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| **1.TPM-LTA SUMMARY** | |
| **Monitoring Type** | Third Party Monitoring (TPM) (external, mixed, joint or/and participatory monitoring) |
| **General Purpose** | The independent TPM service provider will assist IOM MEAL team in monitoring the performance/quality, efficiency, and effectiveness of the programme implementation at the activity, output, and short-term outcome levels. Some certain aspects of intermediate-term outcome and impact level could be required to be analysed, as well, accordingly. |
| **Monitoring Activities** | Remote and in persons data gathering, analysis and reporting for:  ***Facility-based assessments:*** e.g., Health Facility Assessments, Collective Center Assessments, Institutional Assessments, Direct Observation  ***Beneficiaries-based surveys (Individual or in Groups):***Post Distribution Monitoring (PDM), Satisfaction Surveys, service access surveys and others. |
| **Duration** | 12 months with possibility of extension |
| **2. BACKGROUND** | |
| 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 populations in need including migrants, refugees, and Internally Displaced Persons (IDPs).  IOM’s Ukraine’s operations range from emergency and humanitarian assistance for conflict – affected populations to transition, recovery and development programming. IOM coordinates with other UN agencies, national and international organizations, in addition, to regional, national and local partners to prioritize, coordinate and respond to the needs of the IDPs, migrants and other populations and stakeholders in Ukraine in a timely and responsive manner. Therefore, IOM aims to continuously reinforce its accountability and coherent strategic management, with a focus on result- based approaches, which require strong monitoring activities to track progress, performance and quality of projects, programmes, and strategies. The overarching goal of this intended Long-Term Agreement (LTA) is to strengthen IOM Ukraine’s monitoring capacity to ensure that projects and programmes that are implemented adhere to IOM’s standard operating procedures and that they are aligned to national humanitarian standards and strategies.  IOM is seeking to contract a service provider in order to monitor the quality/performance, efficiency, and effectiveness of IOM projects/activities, at the levels of activity, output, short-term outcomes, intermediate-term outcomes, and impact (when applicable). This partnership for effective monitoring and beneficiary accountability, especially for remotely managed projects in insecure environments, will support the development of good practices and responses which will further enhance IOM’s programme quality and accountability. In addition, it will not only warrant the regular monitoring of IOM’s activities, but also the validation and assessment of implementation progress. | |
| **3. TPM SERVICES OBJECTIVES** | |
| The main objective of contracting a TPM service provider is to strengthen IOM’s M&E mechanisms and capacity for more effective and efficient programming and to provide reasonable assurance that donor contributions are being used wisely, and in accordance with the planned objectives.  The specific objectives of contracting the TPM service provider are:   1. To assist IOM’s MEAL team in undertaking certain required monitoring activities (either only through data-gathering or also through methodological development, data analysis and reporting) which includes but is not limited to beneficiary verification assessments, satisfaction surveys, Post Distribution Monitoring (PDM), needs assessments (multi-sectoral and per sector), household surveys, institutional assessments and other required situational analysis studies of cross-cutting themes. 2. To assist in ascertaining coverage, connectedness and appropriateness of services delivered through IOM’s project interventions. 3. To help in the processes of beneficiaries’ verification and in assessment and documentation of the existing facilities supported by IOM. | |
| **4. SCOPE OF WORK** | |
| The TPM service provider will cover all the oblasts where IOM is implementing its activities. It is expected to have the full capacity and readiness to undertake all required data collection processes through both direct (field visit) and indirect (remote data collection) accordingly. The decision of which modality to use for each assigned TPM task should be taken during the inception period of each TPM assignment. Furthermore, the TPM service provider is expected to clean, verify, and control data quality throughout the data collection processes and to make sure to submit only data that pass an agreed-on level of quality control.  To a minimum, service providers will need to conduct direct and indirect data collection in the following area of operation:   * **North region**: Zhytomyrska, Kyivska, Chernihivska, Sumska oblasts * **South region**: Khersonska, Mykolaivska, Odeska, Cherkaska, Vinnytska, Kirovohradska Oblasts * **East region**: Donetska, Kharkivska, Luhanska, Zaporizhzhia, Dnipropetrovska and Poltavska oblasts. * **West region**: Chernivetska, Ivano-Frankviska, Khmelnytska, Lvivska, Rivska, Ternopilska, Volynska, Zakarpatska oblasts.   IOM’s MEAL team will provide separate requests for conducting selected monitoring activities in the form of TPM assignments. Each request will describe the required monitoring activities determining specific requirements and general scope as well as proposed methodology (refer to section No. 5 “Methodology and Timeline”). | |
| **5.METHODOLOGY AND TIMELINE** | |
