

Terms of Reference

SECTION A: Third Party Monitoring for UNHCR's Programmes in Azerbaijan [Phase 1 and 2]

1. BACKGROUND/OBJECTIVE

UNHCR Azerbaijan provides a range of humanitarian and development services to IDPs, mandate refugees, asylum seekers, persons in refugee like situation from Ukraine and persons in risk of statelessness, including protection/legal assistance, cash assistance, education, health and self-reliance support for refugees and asylum seekers (Phase I). Furthermore, as of 2023 UNHCR engaged in a more robust program for IDPs extending support beyond legal assistance especially in the areas of empowerment of women and girls as well as self-reliance and livelihood (Phase II)

In 2023 the operation in Azerbaijan initiated telephone surveys with displaced and stateless people that benefited from the ongoing programs and projects. This was a very useful and insightful exercise as it confirmed some of the underlying assumptions used in programming, as well as it gave an opportunity to the affected people to provide their evaluation over the quality of the services that they receive funded by UNHCR. This exercise complemented the regular field monitoring undertaken by Protection, Programme and Field staff of the operation and in a way completed the picture on how our programmes are positioned. The exercise in 2023 was conducted by staff and interns, and as a pilot intervention highlighted the need to conduct the same in a more scientific, standardized, and independent manner.

In order to independently monitor and assess the efficiency and effectiveness of its interventions and produce more credible and reliable findings, take corrective actions, and draw lessons for future evidence-based programming as well as to identify and prevent potential cases of corruption and aid diversion, UNHCR Azerbaijan seeks to contract a third-party monitoring service provider for the following objectives:

Phase I:

- i. **Protection:** [Mid September - October 2024] will be conducted through phone interviews for recipients of **protection services**, namely **legal assistance**, and **protection counselling** to assess the quality of the process, differences in perceptions among vulnerable groups of recipients in terms of appropriateness, quality, and usefulness of the provided assistance as well as overall impact of the assistance on the well-being of beneficiaries. Regarding legal assistance for civil documentation (i.e., identity documents) and housing, and property documentation, the monitoring should also assess whether the counselling or legal assistance resulted in individuals obtaining documentation. It is expected that the findings will provide qualitative insights into trends among beneficiaries related to their experiences with protection services and will be used to verify compliance with the standards, procedures and detect irregularities. This exercise will be conducted over the work of four

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UNHCR vendors that provide legal assistance to IDPs, Stateless, Asylum Seekers (Asylum purposes) and Mandate refugees and asylum seekers (non-asylum purposes and mainly general administrative proceedings).

- ii. **Cash-based intervention (CBI):** [October 2024] will be conducted through phone interviews to refugees and asylum seekers, including person in refugee like situation recipients of **regular and ad hoc cash assistance** to collect information related to the objectives of CBI (multi-purpose for people with special protection needs), appropriateness and transparency of the targeting criteria, coping strategies, spending habits, quality of the distribution process, as well as the overall impact of cash assistance on the well-being of beneficiaries. It is expected that the findings will provide qualitative insights into trends among beneficiaries related to their experiences with cash assistance and will be used to verify compliance with the agreed procedures and detect irregularities.
- iii. **Healthcare support:** [Mid-September - October 2024] will be conduct through focus group discussions for recipients of **healthcare support services**, primarily targeting recipients of secondary and tertiary services (as access to primary healthcare to refugees is guaranteed under the national law) and **phone interviews** for the refugees benefiting from provision of medicines (not covered with healthcare insurance) to assess the quality of the support, differences in perceptions among vulnerable groups of recipients in terms of appropriateness, quality, and usefulness of the provided assistance as well as overall impact of the assistance on the well-being of beneficiaries. It is expected that the findings will provide qualitative insights into trends among beneficiaries related to their experiences with protection services and will be used to verify compliance with the standards, procedures and detect irregularities.
- iv. **Education support:** [Mid-September - October 2024] will be conduct through phone interviews and focus group discussion with selected number of refugees that benefited from **1) primary and secondary school support allowance 2) transportation allowance 3) university study support** through DAFI scholarship and UNHCR's Azerbaijan coverage of **annual tuition** fees to assess the quality of the distribution/assistance process, appropriateness and transparency of the targeting criteria, difference in perceptions among vulnerable groups targeted by the distribution/assistance in terms of access, appropriateness, quality and usefulness of the assistance provided as well as the overall impact of the assistance on the self perception and assessment for integration of the assisted refugees. It is expected that the findings will provide quantitative and qualitative insights into trends among beneficiaries related to their experiences with the Education support assistance and will be used to verify compliance with the agreed procedures and detect irregularities.
- v. **Self-reliance and employment:** [Mid-September – October 2024] will be conduct through phone interviews and focus group discussion for recipients of trainings for **self-reliance and employment, internship**, and a small group of refugees benefiting from **subsidised employment** to assess the quality of the support services, differences in perceptions among vulnerable groups of recipients in terms of appropriateness, quality,

