

**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

UNHCR BO  
P.O Box 12093  
Sana'a, Republic of Yemen

**10 March 2024,**

Tender Ref: **RFP/CO/YEMSA/24/01**

## **Annex A**

### **Terms of Reference**

#### **Third-Party Monitoring for UNHCR IDP and Refugee Programme**

##### **1. Background/Objective**

The United Nations High Commissioner for Refugees (UNHCR) provides services and assistance (in-kind or cash) to internally displaced persons (IDPs), refugees, asylum seekers in Yemen. UNHCR's partners, either local or international organizations, undertake the project activities under binding Partnership Agreements (PAs). Each partner is assigned a targeted population, location, budget, amongst other details, to allow for efficient and effective implementation of the project activities. To independently monitor the efficiency and effectiveness of its interventions and check whether the beneficiaries have received services and assistance, UNHCR seeks to engage a third-party supplier to undertake a monitoring exercise, generally known as Third-Party Monitoring (TPM), to achieve the following objectives:

- **Accountability**

The TPM aims at reinforcing accountability by checking whether the activities have taken place and beneficiaries have received services and assistance.

- **Planning and Programming**

The TPM will inform UNHCR whether its interventions have addressed the urgent needs of beneficiaries.

- **Confirmation to Donors**

The TPM report will confirm to donors that their funding impacted beneficiaries' lives, reduced their vulnerability, and addressed their urgent needs.

## **2. Scope of Work**

UNHCR expects the TPM supplier to cover any part of Yemen, focusing on areas with a high concentration of IDPs, refugees, and asylum seekers, including urban and rural areas.

UNHCR expects between two to five TPM exercises throughout the year, with each exercise covering between 1,000 to 20,000 beneficiaires/households, depending on the activities. However, UNHCR is not liable to conclude contacts based on these figures as they are just estimates.

## **3. Primary Duties and Responsibilities**

The supplier shall be responsible for initiating, overseeing, and guiding the monitoring exercise from inception to completion. The supplier shall also ensure the development of an effective process to undertake the monitoring exercise, including planning, research design, data collection, data cleaning, data analysis, quality monitoring, and reporting. The following points provide a further description of the expected TPM processes:

### **i. Planning**

- Provide an operational plan detailing how the TPM data will be collected and reported within the assigned timeframe.
- Ensure smooth arrangements for field visits to all designated locations, including obtinance of security clearances and any related coordination requirement.

### **ii. TPM Design**

- In consultation with the designated UNHCR focal points, develop and harmonize the TPM design, methodology, tools, standards, and operational plan.

### **iii. Data collection**

- Assume responsibility for collecting data, considering the age, gender, and diversity principle when collecting the data to ensure that all groups are well represented, including minority groups. Respondents should feel free to share their views freely, equally, and without pressure. Their opinions shall be considered relevant and significant.
- Use data management systems that allow for ongoing and effective data collection, recording, cleaning, storing, transferring (e.g., between different types of software used for analysis), and presenting data.
- Maintain accessible data for verification and use by others when necessary after prior written approval from UNHCR.

### **iv. Data cleaning and quality monitoring**

- Employ adequate data monitoring protocols and procedures.

- Verify the data inserted to ensure compliance to the required standards, consistency, and referential integrity.
- Replace/repair incorrect data.
- Perform any data cleaning when necessary

**v. Data analysis**

- Evaluate data using analytical and logical reasoning to examine each component of the data recorded.
- Aggregate and summarize data results.
- Analyze information and share insights and recommendations

**vi. Report production**

→ Interpret, visualize, and prepare reports to present the concluded results and findings of the TPM.

Throughout the TPM exercise, monitoring staff is expected to have a balanced combination of skills, experience, and specialized knowledge to ensure the TPM's quality throughout the processes.

#### **4. Modalities of Data Collection**

UNHCR expects the supplier to collect the data through various modalities, including :

- In-person household visits
- Phone interviews

#### **5. Overall management of the service contract**

The supplier shall uphold the humanitarian principles of humanity, impartiality, neutrality, and independence. The supplier shall declare any potential conflicts of interest, affecting or compromising their ability to conduct neutral and independent service. The supplier shall demonstrate the capacity and technical expertise to simultaneously manage and implement the work being contracted, taking into account the social and cultural norms, in addition to the security environment in Yemen.

#### **6. Methodology**

The supplier shall propose the methodology to be deployed for the TPM. However, as part of their proposal, the supplier is expected to use a blended approach of phone interviews and in-person household visits. The impact monitoring shall adopt multiple methodologies and techniques to capture quantitative and qualitative information. The quantitative and qualitative data will be based on a standard questionnaire agreed between UNHCR and the supplier to capture all gender and age groups' views (men, women, girls, and boys). The methodologies shall include, but are not limited to the following:

- Desk review and data analysis: undertake the initial assessment and analyses of partners' projects, documents, and reports.
- Survey (phone interview and in-person household visit): based on random but statistically significant sampling.

## **7. Data Protection**

The supplier shall not share the information collected through this consultation externally without the beneficiaries' and UNHCR's prior consent. All information collected shall belong to UNHCR in its entirety. UNHCR shall provide the project documents and other information, including the beneficiaries' distribution list and the contact number. The supplier will suggest the sample's size and distribution, and the exact percentage will be agreed upon between the supplier and the UNHCR, depending on the final methodology. The beneficiary's interview will be conducted according to humanitarian principles of "do-no-harm" and UNHCR policies and code of conduct. The supplier is encouraged to use innovative solutions, such as data collection systems on tablets, Kobo, and data reporting, as part of the proposal. These factors should be considered in the narrative and financial proposals.

## **8. Work plan**

The potential supplier is requested to draft a work plan for conducting the TPM with percentages for in-person household visits and phone interviews.

## **9. Payment Terms**

UNHCR will award the contract based on various factors, including the proposal's quality, technical expertise, human resource capacity, cost (best value-for-money principle), and supporting documents.

UNHCR will only release payment upon accepting the work performed, i.e., delivering the data and the analytical report to UNHCR at a satisfactory level and following the General Conditions of Contracts (Annex D).

## **10. Expected deliverables:**

The supplier is expected to submit the following documents in English:

- i. Inception report: the report shall contain an operational plan including the data collection design and analysis methodologies, the selection criteria of monitors, tools proposed, and the respective timeline to achieve the objectives stated above within one week from signing the contract.

- ii. Progress report: the report shall be submitted within one week from collecting the impact monitoring data to highlight any challenges or constraints that may affect the data quality, analysis, and the result of the third-party monitoring.
- iii. Draft final report: the report shall include a description of the TPM methodology, limitations and challenges faced, findings concerning the assignment's objective, beneficiary case studies, and conclusions. The terms of reference, data collection tools, and references/sources shall be included as Annexes.
- iv. Final report: the report shall be submitted after incorporating the feedback from UNHCR.
- v. Data set: for each round of TPM, the supplier shall deliver all data to UNHCR in a usable format to be agreed with UNHCR's technical focal points and the supplier.

Acknowledgment:

Company Name:

SIGNATURE & STAMP:

Date: