Terms of Reference
Third-Party Monitoring
Emergency Social Safety Net Assistance for Refugees in Turkey

<table>
<thead>
<tr>
<th>Project</th>
<th>Emergency Social Safety Net Assistance for Refugees in Turkey</th>
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<tbody>
<tr>
<td>Title</td>
<td>Third-Party Monitoring</td>
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<tr>
<td>Location</td>
<td>Turkey – Various locations (Istanbul, Sanliurfa, Ankara, Izmir and Gaziantep)</td>
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<tr>
<td>Duration of Assignment</td>
<td>11 months</td>
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A. Background and Rationale
The conflict in Syria has now entered its ninth year with no end in sight. The crisis has created an overwhelming and enduring humanitarian suffering, displacing over five million Syrian people into neighboring countries and other regions around the world. About four million registered refugees are living in Turkey, including Syrians, Iraqis, Afghan, Iranian, Somali and other nationalities. Over 90 percent of the displaced people are living in urban areas.

The Emergency Social Safety Net (ESSN), launched in 2016, is the largest-ever humanitarian aid programme financed by the European Union and its Member States under the Facility for Refugees in Turkey. On 31 October 2019, the European Union announced €600 million to ensure the continuation of the ESSN in Turkey.

The ESSN is designed to deliver cash assistance to 1.7 million vulnerable refugees living under Temporary Protection, International Protection and Humanitarian Residence in Turkey and aims to allow refugees living outside of camps across Turkey to cover their basic needs such as food, shelter, clothes in dignity. The assistance, regarded as a milestone, is based on vulnerability assessment and delivers regular and monthly assistance per beneficiary.

As of 1 April 2020, the International Federation of Red Cross and Red Crescent Societies (IFRC), in partnership with the Turkish Red Crescent, will now take over the implementation of the ESSN programme.

A core element of the IFRC’s implementation of ESSN III is third-party monitoring (TPM) which enables IFRC to effectively and efficiently monitor progress at the activity, output and outcome levels. The TPM for ESSN III will build on previous reports and trends analysis conducted for ESSN I and II. IFRC, thus, requires an independent, neutral and legally registered entity to provide TPM services. The main objective of TPM is to strengthen the project monitoring of both IFRC and its implementing partner, Turkish Red Crescent (TRC). Where necessary and appropriate, TRC will facilitate access to Government Ministries. The consultant(s) will report to IFRC’s ESSN External Coordination Manager.
**B. Scope and Purpose of Third-Party Monitoring**

TPM should provide information that is evidence-based, credible and useful, enabling the incorporation of conclusions and recommendations into the future decision-making processes of IFRC and the donor.

TPM should provide evidence-based information and data on programme implementation, namely progress and results achieved against plans, experienced bottlenecks or constraints, and quality of implemented activities.

**Objective**

A third-party monitor will be contracted to:

- Monitor the efficiency, effectiveness and accountability of implementation of ESSN III programme.
- Monitor programme operational process and impact.
- Monitor extent that ESSN III has improved household well-being and its impact on household welfare.
- Provide regular feedback to IFRC on the monitoring analysis and to document lessons learned from implementation of ESSN III.

**Efficiency**

- Were ESSN III objectives achieved on time? What were key barriers to timeliness in implementation of ESSN III?
- Identifying aspects of the programme implementation that could be improved.
- Analysing coordination of ESSN III programme activities’ stakeholders in planning, implementation and monitoring.
- Analysing coordination and information sharing amongst government institutions, national and international humanitarian and development agencies involved.
- Identifying aspects of the of the different workstreams that could be improved.
- How have ESSN III coordination systems fit into the broader coordination structures in country?
- How has ESSN III enhanced coordination and coherence with regard to thematic and inter-sectoral coordination mechanisms?
- Assessing the timely implementation as well as the quality of the delivery process (including security/protection issues for the beneficiaries). What were key barriers in terms of access?
- Assessing the relevance, appropriateness and utility of the coordination mechanisms and the challenges encountered.
- Assessing the quality of the tools developed and their relevance to the programme.

