

**Annex A- Terms of References**  
**No. RFP-HCR-AA-2024-001**

**Provision of Third-Party Monitoring and Post Distribution Monitoring for UNHCR Ethiopia Operation**

## 1. BACKGROUND:

UNHCR Ethiopia operation in coordination with the Ethiopian government is responding to multiple emergencies, including the drought response in Somali region and the Sudanese response in the Amhara region, despite internal challenges, the country has been facing the past couple of years. The operation's scope in providing protection and life-saving assistance has expanded significantly. For instance, as of March, tens of thousands of new arrivals have been recorded in the West alone. The escalation of emergencies in the country, alongside UNHCR's regular program, has led to a substantial increase in the need for resources and interventions nationwide, necessitating effective and timely monitoring of these interventions.

The challenge of ensuring effective and timely monitoring has been exacerbated by the COVID-19 pandemic, marked by movement restrictions and lockdowns. Internal reviews have underscored the importance of enhancing program monitoring and evaluation, particularly focusing on NFIs/shelter, CBI, and WASH (Water, Sanitation, and Hygiene) initiatives.

In this context, UNHCR Ethiopia seeks to establish an external, robust monitoring mechanism to complement and enhance the existing internal monitoring systems, thereby adding a systematic monitoring layer to verify the achievement of planned interventions, results, and targets within the agreed timeframe and partnership terms.

## 2. OBJECTIVE:

Effective monitoring is vital for UNHCR's mandate to protect, assist, and empower persons of concern; it serves as a critical tool for performance and accountability. It provides an ongoing review of operations, enabling the organization to assess whether interventions are proceeding as planned, within agreed timeframes and budgets, and achieving the desired impact. This process allows for program adjustments to improve performance and accountability to affected populations.

Third-Party Monitoring (TPM) aims to address the gap in monitoring due to the fast-evolving operational context in Ethiopia, related to multiple emergencies and COVID-19 dynamics. As direct monitoring by UNHCR staff has been limited, TPM will bolster existing UNHCR monitoring mechanisms by continuously reviewing program implementation to ensure planned activities are on track, focusing particularly on the emergency situation in the North. TPM will also verify if beneficiaries receive the intended assistance timely and at the expected quality and quantity, enhancing UNHCR Ethiopia's monitoring capacity for greater accountability and informed programming decisions.

### 3. SCOPE OF THE WORK:

Initially, the Third-Party Monitoring (TPM) will focus on the following areas:

- 1. Cash-Based Interventions (CBI):** UNHCR employs CBI to deliver protection assistance, utilizing multi-purpose and sector-specific cash grants. Post-distribution monitoring will gather information on the objectives of CBI, such as access to basic needs, spending habits, distribution process quality, and challenges in CBI delivery. It will also assess the general outcomes and changes in the lives of persons of concern, including progress towards sustainable solutions.
- 2. Shelter and Non-Food Items (NFI):** UNHCR provides immediate shelter, settlement responses and Core relief items provisions to newly displaced populations (new refugees, asylum seekers) at reception/transit centres to the relocated settlements or camps in close coordination with RRS and its partners; also improves the living conditions of refugees by improving or upgrading existing shelters within the refugee sites. UNHCR plays key role to Emergency Shelter/NFI Cluster, and it's one of the main contributors to the IDP response in Ethiopia. UNHCR manages both its NFI stocks and the common pipeline to ensure the distribution of these items to refugees, IDPs, returnees, and other vulnerable groups affected by conflict or natural disasters. The TPM will systematically conduct post-distribution monitoring to assure that the right quantities of items have been distributed to the intended number of beneficiaries at the correct quality.
- 3. WASH:** UNHCR implements WASH projects to improve hygiene, sanitation, and water supply for persons of concern. TPM will monitor the implementation and impact of WASH projects, ensuring that interventions meet quality standards and effectively contribute to the health and well-being of the targeted communities.

Countrywide targeted monitoring: With nationwide programs and operations, TPM will cover all thematic areas of UNHCR interventions across Ethiopia, prioritizing critical success factors and high-risk areas, including life-saving targets.

**To achieve the outlined objectives, the TPM entity will undertake the following responsibilities within the Ethiopian context, ensuring thorough and effective monitoring of UNHCR interventions:**

**a) Joint Development of Relevant Monitoring and Compliance Tools:**

UNHCR, in collaboration with the selected TPM entity, will co-develop all necessary monitoring tools. This collaborative effort aims to create tools tailored for effective monitoring, prioritizing

elements critical to operational success and those at higher risk, including the implications of not meeting essential protection or life-saving targets.

**b) Collecting, Validating, and Managing Monitoring Data:**

The TPM entity will be tasked with collecting, aggregating, and analyzing data from various monitoring activities, including site visits and feedback from persons of concern, utilizing advanced tracking techniques and technologies (e.g., GPS). This entity will ensure that data collection and reporting adhere to agreed-upon sampling techniques, forms, and templates, capturing both quantitative and qualitative information to comply with UNHCR's standards.

Additionally, the TPM will conduct site or remote monitoring for specific targeted activities or project sites to verify the adequacy of service delivery to persons of concern and the effectiveness of project implementation by UNHCR partners. Data collection frequency will align with the distribution frequencies and reporting periods, as determined during the development of monitoring tools. UNHCR will validate the collected data, with debrief sessions possibly required for field office and partner discussions.

A crucial aspect of the TPM's responsibility will include establishing an effective data management system to organize and analyze the collected data efficiently, ensuring it is captured in structured formats conducive to comprehensive analysis and reporting.

