

## TERMS OF REFERENCE (TOR) FOR INSTITUTIONAL CONTRACTORS

PART I		
Project	The Resilience and Social Cohesion (peace) in northeast Nigeria Project. BMZ funded project through KfW (German Development Bank) from January 2022 to December 2024.	
Assignment	Third Party Monitoring (TPM) for Assessment and Monitoring of Social and Behavioral Changes in Northeast Nigeria. Pulse Check Assessments and User Journey (Case study)	
Location of Assignment	Maiduguri, covering Shani LGA (Borno) and Bade LGA(Yobe)	
Duration of contract	18 months	
Start date	From: TBD	To: TBD
Reporting to:	SBC Manager and SBC Specialist	
Funding Code:	N/A	

### Introduction

This Terms of Reference (ToR) is for the development and implementation of a Third-Party Monitoring (TPM) mechanisms for the Resilience and social cohesion (peace) project in Northeast Nigeria funded by BMZ through KfW (German Development Bank). The project implementation phase became operational on 1st July 2022 following the inception phase in partnership with the government, civil society and target communities in Shani and Bade LGAs. UNICEF and WFP are jointly implementing the project to enhance complementary and impact for the desired resilience outcomes and social cohesion in Borno and Yobe States. Social Behavioral Change is a critical pillar in ensuring positive transformational change in the target communities under the leadership of UNICEF and in partnership with WFP. With BMZ funding, UNICEF is leading the SBC activities in tandem with strengthening resilience building efforts and strengthening social cohesion. These efforts work closely with the multi-sectoral integrated approach of WASH, Health, Nutrition, Education and WASH sections where largely resilience interventions are taking place. To address this monitoring gap, the proposed Third Part Monitoring (TPM) will implement longitudinal monitoring and surveying target households, individuals and communities supported by UNICEF's resilience building and social cohesion efforts for better understanding of the program impacts on the participants' well-being and positive outcomes.

The ToR describes the context, the expected results, the assignment specifications, expected deliverables, timelines, and payment schedules. It also describes the expected reporting requirements, location of the assignment and duration. As well as the specifications of the professional requirements and how the bidders will be qualified per UNICEF's standard policies and protocols.

### Background

UNICEF is implementing multi-sectoral response programs in Northeast Nigeria to address the complex crises of conflict, displacement and suffering mainly for children and women. In BAY States, UNICEF works closely with the government, civil society, and local community to rebuild basic social services, including health, education, water and sanitation and other public service capacities to protect children in fragile humanitarian settings. The complex emergency in the Lake Chad basin is affecting some 17 million people in Nigeria, Cameroon, Chad, and Niger. It has devastated lives and livelihoods and forced millions to flee their homes. With funding from BMZ, UNICEF together with WFP is implementing multi-years resilience programming.

The Resilience and social cohesion (peace) in northeast Nigeria project is an integrated and holistic response package to build resilience for women, men and children at individual, household, community, and institution levels, while supporting government systems to sustain equitable quality services and promote social cohesion. UNICEF intends to strengthen resilience, local governance and social cohesion through addressing nutrition insecurity, livelihoods, and address limited access to basic services (WASH, health, child protection, and education). This project will be grounded in the humanitarian-development-peace approach which will focus on:

1. Interventions supporting provision of basic services related to health, nutrition, education, WASH and access to food, with development assistance to strengthen resilience
2. Sustainable livelihoods, income generating interventions and strengthening economic opportunities among targeted communities including youths to improve food production, employment, and incomes.
3. Peace building and improving social cohesion through activities that seeks to mitigate conflict between communities and government stakeholders, increase trust and collaboration within and among different groups as well as strengthening the capacity of institutions and communities at local and state levels.

### **Purpose and Objectives of Assignment**

The purpose of the assignment is to provide monitoring and impact evaluation services for the social and behaviour change interventions aimed at strengthening resilience and social cohesion. This includes:

- A drafted protocol for monitoring, documenting and reporting resilience indicators that guide the reporting and tracking of long-term social and behavioural changes at household, community and local government based on the findings of the SBC Strategy and Barrier Analysis conducted.
- Develop Monitoring Protocol, Data Collection tools and Indicators for different SBC and resilience outcomes as behaviours to be monitored, documented and reported at household, community and institutional levels.
- Produce a workplan to UNICEF as per the monitoring protocol for government and partners plan alignment on field visits and learning event facilitations.
- To conduct monitoring activities that will verify whether the SBC activities were implemented as per the proposals.
- To capture case studies and resilience stories that indicate a positive behavior change has been undertaken by households, communities and local institutions
- To provide the required levels of assurance and satisfaction from beneficiaries to the primary stakeholders.
- To generate regular SBC learning outputs, Most Significant Changes, impact stories and provide pulse check assessments and reports for building resilient communities and positive outcomes of social change in Shani and Bade LGAs
- Facilitate and co-facilitate with UNICEF on learning events and knowledge dissemination in partnership with WFP and UNICEF partners.

Information generated by the monitoring activities would:

- Ensure accountability by allowing recipients to share feedback in a safe, secure, and dignified manner.
- Provide a participatory opportunity for beneficiaries in decision-making that affects their lives.
- Facilitate lessons learned and best practices for accurate and objective feedback.
- Identify challenges and recommends corrective actions that will address the needs of the affected population appropriately and efficiently.
- Attempts to determine the relevance, effectiveness, and impact of activities in relation to the intended objectives.

- Be conducted during and at the end of the project and measured against baseline indicators.
- Estimate the reach, diffusion effects, and process of behavior change.

The Third Part Monitoring (TPM) is expected to work with UNICEF, partners and stakeholders to support the impact evaluation and learning of the project and in particular the social and behavioural change that contribute positive resilience outcome. The consultancy will lead the followings: -

### Scope of Work

In collaboration with the Technical Working Group (TWG) composed of UNICEF and WFP, the consultant will develop monitoring protocol that would outline the monitoring activities, data collection tools, indicator descriptions and community based participatory tools which may include but not limited to pulse surveys, most significant change stories, appreciative inquiry, tracking surveys, community dialogues and other relevant tools. Most importantly, UNICEF and WFP jointly implementing the resilience programming aim to track high-level resilience indicators including social and behavioural changes at household, community and institutional levels.

During the assignment, the consultant(s) will need to work with the TWG for the overall conduct of the Third Part Monitoring. The TWG will provide oversight and technical support to the consultant(s), with regular updates to the larger UNICEF and WFP team in addition, it will be necessary to engage with State and community stakeholders on the protocols of the study.

### Reporting Requirements/ Deliverables

SN	Tasks	Deliverable	Timeline
1	Quarterly pulse/tracking survey	Quarterly report	Aug and Nov 2023 Mar, Jun, Sep and Dec 2024
2	Quarterly Impact stories / most significant change stories (MSC), case studies and Video from the target households and communities	Quarterly report	Aug and Nov 2023 Mar, Jun, Sep and Dec 2024
3	Establish social listening mechanism	Social listening tools, analysis and reporting system operational	Aug 2023 established Quarterly reports
4	Participatory story telling by community members	Trained and support 12 community members to produce and share impact stories/videos from their communities	Nov 2023; Mar 2024 Jul 2024 and Nov 2024
5	Developed comprehensive M&E project plan	Comprehensive M&E plan	Jun 2023
6	Project Report	Final project report	Dec 2024

**Note:** Timelines proposed above are subject to changes upon award of project to the successful vendor

#### i **iii. Logistics and Security Arrangements:**

The TPM service provider should demonstrate in its proposal that they can ensure the security of their staff and assets that will be deployed under this assignment, including adequate policies in place and insurance coverage.

#### i **iv. Confidentiality and Property Rights:**

All reports, data, tools or templates and databases will be solely owned by UNICEF and may not be distributed to any internal/external party. Any breach of this provision will result in an immediate termination of the contract.

### **Deliverables, timelines, and payment schedule**

#### **Payment Schedule**

1. First Payment: 40% upon submission and acceptance of deliverable 1
2. Second Payment: 40% upon submission of deliverable 2
3. Final payment 20% upon Acceptance of final report by UNICEF

### **CALL FOR PROPOSALS**

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:

#### **Financial Proposal:**

A financial proposal with a breakdown of all costs that are to be charged to UNICEF. This includes estimated number of working days, consultancy fees, all office administrative costs, 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. Travel expenses should be based on the most direct route and economy fare. Quotations for business class fare will not be considered.

#### **INDICATION OF HEALTH STATEMENT AND CERTIFICATE OF GOOD HEALTH HAS BEEN RECEIVED PRIOR TO SIGNING THE CONTRACT**

The consultancy firm must ensure that their team adheres to the Covid-19 travel guidelines set out by Nigeria government.

