

## Terms of Reference - Third Party Monitoring

Emergency Response Programs

Commissioned by IOM Mission in Iraq



Purpose	Post Distribution Monitoring (PDM) of IOM funded Projects in Iraq
Duration	Ten months (extension is based on funding and service satisfaction)
Start Date	As soon as tender process is completed
Reporting Line	Programme Development Support Unit/ Monitoring and Evaluation

### 1. BACKGROUND INFORMATION

Established in 1951, the International Organization for Migration (IOM) is the leading United Nations Migration Agency in the field of migration that works closely with governmental, intergovernmental and non-governmental partners. IOM ensures the orderly and humane management of migration, promote international cooperation on migration issues, assist in the search for practical solutions to migration problems, and provide humanitarian assistance to migrants in need including refugees and Internally Displaced Persons (IDPs).

Over 3.3 million Iraqis have been displaced due to conflict since January 2014. In its effort to meet the needs of most vulnerable IDPs, IOM Iraq Mission scaled-up its operations to deliver aid throughout the Country in coordination with the Iraqi government, donors and UN agencies. IOM has provided life-saving assistance to millions of people across the all 18 governorates of Iraq. Since it began operations in 2003, IOM has built a strong network of staff, offices and logistics, enabling the mission to respond quickly and efficiently. With a presence on the ground, IOM has been on frontlines of the humanitarian response to this unprecedented crisis.

IOM provides a range of emergency response services, this includes; Non-Food Item (NFI) kits, Shelter, Primary Health Care (PHC), Psychosocial assistance, Community Policing (CP), Camp Coordination and Camp Management (CCCM), transportation, livelihoods assistance, and emergency infrastructure to help displaced persons live in dignity and support themselves. Through Communication with Communities (CwC) initiatives, IOM promotes two-way communication and disseminates information for people affected by the crisis on a range of topics including health awareness, camp safety, shelter kit set-up and irregular migration.

As a member of the United Nations Country Team for Iraq, IOM works in close collaboration with the UN system and Iraqi authorities in support of the Iraqi National Development Strategy and the United Nations Development Assistance Framework. As an active partner of the UN Humanitarian Response Plan, IOM has been coordinating emergency response across multiple projects with the government, UN agencies and NGOs.<sup>1</sup>

### 2. PURPOSE OF THE MONITORING

The objective of Post Distribution Monitoring (PDM) is to assess the effectiveness of IOM's emergency assistance projects. The PDM as one of the IOM's tools in line with donor's compliance to evaluate the impact of emergency response program on beneficiaries. These include; Shelter-NFI, CCCM, CwC, PHC, CP, and others.

The primary purpose of the Third-Party Monitoring (TPM) service provider is:

- To conduct PDM that will verify whether funded projects were implemented as per the proposals.
- To provide the required levels of assurance and satisfaction from beneficiaries to the primary stakeholders
- To ensure that projects were delivered efficiently in compliance with donor requirements.

Information generated from the TPM service provider intends to;

- Ensure accountability by allowing recipients to share feedback in a safe, secure and dignified manner.
- Provide a participatory opportunity for beneficiaries in decision-making that affects their lives.
- Facilitate lessons learned and best practices for accurate and objective feedback
- Identify challenges and recommends corrective actions that will address the needs of the affected population appropriately and efficiently.

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<sup>1</sup> <http://iomiraq.net/about-iom>

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### 3. SCOPE AND TIMELINE OF THE MONITORING

The PDM period will commence as soon as the tender processes are completed. Request for the PDM arises once distribution activity has been finalized, and the beneficiary list is obtained as well compiled by IOM M&E team. Emergency activities have been implemented in the governorates of Anbar, Baghdad, Diyala, Erbil, Kirkuk, Ninewa and Salah-al-din. Monitoring is required in all Iraqi locations that received assistance.

The forecast PDM is 8,000 beneficiaries mainly in the governorates of Kirkuk, Ninewa, Salah al-Din, Anbar and Erbil. However, locations might change based on humanitarian and security context on the ground. Thus, locations will be revised once actual distributions or activities have been implemented.

The actual PDM caseload and locations will be reviewed on a monthly or trimester basis where the service provider will receive any revised information related to this exercise.

The service provider is expected to reduce the PDM price for any additional caseload above the target (8,000 beneficiaries) if the contract period is valid. In case of any extension beyond the agreement duration (ten months), the TPM is expected to similarly reduce the PDM price.

The below table shows current PDM caseload (completed distributions) which amounts to 37% of the forecast. The remaining caseload will be added on a rolling basis once the exercise started.

