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THIRD PARTY END-USER/FIELD MONITORING

1. BACKGROUND AND JUSTIFICATION:

Nepal is located in the central of the Himalaya range, and is one of the most disaster prone countries in the world. Due to its topography and climatic condition, earthquakes, landslides, floods, fire, thunderbolts are the major causes of disaster events that caused major damaged in the past, weakening the fragile ecosystem of the country.

In the last two centuries Nepal has witnessed several major natural disasters. A number of those highlighted are the 1833, 1934 and 2015 earthquakes, the Koshi floods 2008 and the GLOF events regularly happening in the higher Himalayas. Apart from these major disasters, Nepal also faces frequent landslides during monsoon season, thunder lightning, storms and regular seasonal flooding in Terai areas. The combination of these multiple hazard events poses a severe threat to national development processes.

Climate change has also impacted almost all the development sectors of Nepal and people's livelihoods base. The climatic risks and uncertainties are exerting additional pressures to communities across Nepal. Stories about drying water sources, women traveling longer distance to collect water and firewood, declining crop productivity, or communities relying under the impacts of floods and other climate-induced disasters, highlight the urgent need to manage these adverse impacts.

Economic Vulnerability Analysis conducted by the Government of Nepal in 2010 shows that Nepal exhibits the largest losses due to large exposure at risk and the high level of hazards. As a matter of these phenomena not only cause loss of lives and properties, but also pose severe threats to physical infrastructure, and also disrupt economic development.

According to Nepal 25 April, 2015 Post Disaster Needs assessment over 8,790 confirmed casualties and 22,300 persons injured across the country. It was estimated that the lives of eight million people, almost one-third of the population of Nepal, have been impacted by these earthquakes, Thirty-one of the country's 75 districts have been affected, out of which 14 were declared "crisis-hit" and an estimated loss of $7,065 Million.

Similarly, the flood and landslide of July and August 2017, has severely affected most of the mid hills and Terai districts. As of 15, September, 2017 a total of 161 deaths has been reported from 30 districts and more than 102,524 people been displaces with a reported economic loss of billions of Rupees.

This TOR has been developed in view to support UNICEF future humanitarian action in Nepal and that would facilitate delivery of supplies to beneficiaries, ensure quality of services and assess end-user satisfaction. Through this TOR UNICEF plans to engage an external agency (could be a consultancy firm, research institution, NGO, university) by establishing Long Term Agreement (LTA) to implement to End-User/Field Monitoring System as and when required.

2. OBJECTIVE:

The overall purpose of this assignment will be to verify UNICEF response, progress reports and quality assurance of the services and supplies provided by UNICEF partners to the end users during humanitarian situation. The Third Party Field Monitors is required to visit all UNICEF Nepal's humanitarian response areas, meet the implementing partners and government counterparts; talk to key informants at service provision facilities (hospital/health centers; schools/Transitional Learning Centres, Child Friendly Spaces, Outpatient Therapeutic Programme); and meet with the affected populations.

The objectives of the third party monitoring are as follows:

(1) Verify monitoring and progress reports (including the 4W matrix for clusters) submitted by UNICEF implementing partners;

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(2)   Assess the quality of services as per the agreed standards;
(3)   Identify gaps in delivery of services (including supplies);
(4)   Identify any emerging issues related to the affected population which need urgent attention by UNICEF.

The end-user monitoring will intend to provide UNICEF program sections with regular data on progress and quality of response, interventions/actions taken from the affected geographic areas. As a cross cutting support function, end-user monitoring exercise will be linked with all the programme outcomes and outputs.

3.   SCOPE OF WORK:

Given the scope and nature of the humanitarian situations the work will cover most affected geographic areas (Province, Municipalities, and Rural Municipalities) and monitor performance of PCA partners. It is expected in the context and the severity of the humanitarian situation the number of groups and field monitors has to be determined with an equal number of males and females as data analysis/report writing staff (and computer programing/troubleshooting staff) with an overall responsibility managed by the field coordinator as a team leader. The Team Leader should preferably be an international professional.