| The TPM service provider will assist IOM’s MEAL team to obtain independently verified information about the status of implementation of IOM projects and activities across the geographic coverage of its programme, with particular emphasis on the progress made against pre-defined outputs and activities, and combining the methods of field visits and desk review of the available project documentation .  When requested by IOM in each assignment the TPM will conduct the following services at the **inception phase of each assignment:**   1. **Desk review**: conduct and in-depth analysis of IOM and other available data to design a methodology, tools and other needed mechanism to conduct data-gathering. 2. **Methodology development:** Based on the results of the desk-review, develop a methodological proposal to be reviewed by IOM on how to conduct the assignment, including proposed data-collection methods, assumptions, proposed tools and sampling. 3. **Tool development and testing:** Based on the methodology development, design and test the tools needed to conduct the data-gathering needed for each assignment.   When requested by IOM in each assignment, and depending on the agreed data-collection modality for each assignment, the TPM service provider will either remotely contact target populations or visit project locations, meet partners and local authorities as needed, talk to key informants at service provision facilities (i.e. health facility, collective center, institutions, distribution site, etc.) as well as individuals targeted under the project (i.e. IDPs, host communities, migrants, etc).  The proposed methodologies and **data collection** methods/techniques (for both quantitative and qualitative data collection) will include but are not limited to the following categories:   1. **Individual structured interviews** in-:person or remotely via phone. This technique is mainly required for collection of quantitative data from sampled households/individual beneficiaries, and/or representatives from host communities who directly received or supposed to benefit indirectly from the assistance provided by IOM and/or its IPs. 2. **Individual semi-structured key informant interviews** in-:person or remotely via phone. This technique is mainly required for collection of quantitative and/or qualitative data from sampled key Informants (KIs), households/individual beneficiaries, and/or representatives from host communities who directly received or supposed to benefit indirectly from the assistance provided by IOM and/or its IPs. 3. **Group organized interviews** to collect in-depth qualitative data on specific topics through carrying out Focus Group Discussions (FGD). 4. **On-site/project site visits and observations/verifications** - including video and visual documentation of project sites   Finally, When requested by IOM in each assignment the TPM will conduct the following services at the **data-analysis and reporting phase of each assignment:**   1. **Quantitative data-analysis** using various methodologies such as simple linear and statistical analysis 2. **Qualitative data-analysis** using various methodologies such as data coding, qualitative descriptions or others. 3. **Reporting** using the abovementioned data-analysis to develop an in-depth report including as a minimum the following sections: executive summary, methodology, limitations, findings, conclusions, recommendations and annexes.   ***General timeline for each potentially assignment per phase***   |  |  | | --- | --- | | **Item** | **Timeframe** | | IOM to communicate intended TPM assignment (s) to the TPM service provider. | 1 day | | Inception Phase | | | **Desk review**: conduct and in-depth analysis of IOM and other available data to design a methodology, tools and other needed mechanism to conduct data-gathering. | 5 days | | **Methodology development:** Based on the results of the desk-review, develop a methodological proposal to be reviewed by IOM on how to conduct the assignment, including proposed data-collection methods, assumptions, proposed tools and sampling | 4 days | | **Tool development and testing:** Based on the methodology development, design and test the tools needed to conduct the data-gathering needed for each assignment | 3 days | | Data-Gathering | | | TPM service provider prepares for field monitoring visit/remote monitoring activity per TPM assignment (s) and location (s) (i.e. selection of locations, logistical arrangements, security analysis, request for additional information and documents, review of additional documents, etc.). | 3 days | | TPM service provider carries out the field monitoring visit(s)/phone calls /and/or interviewees in a number of pre-selected field locations to collect data, interview stakeholders, verify project outputs and activities, take pictures, record human interest stories etc. (as per the agreed upon methodology and deliverables). | One or several days - weeks (depending on modality of data collection and number of locations to be visited, in addition to coordination with authorities) | | Submission of a data-gathering report and cleaned database upon completion of the data-collection process | 3 days | | Data analysis and reporting | | | **Quantitative data-analysis** using various methodologies such as simple linear and statistical analysis | 5 days | | **Qualitative data-analysis** using various methodologies such as data coding, qualitative descriptions or others. | 7 days | | **Reporting** using the abovementioned data-analysis to develop an in-depth report including as a minimum the following sections: executive summary, methodology, limitations, findings, conclusions, recommendations and annexes. | 5 days | | |
| **6.DELIVERABLES** | |
| The below specific outputs are expected for each assignment and divided between the three main phases that could be included within each of the assignments: inception, data-collection, and data collection and reporting.  **Inception phase**   * One inception report outlining the findings of the desk-review, preliminary data collection, and detailed proposed methodology, including proposed sampling and tools. * All necessary tools to conduct data-collection proposed in the methodology in English and Ukrainian both in a Word file document and coded into Kobo-Collect or other data-gathering platforms approved by IOM. * A 1-page report on the results of the tool-testing process outlining the findings and proposed changes if any, along with the revised tools in English and Ukrainian both in a Word file document and coded into Kobo-Collect or other data-gathering platforms approved by IOM.   **Data-gathering phase**   * One operational plan detailing the data-collection plan, potential limitations, risks and contingency measures for the data-collection process. * Real-time weekly updates or presentations on the progress of the data-gathering plan and any challenges and contingency measures put in place, as well as how these would affect the established plan. * One data-gathering report and cleaned database upon completion of the data-collection process outlining the overall results, challenges, contingency measures and other comments that should be considered for the data-analysis and reporting phase.   **Data-analysis and reporting**   * One final monitoring report along with the analyzed databases which should include, to a minimum, the following sections: executive summary, methodology, limitations, findings, conclusions, recommendations and annexes. * When requested, one online or in-person presentation of the key findings of each assignment for IOM staff and/or other stakeholders.   **Note:** All data, reports and information will have to be provided in soft copy, an in hard copy when considered necessary. Specific formats will be agreed with IOM at the beginning of each assignment. | |
| **7.ROLES & RESPONSIBILITIES** | |
| The below specific roles and responsibilities are expected for each assignment and divided between the three main phases that could be included within each of the assignments: inception, data-collection, and data collection and reporting.  **Inception Phase**  TPM Service Provider   * Perform a comprehensive desk review including IOM provided documents and overall research of available documents and other materials. * Perform the analysis of the documents identified through the desk review and develop and inception report detailing a proposed methodology on how to conduct the assignment, including proposed data-collection methods, assumptions, proposed tools, sampling and the main findings of the desk review. All documents used for the development should be properly referred to in the inception report. * Develop the necessary data-collection tools in accordance with the IOM approved inception report. Deliver the data collection tools in English and Ukrainian in a Word document format. * Once approved by IOM, program the data-collection tools in Kobo-collect or another data-collection platform approved to IOM in English and Ukrainian. * Test the data-collection tools and, in accordance with the findings, deliver a report to IOM with recommended amendments or changes to the methodology and/or data collection tools. * Once approved, include the recommended amendments or changes to the methodology and/or data collection tools in the inception report as well as the Word and programmed tools in English in Ukrainian. * Submit to IOM the final inception report and data collection tools (in Word and programmed as well as in English and Ukrainian) including all approved modifications.   IOM MEAL   * Communicate and coordinate potential requests for conducting TPM assignment (s) to the focal point (s) of TPM service provider associated with sufficient information and guidance. * Provide the service provider with any IOM documents or necessary resources available upon submission of the assignment that could be relevant for the desk review. * Review, provide comments and, when appropriate, approve the inception report submitted by the service provider. * Review, provide comments and, when appropriate, approve the data-collection tools submitted by the service provider. * Review, provide comments and, when appropriate, approve the proposed revision to the methodology or tools in accordance with the findings of the data-collection tool testing process. * Facilitate disbursement of allocated finances in accordance with the general agreement/contract and as per sub-agreement documents for each individual assignment or group of assignments that might be requested at once as a bundle of assignments. * Coordinate, manage and communicate assignments requirements and outcome results with its implementing partners and other related stakeholders.   ***Data-Collection Phase***  TPM Service Provider   * Prepare an operational plan detailing the data-collection plan, potential limitations, risks and contingency measures for the data-collection process. * Ensure that enumerators and data gatherers are sufficient to complete the requirements of each TPM assignment. They should be available and properly trained, equipped, organized, and managed. * Take the whole responsibility for liaison with correspondent authorities to facilitate field works and other office activities necessitating official permission in advance * Deliver real-time weekly updates or presentations on the progress of the data-gathering plan and any challenges and contingency measures put in place, as well as how these would affect the established plan. * Upon completion of the data-gathering process, submit a data-gathering report and cleaned database upon outlining the overall results, challenges, contingency measures and other comments that should be considered for the data-analysis and reporting phase. * Conduct additional data-gathering, when needed and in accordance to IOM recommendations to address some of the limitations faced during the data-gathering phase. * Submit all clean datasets and interview transcripts (for individual and group interviews) along with hard copies of any other relevant filled forms/questionnaires upon request from IOM MEAL team/focal point. * Ensure a high level of quality control and assurance for the whole process, including the quality of data collection, entry, analysis, storage, and management.   