TERMS OF REFERENCE

3rd party monitoring

**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.

**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.

**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 around XX[[1]](#footnote-1) (this number may vary) project sites (clinics and women and girls safe spaces), at least XX[[2]](#footnote-2) during the duration of the contract (January 2017 to December 2017). Additionally XX[[3]](#footnote-3) 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.

**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.
* Monthly and 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 within Yemen.

**Annex 1: Example of ToR for Third Party Field Monitors**

1. **Main responsibilities**

The Third Party Field Monitors:

* Undertake regular situation monitoring in specific areas based on specific requests, to assess the overall situation and any unmet needs in particular of women and children in these areas.
* Undertake regular field visits to monitor projects/programmes. Field monitoring will focus on:
* Assessing project/programme implementation according to the Work Plan
* Verification of supplies delivered, any delays and bottlenecks;
* Post-distribution monitoring of supplies to assess the beneficiaries’ views in terms of quality, timeliness and relevance of supplies delivered. Within XX[[4]](#footnote-4) days following the field visit the facilitator produces a field trip report according to the standard format
* Monitor the overall performance of project/programme implementation and validate the data in the progress reports prepared by implementing partners. Reports any actual or potential deviation from implementation plans.
* Coordinate if required with implementing partners.

2. **CONDITIONS OF WORK**

Facilitators are employed and supervised by the Third Party Monitoring Partner, and all administrative and entitlement-related matters (including salaries, allowances, insurances, working premises, stationery and office equipment/supplies, computer equipment and transportation) will be provided and managed by Third Party Monitoring Partner.

Third Party Field Monitors provide a service to UNFPA, and are not considered UNFPA staff members or consultants. Being contracted by the Third Party Monitoring Partner does not carry any expectation of being considered for UNFPA positions.

Upon signing of the contract with the Third Party Monitoring Partner, facilitators will be asked to sign a Code of Conduct which will bind them to an agreed set of standards governing their conduct. While facilitators are not UN staff members, they are required to conduct themselves in a manner consistent with the Principles of the UN Charter as well as humanitarian principles but not covered by the Immunities and Privileges provided to UN Staff.

Prior to deployment, facilitators will receive a standard orientation by the Third Party Monitoring Partner on all administrative and entitlement-related matters. UNFPA will subsequently provide an orientation on key technical programmatic matters related to the Third Party Field Monitor’s main duties and responsibilities.

The Third Party Field Monitors are not expected to work at **UNFPA** offices. Only in certain situations and on a case by case basis the respective Field Office may allow facilitators to temporarily use a work space at the **UNFPA** Office for duty-related matters.

Technical guidance on duties and responsibilities will be provided by the Third Party Monitoring Partner and UNFPA for the area where the Third Party Field Monitors is deployed.

3. **REQUIRED QUALIFICATIONS AND COMPETENCIES**

**EDUCATION**

University degree in a field related to the scope of work.

**WORK EXPERIENCE**

* At least three to five years of progressively responsible relevant work experience in project/programme management, monitoring and reporting. Experience in collecting and compiling quantitative and qualitative data is an asset.
* Experience working in a humanitarian context is an asset.
* Experience working with UN or NGO programmes/projects is an asset.

**LANGUAGES**

Fluency in national language. Fluency in English is an asset.

**REQUIRED COMPETENCIES**

* Excellent analytical skills, including the ability to analyse diverse and complex information from a wide range of sources to make analytical statements to inform decision-making.
* Good report writing skills.
* Capacity to work in an emergency context under stressful conditions and strict deadlines.
* Good communication and networking skills, including the ability to work in multi-disciplinary teams as well as establishing and maintaining close working relationships with a variety of implementing partners and counterparts at different levels.
* Good computer skills, including experience with various software applications.

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

[**yemen.vac@unfpa.org**](mailto:yemen.vac@unfpa.org)

**Not later than February 15th, 2017**

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

1. Agenda will be proposed by partner and agreed with UNFPA [↑](#footnote-ref-1)
2. Agenda will be proposed by partner and agreed with UNFPA [↑](#footnote-ref-2)
3. Agenda will be proposed by partner and agreed with UNFPA [↑](#footnote-ref-3)
4. Agenda will be proposed by partner and agreed with UNFPA [↑](#footnote-ref-4)