

Annex B: Terms of Reference (ToRs)

Baseline Knowledge, Attitude, and Practice (KAP) Survey among communities in the SGDP project areas on Water, Sanitation, and Hygiene (WASH) related Social Behavior and Change For National or International Consulting Firms

1. SUMMARY

Title	Water, Sanitation, and Hygiene (WASH)-related Social and Behavior Change promotion for the Southern Gaza Desalination Plant (SGDP) Project.
Location	Rafah and Khan Younis Governorates of the Gaza Strip
Duration	8 weeks
Start Date	20 August 2022
Reporting to	Social Behavior Change Officer in consultation with M&E Specialist and WASH Manager, UNICEF State of Palestine

2. BACKGROUND AND RATIONALE

The Gaza Strip has an estimated current population of 2 million inhabitants living in a narrow coastal stretch of 365 km². The settlement is mostly urban in nature and the water network is well developed with connectivity of 97 percent. However, due to existing restrictions and constraints, water supply is intermittent, and the availability of water is limited to 60-80 liters per person per day for all domestic purposes. The main water resource is the coastal aquifer stretching across the Gaza Strip. The seawater intrusion, sewage, pesticide, heavy agricultural water infiltration together with the natural soil conditions have had an adverse effect on groundwater quality. Over 95 percent of Gaza water has a high level of chemical contamination, which does not meet the WHO standards. Nitrate concentration in some areas is six times higher than the permissible WHO level of 50mg/l. Long exposure to such a high level of nitrates has potential for methemoglobinemia (blue baby syndrome), especially among the new born and infants, as stated by UNEP in "Environmental Assessment of the Gaza Strip" conducted following the escalation of hostilities in December 2008 - January 2009.

The supply of fresh water in the Gaza region is the groundwater aquifer with the extraction of over 85MCM/year for domestic consumption. A further 95 MCM/year is estimated to be extracted from the same aquifer for agricultural use. An amount of up to 10.0MCM/year is now imported from Israel for domestic use. There are 25 small brackish water desalination units and three seawater desalination units operated by CMWU. 13 of the brackish water desalination units were supported by UNICEF. The capacities of the desalinated units range from 50 m³/day to 1,200 m³/day. The total production from these units is estimated to be 10,000 m³/day. In addition, an estimated 130 unregulated small brackish water desalination units approx. 55-85 m³/day are operated by private vendors within the Gaza strip.

Lack of access to safe drinking water and adequate sanitation facilities is one of the major child rights deprivations in the Gaza Strip. Diarrheal illness is the principal cause of childhood visits to primary healthcare centers and hospitals illicitated by over 90% of the population lacking access to adequate safe water and sanitation and an estimated 23% incidence of diarrhoeal diseases among the population. The unsustainable use of water resources, repeated damage to WASH installations, difficulty in accessing materials needed for operation, maintenance, and repair of WASH facilities, and lack of reliable electricity supply, among others, undermine efforts made to improve and sustain access to WASH services in Gaza.

UNICEF has been working jointly with the Palestinian Water Authority (PWA), the Coastal Municipalities Water Utility (CMWU), and sector partners to improve access to equitable WASH services in the Gaza Strip. One of the major strategic projects that UNICEF is investing in is the Southern Gaza Desalination Plan (SGDP) Project. With funding from the European Union, UNICEF constructed a seawater desalination plant in Gaza which was

completed in 2017. The plant produced safe drinking water for 75,000 people in two catchment areas in Rafah and Khan Younis. Consequently, upon the successful implementation of this project, UNICEF SoP secured additional funding to expand the capacity of the plant to reach additional 175,000 people in the two target governorates. The works on the expansion phase are ongoing and the project is expected to be completed by the end of 2022.

The CSO-G identified three specific locations for the STLV desalination plants to produce a total volume of 13MCM/year (35,000m³/d). The largest of them also known as the Southern Gaza Seawater Desalination Plant (SGDP) located along the northern strip of the site allocated for the proposed high-volume regional desalination plant also referred to as the Gaza Central Desalination Plant (GCDP). This 7.3MCM/year (20,000m³/d) STLV plant is to become an integral part of the regional desalination plant in accordance with the CSO-G strategy in the future.