Governorate	District	Location	Current PDM Caseload
Anbar	Falluja	Amriyat Al-Fallujah Camp	220
	Ramadi	Ramadi	99
Baghdad	Karkh	Al-Mansour - Al Mutanbi	11
Erbil	Makhmur	Gawara	59
	Erbil	Erbil	19
Kirkuk	Kirkuk	Kirkuk	29
	Daquq	Laylan C camp	88
		Laylan 3 Camp	6
Ninewa	Mosul	Al Haj Ali	98
	Mosul	Al Shamsiyat	30
	Mosul	Al-Ausaja Village	25
	Mosul	Al-Jada'h Village	88
	Mosul	Tlool AlKham	24
	Mosul	Qayyarah Airstrip	1111
	Mosul	Al-Qayyarah Center	114
	Mosul	Qayyarah Jad'ah Camp	26
	Mosul	Qayyarah Jad'ah Camp 4	50
	Mosul	Qaryat Beer Hillan	11
	Mosul	Bysan	3
	Mosul	Haj Ali Camp	653
	Akre	Allahe	40
	Singar	Al-Shamal - Sharaf Al-din	9
	Al-Hamdaniya	Hasansham U3 camp	25
	Al-Hamdaniya	Khazir Camp	20
Salah al-Din	Tikrit	Hay Al Shuhdaa Mahala 204	4
	Tikrit	Tikrit City Center	60
	Tikrit	Markaz Al-Shirgat	55
<b>Total</b>			<b>2,973</b>

#### 4. METHODOLOGY OF MONITORING

The TPM service provider will solely be guided by ‘Annex C - IOM Data Protection Principles’<sup>2</sup> as illustrated on the ‘Data Protection Manual’<sup>3</sup> That demands data principles of; protection and security, collection and processing, ownership, ethical considerations (confidentiality and consent), accuracy and consistencies, compliance, and transparency. These principles will coordinate and guide the TPM service provider during surveys/PDM. Beneficiary interviews will be conducted based on IOM’s tools and questionnaire implemented through the ODK software on tablets which will be provided by the TPM. If necessary, induction would be provided by IOM before the commencement of the PDM. The affected populations often reside in hard-to-reach areas, including the newly retaken areas and near frontlines of Hawija and Tel Afar. Feedback from beneficiaries in-and-out of camp settings is collected through in-person interviews rather than telephone interviews.

IOM will provide the TPM with distribution details that require monitoring. The distribution list will contain location and beneficiary contact information. If beneficiary contact information is not available on the list, information of the local authority and IOM’s focal point will be provided. Donor's requirement determines the sample of beneficiaries for PDM, that is, it ranges between 3-10 percent. The TPM service provider will ensure information flow and procedures are well coordinated with IOM through the M&E team for transparency and consistencies throughout the process. Beneficiary’s interview will be conducted in line with humanitarian principles of “do-no-harm”<sup>4</sup> and IOM policies and code of conduct.<sup>5</sup>

#### 5. ROLES AND RESPONSIBILITIES OF THE TPM SERVICE PROVIDER

The TPM is expected to carry the assignment directly and independently, IOM will provide guidance as required. Although the use of sub-contractors is possible – the added value of sub-contracting would have to be demonstrated together with the available quality assurance systems. Direct supervision of work at the Country level would also have to be shown (no supervision of sub-contractor from outside Iraq will be allowed).

The following tasks are expected to be delivered on a regular basis but not limited to:

- a) At the inception of this contract, the TPM service provider will provide an operational plan detailing how the survey or data will be collected and reported within a specified timeframe.
- b) Provide a team of field monitors that will conduct PDM, data reporting with a team leader in-charge of managing the day-to-day operations.
- c) Carry an independent satisfaction survey of the target population considering the implemented projects.
- d) Submit a comprehensive survey or data collection or PDM reports comprise but not limited to following:
  - To validate activities delivered in the field and report on significant accomplishments
  - To document and report on the distribution of IOM supplies and any other identified gaps observed during field interviews (including any feedback on access, usage, quality and relevance by end users).
  - To identify issues/bottlenecks with regards to the implementation of IOM projects.
- e) Conduct regular meetings (weekly, monthly, quarterly) with IOM as per the needs.
- f) Submit progress reports and plans (daily, weekly, monthly, etc.)
- g) Ensure communications regarding progress, finding/feedback and challenges that require attention.
- h) Conduct any relevant task related to this exercise at the request of IOM.

#### 6. ROLES AND RESPONSIBILITIES OF IOM

The selected TPM will work in close collaboration with IOM Iraq, specifically members of the IOM M&E team on day-to-day support, including but not limited to:

- a) Manage the TPM process and its progress on daily, weekly and monthly basis.
- b) Facilitate regular coordination and information flow between all relevant stakeholders.