#### **UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE**

UNICEF reserves the right to withhold payment on each individual and consolidated output until the consultant provide satisfactory quality output as reviewed by the project supervisor. In case of unsatisfactory performance, the payment will be withheld until quality deliverables are submitted. If the firm 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 in order to identify appropriate candidate.

#### **REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA**

70 points technical + 30 points financial= 100 points total

Submitted proposals will be assessed using Cumulative Analysis Method. All request for proposals will be weighed according to the technical (70%) and financial considerations (30%). 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.

#### **Technical proposal:**

- 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, data collection systems, reporting qualities, tentative work plan and time schedule is required.

- Updated profiles / CVs of the team members listing similar experiences/ assignments, highlighting those focused on conducting learning needs assessment and training. (Minimum qualification for the team leaders will be MSc in the requisite field with a min of 8 years relevant work experience and BSc with 5 years of relevant work experience for other team members).
- Two previous work samples of the firm's engagement in similar activities and assignments

Technical Evaluation Criteria		Max. Points Obtainable
<b>1</b>	<b>Overall Response</b>	
1.1	Completeness of response and understanding of UNICEF requirements in the TOR	10
1.2	Overall concord between RFP requirements and proposal	5
		15
<b>2</b>	<b>Overall Experience of Company and Key Personnel Proposed for the assignment</b>	
2.1	Range and depth of organizational experience with similar projects (Third Party Monitoring for international organization), Samples of previous work	10
2.2	Number of customers, size of projects, number of staff per project Client references (reference from international organization where applicable)	7
2.4	Knowledge of Nigerian socio-cultural environment and experience conducting formative studies and surveys	10
2.5	Key personnel: relevant experience and qualifications of the proposed team Gender expert is a must	8
		35
<b>3</b>	<b>Proposed Methodology and Approach</b>	
3.1	Methodology for handling the project (activity plan showing detail sampling methods, project implementation plan in line with the ToR)	8
3.2	Strategy for effective quality management-Compatibility with UNICEF Project management, monitoring and quality assurance process	7
3.3	The survey is aligned to social, and behavior change theories, models, and approaches, and concordant with TOR	5
		20
<b>TOTAL TECHNICAL SCORE</b>		<b>70</b>

Minimum technical score: 70% of 70 points = 49 points

#### 15. Other Clauses: PSEA Language

Consistent with the UN Secretary General's Bulletin related to "Special measures for protection from sexual exploitation and sexual abuse" (ST/SGB/2003/13), entities and individuals entering into cooperative agreements with an agency of the United Nations are obligated to "take preventative measures against sexual exploitation or abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or sexual abuse has occurred." Failure to do so "shall constitute grounds for termination of any cooperative arrangement with the United Nations." The Contractor is expected to have in place explicit policies related to the prevention of sexual exploitation and abuse of beneficiaries, including commitment to the IASC 6 Core Standards (IASC/2002), and the investigation of such cases. Where the contractor does not have enough capacity for the investigation of such cases, it should request the support of UNICEF. Reasonable suspicion of sexual exploitation or abuse of beneficiaries may be reported by any individual to UNICEF if the complainant so prefers.

## 16. 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 be inclusive of all office administrative costs**
- The contractor's fee should be **inclusive of all travel cost and Covid related costs**
- Local travel and airport transfers (where applicable) will be covered in accordance with UNICEF's rules and tariffs. (Flight costs will be covered at economy class rate as per UNICEF policies).
- Please also see UNICEF's Standard Terms and Conditions attached.

### Enquiries:

Please direct any enquiries to: [ngrsupply@unicef.org](mailto:ngrsupply@unicef.org)

### Project Management

- The contracting process will be managed by UNICEF Supply and Logistics section.
- The consultant(s) will be supervised by SBC Specialist based in Maiduguri, Nigeria and will collaborate with Resilience Manager based in Maiduguri.

### Any other Information

#### Signatures

### Instructions to bidders:

1. Proposals should be made separately: Technical and Financial. Technical should not have financial information as such technical proposal will be disqualified.
2. All completed proposals should be submitted to this email address: [ngrsupply@unicef.org](mailto:ngrsupply@unicef.org) with the RFP reference number: 9183398. Your proposals will not be considered nor opened on failure to quote the RFP number on your forwarding email. Please be guided
3. Deadline for submission is **6th July, 2023**
4. Financial proposal that includes a brief cover letter with summary of cost on letter-headed paper with contact details of the company and duly signed with a detailed breakdown of cost as an attachment is mandatory.
5. **Please disregard the deadline on the RFP and focus on the new deadline of **6th July 2023** instead of 28th June 2023.**