The first phase of the SGDP to produce 2.2MCM/year (6000m³/d) has been completed and is currently in operation. Construction is in progress for the second and third phase extension of this plant to produce a further 5.1MCM/year (14,000 m³/d). The current project aims to further extend the plant to reach the ultimate 7.3MCM/year (20,000m³/d) capacity envisaged.

The second largest STLV is located to the north of Gaza city and is known as the Northern Gaza Seawater Desalination Plant. This plant is to produce 3.8MCM/year (10,000m³/d). Construction work on the plant has been completed with funding support from the Islamic Development Bank (ISDB).

The third STLV proposed to produce 1.9MCM/year (5000m³/d) is located in Deir Al Balah and is known as the Middle Area Seawater Desalination Plant. The original 600m³/d plant was expanded by 2,000 m³/d with ISDB funding. A further 3,400 m³/d capacity expansion was completed with USAID funding, increasing its capacity to 2.2MCM/year (6,000m³/d).

The entire population in the Gaza Strip is negatively affected by ongoing deficits and needs in the WASH sector, including exposure to public health risks associated with poor water quality, poor wastewater collection, and treatment, lack of stormwater infrastructure, and lack of proper hygiene practices.

The overall objective of the STLV intervention is to mitigate the health and socio-economic impact on the population in the Governorates of Khan Younis and Rafah in the Gaza Strip resulting from the lack of safe drinking water due to high levels of groundwater contamination and to contribute to the protection of the groundwater resources. This will be achieved by ensuring the quality of water provided to consumers meets the minimum WHO guidelines and ensure consumers have access to at least 90 l/c/d of safe water for drinking and domestic purposes. The overarching objective is to arrest the rapid deterioration of the freshwater resources in the coastal aquifer and mitigate a potential environmental catastrophe.

The objective of this intervention also includes advocating and promoting the careful use of good quality water, the health and economic benefits associated with it, and with the potential enhancement of the benefits for the wider population directly and indirectly.

While the project has been successful in producing safe water for the target communities, feedback from the communities indicates that the majority of the beneficiaries do not use the water for drinking and cooking. Instead, the communities procure water of questionable quality for drinking from unregulated private water vendors at a very high price (up to 30 times higher) than the municipality rates for safe and desalinated water. This behavior of the communities undermines the key intended results of this project, improving the health and socio-economic status of the communities.

UNICEF, therefore, intends to undertake intensive social and behavior change (SBC) promotion in the target communities to increase the intake behavior of desalinated water. To effectively design the SBC promotion program, UNICEF must have a baseline understanding of the knowledge gaps, attitudes, and practices among communities on WASH, and obstacles to the access and use of water among the targeted households including

challenges related to water collection and storage, water consumption, ability, and willingness to pay for water services, and water conservation.

2.1 OVERVIEW OF UNICEF SOP

UNICEF State of Palestine is a medium-sized office in the UNICEF Middle East and Northern Africa (MENA) region and is currently implementing its five-year Area Programme (AP), which runs from January 2018 to December 2022.

UNICEF SoP's development and humanitarian programs are comprised of the following sections:

- Education and Adolescents;
- Child Protection;
- Health and Nutrition;
- Social Policy, Planning, and Monitoring and Evaluation, (SPPME); and
- Water, sanitation, and hygiene, (WASH);

There are also the following cross-cutting units: Social and Behavior Change (SBC), Humanitarian and External Communications, and Advocacy.

3. PURPOSES AND OBJECTIVES

The UNICEF State of Palestine is seeking to hire a competent international or national consulting agency to undertake a baseline survey on Knowledge, Attitude, and Practice (KAP) among communities in the SGDP project areas covering the Water, Sanitation, and Hygiene (WASH) related Social Behavior and Change. The outcome of this survey will form the basis for the design and implementation of a social and behavior change promotion program in the SGDP project target areas. The overall objective of the Baseline KAP Survey is to establish baseline values of project indicators (indicator benchmarking) and provide a contextual background of the project in the working areas. The results of this report will enable the project team to set up a target set as well as a reference to compare the project achievements throughout the project. The results of the study can also be useful for changing the project interventions where and as deemed and recommended by the study team in the report.

3.1 Specific Objectives

- Establish benchmark (baseline values) of each indicator of outcome and output levels of the project
- Provide a contextual qualitative background of the project in the proposed project areas and qualitative socio-cultural and demographic features of the target populations
- Identify key gaps and needs of the target populations in the project areas.
- Provide strategic recommendations to the program team for appropriate and relevant program interventions.
- Verify an evidence-based number of project beneficiaries in the project's proposed geographic areas.