The information generated through the Third Party/End-User Monitoring will be used by UNICEF to ensure programme sections are working with the right partners of choice, have effective programme implementation modality and address any issues and gaps regarding access to and quality of services and supplies;

UNICEF will work closely with the contractor to develop monitoring tools (questionnaires, checklists etc.) and define the parameters to identify which partners and areas to monitor. UNICEF will provide detailed orientation to the third party monitoring teams on the UNICEF programmes. In the field the contractor will work closely with the Zonal/Sub-offices to coordinate the field monitoring visits.

UNICEF will require feedback and information generated through the monitoring system on a regular and timely basis. The contractor will be expected to collect data using the prevalent information technology (smart phones, tablets etc.) and submit data to a centralized location inorder to facilitate regular and timely reports generation.

The End-User/Field Monitoring exercise will be implemented by the Thirty Party (a consultancy firm/research institution/NGO) through an institutional contract/SSA. The field monitors will cover all the PCA partners in the affected geographic area and help to monitor UNICEF response interventions.

The consulting firm/contractor will be responsible to arrange all the logistics for the field work and data analysis, management and reporting. These will include, cars for the field work, computers, printers and tablets for data collection.

Major Tasks of the consultancy

1. The contractor will be expected to make available/recruit qualified personnel which will include:
    *   Project Manager/Team Leader (preferably international professional)
    *   Field monitors (men and women) that works in teams in coordination with each of the UNICF field/site offices to undertake field monitoring in the geographic areas covered by UNICEF response interventions.
    *   Programmers for developing the programme to be used on mobile technology, create centralized system, maintain and manage the system.
    *   Analyst/report compiler(s)

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2. Hold initial (inception) meeting with UNICEF sections for an orientation on objectives, monitoring strategy, activities and work plan of the assignment and seeking their support in the implementation process;

3. Under the close guidance of UNICEF Planning and Monitoring section, finalize the tools used for the 3rd party monitoring. Modify and refine these tools as necessary in consultation with UNICEF programmes as monitoring needs may change over the course of the emergency response.

4. Select and procure, if necessary, the appropriate computer assisted technology and undertake necessary programming and testing of the tools and programme.

5. Organize training/orientation for the field monitors on UNICEF programs (types and implementation modalities of response interventions in areas of health, nutrition, WASH, education, child protection and cash transfer) with technical support from UNICEF.

6. Organized training on using the mobile technology to collect data (as soon as software programme is finalized, tested and uploaded into the selected mobile devices and are ready to use).

7. Study the UNICEF project agreements (PCAs) proposals and contracts with partners for the relevant humanitarian response to better understand the targets set, geographic coverage, planned activities, implementation strategy, and resources committed by UNICEF;

8. In consultation with UNICEF, develop a field visit plan for monitors to travel to the geographic areas to carry out independent monitoring of progress and quality of UNICEF humanitarian response vis-à-vis the needs of the affected population. Visits will be to areas where PCA partners are working. Monitors will visit the partners, stakeholders and a sample of the affected population. The sampling parameters will address all equity dimensions, including hard to reach populations, low cast households and others (to be determined in consultation with UNICEF). The field monitors will collect data (initially using paper based tools until the computer assisted technology system is in place) and report back to UNICEF on the following:

   - Verification of facts and figures reported by the implementing partners in the field (meeting with the partners).
   - Delivery of UNICEF's supplies to the end-users and any related gaps (i.e. tracking of UNICEF supplies from UNICEF warehouse to the end user, identifying any delays, bottle necks and undelivered supplies)
   - Specific issues/difficulties with regard to UNICEF programme (Heath, WASH, Nutrition, Education, and Child Protection) including the effectiveness of the approach from the view of the end-users.
   - Key emerging issues arising from the field, any social issues affecting children or young girls or women in general and any other related issues in the field including disease outbreaks and malnutrition etc
   - Whether UNICEF activities are really targeting the most marginalized (equity approach);

9. Develop a centralized database to collate and store the information and under guidance with UNICEF develop the reporting templates.

10. Supporting data that included video and audio recording of key events in the field as evidence of response interventions, evidence of any gaps/issues in the programme activities and interviews with the beneficiaries and key stakeholders regarding the overall response and their level of satisfaction;

11. Submit weekly (the frequency can be reduced to monthly at a later stage) field monitoring reports to UNICEF PM Section.

12. Hold regular monthly de-briefing sessions/review meetings with UNICEF programme teams (the sectoral heads and relevant programme officers) led by PM Section to discuss monitoring findings and any emerging issues;

13. Submit a final analytical report with lessons learnt and recommendations for humanitarian field monitoring at the end of the assignment/contract.

