria, and 13 for North-East Syria.

For a range of reasons including security, border closures, availability of partners and funding, the UNICEF cross-border programme may not reach a steady number of beneficiaries or sites each month. It is likely that there will be periods where there is a significant amount of work and the number of monitoring visits will increase, and other periods where there is less work and the monitoring visits will be less. For this reason, UNICEF plans to conclude several Long-Term Agreements. However, these Agreements do not commit UNICEF to place any order. The selected organization will provide a service to UNICEF to monitor programmes in North West and North-East Syria.

2. OBJECTIVE AND TARGETS

Purpose: Monitor the delivery of UNICEF cross-border programmes, under UNSCR 2449, with focus on quality, accountability to affected populations and to donors, prevention of aid diversion and compliance with humanitarian principles.

Objective: Ensure adequate number of programme visits, ensuring it fulfils the HACT requirement, are conducted for UNICEF commissioned cross-border activities in WASH, Health, Nutrition, Education, Child Protection, Non-Food Items and Communication for Development in North West and North-East Syria.

Expected Result: Conduct third party monitoring of UNICEF commissioned cross-border activities in WASH, Health, Nutrition, Education, Child Protection, Non-Food Items and Communication for Development in North West and North-East Syria from 15 May 2022 to 14 May 2025

3. **SCOPE OF THE WORK (WORK ASSIGNMENT)**

As part of this assignment, the selected organization will conduct monitoring of the programmes during the implementation and/or post implementation of programmes using diverse methods (see methods described in section 4 below), as required by UNICEF in line with programme design and objectives. The organization will engage in planning, execution and reporting of monitoring visits using UNICEF's internal platform, called eTools. UNICEF will provide necessary training and ongoing technical support to the organization's main focal points who will oversee organizing and reporting on visits via this platform.

4. **EXPECTED DELIVERABLES**

As part of this assignment, the selected organization will conduct monitoring of the programmes during the implementation and/or post implementation of programmes using diverse methods, as required by UNICEF in line with programme design and objectives. The minimum monitoring methods include:

- Onsite observation and verification of activities through observation checklists, checklists against Bills of Quantity (BOQs), etc.
- Review of Partners# Means of Verification, including but not limited to participation lists, beneficiary records, reports, feedback and complaints trackers, BOQs, etc. at any time pre, during or post implementation.
- Key Informant interviews with community members, partner staff, beneficiaries, etc.
- Focus group discussions with beneficiaries, adults, youth and/or children.
- Implementation and post-implementation surveys with beneficiaries.
- Warehouse monitoring visits including observations, review of records, etc.

As required, conduct an Annual Stock Count of IP supplies in their warehouses.

Methods may be added or replaced as the need arises upon request from UNICEF; this includes ad-hoc and rapid assessment requests such as damage assessments, secondary verification visits, etc.

Deliverable No. 1: Development / update of tools and Standard Operating Procedures (SOPs):

The organization should work with UNICEF to develop data collection tools relevant to the design of different UNICEF programmes, and be flexible to revise those tools or create new ones as deemed necessary by UNICEF. All forms should be bi-lingual to facilitate data collection in Arabic and reporting to UNICEF in English. UNICEF will lead on tool development, while the selected organization will work with UNICEF to finalize the tools, translate them to the local language and to mobile forms, and train their staff on their use.

Depending on security, digital data collection on smartphone/ tablet will be prioritized with a paper option only where necessary. The process by which data transmission, either digital or paper based, from the field to the organization head office should be detailed in the methodology section of the proposal. The selected organization should employ a data compilation and analysis platform that can produce summary and detailed analysis of findings, both useful for UNICEF's purposes. A description of this platform should be included in the methodology section of the submission.

The selected organization should develop (if not already developed) and submit a copy of their Standard Operating Procedures (SOPs) that describe how the organization will engage with UNICEF, UNICEF partners, non-state entities and local authorities, conduct all TPM processes/steps and ensure quality and reliability of processes and findings. These SOPs may be revised based on a review and approval by UNICEF and should clearly respect the humanitarian principles and demonstrate the organization's approach to mitigate risks of interference and to underline an internal due diligence with monitoring activities and results.

Deliverable No. 2: Data Collection

The organization will collect data in the field in line with the tools and SOPs developed and the approved monitoring plan; the data collection should utilize innovative smartphone-based applications (such as Kobo or others), which would enable real-time monitoring of field level activities, allowing UNICEF to take immediate corrective measures through its implementing partners. The technical field monitors will visit the sites of project implementation determined by UNICEF in consultation with the implementing partners. All transportation costs will be included in the contract to be covered by the

organisation. The field monitors will not act as UNICEF staff members but will represent themselves as staff members of a Third-Party Organisation monitoring UNICEF programme implementation.

Deliverable No. 3: Data Compilation/ Analysis/ Reporting

The organization will ensure high capacity is in place for data analysis and reporting. The amount of data to be compiled, analysed and reports to be issued will vary over time depending on the size of the UNICEF cross border programmes. Sufficient capacity should be in place to ensure that this additional data management/ reporting can be handled as part of the LTA. Detailed reporting requirements can be found in Section 5 below.

Deliverable No. 4: Orientation and Review Meetings

UNICEF and the selected organization will hold inception meetings in Amman and Gaziantep for:

- UNICEF to brief the organization about UNICEF's strategy, approach and programmes across all sectors and about UNICEF's approach and expectations with respect to PSEA, Accountability to Affected Populations, risk management, etc.
- The selection organization to orient UNICEF staff about its mandate, approach, structure and systems which will be applicable for the duration of the engagement with UNICEF. And provide quarterly report on the trainings conducted to their staff.

Additionally, quarterly meetings (in person or virtually) will be required over the lifespan of the assignment to debrief UNICEF staff on field monitoring findings. These meetings will be facilitated and documented by the selected organization, and UNICEF Programme staff will attend/ engage in the discussion.

The organization is expected to make quarterly visits to one or more of UNICEF's cross-border programme offices, in Gaziantep, Turkey and Amman, Jordan. The quarterly visits should cover the quarterly review of findings and analysis and any orientation needed for UNICEF partners.

5. REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED

The selected organization will share with UNICEF focal point:

- A research workplan and tracker, that is continuously updated with monitoring visits status and respective details. This workplan and tracker will be made accessible to UNICEF focal point.
- All tools developed for this assignment; additionally, all finalized tools will be stored on a separate shared folder that is accessible for both UNICEF and the organization.
- Via eTools, monthly monitoring reports by Programme/Project, including summary of the months visits with dates, sites, findings, etc., detailed findings by programme, technical recommendations made by organization's own sector expertise, MOVs, etc. The draft reports should be concise in Microsoft Word format, and the final revised ones in PDF format. UNICEF is the primary audience of these reports and will decide on further sharing of findings with partners or other audiences.
- Photographic and other documented evidence (scanned copies of filled out forms/tools, geotagging of photos, etc.) of completed monitoring activities. This evidence needs to be regularly uploaded to a shared location, updated and made accessible for the organization and UNICEF.
- Summary of quarterly findings and analysis introduced during quarterly meetings and shared with UNICEF.
- All presentation material used in training/orientation
- Relevant SOP's for this assignment

*the reports, presentation material and SOPs should be in English, the MOVs in their original language and the tools in both Arabic and English. UNICEF cross-border programmes are delivered in North West and North-East Syria areas that cannot be reached at all or irregularly from Damascus with the following approximate geographic coverage:

- North West Syria # Idleb, Aleppo, Hama Governorates
- North-East Syria # Raqqa, Hassakeh, and Deir ez Zour Governorates

Note: The geographic scope may shrink or expand depending on the operating environment inside Syria. Any changes will be communicated to the selection organization and used to revise monitoring coverage.

6. PAYMENT SCHEDULE

(provide proposed payment schedule based on deliverables and milestones)

The organization will provide a quarterly invoice with the conducted visits according to the planned visits shared by UNICEF, and they will be paid according to the progress.

7. OFFICIAL TRAVEL INVOLVED

All travel arrangements, including insurance and visas, will be managed and paid by the institution. Therefore, expected travel costs must be included as a budget item in the financial proposal.

8. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

The organization should demonstrate that they have human resource capacity in place both at the managing office and in the field to respond to the requirements f or:

Field data collection, data analysis and reporting.

Programme review and development of relevant technical field monitoring tools.

Field monitoring capacity in place to cover the range of locations listed in this ToR where UNICEF programmes are active/ planned.