4. SCOPE OF WORK

This assignment will cover the SGDP project catchment communities in Rafah and Khan Younis Governorates in the Gaza Strip, with an estimated population of 250,000. The direct beneficiaries under Phase 3 are estimated to be 100,000 inhabitants, 51,000 inhabitants located in the Khan Younis Governorate, and 49,000 inhabitants located in Rafah Governorate. This is in addition to the 150,000 inhabitants benefiting from Phase 1 and 2 of the STLV project.

Geographically, the evaluation will cover the locations in Gaza Strip in Rafah and Khan Younis as agreed under the project proposal.

4.1 Study Questions

Given the assignment purpose and objectives outlined above, the consulting firm will develop a survey methodology that will be discussed and agreed upon with the UNICEF State of Palestine during the inception meeting. However, the following key questions should be considered by the consulting firm as guiding questions but are not limited to these.

- Obstacles affected citing the use of pipe-borne water for drinking.
 - What is the primary source of drinking water? ○ Why do people prefer not to use pipe-borne water for drinking and cooking? ○ What do people consider the most important qualities of drinking water? ○ What are the other sources that people use and how safe and affordable are they?
 - What is the status (quality and quantity) of pipe-borne water supply?
- Knowledge and practices around water hygiene.
 - Incidence of waterborne diseases (diarrhea as proxy) among the population.
 - What is the pipe-borne water supply schedule? ○ Where do people think is the source of the pipe-borne water? ○ How do people collect and store water from pipe-borne water?
 - What is the status (cleanliness) of the water storage tank?
 - What do people do, or think should be done to make the water safe for drinking?
- Willingness to pay for water.
 - Do people pay for pipe-borne water and (if yes) how much? ○ Do people pay for drinking water from other sources and (if yes) how much?
 - Reasons for not paying for pipe-borne water (if they do not pay) ○ What can be done to make people pay for pipe-borne water?
- Climate change and environmental protection ○ What are people understanding about the status of water resources in Gaza?
 - What are the practices that affect water quality and quantity?

How can people contribute to improving access to water?

5. THE AUDIENCE OF EVALUATION:

The survey's target audience will be the relevant Ministries, the Palestinian Water Authority, CMWU, UNICEF, and other UN agencies, donors, beneficiaries, and partners.

The findings and lessons learned will be shared with the WASH cluster, WASH partners, stakeholders, and donors to promote stronger implementation and integration of the project's activities. As well, other parties not directly involved or concerned with this evaluation can also stand as secondary audiences and users of

the evaluation report. These parties include UNICEF Regional Offices and UNICEF HQ, for which the lessons of this work would contribute to strategic thinking around integrated approaches to WASH in the region. Lastly, the timing of the survey is scheduled to inform the C4D plan for this project, including sharing good practices with partners.

6. METHODOLOGY

The consulting firm will develop and agree with the UNICEF State of Palestine during the inception phase on the methodology and technical approach, and data collection tools.

The KAP survey will be organized in three stages. The first stage will be the inception phase focusing on the development of the survey design, operational plan, and instruments in coordination with UNICEF SOP. Once the inception report and the survey framework are clear and agreed upon by the consulting firm and UNICEF, the second stage will be data collection. Following the successful implementation of data collection and compilation tasks, the third stage will focus on the data analysis, presentation, and report writing.

(1) Inception Phase

- Desk review on demographic and epidemiologic information related to the catchment area, major sector problems, policies, programs, and actors;
- ✦ Coordinate with government line ministry and departments and UNICEF SOP WASH team to develop Operational Plan (i.e. data collection strategy, timeframe, logistics, budget) and standardized survey instruments (e.g. KAP study questionnaire, water quality testing checklist, FGD, and KII guidelines, etc)
- ✦ Conduct small size pilot of data collection and revise operational plan and instruments to ensure the accuracy and relevance
- ✦ Agree on the framework for analysis (how the KAP survey data will be analyzed and presented) and determine the statistical package that will be used to analyze the data.