<sup>2</sup> <https://intranetportal/Pages/ControlNo.aspx?controlNo=IN/00138>

<sup>3</sup> [https://publications.iom.int/system/files/pdf/iomdataprotection\\_web.pdf](https://publications.iom.int/system/files/pdf/iomdataprotection_web.pdf)

<sup>4</sup> <http://www.spherehandbook.org/en/protection-principle-1-avoid-exposing-people-to-further-harm-as-a-result-of-your-actions/>

<sup>5</sup> <https://emergencymanual.iom.int/entry/35669/protection-from-sexual-exploitation-and-abuse-iom-awarenessraising-and-reporting-procedures>

- c) Maintain regular exchange and follow-up with the TPM on all operational and substantial issues.
- d) Provide necessary support to any troubleshooting issues faced by the TPM service provider.
- e) Ensure quality assurance of the services delivered by the TPM service provider.
- f) Provide real-time application and inputs of the TPM results into the IOM Iraq Accountability Framework.
- g) Ensure that the results of the TPM services are captured in IOM result matrix.
- h) Maintain the upper hand over the TPM regarding the deliverables, verification and any relevant issues.
- i) Conduct field monitoring visit to ensure quality assurance of the TPM service during the PDM exercise.
- j) Organise regular and trimester meetings with the TPM to review the progress, caseload data, plans, payments, costs and any other related issues pertaining to this service.
- k) IOM team will independently conduct verification on reported information or data as part of quality assurance and service credibility.
- l) At the inception of the agreement, IOM will conduct training aiming to familiarize the service provider IOM's tools and questionnaires implemented through the ODK software on tablets which will be provided by the TPM. If necessary, induction would be provided before the commencement of the PDM.

## 7. QUALIFICATIONS OF THE TPM SERVICE PROVIDER

### i. Conflict of Interest:

The service provider must be impartial and independent from all aspects of management or financial interests in the entity being monitored. During the tenancy period, the TPM should not be employed by, serve as director for, or have any financial or close business relationships with any of the IOM entities being monitored. The TPM service provider and the Third Party Monitors sub-contracted (if it applies) should declare any potential conflicts of interest which may affect or compromise their ability to conduct neutral and independent service.

Such conflicts of interest may include, but are not limited to:

- Business interests in a community where an IOM partner is delivering a programme.
- Business interests or financial gains from IOM through other activities or projects where applicable.
- Financial, family, political and business affiliation with an organisation with whom IOM has a partnership.

In such a scenario or similar, the monitor is expected to declare the conflict of interest to the contractor who will present to IOM. Declaration of conflict of interest will not be viewed negatively but will be considered in the programming of activities, and where possible, the contractor will be requested to deploy monitors that do not have a conflict of interest to a particular location or IOM's partner programme. Failure to declare a conflict of interest may be considered and may lead to a review of the expected deliverables from the monitor or the TPM, thus with a possible negative impact on the contract of the monitor or TPM.

### ii. Required Qualifications and Experience:

- a) Avail sufficient personnel (at least 5 with gender diversity) with experience of conducting field-based survey, research, monitoring, analysis and reporting, preferably in the field of humanitarian aid.
- b) Personnel with knowledge of local culture and languages that are spoken by the different communities, government counterparts and implementing partners (if any) in Iraq.
- c) Avail a dedicated team of professionals with a full-time team leader to carry the proposed contract based on the required qualifications and experience in the respective field/post as outlined in the table below.
- d) The TPM team expected to be highly flexible and prepared to deal with contingency deployments on a short-notice should address specific concerns or complaints arises by or about a partner or project site.
- e) IOM prefers a team of enumerators (i.e. researchers/consultancy firm) that should possess minimum qualifications and provide references: Enumerators from the governorate and district of implementation, with an understanding of humanitarian assistance, experience working with vulnerable populations, knowledge of ODK software and the ability to communicate and report in English.