**c) Analyzing and Reporting Monitoring Data:**

The TPM entity will analyze verified data from project sites and beneficiary feedback, presenting it in a format that enables UNHCR to assess progress, identify gaps, and inform both current and future programming decisions. This entity will submit narrative reports detailing monitoring findings, action points for follow-up, and lessons learned in a structured and timely manner. UNHCR and the TPM will jointly develop a standardized reporting template to ensure consistency across the work scope.

**d) Establishment of Beneficiary Feedback Mechanisms:**

The TPM entity will establish structured and meaningful feedback mechanisms, allowing persons of concern to safely and confidentially report complaints and receive timely responses. This will involve defining, documenting, and implementing procedures for receiving, processing, and addressing complaints in a structured and presentable manner, ensuring continuous dialogue with beneficiaries and appropriate improvements to UNHCR interventions.

These efforts aim to enhance UNHCR Ethiopia's monitoring capacity, ensuring greater accountability and effective measurement of intervention outcomes, thereby fostering informed decision-making for future programming.

## 4. METHADODOLOGY:

Implementing humanitarian interventions in Ethiopia involves navigating complex, rapidly changing operational environments marked by emergencies. Accordingly, the methodology and approach for conducting monitoring will vary, reflecting the unique challenges of each intervention area and the specific nature of projects. A comprehensive range of methodologies will be utilized, including documentary review, on-site field visits, and beneficiary feedback mechanisms.

It is essential to adhere to key cross-cutting principles to ensure effective monitoring:

- All stakeholders involved in the project are informed in advance of monitoring activities to ensure transparency and collaboration.
- A detailed work plan and checklist should be developed and agreed upon, taking into consideration the specific nature of the project. This plan should address multidisciplinary thematic/sector-specific issues and maintain a balance between monitoring processes and the evaluation of outcomes, ensuring neither is overlooked.
- Before any monitoring missions or field verification activities begin, all relevant primary sources of information (such as baseline thematic data, population details, and project reports) must be compiled. This ensures that monitoring encompasses both the review and analysis of pertinent reports and data, as well as on-site visits.
- The participation of persons of concern in the monitoring process is vital. This includes engaging with recognized community/beneficiary leadership and groups (women, men, boys, and girls) to gather their insights actively. Monitoring tools should facilitate one-to-one consultations, group interviews, focus group discussions, and the establishment of specific monitoring committees. Involving persons of concern not only aligns with UNHCR's participatory approach but also provides direct data from those targeted by interventions, aiding in the validation of partner-provided data.
- Monitoring timing should be convenient for all participants and strategically placed within the programming cycle to allow partners to adjust programs as needed. Additionally, care must be taken to manage expectations that may arise from joint monitoring efforts, ensuring any potential misunderstandings are minimized.

## 5. Deliverables

S/N	Deliverable	Approach /Comments	Timeframe
1.	<b>Development of Monitoring and Compliance Tools</b>	<ul style="list-style-type: none"> <li>- This will initially be done by the TPM and reviewed by UNHCR before it is administered.</li> <li>- Tools must aim to capture information from all sections of the community.</li> </ul>	2024 (TBD)
2.	<b>Field Visits/Monitoring Missions to project sites, remote monitoring</b>	<ul style="list-style-type: none"> <li>- Physical Project monitoring by visiting project sites.</li> <li>- Meeting with beneficiaries and other project stakeholders.</li> <li>- Collection and verifications of data</li> <li>- Use of remote monitoring/phone calls</li> <li>- Focus group discussions/key informant interviews</li> </ul>	As per the work plan (TBD)
3	<b>TPM Report</b> <ul style="list-style-type: none"> <li>- <b>Presentation of draft findings (Comments)</b></li> <li>- <b>Final Report</b></li> </ul>	<ul style="list-style-type: none"> <li>- After field assessment, draft findings are presented for critique before final report.</li> </ul>	Quarterly

## 6. REQUIRED QUALIFICATIONS AND EXPERIENCE:

- The organizations/entity should have in-depth knowledge of the local context of Sudan and its regions including government and community level service delivery structures particularly UNHCR's operational access in all states of Sudan with a proven track record and working knowledge of particular areas where UNHCR has a wider presence and interventions of preferable NFI, Shelter, and CBI- with at least 3 years' work and presence in Sudan in the sector of Monitoring& Evaluation
- The partner should have at least 3 years of experience of working with the UN system, bilateral donors, and NGOs in delivering monitoring, evaluation, data collection, analysis, and reporting. Experience in providing consultancy services in monitoring, data analysis, reporting, and field-based research/interview or survey services in Ethiopia or within the Region.
- An adequate number of qualified personnel with diversified gender and those qualified and experienced in conducting a field-based survey, research, monitoring, analysis, and reporting, preferably in the field of humanitarian aid. Personnel with knowledge of local culture and language that is spoken by the different communities in Ethiopia.

Proven capacity to engage an experienced team from the local and capacity to arrange all logistical and security arrangements independently for fieldwork.

Applicants /Companies that meet the above criteria must submit the following:

1. Fully developed Concept-Note with -Annex A: and the proposal should contain clear information,
2. Proposed Financial Bidding (Financial Component)- Annex C based proposed scope of work,
3. Organization Registration Certificate with the relevant Ministry and/or Ministries
4. Organization/Company profile
5. Administration/HR Manuals
6. Recent Audit Report/ Financial Statement (preferably for the last 3 years) conducted by an independent audit firm.
7. Any other relevant documents that may be useful Eg. Fraud prevention manual etc.

## 7. TIMEFRAME OF THE TPM Project

UNHCR has Annual Programme Cycle running from January to December and therefore TPM will be undertaken to cover the projects that have been implemented by UNHCR partners or through Direct Implementation by UNHCR throughout this implementation period; however, for the sake of the UNHCR and TPM entity contractual agreement, the contract between the two parties shall be April - December 2024 (9 months)