(2) Data Collection Phase

- ✦ Conduct training for the data collection team on the responsibility and expected tasks
- ✦ Data collection team to administer the survey tools to target project areas and collect feedback as per the operational plan
- Water quality testing and analysis at household and water network level •
Interviews and consultations with key stakeholders and counterparts.
- Defining key challenges and recommendations.
- ✦ Conduct spot checks to schools during the data collection to monitor the performance, and provide on-the-spot remedial action.
- ✦ Check all the survey instruments for accuracy and completion and take follow-up measures
- ✦ Compile the collected information in the database for analysis

(3) Data Analysis and Reporting Phase

- ✦ Analyse the aggregated data in terms of quality indicators to identify the general profile of mothers/women and children and recommended support strategies
- ✦ Organize debriefing session with UNICEF to present data analysis and recommendations for priority areas for improvement and support strategies
- ✦ Compile Final Report with analysis of quality profile as per the agreed indicators

The assignment will be conducted using a balanced mixed-method approach and a participatory approach, involving the various project stakeholders. The data collection for this assignment will employ a blended quantitative/qualitative methodology, with an emphasis on collecting a sufficient variety of types of data

from a sufficient range of sources, rather than adherence to a given methodological design. This balanced and well-rounded approach allows for triangulation and drawing meaningful conclusions. The below Methodology is not exhaustive, but rather a guiding and starting point and will be further developed in the bid proposal and refined at the start of the contract in the methodology inception report.

- i. **Secondary literature review** should also be considered during the process of designing and writing the inception report for familiarization with key indicators of WASH and responses and types of data available at the field level. Based on the literature review, identify gaps in information and data that needs to be collected through the field research/primary data collection.
- ii. **A quantitative survey** that is to be administered with a sample of mothers/women in project areas; Rafah and Khan Younis Governorates of the Gaza Strip. It will enable the establishment of quantitative baseline values against each project indicators at the outcome and output level. Probability sampling should be considered for the sample size. Applicants can propose an appropriate probability sampling methodology for the study design as well as sample selection. Statistically, a significant sample size should be considered for the study.
- iii. **Qualitative surveys** such as interviews with Key informants comprised of but not limited to community stakeholders, and other stakeholders related to WASH (line ministries and departments, other UN, NGO, and CSOs) and focus group discussions with beneficiary households will be conducted. Key informants will be instrumental in shedding light and providing analysis of the realities of WASH. Also, qualitative data will be helpful to get insights into gaps or needs of the target households that will be relevant in program planning.

7. LIMITATION OF THE RESEARCH:

There are several limitations to this survey:

- a) The Covid-19 Pandemic may restrict field visits during data collection, which will necessitate the use of alternative data collection approaches such as virtual tools.
- a) The response rate may be low in certain areas since some communities are conservative and may not openly participate in the baseline survey. The consulting firm should consider the proper engagement of relevant stakeholders to overcome this limitation.
- b) Ethics and sensitivity of talking directly to children and women/mothers who have benefited from the various activities, particularly given the vulnerability of these children. It is suggested that the study team overcome these challenges by signing non-disclosure agreements; and seeking the agreement of the implementing partners. The team will also be required to undergo the UNICEF ethical review process.

8. ETHICAL PRINCIPLES AND PREMISES OF THE BASELINE KAP SURVEY

The section below outlines the criteria for an ethical review checklist to indicate that this baseline should, in fact, either go through an ethical review process through the Palestinian Health Research Council (Helsinki Committee) or **Institutional Ethical Review Board (IRB) in HQ**. The baseline process will adhere to the United Nations evaluation norms and standards available at http://www.uneval.org/normsandstandards/index.jsp?doc_cat_source_id=4 and ethical guidelines for evaluation

The assignment is to be carried out according to the ethical principles, standards, and norms established by the United Nations Evaluation Group (UNEG).

The study team will follow the UNICEF Procedure for Ethical Standards in Research and Evaluation, Data Collection and Analysis, and the United Nations evaluation norms and standards available at <http://www.unevaluation.org/document/download/2787>. Additionally, the baseline will be carried out according to the ethical principles, standards, and norms established by the United Nations Evaluation Group (UNEG) outlined below.