The core staffing and minimum qualifications expected of the selected organization are:

Staffing category	Minimum qualifications
1. Team Leader	<p>Extensive understanding of the local context in Syria.</p> <p>Master's degree in international development, research methods, management, social studies or related field Fluency in English is essential, Arabic is desirable.</p> <p>Minimum 7-year experience in monitoring and evaluation, data analysis, and reporting of humanitarian interventions on behalf of multilateral and bilateral organisations and NGOs.</p> <p>Efficient and timely communication and reporting skills.</p> <p>Minimum 5-years relevant experience in team management and service delivery on large contracts.</p>
2. Field Coordinator	<p>Bachelor's degree in social studies, research methods or related field Fluency in English and Arabic is essential</p> <p>Minimum 3-year experience in training field monitors on data collection and research methods.</p> <p>Minimum 4-year experience in monitoring and evaluation, data analysis, and reporting of humanitarian interventions . Proven experience in using technology and software (Excel, SPSS, Kobo, ODK, etc.)</p> <p>Extensive understanding of the local context in Syria.</p>

3. Data Analyst	<p>Bachelor's degree in statistics, biostatistics, research methods, or related field</p> <p>Minimum 3-year experience in qualitative and quantitative data analysis in humanitarian or development field.</p> <p>Fluency in English is essential, Arabic is desirable</p> <p>Proven experience in using SPSS, KOBO, Excel, STATA, etc.</p> <p>Experience in using data visualization software such as Plateau is desirable</p> <p>Experience in developing fact sheets and data graphs is essential</p>
4. Translator	<p>Fluency in English and Arabic is essential A translation degree is desirable Minimum 3-year experience in a similar role within the humanitarian or development field</p> <p>Good understanding of language and culture in Syria Excellent writing skills and command of grammar</p>
5. Technical experts (in areas of WASH, Health, Nutrition, Education and Child protection)	<p>Bachelor's degree in their area of expertise</p> <p>Minimum 5-year experience in similar roles strictly within a humanitarian or development programme setting</p> <p>Fluency in English is essential; Arabic is desirable Excellent writing skills</p> <p>Knowledge of and experience in research methods and tools development</p> <p>Extensive understanding of the local context in Syria.</p>
6. Field Monitors	<p>University degree is desired, preferably in social sciences, research methods, administration, etc.</p> <p>Minimum 3-year experience in qualitative and quantitative data collection of humanitarian projects in one or more of following areas: WASH, Nutrition, Child Protection, Education, Health, etc.</p> <p>Minimum 2-year experience in using mobile data collection tools (KOBO, ODK, etc.)</p> <p>Arabic language is essential, English is desirable Should be local Syrians</p> <p>Gender balance for TPM monitors is essential</p>

Note: Having technical capacity in place for fewer sectors will not exclude an organization from the bidding process, however the range of the organizations' coverage will be considered in the review process.

The number and profile of the relevant personnel, as well as their experience and qualifications should be shared as part of the submission.

The selected organization's is responsible to train its field monitors and other staff on minimum technical monitoring requirements. The selected organization is responsible for ensuring minimum qualifications of research teams and minimum quality of field monitoring products.

Trained and qualified female and male {50% each} staff should be available for monitoring and reporting. Field monitors should be native Arabic speaker s, with knowledge of the culture/ practices/ security situation in the areas to be monitored. Field monitors who speak English also will be an advantage.

Training of all assignment personnel (especially field monitors) is required to ensure that they understand the UNICEF mandate, programme and partnerships, and that they understand the structure of the data to be collected, compiled and analyzed. Key training necessities include:

- Types of UNICEF programs and program supplies utilized.
- Quantitative research methods.
- Qualitative research methods.
- Accountability to Affected populations.
- Prevention of Sexual Exploitation and Abuse (PSEA)
- Ethical considerations in Research.

- Other issues such as the humanitarian principles.

The organization will facilitate one or more training on the above topics, and it should invite UNICEF staff. UNICEF is open to innovative solutions to conduct the training in the case of access constraints. It is possible that over the duration of the project there will be a need for re-training due to the use of new forms and tools, or other unanticipated issues arising. The organization should take this into consideration.