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and usefulness of the provided assistance as well as overall impact of the assistance on the employment of the refugees. It is expected that the findings will provide qualitative insights into trends among beneficiaries related to their experiences with protection services and will be used to verify compliance with the standards, procedures and detect irregularities.

Phase II

The second phase, October to December covers exclusively IDPs benefiting from a joint project between UNHCR and GIZ which aims to support IDP women and girls with gender transformative agenda. A similar survey may be undertaken in 2025 depending on the contextual developments in Azerbaijan and the results will serve for comparison and adjustments in 2026.

- i. **Empowerment of IDP Women and Girls:** [November 2024] will be conducted through focus group discussion with selected number of IDPs, employees of state and non-state institutions, and grass root NGOs that benefited from **1) support to establish women voluntary groups 2) provision of training and capacity building for service providers to GBV survivors 3) employees of government and/or non-governmental institutions** to assess the quality of the capacity building support, improvement of their competences for demand-oriented provision of social services by means of one concrete example. Furthermore, the focus group discussion should provide additional insights into the quality of the process, appropriateness and transparency of the targeting criteria, difference in perceptions among vulnerable groups targeted by the support activities in terms of access, appropriateness, quality, and usefulness of the assistance provided as well as the overall impact of the support. It is expected that the findings will provide qualitative insights into trends and will be used to verify compliance with the agreed procedures and detect irregularities.
- ii. **Improving economic perspective of displaced women:** [November 2024] will be conducted through telephone interviews and focus group discussion with selected number of IDPs and refugees that benefited from the project, aiming to assess how the economic perspective improved of those women and girls that were part of gender-responsive development measures, especially with providing at least one example. This should provide additional insights into the quality of the process, appropriateness and transparency of the targeting criteria, difference in perceptions among vulnerable groups targeted by the measures in terms of access, appropriateness, quality, and usefulness of the support provided as well as the overall impact of the support. It is expected that the findings will provide qualitative insights into trends and will be used to verify compliance with the agreed procedures and detect irregularities.

The service provider shall maintain a database with all points of contact that complies with UNHCR's Policy on the Protection of Personal Data of Persons of Concern to UNHCR (2015), Guidance on the Protection of Personal Data of Persons of Concern to UNHCR (2018) and the Data Sharing Agreement to be concluded between UNHCR and the selected service provider.

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For Phase I [Mid-September - October 2024], the service provider shall provide comprehensive reports highlighting the utility, impact and trends regarding UNHCR's assistance, and protection programmes as well as recipients' feedback and satisfaction with the received assistance/service.

For Phase II (November 2024), the service provider shall provide the raw data in a prescribed format that is already in place containing personal information of the surveyed people.

The results of the of the comprehensive third-party monitoring will facilitate lessons learned and best practices for the operation, inform planning and evidence-based programming, i.e., identify challenges and recommend corrective actions that will address the needs of the affected population appropriately and efficiently. The findings will also confirm whether the selected modalities of assistance and services represent the most effective intervention, or UNHCR should consider alternative approaches and modalities. Besides, the results of the third-party monitoring will reassure the donors that their contributions impacted the lives of UNHCR's persons of concern, reduced their vulnerabilities, and addressed their basic needs.

2. SCOPE OF WORK

The third-party monitoring will cover predominantly Baku but also Barda, Ganja, Mingechevir Fizuli and Aghdam for Phase I, while for Phase II the monitoring will take place predominantly in the districts of Baku, Mingechevir, Barda and Agdam, this may include both urban and rural parts of the country.

