

## Terms of Reference - Third-Party Monitoring

### Malteser International

<b>Purpose</b>	Third-Party Monitoring of GFFO-Funded Projects in Northwest Syria
<b>Tentative Period of contract:</b>	1 Oct 2024 –6 Jun 2025
<b>Monitoring rounds</b>	2 Rounds First round: from 1 <sup>st</sup> Oct 2024 to 6 <sup>th</sup> of Dec 2024 Second round: from 1 <sup>st</sup> of April 2025 to 2 <sup>nd</sup> of Jun 2025
<b>Reporting line</b>	Program Quality Coordinator at MI Türkiye Office
<b>Project area</b>	Northwest Syria (NWS)

#### I. Organization background:

Malteser International (MI) is a Catholic faith-based NGO undertaking humanitarian missions across Asia, Africa, the Middle East, Europe, and the Americas. With its European headquarters based in Germany, MI's core values revolve around Catholic principles, humanity, trust, transparency, and accountability.

Since its establishment, MI has been at the forefront of delivering crucial humanitarian aid to communities worldwide. Our presence in the Türkiye offices and our project in NWS through our partners, has been particularly impactful, spanning back to 2014. In close collaboration with our local implementing partners, we remain steadfast in providing essential support to crisis-affected people in both NWS and Türkiye.

Our humanitarian efforts encompass a broad range of services in various humanitarian sectors, with a dedicated focus on emergency lifesaving primary and secondary healthcare, emergency water, sanitation, and hygiene (WASH) services, as well as food security in NWS. In Türkiye, our initiatives pivot around protection, livelihood support, and fostering social cohesion among Syrian refugees and the host communities.

#### II. Project background:

The project aims to provide lifesaving and life-sustaining services to internally displaced persons (IDPs) as well as to the host community population in NWS through the provision of access to essential health and emergency WASH services.

Over an eighteen-month period (1<sup>st</sup> Jan 2024, 30<sup>th</sup> Jun 2025), three of our implementing partners operate eight primary health centers, seven secondary health facilities (full/partial support) and one oncology center. Additionally, a small portion of cash for health assistance will be distributed to 350 cancer patients. While in the WASH sector MI's partner provides WASH services in 5 informal settlements which include water trucking, solid waste management, hygiene kits distribution, and desludging of septic tanks.

#### III. Purpose of engaging the Third-Party Monitoring:

In our commitment to transparency and accountability, MI places a strong emphasis on monitoring the projects we implement in NWS. This dedication extends to ensuring compliance with the policies of MI, our donors, the UN, and other globally recognized entities.

Our monitoring objectives are multifaceted:

- Effectively assess the quality and progress of project activities and services.
- Verify the alignment of the implemented project with proposed interventions.
- Ensure efficient project delivery in accordance with donor requirements and community needs.

- Provide the necessary levels of assurance and satisfaction for project stakeholders.

To achieve these objectives, our Third-Party Monitoring (TPM) service provider plays a crucial role, and their insights serve several purposes:

- Foster accountability by establishing a secure platform that encourages community members to share feedback confidently and transparently.
- Empower beneficiaries in decision-making processes that directly impact their lives.
- Extract valuable lessons and best practices through accurate and objective feedback.
- Proactively address challenges by recommending corrective actions that efficiently meet the needs of the affected population.

#### IV. Monitoring Methodology and Scope

The Third-Party Monitoring (TPM) methodology adheres to systematic procedures for collecting, cross-verifying, triangulating, analyzing, and presenting monitoring information. Key references include the project proposal, supporting documents, logical framework, and project work plan. The monitoring process considers humanitarian cluster guidelines and international benchmarks like the Sphere Standards. An intersectional approach evaluates project performance, encompassing cross-cutting issues such as gender/age mainstreaming, protection, PSEAH, and accountability to affected people.

The methodology should also include assessing partners' capacity in administrative aspects. The TPM service provider generates findings on core project activities, implementation quality, and partner capacity. The monitoring process includes activities such as desk reviews of existing documents, interviews with MI and project partners, direct observation and interactions at the field level, surveys, post-distribution/post-service interviews, satisfaction surveys, KIIs, and on-site administrative spot-checks.

Monitoring recommendations influence project implementation by providing accurate assessments, constructive feedback, and concrete improvement suggestions. The methodology incorporates a fast-track channel for reporting suspected fraud, corruption, and protection violations.