**Effectiveness**

- Assessing inclusion and exclusion errors linked to programme design? Do selected households meet vulnerability requirements? Are the costs (time/ money/ opportunity costs) of targeting worth it? Are there feasible alternatives?
- Assessing if the transfer value is sufficient to meet programme objectives (specifically meeting household basic needs)
Assessing how transfer value impact cost effectiveness and how impact will evolve over time.
Assessing the effectiveness of outreach to beneficiaries.
Assessing impact of ESSN III in enhancing access to livelihood opportunities.
Assessing the major factors that have slowed meeting programmatic objectives.
Assessing how programmatic factors such as amount of transfer, application process, modality of assistance have impacted on social cohesion (through such indicators as social connectedness, personal agency, attitudes accepting diversity, confidence in institutions and participation).
Assessing how targeting strategy and implementation model have affected most vulnerable populations?

Accountability
What aspects of the context impact accountability? How do these interact with the operational model for CTP delivery?
How successful has ESSN III been at meeting minimum standards of protection mainstreaming?
How does accountability within ESSN III compare to global benchmarks for accountability to affected populations?
Assessing how ESSN III has delivered accountability to affected population.
Assessing the effectiveness of the feedback mechanisms in place and the capacity of implementing partners to respond to comments received (accountability to beneficiaries).
Assessing whether the implementing partners subscribed to the agreed targeting criteria and any learning or recommendations for future targeting (e.g., review the indicators)
Assessing the level awareness created regarding the entitlements of beneficiaries.
Assessing how information dissemination is targeted to reach different groups, linked to questions of access and non-discrimination.
Assessing affected populations satisfaction with various communications channels and information dissemination.

Provide recommendations for future project activities including
How to reduce or mitigate potential risks or constraints detected through TPM.
The relevance and adequacy of the results-frameworks including its structure of outcomes and outputs and related indicators and target group numbers.
How to improve future efforts for better monitoring and accountability.

C. Methodology
While it will be an output of this consultancy itself to develop a full and detailed methodology, the following steps are proposed to inform this and contribute to shaping the research and process:

- Inception meetings with key stakeholders
- Conduct a desk review of programme documents. Special attention will be paid to the following documents among others; programme proposal narrative, Monitoring and Evaluation framework, PDMs, among other key documents.

- Undertake supplementary consultations where required to inform the development of relevant benchmarks and the framework and metrics for analysis
- Primary data collection in Turkey
  - Key informant interviews to include IFRC, TRC, MoFLSS, DGMM, DG-ECHO
  - Focus groups with beneficiaries and non-beneficiaries (men and women) in the targeted communities. To be supplemented with focus groups and/or key informant interviews with other community members and programme stakeholders as relevant.

### D. Expected deliverables and milestones

The selected Service Provider will be expected to submit the following documents in English:

1. Inception report: including information regarding proposed scale and data collection methodology, approach and tools that will be used as well as detailed timeline to achieve the objectives. It should include descriptions of check lists, questionnaires and reporting formats.
2. Workplan and timelines (including details on development and testing of monitoring tools, regular feedback. Any other key actions that the service provider should undertake should also be outlined in the workplan.
3. Database of all information collected in the field, whether through mobile data collection or on paper-based forms. Reports for each site visited should be rapidly retrievable by the organization.
4. Monthly and quarterly analytical reports. (All reports will be shared with relevant stakeholders for feedback before being finalized).
5. Delivery of final report. (All reports will be shared with relevant stakeholders for feedback before being finalized).
### Deliverables

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<tr>
<th>Deliverables</th>
<th>Timeframe</th>
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<tr>
<td>Inception Report (briefing, preliminary desk review, inception mission,</td>
<td>May – July 2020</td>
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<tr>
<td>preparation of methodology, evaluation matrix, data collection tools,</td>
<td></td>
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<tr>
<td>preparation of draft inception report, presentation of inception report,</td>
<td></td>
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<tr>
<td>preparation of final inception report (incorporating feedback on</td>
<td></td>
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<tr>
<td>methodology and recommendations)</td>
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<tr>
<td>Workplan and timelines (including details on development and testing of</td>
<td>May – July 2020</td>
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<tr>
<td>monitoring tools, regular feedback. Any other key actions that the service</td>
<td></td>
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<td>provider should undertake should also be outlined in the workplan)</td>
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<tr>
<td>Data Collection (in-depth desk review and secondary data analysis, data</td>
<td>August – Dec 2020</td>
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<td>collection in-country, presentation of preliminary findings)</td>
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<tr>
<td>Analysis and Report (analysis, preparation of draft report, preparation of</td>
<td>Jan-March 2021</td>
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<tr>
<td>final report (incorporating feedback and comments on draft report),</td>
<td></td>
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<tr>
<td>summary of findings, presentation of final report)</td>
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### E. Skills and Qualifications