- a) **Anonymity and confidentiality.** The baseline must respect the rights of individuals who provide information, ensuring their anonymity and confidentiality.
- b) **Responsibility.** The study report must mention any dispute or difference of opinion that may have arisen among the baseline team or between the baseline team and the commissioner of the baseline study in connection with the findings and/or recommendations. The team must corroborate all assertions, or disagreements with them noted.
- c) **Integrity.** The team will be responsible for highlighting issues not specifically mentioned in the TOR if this is needed to obtain a more complete analysis of the intervention.
- d) **Independence.** The study in the United Nations systems should be demonstrably free of bias. To this end, the team is recruited for their ability to exercise independent judgment.
- e) **Incidents.** If problems arise during the fieldwork, or at any other stage of the end line, they must be reported immediately to this baseline study manager. If this is not done, the existence of such problems may in no case be used to justify the failure to obtain the results stipulated in these terms of reference.
- f) **Validation of information.** The baseline team will be responsible for ensuring the accuracy of the information collected while preparing the reports and will be ultimately responsible for the information presented in the report.
- g) **Intellectual property.** In handling information sources, the baseline team shall respect the intellectual property rights of the institutions and communities that are under review. All materials generated in the conduct of the baseline are the property of UNICEF and can only be used with written permission.
- h) **Delivery of reports.** If delivery of the reports is delayed, or if the quality of the reports delivered is lower than what was agreed, the penalties stipulated in these terms of reference will be applicable.

In line with the Standards for UN Evaluation in the UN System, all those engaged in designing, conducting, and managing baseline activities will aspire to conduct high-quality and ethical work guided by professional standards and ethical and moral principles.

9. TASKS, DELIVERABLES, AND TIME FRAME

The results expected from this assignment are that the UNICEF State of Palestine is better informed to understand WASH-related social and behavior change promotion activities in the target areas of Khan Younis and Rafah governorate of the Gaza Strip.

In addition, the analysis should outline both risks and opportunities in respect of the recommendations made and specifically, regarding funding and partnerships.

All reports should be made available in both hard and soft copies as indicated below. A UNICEF-prepared list of links to country-specific resources will be shared with the selected consulting agency immediately upon contract. UNICEF envisages an inception period culminating in an inception meeting in which the agency will

present its proposed methodology for the assignment, which will need to be signed off by the UNICEF State of Palestine before proceeding to the next stage of the assignment.

The consulting firm will arrange and undertake all interviews and meetings with stakeholders and conduct additional research to fill data gaps and answer specific questions as needed. Further, the consulting agency will be responsible for obtaining all permissions and approvals from relevant agencies to undertake the proposed analysis in Palestine. The UNICEF State of Palestine will facilitate these where possible.

The team will work in close coordination with the PWA, CMWU, and UNICEF in the field and country office, especially the Monitoring and Evaluation (M&E), SBC and WASH teams.

Phase	Deliverable	Estimated Timeframe (including time for UNICEF review)
Inception	<ul style="list-style-type: none"> i. Baseline survey plan including timelines and activities and list of respondents. ii. Methodology including a matrix with a row for each question and columns for how the judgment will be formed and methodology per question. iii. Data collection tools (quantitative and qualitative). The proposed tools should be cleared by UNICEF before the start of the data collection phase. iv. Ethical protocols aligned with principles outlined in ethical issues below. v. Interview and workshop plan. vi. Plans for data analysis (quantitative and qualitative), report preparation, and dissemination. <p><i>Note that this will be followed by a period (not included in the Estimated Timeframe) for review by UNICEF and the Ethical Review process.</i></p>	7 days
Desk Review	Conduct a comprehensive analysis of relevant primary and secondary resources	5 days
Data collection & analysis	<ul style="list-style-type: none"> i. Adapting offline/online tools and fieldwork, including FGDs, KIIs, etc. ii. Primary data collection (<i>the collected data files are UNICEF and PWA property and cannot be used for other purposes without written agreement from UNICEF.</i>) iii. The research consultancy firm will provide fortnightly progress updates to the UNICEF M&E team who will send the progress reports to PWA which will also participate throughout various phases and key activities of the assignment. 	15 days

