

UNICEF Lebanon Terms of reference (TOR) for LTA

PROJECT/ASSIGNMENT TITLE: Third Party Monitoring

WORKPLAN CODE NUMBER:

Specific Intervention Code: Output 1.4: Planning, Monitoring and Evaluation

Activity: Monitoring

Background

With the crisis already in its ninth year, the Syria conflict has proven to be both a humanitarian and a human rights crisis. Building gradually, but characterized by a marked acceleration of displacement and deprivation, the scale of the crisis both inside Syria and in neighboring countries has overwhelmed the capacities of governments, donors, humanitarian actors and host communities, threatening to push them to the breaking point.

Today, Lebanon is hosting one of the largest number of Syrians of any affected neighboring country. As of July 2019, 926,717 Syrian refugees had been registered by UNHCR. In a country where the estimated regular population is 4.2 million, such a caseload represents almost one in four of the total population of Lebanon. However, there also exists an unknown estimate of Syrians not registered, either because they do not want or need to be, or because they have abandoned the process due to difficulties or delays, or simply because they are unaware of the options. In addition, an estimated 400,000 Syrian migrant workers and their relatives live in Lebanon. Lastly, returning Lebanese and Palestinians fleeing the conflict number in the tens of thousands. Taken together with poor or marginalized Lebanese households, it is estimated that the total vulnerable Lebanese population is likely upward of 1.5 million. While this in itself presents a daunting challenge, responding to vulnerable populations' needs is made even more complex by the geographic scope of the crisis and the indirect impact on local households as Syrian refugees are housed within host communities in almost every municipality.

A massive effort was made to scale up UNICEF's operational and programmatic support. The pre-emergency profile of small upstream-focused Lebanon country office was radically changed to meet the needs of large scale emergency-oriented programmes; with the necessary increase in the volume of country office staff. This scale up facilitated cooperation and support in entirely new areas of programming and the opening of new field offices to support children located in hard to reach areas.

Given the magnitude of in-country needs, it is essential that agencies providing emergency response in Lebanon have access to timely and accurate information on the situation of refugees and other communities impacted by the crisis. Such information is critical for continuously assessing the needs of the affected populations; and regular monitoring of the effectiveness of the support provided by UNICEF and partners to respond to such needs. UNICEF and supporting agencies are seeking a specialist organization to provide, manage a team of field operators who will provide regular, detailed analysis of the implementation work and feedback from various affected populations across Lebanon in order to inform decisions on targeted humanitarian response.

Purpose of Assignment and Scope of work:

The aim of the assignment is to provide accurate and updated information on the situation of population in Lebanon through assessments, routine monitoring reports on the implementation of UNICEF-supported humanitarian assistance. UNICEF has committed itself to ensure regular monitoring and reporting on the timely distribution of supplies, verification of partner reports and feedback from beneficiaries on programme effectiveness and relevance.

The scope includes all UNICEF programmes namely WASH, Education, Health & Nutrition, Child Protection, Adolescents & Youth, Palestinian Programme and Communication for development. Also, government counterparts and implementing partners that UNICEF has signed a Programme Cooperation Agreement (PCA) with, covering the eight governorates in Lebanon: Akkar, North, Bekaa, Baalbeck-El Hermel, Beirut, Mount Lebanon, South and Nabatieh.

Key tasks and deliverables: (Annex: Financial table for the LTA TOR)

Under each type of service, could exist different service subtypes called service packs. Each service pack is formed of number of engagements and tasks. Each service pack is considered as one inseparable component and will be costed as such.