Organizational Requirements

- Registered organization, with its own office and qualified staff, this includes evidence of legal registration.
- Capacity to arrange all the logistical arrangements for field staff and actual field work.
- Proven experience of field monitoring in Syria, and preferably in the Governorates stated in this document. An overview of the organization's experience delivering this type of work should be submitted as part of the proposal.
- Capacity to carry out field monitoring and reporting of development/ humanitarian interventions.
- Willingness to undertake the assignments in the given time and in the selected areas.
- Willingness and capacity to shift teams and resources in response to displacement of targeted populations and shift in programs
- Any previous best practice in data analysis/ dissemination to make it useful/ operational for decision makers that could be applied to this project.
- Innovative technologies, including mobile data collection.

A. Company

B. Team composition

(team profile and qualification CVs of proposed team members)

9. CONTRACT MANAGEMENT

The oversight of the execution of the contract will be under the accountability of the Whole of Syria Crisis Coordinator in UNICEF MENARO. For any issues related to the contract signature, or any other terms and conditions within the contract, the organization will communicate with the MENARO Regional Chief of Supply.

Programmatic Supervision

The programmatic supervisory accountability of the assignment will be split between the Head of Gaziantep Hub Office (WoS) for Northwest Syria, and the head of the Amman hub office (WoS), the senior emergency cross border manager, for North East Syria.

The responsibility to ensure technical coordination between the selected organization and the relevant UNICEF sections will be the M&E specialist based in Gaziantep for Northwest programmes, and the Humanitarian Planning and Monitoring Specialist in the Programme Planning Section of the UNICEF Regional Office for North-east programmes.

For all programmatic issues including site planning, inter-action with partners and reporting the organization will coordinate with and report on regular basis to personnel with supervisory accountability.

10. FREQUENCY OF PERFORMANCE REVIEWS

Schedule will depend on length of proposed contract, but at a minimum an interim (which is mandatory for any contract of more than six months) and final evaluation must be completed. Evaluation criteria and indicators should be aligned with section 4.

11. CALL FOR PROPOSALS

(Items to be included in proposal/response, such as workplan, timeline, methodology, samples, budget, etc.)

(Example)

A two-stage procedure shall be utilized in assessing the proposals, with assessment of the technical proposal being completed prior to any price proposal being compared. Applications shall therefore contain the following required documentation:

A. Technical proposal

Applicants shall prepare a proposal as an overall response to ToR ensuring that the purpose, objectives, and deliverables of the assignments are addressed. All proposals to include (but not limited to):

- ☐ A technical proposal that includes a brief cover letter and understanding of the assignment is required.
- ☐ Based on the proposed timetable laid down in the TOR, a proposal of the detailed methodology, tentative work plan and time schedule is required.
- ☐ Updated profiles/ CVs of the team members listing similar experiences/assignments and highlighting those focused-on adolescents/youth budgeting, youth engagement and participation.
- ☐ Quality assurance mechanism and risk mitigation measures put in place
- ☐ Example of similar projects done and at least two references from a previous vendor

A.B. Financial Offer

☐ A financial proposal with a breakdown of all costs that are to be charged to UNICEF and based on deliverables, consultancy fees per Day, week and month, all office administrative costs, international and local travel costs, as well as any additional requirements needed to complete project or that might have an impact on cost or delivery of products such as medical/life insurance. Travel expenses should be based on the most direct route and economy fare. Quotations for business class fare will not be considered.

The Financial Proposal shall be submitted in a separate file, clearly named Financial Proposal. No financial information should be contained in the Technical Proposal.

C. Timetable (Schedule)

This section should include a proposed time/delivery schedule. An action plan specifying the timeframe with various milestones and activities should be included under this section.

In addition, the institution should consider the following in the submission:

- A. Company profile (Company structure, team composition, organogram...etc)
- B. A complete copy latest audited financial statements with comparative figures for the two most recent years; preferably signed by Company's accounting firm/certified external auditor.

The financial statements are to include, but not limited to, the following:

- The Balance Sheet (mandatory)
- The Income Statement/Profit and Loss Statement (mandatory)
- Statement of cash flows

C. Company registration

12. UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE

In case of unsatisfactory performance, the payment will be withheld until quality deliverables are submitted. If the selected organization is unable to complete the assignment, the contract will be terminated by notification letter sent 30 days prior to the termination date. In the meantime, UNICEF will initiate another selection process to identify appropriate candidate.

13. REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA

 70 % technical

 30 % financial

100% total

Submitted proposals will be assessed using Cumulative Analysis Method. All request for proposal will be weighed according to the technical (70 points) and financial considerations (30 points). Financial proposals will be opened only for those application that attained 70% or above on the technical part. Below are the criteria and points for technical and financial proposals.