Stakeholder participation:

The key stakeholders of the end-user monitoring are UNICEF Country Office Nepal (at three different levels, i.e., management, programme sections; and Planning and Monitoring Section); UNICEF Implementing Partners (PCA partners); affected target population; humanitarian actors in Nepal (the relevant clusters and their member organizations); and the third party monitoring firm.

UNICEF' Planning and Monitoring (PM) section will be leading on coordination with UNICEF programme sections and the consultancy firm throughout the exercise/contract period. The PM section will be responsible for quality and timeliness of data/reports submitted by the field monitors. The PM section will also review the weekly reports from the field monitors and submit to the UNICEF management and the programme sections for their information and actions.

UNCIEF program sections will be engaged to review the ToRs, monitoring tools, training of field monitors, provision of reference materials to the field teams, and taking follow-up actions on the issues/gaps identified by the third party field monitors.

The programme sections will also liaise with the respective government line departments at the central level as well as district level regarding the end-user monitoring system to make sure that the field monitoring teams do not face any difficulty during their field visits.

UNICEF's implementing partners (PCA partners/IPs) will provide data (what did they do, where and for whom) to the field monitors as per the respective PCA and the weekly progress reports submitted to UNICEF.

The consulting firm will collect data from the field as per agreed plan, analyse the data, prepare and submit regular (weekly/monthly) reports to UNICEF.

DURATION:

The duration of the consultancy will be for 4 to 6 months dependable upon the severity of the humanitarian emergency.

4. WORKING LOCATIONS:

The main working location and the contact office will be based in Kathmandu with (Number) of teams in the field.

5. DELIVERABLES:

The key products/deliverable of the third party end-user/field monitoring will be as follows:

No	Deliverable	Estimated number of days required	Estimated Completion Date
1	Reviewed (tested) and revised monitoring tools (checklists, questionnaires)	*	*
2	Weekly and monthly monitoring field trip plans	*	*

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3	Weekly and monthly monitoring reports with issues requiring immediate attention of partners and UNICEF program sections/management flagged.	*	*
4	Mobile technology program and data management system	*	*
5	Centralized database of field monitoring/field work containing completed checklists and questionnaires, including names and contact details of key informants	*	*
6	End-of-Assignment Report/Analytical Report	*	*

Note: * Depends upon the extent and severity of the humanitarian situation.

6.   PROPOSED PAYMENT SCHEDULE:

30 % of the total amount will be paid upon the submission of inception report. 40 % upon completion of deliverable 3, 40 % upon the completion of deliverable and submission of final report.

7.   CONTRACT SUPERVISION:

Chief of PME or Planning and Monitoring Specialist from the Planning and Monitoring (PM) Section will be the contracting supervision depending upon the extent of the humanitarian situation.

Overall, the consulting firm will be accountable for timeliness and quality of data and reports submitted to UNICEF PM Section. The team leader from the consulting firm will be the main focal point for UNICEF interaction.

Within UNICEF, PM section will be the focal point and be responsible to make sure that the monitoring teams perform as per the agreed contract. The reports submitted by the field monitors will be verified by PM section (focal point for HPM within PM section).

8.   QUALIFICATIONS AND EXPERIENCE REQUIRED:

The bidder for this Long Term Agreement (LTA) should have to be established at least 5 years ago and should have at least five years of experiences with a proven capacity to carry out field monitoring and reporting of development as well as humanitarian situations.

9.   APPLICATION AND EVALUATION PROCESS:

Each proposal will be assessed first on its technical merits and subsequently on its price. In making the final decision, UNICEF considers both technical and financial aspects. The Evaluation Team first reviews the technical aspects of the offer, followed by review of the financial offers of the technically compliant vendors. The proposal obtaining the highest overall score after adding the scores for the technical and

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financial proposals together, that offers the best value for money will be recommended for award of the contract.

The Technical Proposal should include but not be limited to the following:

- **Methodology**
  Detailed Methodology / approach to requirement detailing how to meet or exceed UNICEF requirements for this assignment.

- **Company Profile**
  Ensure to include information related to the experience of the company as required and outlined in item 9 of this document.

