Statement of Work-Third Party Monitoring

1. INTRODUCTION

GC implements the 18-month, *Community-Led Emergency Action and Response* (CLEAR) program to support USAID/BHA's priorities for response to humanitarian needs in Ukraine addressing a wide range of geographies and impacts. The program is designed with the goal of saving lives, reducing suffering, and addressing needs while supporting communities to lead their own response.

Purpose 1: Provide gender-sensitive protection services while strengthening the capacities of local protection actors to increase the safety and well-being of 20,000 displaced and war-affected people.

Purpose 2: Provide safe, habitable, and gender-sensitive shelter and settlements (S&S) solutions to **12,900** displaced and war-affected people, including improving access to suitable water, sanitation, and hygiene (WASH) facilities, while strengthening the capacities of local actors.

CLEAR's localized approach prioritizes the capacity building of local civil society organizations (CSOs) to be effective responders, in line with USAID and BHA's localization agenda. As the humanitarian repercussions of the conflict are expected to be protracted, building local capacity is critical early in the response to enable affected populations to address their own lifesaving needs. CLEAR has integrated reflection and learning to capture lessons from this approach that will be shared with USAID/BHA and the broader humanitarian community.

GC has prioritized two oblasts with high needs and humanitarian access, where CLEAR will target communities outside of major city centers that are underserved by the international response. This marries a needs-based response with our unique ready access to more remote communities and existing relationships there for an efficient response.

CLEAR will benefit an estimated **22,580** people in 20 communities across Ukraine. Program sectors and activities are in line with the priorities of the Ukraine Humanitarian Appeal and the Ukrainian government, and all assistance will be aligned with relevant Cluster guidance and Sphere and other standards.

Beneficiary Breakdown	
Oblasts:	**Targeted Beneficiaries**
Chernihiv	**10,500**
Chernivtsi	**11,780**
Beneficiary Targeting: Protection activities will be open to those interested in participating, though specific activities may have limitations on participation (Purpose 1). Beneficiaries for shelter interventions will be selected in partnership with partner CSOs using data collected through a rapid needs assessment. (Purpose 2).	

2. SCOPE

Global Communities is seeking to work through an institution that can monitor Global Communities' humanitarian integrated programs (Protection, Wash , Shelter) implemented in its program operational areas.

3. DURATION OF THE CONTRACT

The third-party monitoring will run for a 12-month (Jan 2023- Dec 2023) period.

4. GENERAL AND SPECIFIC OBJECTIVE

4.1 General objective

Provide a third-party monitoring service for Global Communities supported activities under CLEAR Project and the overall objective is to monitor and document the achievement of results, intended and not-intended, of project activities as a part of Global Communities' accountability to target populations and its donors. Third-party monitoring should recommend/suggest actions deemed fit for enhancing the efficiency and effectiveness of the projects' activities.

4.2 Specific objectives are

- Confirm and document to which extent the project has been implemented in accordance with its overall intention, which includes how project activities have been implemented in accordance with the approved plans,
- How results have been achieved in accordance with the approved results framework (this includes confirmation of beneficiary numbers, preferably gender and age disaggregated),
- How cross-cutting issues such as gender, protection, safe programming, and participatory approach and special needs have been considered for the project implementation,
- How stakeholders and targeted populations are satisfied with the results and services provided and how risks, as described in the project risk matrices, have been addressed.
- Provide recommendations for improvement in ongoing and future project activities, including how to improve the relevance, effectiveness, impact, and sustainability of activities, and
- How to reduce or mitigate potential risks or constraints identified through third-party monitoring and how to improve future efforts for better monitoring and accountability.

5. CLEAR PROJECT INDICATORS

Percent of targeted children reporting an improvement in their sense of safety and well-being at the close of the program
Percent of GBV program participants reporting improvements in their feelings of well-being and ability to cope at the end of the program
Percent of PCAI participants with an increase in understanding of basic protection principles
Percent of people reporting improvements in their feelings of well-being and ability to cope at the end of the program
Number of individual beneficiaries participating in child protection services
Number of individual beneficiaries accessing gender-based violence (GBV) response services
Number of individuals trained in protection
Number of individual beneficiaries participating in psychosocial support services
Total USD value of cash transferred to beneficiaries
Number of dollars allocated for child protection interventions
Number of dollars allocated for GBV interventions
Number and percent of individuals reporting satisfaction with the quality of NFIs received
Percent of settlement beneficiaries who believe settlement interventions met or exceeded interventions
Number and item cost of NFIs distributed

