

UNICEF Libya Terms of Reference (TOR)

PROJECT/ASSIGNMENT TITLE:

Third Party Monitoring of UNICEF Programmes in Libya

WORKPLAN CODE NUMBER: Libya Country Programme Document 2019-2020
(2580/A0/03)

Specific Intervention Code: 26-02-08 Programme Monitoring

Activity: Programme Monitoring & Assurance Activities (2580/A0/03/880/004/001)

Objectives:

The objective of third-party programme monitoring is to ensure that UNICEF delivers results for women and children across Libya in line with its objectives, defined timelines and implementation modalities.

Additionally, the third-party contractor will collect the feedback from beneficiaries to ensure that the programme delivery and quality of services are largely satisfactory and will also provide recommendations for improving future efforts for better monitoring.

Finally, the institutional contractor will assist UNICEF to conduct an overview and assessment of the humanitarian situation in remote, hard to reach and conflict affected areas.

1. Background:

UNICEF works with the government, national and international NGOs, and the private sector to deliver programmes for women and children in Libya, including in hard to reach areas. UNICEF programmes including WASH, Health, Nutrition, Child Protection, Youth and Education interventions across all the country. While working with the government institution to strengthen the capacity and improve the policies and systems, UNICEF's core mandate is to delivery humanitarian assistance to women and children in humanitarian situations.

To ensure that the programme achieve the desired results targeting the most vulnerable group of the population and the women and children benefiting from UNICEF programmes are satisfied with the quality of the services prided, UNICEF will invest capacity to improve and strengthen programme monitoring, beneficiary feedback and rapid assessment/follow up in case of emergency situations.

To achieve the above objectives, UNICEF seeks to contract an institutional contractor with unrestricted access to the whole country to undertake the third party programme monitoring, collect feedback from the beneficiaries and undertake rapid assessments based on an agreed methodology.

2. Purpose of Assignment and Scope of work:

Expected Result 1: Programme Monitoring

- Monitor and collect data on UNICEF current and potential programmes in Libya.
- Develop a quarterly programme monitoring work plan in coordination with UNICEF Planning, Monitoring and Evaluation Specialist.
- Undertake the programme monitoring field visits, ensuring that specialists with relevant programme background and expertise are assigned to the programme locations. The programme field visits focus on the results as defined in partnership agreements and/or institutional contracts
- Submit reports which include key highlights of the field visits and the actions required based on the agreed E-tools Standard Operating Procedures. Reports submission, revision and feedback will be conducted through e-tools.
- Suggest recommended actions based on observations during programme field visits.
- Attend the required coordination meetings organized by the Planning, Monitoring and Evaluation specialist with the participation of UNICEF programme sections.
- Undertake an introduction visit with UNICEF partner and conduct an exit meeting highlighting the key recommendations that the partner should consider for improvement

Important consideration:

The Contractor will ensure that the programme monitoring team do have the relevant programmatic and technical skills and can provide constructive recommendations based on field observations.

Expected Result 2: Beneficiary Feedback

- Develop beneficiary satisfaction survey tools and protocols
- Ensure providing monitoring reports and provide feedback from beneficiaries with segregated data measuring the impact and the quality of programmes based on the agreed standard operating procedures and within the framework of accountability to affected population.
- Agree with UNICEF Planning, Monitoring and Evaluation Specialist on the template for the beneficiary feedback within the framework of Accountability to the Affected Populations
- Collect feedback from the programme beneficiaries and report back to UNICEF based on the agreed standard operating procedures. This should be done after maximum one week after implementation of the visit.
- Provide analytic reports to UNICEF team based on the Standard Operating Procedures agreed upon.

Important considerations:

The Contractor will need to collect feedback from women and children who should constitute at least 80 per cent of the interviewed sample, and will need to have the capacity for ethical collection of data from children

Expected Result 3: Assessment including Primary Data Collection

- Agree with UNICEF Deputy Representative or Programme Specialist on the approach and templates for the data collection
- Collect and report data (primary data or focus group discussions) based on the agreed template in the locations specified by the Programme Specialist
- Take accelerated action to respond to all requests to collect and report data