Draft Report	<ul style="list-style-type: none"> • Data analysis and a written first draft of the report in English will be shared • Once the report is shared with UNICEF SoP and stakeholders, a comment matrix will be utilized to organize feedback on the report • The team shall onboard feedback/recommendations and ensure that UNICEF and PWA are satisfied with the accuracy of the information and overall quality of the report • A meeting should be organized to present findings. • The final Baseline report should not exceed 45 pages (without annexes). The report shall be structured as per the UNICEF's Adapted UNEG Evaluation Reports Standards and will include at least the following: <ul style="list-style-type: none"> • Executive summary • Brief description of the program, its context, 	10 days
	<p>financial arrangements, areas of intervention, timing, implementation modalities, and actors</p> <ul style="list-style-type: none"> • Objectives, methodology, the timing of evaluation, and challenges/limitations of the analysis • Results • Analysis, including reflection on gender, human rights • Gaps, recommendations, and overall conclusion <ul style="list-style-type: none"> • Annexes 	
Report Finalization	Final report: taking into consideration one round of comments of UNICEF and donor. The report shall be written in English and the final version should be translated into Arabic and should be analytical; present an assessment of the results of the program and lessons learned and include conclusions and recommendations.	5 days
Summary Report	<p>Lay Summaries: This is a 10-page maximum non-technical Executive Summary to increase general interest in the results but does not overwhelm the reader with a long document. The summary should be in Arabic to reach groups for whom the report may not be accessible due to technical language, etc.</p> <p>PowerPoint Presentation: Develop a PowerPoint presentation of evaluation results to be presented at the evaluation of dissemination workshops.</p>	5 days
The total level of effort		47 days (spread over 8 weeks)

10. DELIVERABLES

Deliverables	Reporting format
Deliverable 1. Inception Report (with annexes)	Narrative in Word format submitted via e-mail, in English. To be included: Detailed methodology, questionnaires, timelines, key stakeholders to be consulted, and key documents for the analysis. The Brief narrative should be at least 6 pages in length (excluding annexes) including an executive summary. The draft report will be quality assured by UNICEF SoP.
1.1 Overall assessment schedule and implementation plan, with staffing, field trips, and other relevant information	Prepared and agreed with UNICEF via exchange of emails project schedule (in MS Project or MS Excel), implementation plan (doc format), staffing (CVs) in English
1.2 List of stakeholders with whom the consulting firm is planning to meet (interview)	List of stakeholders with contact details (organization, name, position, tel, and e-mail)
1.3 KAP Survey Questionnaire	Questionnaire in Arabic and English
1.4 Results of meeting on Inception report discussion	Meeting notes, participant list
Deliverable 2. Draft Report (with annexes)	The Draft Report in doc format, submitted via e-mail and three hard copies with all areas of assessment
	addressed as per ToR in English. The Draft report should be at least 20 in length. The Draft Report should systematically answer the key study questions posed. It should give the conclusions and recommendations in a way that is substantiated by evidence. The draft report will be quality assured by UNICEF.
Deliverable 3. Final Report (with annexes)	A report in doc format, submitted via e-mail with all areas of assessment addressed as per ToR, in English and Arabic (both versions should be of appropriate quality and grammatically correct). The final report should be at least 20 pages in length including an executive summary (<i>which includes a brief description of the context, the purpose of the study, methodology, and its major findings, conclusions, and recommendations</i>). The final report should include all received comments and suggestions. The Final Report should systematically answer the key study questions posed. It should give the conclusions and recommendations in a way that is substantiated by evidence.

suggested but not exhaustive Annexes include

- Annex 1. KAP survey questionnaire
- Annex 2. Water quality results
- Annex 3. Raw data of the KAP survey
- Annex 4. KAP survey analyzed data

11. MANAGEMENT, ROLES, AND RESPONSIBILITIES:

The assignment will be supervised and managed by the WASH Manager, and SBC officer in Gaza with the oversight of the Chief of WASH and M&E Specialist. All requests for support and approval of intermediate and final products will be undertaken by the WASH Manager, Gaza in consultation with the Chief of WASH.

- a) Primary supervision will be provided by the UNICEF SBC team in the UNICEF State of Palestine office. UNICEF M&E/SBC team will facilitate and manage operational requirements which entail providing program documentation as needed for the evaluation.
- b) UNICEF M&E/SBC/WASH team will provide technical inputs and facilitate access to the target areas and served population.
- c) The consulting firm will make formal contacts with stakeholders as necessary as well as provide logistics and operational support in conducting interviews/focus group discussions and/or organizing the end-of-study workshop.
- d) The consulting firm will be responsible for the timely production of evidence-based evaluation, including recommendations to quality standards.