- **References**
  Details of similar assignments undertaken in last *three* years including the following information:
  - Title of Project
  - Year and duration of project
  - Scope of Project
  - Outcome of Project
  - Reference / Contact persons

- **Work Plan**
  Proposed work plan showing detailed sequence and timeline for each activity and man days of each proposed team member

- **Team Composition**
  Title and role of each team member

- **CV's**
  CV of each team member (including qualifications and experience)
  Ensure to include information related to the qualifications and experience of each proposed team member as required and outlined in item 9 of this document.

- Any project dependencies or assumptions

The Financial Proposal should include but not be limited to the following:

Bidders are expected to submit a lump sum financial proposal to complete the entire assignment based on the terms of reference. The lump sum should be broken down to show the detail for the following:

- **Resource costs**
  Daily rate multiplied by number of days

- **Conference or workshop costs (if any)**
  Indicate nature and breakdown if possible

- **Travel Costs**
  All travel costs should be included as a lump sum fixed cost.
  For all travel costs, UNICEF will pay as per the lump sum fixed costs provided in the proposal.
  A breakdown of the lump sum travel costs should be provided in the financial proposal.

- **Any other costs (if any)**
  Indicate nature and breakdown

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- **Copy of the company registration**

- **Recent Financial Audit Report**
  Report should have been carried out in the past 2 years and be certified by a reputable audit organization.

Bidders are required to estimate travel costs in the Financial Proposal. Please note that i) travel costs shall be calculated based on economy class fare regardless of the length of travel and ii) costs for accommodation, meals and incidentals shall not exceed the applicable daily subsistence allowance (DSA) rates, as propagated by the International Civil Service Commission (ICSC). Details can be found at http://icsc.un.org

10.   EVALUATION WEIGHTING CRITERIA:

The ratio between the technical and financial criteria depends on the relative importance of one component to the other. Examples of weightings could be 60/40 (technical/commercial) or 70/30 (technical/commercial). The technical component should have a minimum of 50 % (e.g. 50:50), and the financial criteria a minimum of 20 % weight (e.g. 80:20). Sum of technical and commercial must always equal 100 points.

Cumulative Analysis will be used to evaluate and award proposals. The evaluation criteria associated with this TOR is split between technical and financial as follows:

> 70 % Technical
> 30 % Financial
> 100 %
> Total

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The attached Annex A provides a detailed breakdown of the evaluation criteria.

Annex A – Breakdown of technical evaluation criteria

For bidders for Long Term Agreement (LTA) to be determined as an eligible service provider, bidders will be pre-qualified, before their bids are further examined. The below set criteria will be applied in the pre-qualification, to determine eligibility.

Technical Criteria	Description	Maximum Points	Sub Points
Overall Response	Demonstrates clear Understanding of the assignment and alignment of the proposal to the ToR; detail and thoroughness of the proposal in respect of the requirements of the ToR and assignment	20	
Company Profile	Minimum five Years of establishment	16	
	At least five years experiences with capacity to carry out field monitoring and reporting of development/humanitarian interventions with reference to similar projects.		
	Prior experience of using mobile technology (computer programing and using tablets for data collection, storage and reporting)		
	At least one year work experience with UNICEF or other UN agencies in Nepal		
Methodology and Approach	Clear and effective methodology/approach on how the company will carry out the tasks including management, monitoring and quality assurance process robust; including a realistic work plan.	14	
Work Plan	Detailed sequence and realistic timeline for each activity	10	
	Resource allocation aligns to proposal and addressed ToR		
Client References	Proof of 3 similar assignments undertaken in last 5 years demonstrating a proven track record with good feedback from clients	4	
Team composition, CV's and experience	Clear Team Composition with well-defined roles and responsibilities (provide CVs of team members)	6	
	Trained and qualified female and male staff available for field monitoring and professionals for data analysis/report writing and computer programming or capacity to hire the required professional staff and field monitors (can be young local graduates in social sciences from a recognized university/institute with good endurance for rough conditions, and good communication in local language)		
	Total	**70**	**0**

Bidders are requested to submit the following:
- Company profile including registration of company in Nepal.

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- Reference list indicating similar experience in the country or abroad.
- Profile of the Team Leader/Field Coordinator for this assignment.
- Proposed plan and methodology for completing the work in the time required

Bidders passing 70% score will be considered for further evaluation against financial proposals.