3. Deliverables:

DELIVERABLES AGAINST FIRST PAYMENT 20% OF CONTRACT VALUE, INCEPTION FIRST MONTH

1. Inception meeting with UNICEF team
2. Hiring and training of field monitors for the required staff to conduct the number of the visits outlined in the deliverables
3. Below the existing templates agreed upon the new templates
 - Template for programme monitoring (WASH, education, child protection, Youth, emergency preparedness and response, health and nutrition)
 - Template for collecting feedback from the beneficiaries
 - Template assessment – can be done later
4. SOPs on approaches, activities, periodicity
5. SOPs for the communication on the 3 expected deliverables agreed upon
6. Training on the E-tools (3 party monitoring portal) agreed upon

DELIVERABLES AGAINST SECOND PAYMENT 20% OF CONTRACT VALUE, FOURTH MONTH

1. Programme monitoring – at least 30 visits (minimum) – 40 (maximum)
 2. Beneficiary feedback collection – at least 20 (minimum) – 25 (maximum)
 3. Assessment and reporting – least 1 (minimum) and 2 (maximum) – this can be consolidated and paid together with the other deliverables
 4. Quarterly meeting with UNICEF team
- Reporting to be done in line with the SOPs – within 24 hours after the visit and monthly recap report with analysis and highlights

DELIVERABLES AGAINST THIRD PAYMENT 20% OF CONTRACT VALUE, SEVENTH MONTH

1. Programme monitoring – at least 30 visits (minimum) – 40 (maximum)
 2. Beneficiary feedback collection – at least 20 (minimum) – 25 (maximum)
 3. Assessment and reporting – least 1 (minimum) and 2 (maximum) – this can be consolidated and paid together with the other deliverables
 4. Quarterly meeting with UNICEF team
- Reporting to be done in line with the SOPs – within 24 hours after the visit and monthly recap report with analysis and highlights

DELIVERABLES AGAINST FOURTH PAYMENT 20% OF CONTRACT VALUE, TENTH MONTH

1. Programme monitoring – at least 30 visits (minimum) – 40 (maximum)
 2. Beneficiary feedback collection – at least 20 (minimum) – 25 (maximum)
 3. Assessment and reporting – least 1 (minimum) and 2 (maximum) – this can be consolidated and paid together with the other deliverables
 4. Quarterly meeting with UNICEF team
- Reporting to be done in line with the SOPs – within 24 hours after the visit and monthly recap report with analysis and highlights

DELIVERABLES AGAINST FIFTH PAYMENT 20% OF CONTRACT VALUE, THIRTEENTH MONTH

1. Programme monitoring – at least 30 visits (minimum) – 40 (maximum)
 2. Beneficiary feedback collection – at least 20 (minimum) – 25 (maximum)
 3. Assessment and reporting – least 1 (minimum) and 2 (maximum) – this can be consolidated and paid together with the other deliverables
 4. Quarterly meeting with UNICEF team
- Reporting to be done in line with the SOPs – within 24 hours after the visit and monthly recap report with analysis and highlights

4. Methodology:

Upon taking up each assignment, the contractor is expected to share a report containing a recommended monitoring work plan outlining the methodology to be used, indicators, timeline of planned monitoring visits, data collection tools- i.e. checklists, report outline, budget, team, etc. The monitoring work plan will include review of key program documents, reports from the implementing partners, discussion with program staff, and field data collection. The proposed monitoring work plan will be discussed and finalized with the requesting UNICEF programme section and the Planning, Monitoring and Evaluation Specialist in the office.

The contractor will then be responsible to conduct the agreed monitoring visits, in order to collect the data and information required. In between monitoring visits, UNICEF might require additional monitoring information, and will communicate to the contractor about required changes. As mentioned in the previous point, timeliness and efficiency are key in the process and digital systems for data collection, cleaning, storage and dissemination will be used. Such systems are recommended not only for faster data collection and dissemination as well as sharing and transfer of survey forms and data collection tools.

At the end of each monitoring activity the contractor will submit / upload the data and information collected to a UNICEF designated location / server within 2 days from visit completion and prepare a brief monitoring report highlighting major findings in a digital format, packaged and formatted in accordance to UNICEF's requirements.

5. Responsibilities:

The specific responsibilities will be set in liaison with the Contractor upon signature of the contract and according to the outlined scope of work and deliverables.

6. Timing:

The contract duration will be 13 months including one month for inception during which, the Standard Operating Procedures will be reviewed and agreed upon , Monitoring assignments will be required in all Libya Individual assignments will cover periods of one year and may be renewed subject to the satisfactory performance of the contractor. The contract may also be modified upon agreement of the two parties.