Number and percent of beneficiary households receiving NFIs in identified settlement(s) through the use of in-kind NFIs
Number of individuals in the settlement receiving support from settlements interventions
Percent of individuals receiving shelter assistance out of the total number of residents in identified settlement
Number of households occupying shelter that is provided pursuant to relevant guidance appearing in the Sphere Project Handbook
Total USD value of cash transferred to beneficiaries
Amount and percent of the activity budget spent on goods and services produced/procured in the country
Percent of beneficiary households with soap and water at a handwashing station on premises
Percent of households reporting satisfaction with the quantity of WASH NFIs received through direct distribution (i.e., kits), vouchers, or cash
Percent of households reporting satisfaction with the quality of WASH NFIs received through direct distribution (i.e., kits), vouchers, or cash
Number of people receiving direct hygiene promotion (excluding mass media campaigns and without double-counting)
Total number of individuals receiving WASH NFIs assistance through all modalities (without double-counting)
Number of CSOs participating in CLEAR capacity-building exercises
The total amount of funding channeled through CSOs and local actors
Percent of beneficiaries reporting that humanitarian assistance is delivered in a safe, accessible, accountable, and participatory manner
Percent of beneficiaries who report that complaint and feedback mechanisms are safe and accessible

6. TYPES OF MONITORING ACTIVITIES

The selected organization will conduct different types of monitoring activities, the minimum set will include:

6.1 General for all sectors

- Use of resources: - Distribution lists with signatures or thumbprints, signature on the GRN, proof of other supporting document, proof of system to confirm delivery, Proof of facility construction, Proof of assistance usage and satisfaction
- Beneficiary satisfaction: - Feedback from randomly selected community members on issues such as privacy, safety and appropriateness, Assurance of equity and appropriate targeting, and project impact, if possible, for some sector
- Direct observation and on-site verification of the implementation of programs.
- Beneficiary verification and feedback for Accountability to Affected Populations
- Service delivery verification
- Success stories
- Deliver user-friendly, accessible evidence of appropriate approaches and lessons in achieving intended project results.
- Provide quarterly presentation of key findings to management for action planning and follow-up.

7. MONITORING CRITERIA

Global Communities supported services and interventions will be monitored regarding the below criteria. As a result, the bidder has proposed methodology will be assessed to the extent that it adheres to the following monitoring criteria.

1. Availability of services:
    - Assessment of the extent to which the provider has met its service delivery commitments in the Work Plan (including staff, supplies and equipment etc.), as well as the adherence to technical parameters and specifications, such as Bill of Quantities, and verification of progress and distribution reports.

2. Relevancy/Appropriateness of services:
    - Assessment of whether the designed services (including supplies) match the needs of the local population. Identification of service delivery gaps in terms of quantity and quality and challenges faced.

3. Accessibility of services:
    - Assessment of accessibility of services by target groups living in the program area in terms of a. physical and geographical accessibility, b. economical accessibility/affordability, c. information accessibility, d. operational accessibility (e.g., working hours, availability of phone lines, appointment system), and e. discrimination.

4. Acceptability of services:
    - Assessment of the extent to which the patient is comfortable with the service provision style i.e., respect to medical ethics and patient rights, cultural appropriateness, sensitivity towards gender, age, etc.

5. Key consideration

The third-party monitoring consultancy firm should also critically consider the following key points:

- Monitoring should be cost-effective. Principles of simplicity, timeliness, relevance, and accuracy will lead to cost-effectiveness. Computerization can also help make monitoring more cost-effective by reducing staff hours in the data processing.
- Monitoring must be timely. Management requires input from the monitoring system so that a time frame for inspection of the project/s may be scheduled which is closely related to the credibility of monitoring.
- The purpose of Monitoring must of clear. To set off the inspection process for a project/s, the purpose of the assessment is to be clearly explained.

6. Recommendations

Provide recommendations for future project activities including:

- How to improve the relevance, effectiveness, impact, and sustainability of activities.
- How to reduce or mitigate potential risks or constraints detected through third-party monitoring.
- The relevance and adequacy of the results frameworks including its structure of outcomes and outputs and related indicators and target group numbers.
- The integration of cross-cutting issues into project activities.
- How to improve future efforts for better monitoring and accountability

8. GEOGRAPHICAL COVERAGE

Global Communities CLEAR project activities cover two oblasts. The third-party monitoring location will focus on CLEAR project implementation areas and targeted communities in two oblasts - Chernihiv and Chernivtsi.