IOM MEAL   * Communicate and coordinate potential requests for conducting TPM assignment (s) to the focal point (s) of TPM service provider associated with sufficient information and guidance. * Provide the service provider with standardized tools/questionnaires for each monitoring activity and essential project documents to enable clear understanding of the projects (when necessary and applicable). * Review, provide comments and, when appropriate, approve the operational plan report submitted by the service provider. * Review, provide comments and, when appropriate, approve the real-time weekly updates or presentations submitted by the service provider. * Review, provide comments and, when appropriate, approve the data-collection report submitted by the service provider. * Ensure quality assurance of the services delivered by the TPM service provider (IOM MEAL team may conduct office/field monitoring visits to ensure that the TPM service provider is constantly maintaining the expected quality level of work) * Facilitate disbursement of allocated finances in accordance with the general agreement/contract and as per sub-agreement documents for each individual assignment or group of assignments that might be requested at once as a bundle of assignments. * Coordinate, manage and communicate assignments requirements and outcome results with its implementing partners and other related stakeholders.   **Data-Analysis and Reporting Stage**  ***Data-Collection Phase***  TPM Service Provider   * Perform data cleaning of the gathered data and submit a cleaned database to IOM. * Perform quantitative data analysis using methodologies such as simple linear, statistical analysis or others, as recommended and agreed with IOM. * Perform qualitative data analysis using methodologies such as data-coding, qualitative descriptions or others, as recommended and agreed with IOM. * Using the abovementioned data-analysis, develop a final report which includes an in-depth analysis of the findings and includes as a minimum the following sections: executive summary, methodology, limitations, findings, conclusions, recommendations and annexes. * Review and submit a revised final report in accordance to IOM’s comments and questions. * When needed, participate in IOM meetings to present the results of each assignment to IOM staff or other stakeholders.   IOM MEAL   * Communicate and coordinate potential requests for conducting TPM assignment (s) to the focal point (s) of TPM service provider associated with sufficient information and guidance. * Review, provide comments and, when appropriate, approve the final report submitted by the service provider. * When necessary, organize events or meetings to present the results of each assignment to IOM staff or other stakeholders. * Facilitate disbursement of allocated finances in accordance with the general agreement/contract and as per sub-agreement documents for each individual assignment or group of assignments that might be requested at once as a bundle of assignments. * Coordinate, manage and communicate assignments requirements and outcome results with its implementing partners and other related stakeholders. | |
| **8.MANAGEMENT, PAYMENT TERMS, AND CONDITIONS OF THE TPM** | |
| The TPM service provider will be expected to undertake all requested assignments as per allocated time and resources for each, and to report directly to IOM’s Ukraine MEAL unit. To ensure persistent compliance with the intended objectives, regular consultation meetings will be arranged with the TPM service provider and IOM. For maintaining regular updates on progress, the TPM service provider will be needed to keep IOM MEAL up-to-date on TPM implementation progress and to report findings per assignment/project/location on a regular basis as indicated on above sections No. 6, 7. IOM’s MEAL team will completely manage and follow up with the process of monitoring information dissemination and uses. | |
| **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 contracted 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 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 organization 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. | |
| **IOM PRINICPLES FOR MONITORING** | |
| Principles for monitoring at IOM are inspired from the evaluation norms and standards set out by the UN Evaluation Group (UNEG):   * **Credibility:** Monitoring shall be based on data and observations using systems and tools that can guarantee quality and reliability. Monitoring reports shall reflect consistency and dependability in data, findings, judgments and lessons learned. * **Utility:** Monitoring must serve the information needs of the intended users for a maximum benefit. Monitors shall ensure that the work is well informed, relevant, and timely, and is clearly and concisely presented. Monitoring reports should present evidence, progress, issues and recommendations in a comprehensive and balanced way. Reports should be both results and action oriented. * **Ethics:** Monitoring practitioners must have personal and professional integrity and should not reflect personal or sectoral interests. They must respect the right of institutions and individuals to provide information in confidence and ensure that sensitive data cannot be traced to its source. They must be sensitive to beliefs, manners and customs of the social and cultural environments in which they work, act in accordance with the IOM rules and regulations and other professional norms and standards and must address issues of discrimination and gender inequality. Whenever they uncover evidence of wrongdoing, they must report it to the appropriate investigative body with the required confidentiality. * **Impartiality:** Mitigating the presence of bias applies to any monitoring actions and reporting. * **Transparency:** All stages of the monitoring processes should be transparent; consultation with the major stakeholders is essential and involves clear communication on a regular basis, as well as concerning the scheduling and scope of specific monitoring missions and activities. Documentation resulting from monitoring should be in an easily consultable and readable form to guarantee transparency and legitimacy. * **Disclosure:** The reporting and lessons from monitoring shall be disseminated by establishing effective feedback loops to relevant departments, operational staff and when relevant to beneficiaries and other stakeholders. * **Participation:** Whenever relevant, IOM monitoring activities shall be carried out with the participation of relevant stakeholders such as affected populations, donors, national and international government agencies, non-governmental organizations, civil society organizations, the private sector, and/or representatives of local communities. | |