United Nations Population Fund,

UNFPA Yemen

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**Date:** 16/07/2018

**Third Party Monitoring Services for UNFPA Programs**

**TERMS OF REFERENCE**

**SCOPE**

UNFPA is seeking to work through an institution that can monitor UNFPA’s humanitarian reproductive health, GBV, PD, and Youth programme in Yemen.

**OBJECTIVE**

Provide third party monitoring of UNFPA supported activities.

**TYPES OF MONITORING ACTIVITIES**

The selected organization will conduct different types of monitoring activities; the minimum set will include:

* Beneficiary verification and feedback for Accountability to Affected Populations
* Direct observation and on-site verification on the implementation of programmes
* Service delivery verification
* Post-distribution monitoring
* Situational Analysis of population and operational environment.
* Partners capacity assessments
* Assessments/surveys

**MONITORING CRITERIA**

UNFPA’s supported services will be monitored with regard to the below criteria:

1. **Availability of services**:

Assessment of the extent to which the provider has met its service delivery commitments in the Work Plan (including staff, supplies and equipment etc.), as well as the adherence to technical parameters and specifications, such as Bill of Quantities, and verification of progress and distribution reports.

1. **Relevancy/Appropriateness of services:**

Assessment of whether the designed services (including supplies) match needs of the local population. Identification of service delivery gaps in terms of quantity and quality, and challenges faced.

1. **Accessibility of services:**

Assessment of accessibility of services by target groups living in the programme area in terms of a. physical and geographical accessibility, b. economical accessibility/affordability, c. information accessibility, d. operational accessibility (e.g. working hours, availability of phone lines, appointment system) and e. discrimination.

1. **Acceptability of services:**

Assessment of the extent to which the patient is comfortable with the service provision style i.e. respect to medical ethics and patient rights, cultural appropriateness, sensitivity towards gender, age etc.

**GEOGRAPHICAL COVERAGE**

UNFPA Yemen activities cover all governorates in the North and South.

**MAIN TASKS**

**1.**       **Development of Methodology, Tools and SOPs:**

All tools and procedures for monitoring should be agreed with UNFPA. All relevant forms will be developed by the organization and approved by UNFPA. Forms should be bi-lingual to facilitate data collection in Arabic, and reporting to UNFPA in English. The minimum types of monitoring will include:

* Beneficiary verification and feedback for Accountability to Affected Populations
* Direct observation and on-site verification on the implementation of programmes
* Service delivery verification
* Post-distribution monitoring
* Situational Analysis of population and operational environment.
* Partners capacity assessments
* Assessments/surveys

**Standard Operating Procedures** should be put in place, for how the field monitors operate including for their interaction with partners, non-state entities and local authorities in the field and their monitoring of and application of the humanitarian principles. As UNFPA works in sensitive sectors, the procedures should also include brief procedures on referrals in case GBV cases are disclosed to the project team. The procedures will ensure strict adherence to ethical, confidentiality and safety principles by all staff involved in collecting, storing and analysing data obtained during the course of the monitoring. The monitoring will be conducted in accordance with the WHO Ethical and safety recommendations for researching, documenting and monitoring sexual violence in emergencies (<http://www.who.int/gender/documents/OMS_Ethics&Safety10Aug07.pdf>).

**2.**       **Training of Teams:**

A training of project and monitoring staff is required to ensure that they understand UNFPA mandate, programme and partnerships, and that they understand the structure of the data to be collected, compiled and analysed. The organization will facilitate this training, with the support of UNFPA staff.

**3.**  **Third party monitoring team:**

To conduct the monitoring visits, the organization should be able to mobilize a trusted team, including personnel for:

* Field monitors (see example in Annex 1 for specific ToRs for Third Party field monitors),
* Project management, data analysis and reporting.

Specialized profile such as medical or protection backgrounds should be prioritized. The teams are expected to visit project sites (clinics and women and girls safe spaces). Additionally, sites should be selected for post-distribution monitoring of kits. Where safe and accepted to do so, the field teams will collect photos and videos at the project sites. All the above should be pre-approved and agreed upon with UNFPA.

**4.**       **Review Meetings:**

**F**requent meetings with UNFPA, and an introductory meeting with partners will be needed at the beginning of the contract. At least quarterly meetings with the project team will be required to debrief UNFPA’s implementing partners. These meetings will be arranged by the organization. If possible these meetings should be held with the presence of the field monitoring team.

**5.       Data Compilation/ Analysis/ Reporting:**

The organization(s) will ensure sufficient capacity is in place for data analysis and reporting. Each month a report should be submitted, as well as each quarter and a final one. Analysis should include access and security updates and maps.