12. GENERAL CONDITIONS (PROCEDURES AND LOGISTICS):

- No activity may commence unless the contract is signed by UNICEF and the research consultancy firm.
- The selection process for the research consultancy firm will strictly follow UNICEF's internal procurement rules.
- All requirements including venues for workshops, transportation, secretarial services, interpretation/translation, visa, health insurance, etc. will not be covered; these should be factored in the bid budget.
- The research consultancy firm will provide fortnightly progress updates to the UNICEF M&E team which will also participate throughout various phases and key activities of the assignment.
- Original copies of all databases, methodology tools, information and analysis, reports, and any other material prepared for the assignment will be submitted and owned by UNICEF.

13. QUALIFICATIONSONS OR SPECIALIZED KNOWLEDGE/EXPERIENCE REQUIRED:

These ToRs are open for national and international consulting firms with at least 10 years of experience in a similar field since the date of incorporation of the firm. The consulting firm should propose a core team of 35 persons with at least 15 years of combined personnel experience in the field of behavioral change assessments, WASH, and school improvement programs combined with experience in monitoring, evaluation, and research.

- The consultancy firm should be able to demonstrate a strong track record in producing documents and tools in fields related to the assignment, and a detailed list of all relevant previous assignments should be provided.
- Demonstrated experience in utilizing a mixed methods approach, including the design of survey questionnaires as well as research protocols for Key Informant Interviews and Focus Group Discussions.
- The research firm should be able to demonstrate the ability to put together a large, qualified team for data collection and entry (given the fact that all fieldwork and data entry is expected to take place in one month)
- Firm should be fully incorporated and demonstrate the ability to work in the West Bank and tax compliant
- Languages: Fluency in English with mother tongue being Arabic'.
- Other competencies: Excellent ability to write reports clearly and concisely, strong organizational skills, and strong communication skills.

- Firms that fail to demonstrate the qualifications/requirements will be excluded.

The research team should comprise a gender-balanced team of technical experts with expertise in quantitative and qualitative methods of data collection, and with the following specific qualifications.

Essential: **The team should be made up of international and national evaluation consultants.** The team should be composed of at least three people, and have the following specific qualifications:

Team Leader

Work Experience:

- At least 8 years of experience in assessments and research, in the sectors of public health and Water, Sanitation, and Hygiene (WASH).
 - Professional researcher in the field of community behavioral studies, with adequate knowledge of the Context in Palestine
 - Proven supporting documentation of analytical reports in the field of public research and community practices research.
 - Previous knowledge and experience in leading complex assessments, the experience in measuring the impact on children and families, evaluation methods and data-collection is an asset. • Experience in Palestine
- Specific competencies required:
- Excellent English writing skills
 - Qualitative and quantitative skills
 - Project management experience
 - Sound understanding and knowledge of technical aspects of WASH, Public health promotion, and environmental protection.
 - Sound understanding of the child, women's rights, and gender mainstreaming
 - Analytical skills

Experience and Skills

- Working knowledge of social work preferably in WASH programs
- Working knowledge of research and evaluation functions.
- Working skills in statistical analysis, system programming, database design, and data security measures.
- Working skills in Excel and statistical programs, especially SPSS • Working skills in analysis and consultation.
- Skills to communicate complex information clearly and concisely both verbally and in writing
- Ability to work effectively with a team and engage external constituents.

Team composition:

- The other team members should have at least five years of experience in Communication for Development, behavioral change, statistics, quantitative and qualitative methods of data collection, field research including data collection with children, results-based management, and WASH in complex contexts of emergency and development.
- The team should reflect a gender balance and demonstrate knowledge and understanding of human rights programming, equity issues in education, and evidence-based policy dialogue with stakeholders.

14. APPLICATION PROCESS:

In making the final decision, UNICEF considers both technical and financial aspects. The research team from UNICEF will review the technical aspects of the offer, followed by a review of the financial offer of the technically compliant vendors. The proposal obtaining the highest overall score after adding the scores for the technical and financial proposals together, which offers the best value for money, will be recommended for award of the contract.

The technical proposal should include, but not be limited to, the following:

- Methods and approach: Details on the methods and approach that will be undertaken and in line with the propositions made in sections 5 of this ToR.
- Workplan: Detailed work plan which takes into consideration the tasks with the timeline as per section 7 of this ToR, including time for UNICEF to review and feedback.
- Team composition: It should be detailed in line with the required qualifications and experience outlined in section 14 of this ToR. CVs should be provided for each team member.
- Reference of previous work: Details of similar assignments (minimum 3) undertaken in the last two years including the following information: Title of the project, year and duration of the project, scope of the project, the outcome of the project, reference/contact persons.
- Consultancy firm institutional profile: Profile and reports (or links) that demonstrate the qualifications and experience as outlined in section 14 of this ToR, including a copy of the firm registration.