PRIMARY DUTIES AND RESPONSIBILITIES

The service provider will be responsible for initiating, overseeing, and guiding the monitoring process from its inception phase to its completion and ensuring the establishment of an effective process that will lead to the effective tracking of the output indicators. The service provider is expected to have established monitoring teams with a balanced mixture of skills, gender and age, experience, and specialist knowledge to undertake the monitoring. The service provider is expected to be able to deploy field monitors to all parts of Azerbaijan, as needed, in order to conduct post-distribution monitoring through in-person household visits, Key Informant Interviews, Focus Group Discussions and site visits (observation). The primary duties and responsibilities include but are not limited to the following:

Responsibilities:

i. General

- Provide an operational plan detailing how the survey or data will be collected and reported within the assignment timeframe.
- Ensure smooth arrangements for field visits to all designated locations including for the logistics of the monitoring staff and assets that will be deployed.

ii. Research design

- Consultatively with the designated UNHCR focal points develop and harmonize the impact monitoring research design, methodology, tools, surveys/questionnaires, standards, and work plan.

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- For Sampling: In consultation with the designated UNHCR focal points, the services provider will work closely on developing the sample strategy that may vary from one area to another.
- For CASH, Azerbaijan Operation Sample selected from UNHCR's enrolment lists (and any other available information), subject to agreements for the processing and protection of personal data of persons of concern.
- For Legal Assistance and Protection counselling, Azerbaijan operation will request from vendors to submit their internal list of assisted people for the past six months (Jan -June 2024). Therefore, the UNHCR Azerbaijan operation will share the consolidated partner reporting with the service provider.
- For Limited Healthcare support, for the phone interviews, UNHCR operation will request from the vendor to submit their list of people provided with medicines for the past six months (Jan -June 2024), while for the focus group discussions UNHCR will organize the logistics.
- For Education support, UNHCR operation will request from partners to submit their list of people benefiting from school enrolment support for the past six months (Jan -June 2023) for phone interviews, while for focus group discussion UNHCR will organize the logistics and presence of the assisted people.
- For Self-reliance and livelihood support, UNHCR operation will provide the list of most recently assisted people for phone interviews, while for focus group discussion, UNHCR will organize the logistics and presence of the assisted people.
- For Empowerment of IDP Women and Girls, UNHCR operation will provide the list of most recently supported displaced people supported to establish volunteer groups, as well as employees of government and non-government institutions that have been capacitated, for phone interviews, while for focus group discussion UNHCR will organize the logistics and presence of the assisted people.
- For Improving economic perspective of displaced women, UNHCR operation will provide the list of most recently assisted people for phone interviews, while for focus group discussion UNHCR will organize the logistics and presence of the assisted people

iii. Data collection

- Assume responsibility for collecting data. All age and gender groups shall feel free to share their views openly and equally and their views shall be considered as important.
- Personal Data will not be collected in Focus Group Discussions and site visits (quantitative data collection methodologies).
- Use UNHCR KoBo tool for all Personal Data collection. In line with UNHCR recommendation length to implement any PDM, the indicative length of each questionnaire is approximately 30 minutes.

iii. Personal data processing and protection

- Recognize that UNHCR acts as data controller while the service provider acts on behalf of UNHCR as a data processor.

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- The service provider commits to respect and implement the same or comparable data protection standards as set out in the UNHCR Policy on the Protection of Personal Data of Persons of Concern to UNHCR (2015) and Guidance on the Protection of Personal Data of Persons of Concern to UNHCR (2018). The specific commitments (e.g. on the applicable legitimate basis, the specific purposes, data elements to be processed, data subject rights, transfer to third party and data confidentiality and security) will be dealt with in a separate annex to the main agreement with UNHCR.
- The service provider cannot expect to retain any personal or raw data sets collected and processed in the course of the monitoring activities on behalf of UNHCR. Such data, to the extent stored with the third party need to be deleted at the end of the collaboration.
- Data cleaning and quality monitoring
- Employ data monitoring protocol and procedures.
- Verify the data inserted for adherence to standards, internal consistency, and referential integrity.
- Replace/repair incorrect data.

iv. Data analysis

- Evaluate data using analytical and logical reasoning to examine each component of the data recorded.
- Aggregate and summarise the data.
- Report production
- Interpret, visualize, and prepare the required reports in line with UNHCR branding.
- Clearance will be required for any publication in the public domain.
- For any photos, quotes or other qualitative data, written consent must be received in the form of a completed UNHCR consent form.
- The service provider may not represent him/herself as UNHCR staff through clothing (UNHCR branded clothing) or other means.
- Work with UNHCR, if additional information or clarification is needed.
- Interpret, visualize, and prepare the required reports.
- Work with UNHCR, if additional information or clarification is needed.