7. Reporting requirements:

For each assignment the contractor is expected to deliver the following:

- Inception Report containing monitoring work plan;
- All data collected in monitoring visits uploaded to a UNICEF designated location / server

- Data collection tools produced (survey forms, interview guidelines, etc.) in digital format, packaged and formatted in accordance to UNICEF's requirements;
- Monitoring visit reports in digital format, packaged and formatted in accordance to UNICEF's requirements, indicating programs monitored key findings and, if requested, recommend or suggest follow up actions;

The contractor will submit monthly reports in digital format, packaged and formatted in accordance to UNICEF's requirements, which will include, but not be limited to:

- a) Number of assignments undertaken
- b) Progress of monitoring visits (number of visits made according to plans, delays, etc);
- c) Any other relevant issues or constraints identified during monitoring visits and with actionable recommendations for UNICEF to consider

Qualification Requirements:

Prequalification

- Registration in Libya.
- Proven record of similar experience (Data collection, surveys, third-party monitoring) for at least one year

Technical Evaluation of the proposals (60 points)

1. Relevant work experience in Libya (i.e. key personnel having conducted monitoring/assessments and reporting for UN agencies, bilateral donors and/or INGOs), experience of 2-3 Years – 2.5 points, 3 -5 years – 2.5 points, 5-7 years – 2.5 points and 7-10+ years – 2.5 points, for a maximum total of 10 points
2. Team composition that has presence of specialists in Civil engineering, Child Protection, Health, Nutrition, Education, and Programme Management. – Each thematic area is rated with 2.5 points for a maximum total of 15 points. the organization chart with CVs of the Specialists must be part of the submission.
3. Capacity to prepare all the logistical arrangements for field work (the firm is expected to arrange its own logistical arrangements and that should be considered while budgeting) – Demonstrated logistics and administration capacity to deliver field work across the country. Please submit relevant proof to demonstrate the capacity per geographic region (Eastern region – 5 Point, Central region – 5 points, Western Region 5 points, Southern region = 5 points) for a maximum total of 20 points
4. Previous demonstrated experience in using mobile data collection tools for data collection (ODK, KoboToolbox, Ona.io, Ushaidi, Magpi, DataWinners) rated with 2.5 points per tool for a maximum total of 15 points. Please submit relevant proof to demonstrate the capacity.

Financial Evaluation of the proposal

[See Annex 1 for the information](#)

IMPORTANT NOTE:

PRICES FOR ANNEX 1 SHOULD BE INCLUSIVE OF all the overheads that will be required by the Contractor to implementation the work

UNICEF Recourse in Case of Unsatisfactory Performance

In case of unsatisfactory performance, the payment will be withheld until quality deliverables are submitted. If the firm/individual is unable to complete the assignment, the contract will be terminated by notification letter sent 30 days prior to the termination date. In the meantime, UNICEF will initiate another selection process in order to identify appropriate candidate.

Request for Proposal Evaluation and Weighting Criteria

60 % Technical
40 % Financial
100% Total

Expected Budget for the Consultancy and Terms of Payment

The total expected budget referencing for the two years LTA would be US\$300,000 the terms of payment will be in accordance with satisfactory completion of deliverables as outlined in the section

Timing/Duration of Contract: 13 months (with one-month inception period) with a possibility of extending it for another 12 months upon satisfactory evaluation.

Duty Station: Office /presence in Tripoli
Access all over Libya

Administrative issue

UNICEF Supply Officer will take the responsibility as the focal point for the contract and PM&E Specialist will be the technical manager.

UNICEF HACT /Budget Officer will be the technical referent with the focus on the E-tools related component.

Conditions

The team will need to have proportionate representation of gender balance within the management team and field teams.

The Contractor and his/her personnel/team members will not be UNICEF staff members however, they will be expected to respect the core values of UNICEF of diversity, inclusion, integrity and commitment and ensure the application of UNICEF policy in regard to Zero Tolerance of the Sexual Exploitation and Abuse. The Contract is expected to do quarterly orientation to their staff and share with UNICEF the proof of the training.

The Contractor carries the sole responsibility for all related personnel and needs to ensure that an appropriate systems and procedures are in place to deal with any complaints and other human resources issues that may emerge.