The financial proposal should include, but not be limited, to the following:

- Resource costs: Daily rate multiplied by the number of days of team members.
- Data collection costs: This should include a detailed breakdown of the costs related to the tasks and the production of the deliverables, including the organization of validation workshops.
- Key administration costs.
- Any other costs the firm finds important to include.
- The budget should take into consideration the payment plan in line with the deliverables in this ToR as per section 8.
- Audit report (carried out in the past 2 years and certified by a reputable audit organization). In case an audit was not carried out, clearly demonstrate the financial transparency of the firm.

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

- A) A *complete* copy of the latest audited financial statements with comparative figures for the two most recent years; preferably signed by the Company's accounting firm/certified external auditor.

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

1. The Balance Sheet (mandatory)
2. The Income Statement/Profit and Loss Statement (mandatory)
3. Statement of cash flows
4. Statement of changes in shareholders' equity
5. The report from the external auditor, if available
6. Notes to the financial statements, if available

Where possible, please provide an English translation of financial statements if the documentation is not in English. Note that any financial documentation received is treated with confidentiality and discretion.) B) A copy of the Company's certificate of legal registration.

C) Company's UN Global Marketplace (UNGM) registration number.

The company is requested to register for, at the very least, Basic and Level 1 stages. For registration and instructions on how to, kindly refer to the UNGM site: www.ungm.org

15. RESEACH WEIGHTING CRITERIA:

The cumulative analysis will be used to evaluate and award proposals. The reseach criteria associated with this TOR are split between technical and financial and it will be assessed on this basis: 70% technical and 30% financial.

i.e. 70 % Technical

30 % Financial

100 % Total

	CATEGORY	
1	Technical research	Total: 70 Marks
	Overall Response	Total: 30 Marks
	Technical Approach and Methodology (15 marks) Understanding of, and responsiveness to, UNICEF assessment requirements based on Terms of Reference; Understanding of scope, objectives, and completeness of response; Overall concord between UNICEF requirements and the proposal; Understanding of Subject area	
	Quality Assurance (5 marks) The firm plan for the systematic monitoring and reseach of the various aspects of the project to ensure that standards of quality are being met	
1.1	Work Plan (10 marks) <ul style="list-style-type: none"> A comprehensive work plan to deliver the overall requirement (ToR) including the main activities of the assignment, their content and duration, phasing and interrelations, milestones, key performance indicators (including interim approvals by the Client), and a list of deliverables (reports, products) within the estimated delivery timeframe and dates Consistency of the proposed work plan with the technical approach and methodology, showing understanding of the ToR The level of effort for each team member articulated and staff input throughout various stages/components explicitly laid out The plan must identify and present specific steps and component activities chronologically and must have attached, a flow chart/ critical path analysis, activity plans, personas, etc. 	

	Demonstrated experience with similar projects	Total: 15 Marks
1.2	<ul style="list-style-type: none">• Demonstrable ability to design capacity building strategies based on clear needs identification and understanding of the operating context (5 marks)• List of previous UN and/or bi-lateral agencies, NGO/INGO contracts carried out in related fields of work, if any (1 mark for each contract up to 5 marks)• Demonstrable experience with similar projects with a minimum of 3 names of clients for whom the contractor has undertaken similar assignments along with the name of the contact person and contact details of its clients (1 mark for each contract up to maximum 5 marks)	
	Company and Key Personnel	Total: 25 Marks
1.3	<ul style="list-style-type: none">• The team leader and the core team meet the requirements/qualifications set in the ToR (13 marks)• Organization of the team, roles and responsibilities, and presence on the West bank in the State of Palestine. (5 marks)• Technical expertise: Education, WASH in schools, and mixed-method research expertise. (5 marks)• The firm proves that it has enough staff capacity based on team composition to manage the tight fieldwork stage (2 marks)	
2	Financial proposal	Total: 30 Marks
	Full points will be allocated to the lowest-priced proposal that meets the minimum score on the technical proposal (30).	
Total Marks: 100		

NOTE:

- Only proposals that receive a minimum of [50 out of 70] points will be considered further.