##### **The minimum caseload for field data collection per round:**

Monitoring Round	Sector	Coverage	Sample size Minimum Requirement			
			HH/individual survey	KII	Observation (program & admin)	FGDs
First monitoring round	Health	16 Health facilities around NWS	588	16	16	10
	WASH	5 Camps	170	5	5	2
Second monitoring Round	Health	16 Health facilities around NWS	588	16	16	10

	WASH	5 Camps	170	5	5	2
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The TPM is expected to take into consideration the gender and age representation in accordance with the project's catchment population.

**The monitoring process should also consider the following administrative aspects:**

Admin Spot-check (minimum requirement)	Scope
HR at the field level (staff lists, staff contracts, leave time, working hours, duty of care)	The project staff list under this project, availability of the contracts, duty of care policy, working hours and leave system.
Staff satisfaction survey	Assess the general staff satisfaction in confidential manner based on a representative sample.
Warehouse check (system, settings, quantities, usage)	Verify the warehouse condition, recording system and quantities
Consumption report and logbook check (office supplies, fuel, food and electricity)	Desk review for the consumption report within the field monitoring process.
Finance - cash payments, salaries, vouchers and preparation and authorization process)	To assess the financial system, including the timeliness of payment for salaries, cash transfer and authorization processes.

**V. Main Roles and Responsibilities of Third-Party Monitoring Service Provider:**

- Reading and understanding the policies and guidelines of MI, the German government, related project donors, and the UN agencies which have operational compliance obligations in the field regarding the supported projects of MI in NWS.
- Desk review of all the project related documents
- Conduct inception meeting with MI and the partners.
- Design all the required monitoring and reporting tools/templates, share the developed tools with MI and address any revisions or comments from MI side on the monitoring tools/templates.
- Plan and implement scheduled and need-based spot-checks of the programming and operational issues at the field level to ensure that the programming and operations of the MI supported projects are being maintained in compliance with the policies of the donors, German Foreign Federal Office, MI, and the UN agencies.
- Adherence to the agreed monitoring scope and methodology.
- Provide high-quality photographs illustrating the implemented activities and supporting the report's findings.
- Immediate notification to MI about any sensitive array, non-compliance, or risk in/for the operations and programming of the MI supported projects and partners in NWS. These findings are but not limited to PSEAH violations, GBV, no locks/lights at public latrines/toilets (especially female ones), PwDs lack of access when they should have access ie. ramps, rails, lack of wheelchair accessibility etc.
- Providing Programmatic TPM Report and Admin Spot-check Reports to MI for the assigned tasks.
- Keeping all communication channels (particularly phones) of the monitoring company always open and accessible to MI staff and the related partners.

- Providing draft reports and addressing MI comments.
- Conduct a joint reflection session with presentation of findings at the end of the project with MI and the implementing partners.
- Provide all the required deliverables at the agreed timeframe as described in section VI.

## VI. Deliveries and timeline

Round	Deliverables type	Number of items	Deadline
Inception	Inception Report with data collection tools	1 Report	5 days after the kickoff meeting
Round 1	Third party monitoring report (with all annexes, transcripts of collected data ...etc.)	3 Reports one for each partner	29 Nov 2024
	Reflection session with the partners with Power point presentation for key challenges and recommendation	3 sessions one for each partner	1 <sup>st</sup> week of Dec
	Complied report for the first round	1 Report	6 of Dec 2024
Round 2	Third party monitoring report (with all annexes, transcripts of collected data ...etc.)	3 Reports one for each partner	12 <sup>th</sup> May 2025
	Conduct a reflection session with the partners with Power point presentation for key challenges and recommendation	3 Sessions one for each partner	19 <sup>th</sup> May 2025
	Complied report for the second round	1 Report	26 <sup>th</sup> May 2025
Closing	Final project monitoring report (1 & 2 rounds + previous round conducted by another contractor in mid of 2024). <sup>1</sup>	1 Final Report	2 <sup>nd</sup> Jun 2025

## VII. Conflict of Interest

The service provider and the team engaged with MI must maintain impartiality and independence throughout the monitoring contract. They should not have any employment, directorial roles, or financial ties with the entities and individuals being monitored, including MI and its implementing partners. Declarations of potential conflicts of interest, such as financial or family affiliations with organizations partnering with or their staff, including MI, must be submitted by enumerators and other relevant TPM staff before the monitoring visit.