**DELIVERABLES**

The products that will be required to be delivered by the organization(s) are:

* Inception Report including Methodology, Tools and SOPs
* Work plan and Timelines (including details on development and testing of monitoring tools, regular feedback between UNFPA and the organization(s). Any other key actions that the organization(s) should undertake should also be outlined in the work plan.
* Database of all information collected in the field, whether through mobile data collection or on paper based forms. Reports for each site visited should be rapidly retrievable by the organization.
* If applicable, monthly and/or quarterly analytical reports (covering - Beneficiary verification and feedback for Accountability to Affected Populations, Direct observation and on-site verification on the implementation of programmes, Service delivery verification, Post-distribution monitoring and Situational Analyses of population and environment) consolidating information from all sites visited and aggregating those reports by marker including the geographical area/ implementing partner.
* Full sets of photos and videos collected including details of the dates, locations, and the project site visited. Where possible the field monitors should provide some more background information on each set of photos/ videos.
* All previous reports should be written in English and Arabic

**ORGANIZATIONAL REQUIREMENTS**

The following criteria should be met:

* Capacity to carry out field monitoring and reporting of development/humanitarian interventions;
* Capacity to arrange all the logistical arrangements for field staff and actual field work;
* Field monitors who are native Arabic speaker, with knowledge of the culture/ practices/ security situation in the areas to be monitored;
* Trained and qualified female and male (preferably 50% each) staff available for monitoring and reporting.

The following criteria would be treated as assets:

* Experience in the field of reproductive health and GBV;
* Knowledge of English;
* Any previous experience in data analysis/dissemination that could be applied to this project;
* Use of innovative technologies, including mobile data collection.

**Others:**

1. The potential partner should be a registered entity with the relevant authorities in the country of operation.

2. The partner should have experience in humanitarian/development operations. Experience working on one of the UNFPA programme areas and monitoring programmes would be an advantage.

3. The partner should have field presence in the programme areas with established physical offices and adequate personnel or be willing to set up in the UNFPA programme sites.

4. The partner should be apolitical and work in respect of the UN charter, i.e. should be willing to provide services to all people regardless of race, nationality, ethnicity, political affiliation, religion, etc. It should be an organisation with no political affiliation or association with parties to a conflict. It must also enjoy positive relations with community members. In addition, if no prior experience with targeted community the partner must work towards building a positive relationship with the community.

5. The partner should have a transparent institutional and financial management framework including but not limited to technical knowledge, information management systems and documentation, accounting and audit practice.

6. Due diligence needs to be maintained through vetting of Third-Party partners against applicable counter-terrorism legislation and regulation.

The third monitoring partner will be responsible for its own arrangement for security, transportation, communications, accommodation and insurance when undertaking any assignment.

Annex 1:

Organizations to submit financial proposal based on the following:

|  |  |  |
| --- | --- | --- |
| No | Issue | Criteria |
|  | Beneficiary verification and feedback for Accountability to Affected Populations | * Develop the beneficiary verification/feedback questionnaire * Conduct a one to one interview to 100 beneficiaries * Conduct two focus group discussion (one male group and one female group, each group is 20 persons). * Interview 5 community leaders: Sheikh, Imam, …etc. * This exercise is conducted in the following areas: (Amanat Alasima, Ibb, Mukallah, Aden, Hodeida, and Sada’a) |
|  | Direct observation and on-site verification on the implementation of programmes | * Develop the checklist/questionnaire * This exercise is conducted in the following areas: (Amanat Alasima, Ibb, Mukallah, Aden, Hodeida, and Sada’a) |
|  | Service delivery verification | * Develop the checklist/questionnaire * Conduct a one to one interview to 100 beneficiaries * This exercise is conducted in the following areas: (Amanat Alasima, Ibb, Mukallah, Aden, Hodeida, and Sada’a) |
|  | Post-distribution monitoring | * Develop the checklist/questionnaire * Conduct a one to one interview to 100 beneficiaries * This exercise is conducted in the following areas: (Amanat Alasima, Ibb, Mukallah, Aden, Hodeida, and Sada’a) |
|  | Situational Analysis of population and operational environment. | * Develop the questionnaire * Conduct a one to one interview to 100 beneficiaries * Conduct two focus group discussion (one male group and one female group, each group is 20 persons). * Interview 5 community leaders: Sheikh, Imam, …etc. * This exercise is conducted in the following areas: (Amanat Alasima, Ibb, Mukallah, Aden, Hodeida, and Sada’a) |
|  | Partners capacity assessments | * Desk review * Conduct IP site visits and interviews * Discuss the results of the questionnaire with relevant IP personnel and UNFPA HACT focalpoint before finalizing the assessment report. * Provide the assessment final report * This exercise is conducted in the following areas: (Amanat Alasima, Ibb, Mukallah, Aden, Hodeida, and Sada’a) |
|  | Assessments/surveys | * Develop the questionnaire * Conduct a one to one interview to 100 beneficiaries * Conduct two focus group discussion (one male group and one female group, each group is 20 persons). * Interview 5 community leaders: Sheikh, Imam, …etc   This exercise is conducted in the following areas: (Amanat Alasima, Ibb, Mukallah, Aden, Hodeida, and Sada’a) |

**How to Apply**

**How to submit your offers?**

Qualified and Interested firms and institutions must send their offers to:

[Yemen.vac@unfpa.org](mailto:Yemen.vac@unfpa.org)

Not later than July 26th, 2018

Please make sure that you write “3rd Party Monitoring Offer” in the subject line of the email.

Best regards,

**Shaukat Hakim**

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