9. MAIN TASKS

1. Development of Methodology, Tools, and SOPs:

- A consultancy firm bidding for this assignment is expected to present a detailed proposal for methodologies that respond to the specific above-described objectives. These may include Desk reviews; observation and verification of hardware at the site; beneficiary satisfaction surveys; key informant interviews; documentation of beneficiary case studies and; use of electronic equipment to confirm results and locations e.g. as per GPS. The proposal must include descriptions of which key informants will be interviewed and, if relevant, the sampling methodology.
- All tools and procedures for monitoring should be agreed upon with Global Communities. All relevant forms will be developed by the organization (consultants) and approved by Global Communities. Forms should be bi-lingual to facilitate data collection in Ukrainian and reporting to Global Communities in English.
- Standard Operating Procedures should be put in place, for how the field monitors operate including for their interaction with partners, non-state entities, and local authorities in the field and their monitoring of and application of the humanitarian principles. As. The procedures will ensure strict adherence to ethical, confidentiality, and safety principles by all staff involved in collecting, storing, and analyzing data obtained during the monitoring. The monitoring will be conducted in accordance with the Global Communities Ethical and safety recommendations. Training of project and monitoring staff is required to ensure that they understand Global Communities' mandate, program, and partnerships and that they understand the structure of the data to be collected, compiled, and analyzed. The consultant will facilitate this training, with the support of Global Communities' staff.

2. Third-party monitoring team:

To conduct the monitoring visits, the consultants should be able to mobilize a trusted team, including personnel for:

- Field monitors and supervisors
- Project management, data analysis, and reporting.

A specialized profile related to the project intervention (Protection, Shelter, WASH, and Gender) will be prioritized. The teams are expected to visit all the project implementation areas at least once a month. However, the prioritization of the areas for monthly visits will be determined by the level of project interventions during the month.

3. Review Meetings:

Frequent meetings (every 2 weeks) with Global Communities will be needed during the contract implementation period. The consultant will also organize a meeting for Global Communities program team to provide a debrief on the findings every time when the visit for that round is completed.

These meetings will be arranged by the Global Communities M&E department. If possible, these meetings should be held in the presence of the field monitoring team.

4. Data Compilation/ Analysis/ Reporting:

- The consultancy firm will ensure sufficient capacity is in place for data analysis and reporting. After each cycle/round of a visit, a report should be submitted, as well as each quarter and a final one. Analysis should include access and security updates and maps.
- Note: Considering the above tasks, the bidder needs to come up with a high-level/illustrative work plan that details each and every task they'll undertake within the period of third-party monitoring, starting with the desk review/inception stage, development of monitoring tools, approval from GC staff, staff training, etc.

10. DELIVERABLES

The products that will be required to be delivered by the organization(s) are:

- Detail Inception Report including Methodology, Tools, and SOPs. This report must be reviewed and approved by Global Communities before proceeding with any monitoring work.
- Work plan and Timelines (including details on development and testing of monitoring tools, regular feedback between Global Communities and consultancy firm.
- Database of all information collected in the field, whether through mobile data collection or paper-based forms. Reports for each site visited should be rapidly retrievable by the organization. In addition, the bidder requires to submit a detailed plan for quality assurance and security management plan.
- Monthly and quarterly analytical reports (covering beneficiary verification and feedback for Accountability to Affected Populations, direct observation, and on-site verification on the implementation of programs, service delivery verification, post-distribution monitoring, and situational analyses) consolidating information from all sites visited and aggregating those reports by marker including the geographical area. The consultancy firm will adhere to a reporting template to be provided by GC.
- Full sets of photos and videos were collected including details of the dates, locations, and the project site visited. Where possible, the field monitors should provide some more background information on each set of photos/ videos.
- All reports should be written in English

10.1 Deliverables and Schedule

#	ITEM	Description	Due Date
1	Deliverable 1	Draft Inception Report, including a detailed work plan. Sampling methodology of beneficiaries and locations to be monitored and approved by Global Communities	Month 1
2	Deliverable 2	Final Inception Report (maximum 30 Page without annexes)	Month 1
3	Deliverable 3	Monitoring tools in English and Ukrainian; GC approved	Month 1
		List all staff members and surveyors (names, ID numbers, copies of identification documents) to be approved by Global Communities. Ensure the surveyors understand the sign the Offeror's: 1) Standards of Conduct; and 2) Joint Operational Principles	

4	Deliverable 4	Monthly Report 1 (1st cycle)	Month 2
5	Deliverable 5	Monthly Report 2 (1st cycle)	Month 3
	Deliverable 6	Monthly Report 3 (1st cycle)	Month 4
6	Deliverable 7	Consolidate report including a monthly report for 1,2 and 3 (1st cycle)	Month 5
7	Deliverable 8	Monthly report 4 (2nd cycle)	Month 6
8	Deliverable 9	Monthly report 5 (2nd cycle)	Month 7
9	Deliverable 10	A detailed DRAFT Final Monitoring Report All raw data submitted to GC electronically (i.e., ***soft and hard copies,*** including but not limited to, questionnaires, Key Informant Interviews, and Focus Group Discussions	Month 8
10	Deliverable 11	Final Monitoring Report (Maximum 30 page without annex)	Month 8

Note that within 12-month period the consultancy firm will make 5 monthly (cycle) visits to monitor the project implementation at the field level. GC and the consultancy firm will decide on the field visit months.