Services with no service pack are to be considered as one inseparable component and will be costed as such

Service 1. Focus Group Discussions

Operational Areas: Akkar, North, Baalbeck-El Hermel, Bekaa, South, El Nabatieh, Beirut, Mount Lebanon

- a. Provide a team of moderators experienced in conducting focus group discussion, and able to engage and articulate the concerns of the participants and specifically the vulnerable ones.
- b. Attend coordination meeting with UNICEF team without limitation of number of meetings.
- c. The moderator to attend a training on the subject before conducting the focus group discussions.
- d. Contact the UNICEF partners to follow up on the delivery the list of beneficiaries to be selected for the focus group discussions.
- e. Conduct a screening process for the selection of the beneficiaries from the list shared by partners or UNICEF.
- f. Select and provide a neutral, appropriate and safe venue where the focus group discussion will be conducted (venue)
- g. Provide refreshments and food to the participants.
- h. Each focus group discussion could be up to three hours of time approximately.
- i. Each focus group discussion should be between 8 and 10 people.
- j. Ability of the moderator to use electronic tablet if needed.
- k. Provide an analytical summary report for each focus group discussion within a week after following the conduction of the focus group discussion.
- l. In addition to the analytical summary report for each focus group, to provide an analytical summary report for all the focus group discussions conducted under the same project.
- m. Translate the discussion guide of the focus group discussion to Arabic.
- n. Conduct the focus group discussion while following the ethical guiding observed by UNICEF.

Service 2. Key Informant Interviews

Operational Areas: Akkar, North, Baalbeck-El Hermel, Bekaa, South, El Nabatieh, Beirut, Mount Lebanon

- a. Provide a team of moderators experienced in conducting key informant interviews, and able to engage and articulate the discussion with the interviewees.
- b. Attend coordination meeting with UNICEF team without limitation of number of meetings.
- c. Contact the interviewees to inform and coordinate with him/her about the interview.
- d. Conduct the interview in each operational area.
- e. Provide an analytical summary reports of each interview
- f. Provide a final analytical report of the findings for all interviews falling under the same project.
- g. Ability of the moderator to use electronic tablet if needed.
- h. Provide an analytical summary report for interview within a week following the conduction of the interview.
- i. In addition to the analytical summary report for interview, to provide an analytical summary report for all interviews conducted under the same project.
- j. Translate the discussion guide of the key informant interview to Arabic.
- k. Conduct the interview while following the ethical guiding observed by UNICEF.

Service 3. Programmatic visits

Operational Areas: Akkar, North, Baalbeck-El Hermel, Bekaa, South, El Nabatieh, Beirut, Mount Lebanon

Service pack 3.1: Face to face interview:

Data collection time: up to 15min / 16 to 30 min /31 to 60 min /61 to 90 min / 90 to 120 min

- a. Provide a team of experienced, and gender balanced field monitors that are able to access, engage and operate in difficult environments in each operational areas.
- b. Attend coordination meeting with UNICEF team without limitation of number of meetings.
- c. Design the checklist and upload it on the online platform, when data collection is done on tablet.

- d. Design the checklist on appropriate template on paper, when data is collected on paper.
- e. Cleaning the data during and after the survey.
- f. Translate the checklist to Arabic.
- g. Ability of monitors to use electronic tablets.
- h. Contact the UNICEF partners to inform and coordinate the visit.
- i. Conduct visits upon programme staff request in each of the operational area.
- j. After each visit and on daily basis, upload the data collected on the online platform provided by UNICEF.
- k. Provide final analytical report of the findings falling under the same project.
- l. Organize monthly debriefing and coordination meetings with UNICEF field offices where challenges and lessons are shared.
- m. Conduct the interview while following the ethical guiding observed by UNICEF.

Service pack 3.2: Phone interview:

Interview time: 2 to 5min / 6 to 15min / 16 to 30 min /31 to 60 min /61 to 90 min / 90 to 120 min

- a. Provide a team of experienced enumerators, supervisors and managers in matter of phone surveys.
- b. Ensure availability of the enumerators and supervisors for a training, piloting and debriefing before conducting the survey.
- c. Ensure availability of the supervisors and managers for ongoing follow up meetings.
- d. Design the questionnaire and upload it on the online platform, when data collection is done on tablet.
- e. Design the questionnaire on appropriate template on paper, when data is collected on paper.
- f. Cleaning the data during and after the survey.
- g. Provide the final collected data cleaned in an appropriate format to be analyzed on statistical platforms/software.
- h. In case of qualitative data collection, provide a final analytical report of the findings falling under the same project.
- i. Conduct the data collection based on a protocol agreed on with UNICEF.
- j. Translate the questionnaire into Arabic.
- k. Conduct the interview while following the ethical guiding observed by UNICEF.