3. OVERALL MANAGEMENT OF THE SERVICE CONTRACT

The service provider must be impartial and independent from all aspects of management or financial interests in the parties/individuals/households being monitored. The service provider should declare any potential conflicts of interest, which may affect or compromise their ability to conduct neutral and independent service. The service provider shall demonstrate the capacity and technical expertise to manage and implement the work, taking into account the confidentiality and personal data protection provisions, social and cultural norms, as well as sensitivities and the contextual situation in Azerbaijan.

4. METHODOLOGY

The methodology is to be proposed by the service provider. However, as part of the proposal, it is expected to be a mix of quantitative and qualitative data collection through site/home visits, phone interviews, photos, Key Informant Interviews, and focus groups discussions in project sites, where

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appropriate and where the contextual situation permits. The impact monitoring shall adapt multiple methodologies and approaches to capture quantitative and qualitative information. The quantitative and qualitative information will be based on a standard questionnaire agreed between UNHCR Azerbaijan and the service provider to capture the different views of men, women, girls and boys, in line with UNHCR's AGD (Age, Gender, Diversity) and AAP (Accountability to Affected People) approaches and guidance.

The methodologies are not limited to the following:

- Desk review and data analysis: at this stage the initial review and analyses of UNHCR and partner documents and reports will be undertaken.
- Survey (phone interviews and in-person household visits): statistically significant, based on the suggested and agreed sampling methodology.
- Key Informant Interviews.
- Focus Group Discussions and Site Visits.

The information collected through this consultation shall belong to UNHCR in its entirety and shall not be shared externally without prior authorisation by UNHCR. Personal data sets collected should in principle not be shared with other parties at all. UNHCR Azerbaijan will provide the projects documents and other information including beneficiaries' distribution lists along with the contact details. The size and distribution of the sample will be suggested by the service provider and the exact percentage will be agreed between the service provider and UNHCR Azerbaijan depending on the agreed methodology and changing operational context. Interviews with beneficiaries will be conducted in line with humanitarian principles of "do-no-harm" and UNHCR policies and code of conduct. The service provider is encouraged to use innovative solutions, such as data collection system on tablets, Kobo, and data reporting as part of the proposal. These factors should be considered in the narrative and financial proposals.

In collaboration with UNHCR, the service provider will develop procedures for safely and securely referring cases of sexual exploitation and abuse (SEA), fraud or corruption to ensure appropriate follow-up by UNHCR, including by UNHCR's Inspector General's Office. The enumerators and staff of the service provider will be provided with training on Prevention of Sexual Exploitation and Abuse (PSEA) and the Code of Conduct and will be provided with referral cards to be provided to UNHCR's persons of concern and key informants.

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5. WORK PLAN

During 2024, UNHCR Azerbaijan will request from the service provider to conduct twice per year (Mid-September - October, and November 2024) this exercise based on the proposed sampling plan for each component below:

Phase	Population	Project	Planned Beneficiaries 2024	Survey Target	Focus Group Discussions	Time Frame
1	Phase 1 Location : Baku, Barda, Ganja, Mingechevir Fizuli and Aghdam					
	Refugee	Legal Assistance - Asylum	100	20	4	Sep/Oct 2024
	Refugee	Legal Assistance - non Asylum	200	50	4	Sep/Oct 2024
	Stateless	Legal Assistance	180	35	7	Sep/Oct 2024
	IDPs	Legal Assistance	3,750	150	15	Sep/Oct 2024
	Refugees	Health Support - Leyla Clinic	300	50	7	Sep/Oct 2024
	Refugees	Health Support - Medi Club	500	100	10	Sep/Oct 2024
	Refugees	Mental Health Support	53	15	4	Sep/Oct 2024
	Refugees	Education	372	50	10	Sep/Oct 2024
Sub total Phase 1		5,455	470	61		
2	Phase 2 Location : Baku, Mingechevir, Barda and Agdam					
	IDPs	Gender empowerment	700	200	20	Nov-24
	IDPs	Community mobilization	300	100	10	Nov-24
	Sub total Phase 2		1,000	300	30	
Grand total			6,455	770	91	

