

THIRD-PARTY MONITORING AND EVALUATION SUPPORT - STATEMENT OF WORK

PROJECT TITLE: SYRIA SHELTER AND FOOD EMERGENCY RESPONSE (SAFER)

PROJECT LOCATIONS: AL- HASAKAH, AR-RAQQA AND DER-ZOR GOVERNORATE

As a part of the Bureau of Humanitarian Assistance (BHA) funded Syria Shelter and Food Emergency Response III (SAFER III) program, Blumont seeks an external firm to provide third-party monitoring services with an emphasis on output monitoring, immediate outcome and beneficiary verification during both years. All year 2 output and outcome monitoring and verification will be planned upon donor approval after the first 12-months). As the Syrian crisis enters its twelfth year, populations living in Northeast Syria's (NES) Ar-Raqqa, Al-Hasakah, and DEZ governorates have been adversely impacted by ongoing military conflicts, economic upheavals, and difficulty accessing livelihoods. Since 2017, Blumont has provided support to meet food security needs and provide job opportunities to vulnerable communities in these governorates. SAFER III activities are intended to address humanitarian needs while simultaneously supporting early recovery and resilience in targeted communities. Specifically, SAFER III is designed to increase lifesaving humanitarian assistance provided to conflict-affected communities in Al-Hasakah, Ar-Raqqa, and Deir ez-Zor (DEZ) governorates to improve household and community-level food security for food-insecure camp and non-camp populations. Blumont will also provide high-quality, need-based camp coordination and management services to help ensure equitable access to assistance, protection, and services to improve the quality of life and dignity for displaced persons. SAFER III implementation will begin on August 1, 2023, and end on July 31, 2025.

The selected firm will be responsible for output and outcome monitoring for the following Blumont activities:

Intervention and Target Groups

Intervention	Target Group
Bread Distribution	Camp and collective center residents and food insecure households in Al- Hasakeh, Ar-Raqqa and DEZ
Supplementary Food Vouchers	Food insecure households Al-Hasakah, Ar-Raqqa, and DEZ
Shelter and Settlement Maintenance	Camp and collective center residents
WASH services and Hygiene promotion activities	Camp and collective center residents

Third-Party Monitoring Responsibilities and Expectations

- The selected firm will serve as the internal Third-Party Monitor (TPM), providing verifiable data to inform monthly program implementation. Primary data collected using quantitative, qualitative and/or direct observational data collection methods will be used to monitor activity progress, beneficiary perceptions and service delivery. All quantitative data must be collected digitally (security parameters permitting) using a secured data collection program

such as Ona, Fulcrum, survey 123, etc. All observations must have geo-tag and time stamps embedded to verify the location of each observation or survey administered.

- The selected firm will identify and undertake additional data collection (as needed) to support focused analysis into key areas or issues affecting program quality and will suggest the most appropriate means to communicate TPM observations, findings, and conclusions to Blumont teams to maximize monitoring data delivery to inform programming. The selected firm will clearly present a process for collaboration with Blumont to ensure all monitoring instruments accurately collect output level data as interventions are implemented.
- The selected firm will work under the direct supervision of Iraq and Syria MEAL Director, with a very close coordination with the SAFER III Program Director, program managers and other relevant Blumont staff to agree on a monthly briefing where the selected firm will communicate key findings from the previous months monitoring. This can be a written report, dashboard, monthly call, summative email, or any combination of the aforementioned. We are open to all unique approaches to efficiently communicate TPM findings to inform implementation.
- The selected firm is expected to provide monitoring services for the distributions planned during the weekend and after working hours and will cover non-accessible areas of Der-Zor and Hasakah and Raqqa governorates. The number of surveys administered, interviews conducted, or observations made will vary based on Blumont priorities and SAFER III activities scheduled each month. The selected firm will recommend a point of contact and communication strategy to coordinate with Blumont.

Camp and Collective Centers Beneficiary Verification

The camp and collective centers beneficiary verification exercise will occur twice each year, once in November 2023 and again in April 2024 (This will be repeated in the same months of 2024 and 2025 when the conditional year is approved). This beneficiary verification exercise includes all Blumont camp beneficiaries in Newroz, Mahmoudly Tuwayhinah and Tal Samen camps followed by 58 collective centers in Al – Hasakeh and Tabqa s. This verification exercise will attempt to reach around 7,000 beneficiary households using the camp and collective center lists provided by Blumont. Blumont will provide the selected firm with a beneficiary list for each of the four camps and all collective centers to complete the verification exercise including the following:

- Administer a brief survey requiring no more than 5 minutes per respondent household to verify each beneficiary identity against the beneficiary list in each camp.
- Confirm data collection teams have the permissions needed to enter each camp or collective center to complete this assignment.
- Communicate any challenges or issues to the SAFER III Program Director and M&E Director.

Distribution monitoring for different project components:

Where Blumont does not have direct access, the TPM will attend 100% of distributions conducted by Blumont's direct implementation and implementing partners. A distribution monitoring checklist will be completed by TPM staff per distribution and 12 to 15 participant (Beneficiaries) satisfaction surveys need to be conducted per distribution.

Interviews with suppliers, Bakery staff, supermarket staff and service providers.