A. Technical Proposal

The Technical Proposal should include but not limited to the following:

- *Detailed understanding of UNICEF requirements*
- *Understanding of the operational context within Syria, particularly within the areas of operation outlined in this ToR*
- *Detailed Methodology/Approach to project demonstrating how you meet or exceed UNICEF requirements for this assignment*
- *Proposed timeline and milestones*
- *Project dependencies and assumptions*
- *Expertise of Company detailing general and specific experience with similar assignments in the past 10 years. Bidders are requested to back up their submissions by providing:*

Three case studies containing the following information :

- *Name of Client*
- *Title of the Project*
- *Year and duration of the project*
- *Scope of the Projects/Requirements*
- *Proposed Solutions and Outcome*
- *Team members on each of the project and their specific roles*
- *Project timelines (start and end date year, and any other information necessary)*

Reference /Contact person details

- *Details of the Proposed Team for the assignment including the following information:*
- *Title/Designation of each team member on the project*
- *Educational qualifications and professional experiences*
- *Past experience in working on similar project and assignment - List all similar projects they worked on and their roles on the project.*
- *Project implementation and work plan showing the detailed sequence and timeline for each activity and man days of the of each proposed team as necessary*
- *Quality assurance mechanism and risk mitigation measures put in place*
- *Registration in country of operation*
- *Financial status of the organization to establish that they have the capacity to take on this project*
- *Interviews, if necessary, indicating for which experts/position*

B. Financial Offer

The financial submission by the organization should utilize the following format. The financial bids will be assessed on a per day basis. All line items included in the financial submission should be in line with how the organization will invoice the work conducted to UNICEF.

Note:

- *The costs should include the day rate for field monitoring, including transport and accommodation, where required.*
- *The organization should use the format provided to give an overall cost of conducting one field monitoring visit per day.*
- *Any head office costs should be included .*

FINANCIAL BID FORMAT FOR ORGANISATIONS

PLEASE SEE ATTACHED ANNEX C – FINANCIAL PROPOSAL TEMPLATE

REQUEST FOR PROPOSAL EVALUATION WEIGHTING CRITERIA

70% technical	30% financial	100% total
Overall Response (5 points)		
Completeness of response (3 points)		
Overall concord between RFP requirements and proposal (2 points)		
Company and Key Personnel (35 points)		
Minimum 7-year organizational experience with similar projects (15 points)		
Samples of previous work (5 points)		
At least 3 Client references (5 points)		
Key personnel: relevant experience and qualifications of the proposed team for the assignment as per qualifications set out in section 11 above (10 points)		
Proposed methodology and approach (30 points)		
Proposed work plan and approach of implementation - compatibility with ToR, detailed description of methods and approaches, etc. (20 points)		
Risk management - identification of risks and mitigation methods (5 points)		
Technologies used - compatibility with UNICEF (5 points)		
Minimum technical score: 70% of 70 points= 49 points		
The price should be broken down for each component of the proposed work. The total amount of points allocated for the price component is 30. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/institutions which obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price, e.g.: Score for price proposal X = Max. Score for price proposal * Price of lowest priced proposal / Price of proposal X		

14. CONDITIONS

- The contractor will work on its own computer(s) and use its own office resources and materials in the execution of this assignment. The contractor's fee shall therefore be inclusive of all office administrative costs.
- Granting access to UNICEF /CT resources for consultants/non-staff is considered as 'exceptional,' and therefore shall only be granted upon authorization by the head of the office on

justification/need basis. This includes creation of a UNICEF email address, as well as access to ICT equipment such as laptops and mobile devices..

- In case of unsatisfactory performance, the payment will be withheld until quality deliverables are submitted. If the selected organization is unable to complete the assignment, the contract will be terminated by notification letter sent 30 days prior to the termination date . In the meantime, UNICEF will initiate another selection process to identify appropriate candidate .
- All persons engaged under a UNICEF service contract, either directly through an individual contract , or indirectly through an institutional contract, shall be subject to the UN Supplier Code of Conduct: [https: // www.ungm .org/Public/ Code Of Conduct](https://www.ungm.org/Public/CodeOfConduct)
- Please also see UNICEF's Standard Terms and Conditions attached.