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Company/ Key Personnel	Minimum Educational Qualifications and Experience
<b>Service Provider</b>	<ul style="list-style-type: none"> <li>•Registered legally as a company in Iraq or with full ability to operate in Iraq.</li> <li>•With a minimum of 5 years of demonstrated professional experience delivering services in the country or the similar complex environment.</li> <li>•Strong work experience in providing consultancy on monitoring, data analysis, reporting and field-based research/interview or survey services in Iraq.</li> <li>•Demonstrate proven capacity to carry work in all parts of Iraq through the existence of well-established networks (full access to governorate, districts, Cities and village levels).</li> <li>•Proven capacity to engage experienced team from the region where PDM is to take place.</li> <li>•Experience of working with the UN system, bilateral donors and NGOs in delivering monitoring, evaluation, data collection, analysis and reporting activities.</li> <li>•Willing to avail senior management to discuss progress against contract deliverables.</li> <li>•Capacity to arrange all logistical and security arrangements independently for field work (the contracted TPM service provider is expected to organise its logistics and security arrangements. Logistics and other budget costs constitute the offer price).</li> </ul>
<b>Team Leader</b>	<ul style="list-style-type: none"> <li>• Overall supervision, coordination, quality control and focal point for IOM.</li> <li>• The TPM should have an extensive understanding of the local context in Iraq.</li> <li>• Fluency in English (excellent writing skill) is essential, Arabic and Kurdish are desirable.</li> <li>• Proven capacity to make use of the technology and software (word, excel, ODK, etc.)</li> <li>• Experience in monitoring and evaluation, data analysis, and reporting of humanitarian interventions on behalf of multilateral and bilateral organisations and NGOs in Iraq.</li> <li>• Efficient and timely communication and reporting skills.</li> <li>• Should be a holder of Master degree with minimum seven years of relevant experience in team management and facilitation of service delivery on large contracts.</li> </ul>
<b>Third Party Monitors</b>	<ul style="list-style-type: none"> <li>• University degree preferably in social sciences, research methods, administration, etc.</li> <li>• Present at least five CVs of staff proposed for this service to be attached to this proposal.</li> <li>• Monitors engaged for this assignment should have at least three years' experience in reviewing and monitoring humanitarian projects in the following areas: WASH, Protection, Education, Health, Food Security, CCCM, Shelter-NFI, and so on.</li> <li>• Gender balance for TPM monitors is strongly encouraged based on the country context.</li> <li>• Extensive understanding of the local context in Iraq, knowledge of local culture and languages that are spoken by the communities is essential.</li> <li>• Excellent English writing skill to produce concise, well-justified, technically-sound and to-the-point survey/monitoring reports.</li> <li>• Proven capacity to make use of the technology (word, ODK, excel, etc.)</li> </ul>

### iii. Logistics and Security Arrangements:

The TPM service provider should demonstrate in its proposal that they can ensure the security of their staff and assets that will be deployed under this assignment, including adequate policies in place and insurance coverage.

### iv. Confidentiality and Property Rights:

All reports, data, tools or templates and databases will be solely owned by IOM and may not be distributed to any internal/external party. Any breach of this provision will result in an immediate termination of the contract.

### 8. PROPOSAL PRICE AND SCHEDULE OF PAYMENT

The contract price should be based on a *fixed rate per field survey or interview*. When submitting a quotation price as part of the bidding process, the service provider shall include all costs that will be incurred to render the services (for instance; professional fees, training, travel to-and-fro the field locations, administration costs, technology/software, meetings with IOM, reporting and so on). The payment will be on a trimester basis. Any invalid/duplicated field survey, interview or monitoring data will be disregarded or considered null and void. Final service payments will be made to the TPM service provider based on the contract, upon completion of all work, validation by IOM M&E team and issuance of service satisfaction.

### 9. CONTENT OF THE PROPOSAL

The service provider is expected to submit a proposal with a business plan in English on how it intends to deliver the services outlined in this term of reference. The proposal should include the following:

- a) Background/Expertise - Information on the company/organization offering services describing its expertise, previous experience in providing similar services, and institutional capacity, including personnel that will participate in delivering the outputs (with CVs) and the proposed team structure (including an organigram) in line with section 6.
- b) Technical Approach - The service provider, must demonstrate how it envisions to undertake the proposed activities and apply suggested methods. It should also present a plan outlining how it intends to ensure oversight, management and accountability (quality assurance) of data collection. The TPM is encouraged to use innovative solutions, such as data collection system on tablets, ODK, and data reporting as part of the proposal. These factors should be considered in the narrative and financial proposals.
- c) Management Approach - Demonstrate the capacity and technical know-how to simultaneously manage and implement the work being contracted in the social, political, and security environment of Iraq. It's expected that an action plan is submitted and should take into consideration the time needed for field visits to the project implemented sites, report writing and exchanges between IOM and partners (if it applies).
- d) Budget proposal – It includes all costs the TPM service provider may incur to render the services. This should include the cost of personnel, training, logistics, security and transportation, use of technology, administration, reporting, etc. A fixed rate (per survey, PDM, interview, etc.) should be presented.

### 10. SUBMISSION AND DEADLINE OF THE APPLICATION

The proposal should be submitted by email indicating the tender reference number on the subject line to the attention of Head of Logistics, Procurement unit at [fshweiki@iom.int](mailto:fshweiki@iom.int) copying [dwani@iom.int](mailto:dwani@iom.int) not later than 12.00 hrs (Iraq time) 30 November 2017, and should include the below information as described in section 7:

- Curriculum vitae (CVs) of managers, team leaders, supervisors, data collectors/enumerators and essential personnel proposed as part of the survey/monitoring team.
- Previous or on-going assignments indicating capability and capacity to undertake the PDM job
- For the monitors or data collectors, IOM requires that at least five CVs are attached to the proposal. IOM may request the professional/academic educational certificates of the monitoring team for review.