Management and financial arrangements

The overall oversight and management of the contract will be under the Planning, Reporting, Innovation, Monitoring and Evaluation section of UNICEF Lebanon Country Office in coordination with all the different sections and field offices – which will be acting as an advisory group for the duration of the implementation of the contract.

The funds will be transferred on monthly basis depending on successful delivery of the reports.

Qualification Requirements:

- Registered organization, preferably assessed by the UN with its own office and qualified **local** staff at the regional level.
- Able to undertake the assignment at the specified locations as per the Programme Cooperation Agreements's spread over the 8 governorates of Lebanon.
- At least five years experiences with capacity to carry out field monitoring and reporting of development/humanitarian interventions with reference to similar projects (must submit list of similar projects by type of approach).
- Able to generate an updated sampling frame of the population for representative sample selection of target population.
- Trained and qualified female and male staff available for monitoring and reporting (young energetic people with graduation from university/institute, good endurance for rough conditions, and good communication skills).
- Capacity to arrange all the logistical arrangements for field staff, training and actual field work.
- The team should include at minimum one staff specialized in each of the following disciplines:
 - a- Public health
 - b- Child Protection
 - c- Education
 - d- Adolescent and Youth
 - e- Water, Sanitation and Hygiene
 - f- Social protection
- Willingness to undertake and complete the assignment in the given time period

Evaluation process of the bids:

a. Technical Evaluation Criteria:

Technical Evaluation Criteria		Max Points obtainable
Overall Experience of Company and Key Personnel Proposed for the assignment		
1	Proven experience in Lebanon during the last 10 years.	6
2	Ability of the team to manage the task in Arabic language – <i>CVs to be provided</i>	5
3	A minimum of 5 years of proven expertise in qualitative and quantitative methods in conducting monitoring exercises (design of the questionnaire, strong and experienced team to conduct the interviews, data cleaning, data analysis). <i>4 points for each of the three services (focus group discussions, key informant interviews and programmatic visits) – evidence to be provided</i>	12
4	Proven expertise with excellent report writing and analytical skills in English / Previous reports to be submitted with the proposal in pdf <i>Maximum of 5 points per service (focus group discussions, key informant interviews and programmatic visits) – evidence of reports to be provided</i>	15
5	Existence of specialized staff in the fields of public health, child protection, education, adolescent and youth. Water, Sanitation and Hygiene and social protection. <i>4 points for each of the listed disciplines.</i>	24
6	Proven experience in managing large scale monitoring exercises related to child rights in the fields of public health, child protection, education, adolescent and youth. Water, Sanitation and Hygiene and social protection. <i>3 points per service (focus group discussions, key informant interviews and programmatic visits).</i>	18
TOTAL TECHNICAL SCORE		80

Technical evaluation is composed of 80 points

Minimum successful score for the technical evaluation is 56 points

b. Financial Evaluation Criteria:

- Only bidders obtaining the minimum pass mark in the technical evaluation (56 points) will be considered for the financial evaluation.
- Financial evaluation is composed of 20 points. The lowest financial offer will obtain 20 points.
- Service Providers should fill the attached table for calculation of the financial evaluation.

Ethical concern and confidentiality

In line with the Standards for UN Evaluation in the UN System (developed by the UN Evaluation Group), all those engaged in designing, conducting and managing evaluation activities will aspire to conduct high quality and ethical work guided by professional standards and ethical and moral principles. The proposal must identify actual or potential ethical issues, as well as measures and methods adopted to mitigate against these issues. All interviewees will be informed with the purpose of the evaluation and their role and what information is required specifically from them. Confidentiality of their views is ensured. If interviewees will include minors, a written consent should be taken from the persons in charge of their care. All the documents, including data and fieldwork instruments, developed in the course of this consultancy are the intellectual property of UNICEF.

Reference guides:

- UNEG Ethical Guidelines
- Ethical research involving children
- Checklist on ethical standards in research

Timing/Duration of the long-term agreement: 2 years renewable for 1 year
Duty Station: Lebanon
Administrative issue: NA
Conditions All field workers should be Lebanese and speak Arabic.