The Service Provider should have knowledge and experience in the following areas:

1. At least 10 years’ experience in monitoring and evaluation of humanitarian cash-based programmes and social safety net programmes.
2. Demonstrated experience in designing, planning, organizing and conducting large scale surveys preferably in social safety net programmes/humanitarian cash transfer programmes.
3. Expertise and experience of designing and applying robust and appropriate performance monitoring and results frameworks (including expertise and experience in indicator development, testing and data collection / analysis)
4. Extensive experience in monitoring and evaluation of large, complex, longterm programmes.
5. Generating data to demonstrate programme effects for different segments of the population
6. Demonstrated understanding, expertise and experience working on issues related to cash transfer programming, refugees and social protection.
7. Proven experience in data validation and data quality control and demonstrated capacity in large-scale projects/programmes.
8. Demonstrated experience of using reviews and evaluation as a tool for lesson learning
9. Proven track record in programme management; previous experience with large NGOs, UN agency or government would be an asset.
10. Sufficient resources and staff to carry out the assignment effectively and efficiently in Turkey.
11. Experience working within Turkey, particularly with the Turkish government and/or other Turkish organizations.
12. Good communication skills, both orally and in writing.
13. Fluency in written and spoken English (desirable: expertise to work in Turkish and Arabic).
F. Call for Proposals
   1. **Applicants are expected to submit to IFRC the following documents:**
      i. Methodology
      ii. Workplan and detailed timeline (including detailed schedule for data collection)
      iii. Financial proposal
      iv. Composition of team
      v. CV of key team members with assurance letter that team members are fully committed to undertake the assignment. Any change in team members will be subject to approval from IFRC on very exceptional basis.
      vi. Short description of similar assignments and sample of previous work
      vii. A reference list of previous clients.
      viii. A copy of registration.

G. Contract Award Criteria
   The contract will be awarded on the following basis:

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<th>Description</th>
<th>Weighting</th>
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<tr>
<td>Adherence to Terms of References specifications and related requirements: a clear understanding of required deliverables and robust, appropriate proposed approach</td>
<td>10 points</td>
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<tr>
<td>Quality of suggested team member(s) to undertake all aspects of the assignment, meeting academic and qualification requirements; minimum 10 years’ experience, demonstrated experience in carrying out similar work</td>
<td>30 points</td>
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<tr>
<td>Proposed Methodology and Approach: deliverables are addressed at per Terms of Reference and timelines are met</td>
<td>30 points</td>
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<tr>
<td>Financial Proposal: Competitive fee rates and expenses in relation to the market and demonstration of value for money; clear and effective financial plan to deliver output-based deliverables and key performance measures; financial approach and methodology for ensuring the requirements will be delivered on time and in line with agreed costs, highlighting any financial risks.</td>
<td>30 points</td>
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H. Conditions
   - The Service Provider will work on its own computer(s) and use its own office resources and materials in the execution of this assignment. The contractor’s fee shall be inclusive of all office administrative costs.
   - Local travel and airport transfers (where applicable) will be covered in accordance with IFRC rules and tariffs.
   - Flight costs will be covered at economy class rate as per IFRC policies.
   - Any air tickets for travel will be authorized by and paid for by IFRC directly, and will be for the attendance of meetings and workshops.
   - Organizations must declare direct or indirect conflict of interests.
   - Organizations must also adhere to principles of impartiality, neutrality, integrity and confidentiality.
I. IFRC Recourse in Case of Unsatisfactory Performance

In case of unsatisfactory performance, payment will be withheld until quality deliverables are submitted. If the contractor is unable to complete the assignment, the contract will be terminated by notification letter sent 30 days prior to the termination date. In the meantime, IFRC will initiate another selection in order to identify appropriate candidate.