10.2 Payment arrangement (Fixed cost)

The payment for the consultancy is associated according to the deliverables. The breakdown of payments is outlined below. Global Communities will only pay for services tendered in accordance with the deliverables highlighted in the below table.

Payment #	Description of Payment
1	5% of Fixed Price, payable upon satisfactory delivery and acceptance by Global Communities of Deliverables # 1 , 2, and 3 as described in Section 10.1 "Deliverables"
2	15% of Fixed Price, payable upon satisfactory delivery and acceptance by Global Communities of Deliverable # 4 as described in Section 10.1 "Deliverables"
3	15% of Fixed Price, payable upon satisfactory delivery and acceptance by Global Communities of Deliverable 5 as described in Section 10.1 "Deliverables"
4	15% of Fixed Price, payable upon satisfactory delivery and acceptance by Global Communities of Deliverable # 6 as described in Section 10.1 "Deliverables"
5	15% of Fixed Price, payable upon satisfactory delivery and acceptance by Global Communities of Deliverable # 7 as described in Section 10.1 "Deliverables"
6	15% of Fixed Price, payable upon satisfactory delivery and acceptance by Global Communities of Deliverable # 8 as described in Section 10.1 "Deliverables"
7	20% of Fixed Price, payable upon satisfactory delivery and acceptance by Global Communities of Deliverables 9 and 10 as described in Section 10.1 "Deliverables"

10.3 Suggested minimum field visit

During the third-party monitoring period, the third-party consultancy firm is expected to conduct the following number of visit days. The detailed field visit to collect information is indicated below

- Six enumerators will make 30 field visit days (each enumerator is expected to spend 30 days in the field to collect data. The total number of field visit days will be 180. One enumerator is expected to collect data from a minimum of 6 individuals and in total 1080 individuals during the TPM period.
- 10 field visit days will be conducted by FGDs Moderators (the FDGs Moderatos will spend 10 days in the field throughout the TPM period to conduct FGDs)
- 15 field visit days will be conducted by the senior interviewer (the Interviewer will spend 15 days in the field throughout the TPM period to make in-depth interviews for 60 key informants)

A person who conducted the field day visit	Number	Number of field days per each enumerator/ moderator/interviewer	Total working days for the TPM field team	Total expected interviewed beneficiaries
Enumerators	6	30	180	1080 individuals
FGD Moderator (senior staff)	1	10	10	30 FGDs (3 FGDs per day)
In-depth interviewers (senior staff)	1	15	15	60 KII (4 KII per day)

- Each enumerator is expected to visit a minimum of six individuals per day. Each enumerator will make a six-day visit per month. The total field visit months is 5 months
- FDGs moderator will make at least three focus group discussions per day
- In-depth interviewers will make at least 4 KII per day

  * The working days means – enumerators, FGD Moderator and in-depth interviewer are spending the day in the field collecting data

  * The individual interview, FGDs, and KII should be distributed during the visit cycle (months)

11. ORGANIZATIONAL REQUIREMENTS

The following criteria should be met:

- Capacity to carry out field monitoring and reporting humanitarian interventions in conflict emergencies.
- Capacity to arrange all the logistical arrangements for field staff and actual fieldwork.
- Field monitors, supervisors, and project managers who are native Ukrainian speakers, with knowledge of the culture/ practices/ security situation in the areas to be monitored.
- Trained and qualified female and male (preferably 50% each) staff available for monitoring and reporting.
- Previous experience in third-party monitoring particularly in Ukraine
- Knowledge of English and Ukrainian.
- Any previous experience in data analysis/dissemination that could be applied to this project.
- Use of innovative technologies, including mobile data collection.

- The consultancy firm should be a registered entity with the relevant authorities in the country of operation.
- The consultancy firm should have a field presence in the program areas with established physical offices and adequate personnel.
- The consultancy firm should have a transparent institutional and financial management framework including but not limited to technical knowledge, information management systems, documentation, accounting, and audit practice.
- Due diligence needs to be maintained through the vetting of Third-Party partners against applicable counter-terrorism legislation and regulation.
- The third-party monitoring consultancy firm will be responsible for its own arrangements for security, transportation, communications, accommodation, and insurance within Ukraine.
- The consultancy firm should submit CVs for the key personnel for third-party monitoring and the organizational chart.

12. SUBMISSION GUIDELINES

The consultancy firm is expected to submit both technical and financial proposals. The total size of the technical proposal should not exceed 30 pages.