The service provider will be requested to draft a workplan for conducting household visits, phone interviews, visits to collective centres, Key Informant Interviews and Focus Group Discussions, collect and analyse the data, and prepare an analytical report presenting the data within 30 days.

6. PAYMENT TERMS

UNHCR will award the contract based on both technical and cost factors, based on best value for-money principle, expertise of the applying companies and quality of the proposal and supporting documents.

Payment will be made only upon UNHCR's acceptance of the work performed, i.e. the delivery of the data and analytical reports to UNHCR at a satisfactory level accepted and certified by UNHCR focal point(s) and in accordance with the General Conditions of Contracts.

7. MONITORING AND REPORTING

Expected deliverables:

The service provider will be expected to submit the following documents in English:

- Inception report: the report shall contain operational plan including the data collection design and analysis methodologies, the selection criteria of monitors, tools proposed, and the respective timeline to achieve the objectives stated above within one week from signing the contract.
- Progress report: the report shall be submitted one week before collecting the impact monitoring data to highlight any challenges or constraints that may affect the data quality and analysis and the result of the third-party monitoring.

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- iii. Draft final report: the report shall include a description of the third-party monitoring methodology, limitations and challenges faced, findings with regard to this assignment objective, beneficiary case studies, and conclusions. The terms of reference, data collection tools and references/sources shall be included as Annexes. The service provider will be expected to report recommendations.
- iv. Final report: the report shall be submitted after incorporating the feedback form UNHCR.
- v. Data set: for each round of post distribution monitoring, the service provider shall deliver all data to UNHCR in a usable format to be agreed with UNHCR technical focal points and the service provider.

8. OVERALL MANAGEMENT OF THE SERVICE DELIVERY

The service provider must be impartial and independent from all aspects of management or financial interests in the parties/individuals/households being monitored. The service provider should declare any potential conflicts of interest, which may affect or compromise their ability to conduct neutral and independent service. The service provider shall demonstrate the capacity and technical expertise to manage and implement the work, taking into account the confidentiality and personal data protection provisions, social and cultural norms, as well as sensitivities and security situation in Azerbaijan.

9. QUALIFICATIONS/REQUIREMENTS

The service provider will assign minimum two (2) senior representatives for communication and reporting purposes. In addition, a team of researchers/statisticians will be established and a short biography of key personnel of the proposed monitoring team shall be provided as part of the technical proposal.

For monitoring of the specialized activities, the service provider shall assign qualified data experts/specialists in the related areas.

The following listed qualifications shall be looked for in the service provider's proposed teams of monitors.

- a) Proposed DATA Monitoring team¹:
 - ✓ Demonstrated background on preparation of data analysis, survey, and assessment design in complex humanitarian emergencies and/or large-scale projects.
 - ✓ Proven track-record in independent research and methodological rigor.
 - ✓ Relevant skills and previous research, monitoring and evaluation experience in Azerbaijan.
 - ✓ Personnel with demonstrated language skills proving ability to access and compile requested information from variety of resources available in English language.
- b) Company/Organization resources

¹ The service provider is required to provide qualified data experts for monitoring services.

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- ✓ Proven organizational capacity in order to handle large scale projects.
- ✓ Access to trained enumerator network inside Azerbaijan with relevant experience and gender balance teams to carry out third party monitoring activities in the field.
- ✓ Proven access to project implementation areas and linkage with local actors.
- ✓ Proven experience in the use of data collection and analysis technology.
- ✓ Access to data collection equipment.
- ✓ Capacity to provide complaint mechanism services.

The English language should be mandatory component for at least the main focal person who will be in close communication with the UNHCR. Ad hoc and fixed meetings between the field focal points from the Service Provider and UNHCR will be part of the agreement.