The table below presents major activities under the project which needs distribution monitoring:

Activity Intervention	Data collection methods/tools	Data collection site
Bread Distribution	Observation checklist Distribution monitoring surveys.	Blumont has distribution points (dp) inside and outside of camps in Ar Raqqa, Al Hasakah and Der Ez Dzor governorates
Food vouchers	Redemption monitoring checklist Voucher distribution monitoring checklist	These data can be collected at food voucher redemption sites (participating vendor shops)
Non-food item distribution	Observation checklist Distribution monitoring surveys.	These data can be collected from beneficiary households in camps
WASH hygiene Promotion	Daily monitoring checklist Monitoring surveys	These data can be collected from beneficiary households in camps

Post Distribution Monitoring surveys: Each distribution needs to be followed with a sample-based survey after 15 days of distribution. TPM will conduct the PDM surveys and will provide the PDM reports from NES targeted areas. PDM surveys will observe and solicit feedback from participants using the agreed PDM questionnaire, which could include an assessment of quality / safety / appropriateness of the intervention depending on the sector, and project indicator related questions.

Event/training monitoring: TPM staff will attend and monitor the training events in farmer field schools, community health workers and any other training event in working location to verify that the event/training takes place and to observe process and behavior of staff based on agreed observation/quality checklist and interview a few participants to solicit feedback. The TPM will also be expected to collect case-based interviews, when possible, with training participants to elicit qualitative feedback.

Outcome Monitoring: For the communal activities including water quality testing, solid waste management system, dislodging services, cleaning services  repair/maintenance work, TPM will conduct outcome monitoring on a quarterly basis.

Site monitoring and intention surveys from camp and CCs: TPM will be responsible to carry a periodic (quarterly) intention and formal site monitoring surveys from Blumont administered camps and CCs using Blumont questionnaires. Complete data sets of each survey will be submitted to Blumont, quarterly.

Baseline/Endline indicator data collection: TPM will complete baseline data gathering, data analysis and finalization of baseline report for any indicators Blumont specifies. The TPM will also be responsible for endline data collection and descriptive analyses for all project areas under all components of the project.

To conduct the above monitoring activities, TPM will be responsible for follow the processes:

1. **Tools Development & Refinement:** TPM will develop/refine the tools, translate and train their field teams (following confirmation from Blumont). Blumont will provide its standard tools and/or training to TPM and/or field team as available.
2. **Sampling:** TPM will follow the Blumont defined sampling methods and sample for a particular monitoring service.
3. **Training & Management of Primary Data Collection:** Where TPM enumerators are conducting primary data collection, the TPM is responsible for adequate training, management and quality assurance of the exercise. Support on Blumont minimum data protection standards and **requirements** will be made available.
4. **Reporting & Dissemination:** TPM will be responsible to provide reports for verification, distribution monitoring, post distribution monitoring, however Blumont would need data sets for all activities
5. **Sharing interactive dashboards of all PDM data analyzed:** TPM is supposed to share the original dashboards of all PDM data analysis in the agreed software like power BI or tableau reader etc.

Year-One Deliverables

- Refined observation checklist and survey tools for distribution monitoring activity monitoring and PDM/outcome monitoring
- Distribution monitoring reports, dataset(s) and dashboards used to create activity monitoring reports. Estimated 6 reports per week
- Monthly PDM reports along with full interactive dashboard of analyzed data and raw data: estimated 6 to 8 PDM reports
- Bi-annual (November '23 and April '24) camp and collective center beneficiary exercise providing the following, twice annually: Six datasets (one for each camp (x4) and collective centers by location (x2) delivered in two formats (.csv and .xlsx)
- Monthly progress summary presentation (Report)

Year Two (Conditional) Deliverables

- Distribution monitoring reports, dataset(s) and dashboards used to create activity monitoring reports. Estimated 6 reports per week

- Monthly PDM reports along with full interactive dashboard of analyzed data: estimated 6 to 8 PDM reports
- Bi-annual (November '23 and April '24) camp and collective center beneficiary exercise providing the following, twice annually:
 - Six datasets (one for each camp (x4) and collective centers by location (x2) delivered in two formats (.csv and .xlsx)
- Endline data with ITT fully updated with final achievement
- Monthly progress summary presentation (Report)

Required Experience & Skills:

1. Experience with theoretical and practical background and experience in providing TPM.
2. Proven track record of high-quality monitoring services to humanitarian & emergency response and development programming organizations.
3. Experience with data management including the ability to structure and collate data sets for ease of analysis.
4. Physical presence in and access to Der-ez- Zor, Raqqa and Hasakah governorates of Northeast Syria.
5. Ability to deploy staffing during weekend (Friday, Saturday) and after working hours
6. Evidence of policies covering staff due diligence, data protection, consent, gender sensitivity or quality assurance in MEL activities
7. Fluency in spoken and written English for the key leadership positions and Arabic and/or Kurdish for field level positions. (Detailed CVs needs to be attached for lead positions)
8. Proposed budget. The budget should be itemized by person days and costs against the proposed timeline, with line items for international and local travel, accommodation of data collection team, resources, travel/logistics and others as relevant
9. Work plan would not be needed at this stage, and it will be finalized during the induction phase.

Payment:

Payment will be made monthly upon receiving the monthly report as defined in SOW, no advance payment will be paid, and all monthly payments will be made upon delivery of satisfactory level of deliverables confirmed by MEAL director.