<sup>1</sup> TPM report conducted for this project cover the first milestone of the project 1 of Jan 2024 to end of June 2024 by TPM company, all source database and reports will be shared with bid winner during the inception phase.

While declarations are not viewed negatively, they impact activity planning. The service provider may be asked to deploy enumerators without conflicts of interest to specific locations. Failure to declare conflicts of interest may lead to a review of deliverables and affect the contractual relationship between the service provider and MI.

## **VIII. Recommended Presentation of Proposal**

The service provider must submit a proposed business plan in English on how it intends to deliver the services outlined above. The proposal must include at a minimum the following information:

- Background/Expertise - information about the service provider outlining its expertise, previous experience in providing similar services, and institutional capacity, including the personnel that will participate in delivering the outputs (with CVs) and the proposed team structure.
- Technical Approach - the service provider must demonstrate the methodology to undertake the proposed activities with technical details, data management and data quality assurances. In addition to that, how cross cutting issues will be considered within the monitoring processes and the expected work plan that should take into consideration time needed for desk review of documents, visits to main offices/field offices for each partner, designing tools, visit to project implementation sites, data collection, report writing and exchanges between MI and partners within the identified timeframe.
- Financial proposal with a detailed breakdown of costs

The TPM must include the following annexes with the proposal:

- A. CVs for all staff involved in the proposed activities, highlighting their expertise and relevant experience, including the field data collection team.
- B. At least one sample TPM report previously completed by the company in relevant sectors (WASH, Health).
- C. Samples of monitoring report previously completed by the researcher in relevant sectors (WASH, Health), If these documents are the same as in item B, please indicate this.
- D. Reference letters from clients, partners, or employers, verifying the projects that company has worked on.
- E. The company's official registration documents.
- F. TPM Conflict of interest policy and other relevant administrative policies.
- G. Any additional documents supporting the requirements outlined in sections (IX) and (X) should also be included with the proposal.

## **IX. Qualifications and Expertise:**

- Experience in conducting field site monitoring in Syrian districts, towns, and camps (Mandatory).
- Proven experience in monitoring health and WASH, both from programmatic and administrative perspective is mandatory.
- The TPM company must be officially registered in its home country and provide evidence of access to Syria.
- TPM researcher/s should have at least 4 years of proven experience in monitoring and evaluation of WASH and Health projects.

## X. Evaluation matrix and scorecard

The technical evaluation committee will use the scorecard below to assess the submitted proposals. Only the qualified bidders who passed the technical evaluation will advance to the financial evaluation stage, **where the financial offer will carry a 40% weight, and the technical evaluation will account for 60%.**

Category	Technical Evaluation Criteria	Required supporting documents	Rating	Scaling
Mandatory requirements	1.1 Experience in conducting field site monitoring in Syrian districts, towns and camps.	Syria-specific reports, reference letters	Pass	Yes/No
			Fail	
	1.2 TPM has Proven experience in monitoring of health and WASH program.	Sample reports, and reference letters in each of the sectors	Pass	
			Fail	
	1.3 The TPM company officially registered in its home country and provide evidence of access to Syria.	Registration documents, MOUs ...etc.	Pass	Yes/No
			fail	
Expertise and Staffing	2.1 Years of experience of the researcher/s in producing well-verified monitoring reports related to humanitarian, development or stabilization projects in Syria	Monitoring reports, CV, reference letters, other relevant supporting documents	7 years' experience or more	100
			6 years' experience	80
			5 years' experience	50
			4 years' experience	20
	2.2 TPM field staff (enumerators) assigned have the relevant experience for implementing the intended services as outline in the TORs	CVs of the field staff (enumerators)	Advanced experience	100
			Moderate experience	70
			basic experience	50
			Weak experience	0
	2.3 The structure and size of the team is clearly justified to produce the minimum workload expected	Project staff tree and structure proposed within the technical proposal.	Yes	100
			Mostly	50
			No	0

total score of 150 or less, fail				
Technical assessment, Methodology, and plan	3.1 The approach of the proposal demonstrates a good understanding of the purpose, scope and expected outputs	Technical proposal	The proposal shows advanced understanding of the expected outputs, and it offers a strong and integrated approach with innovative solutions, in full alignment with our objectives	100
			The proposal shows a good understanding of the expected outputs, and it offers a generic approach tailored to the information provided in the TOR, in basic alignment with our objectives	50
			The proposal shows lack of understanding of the required outputs, and it weakly reflects the information provided in TOR sufficiently.	25
	3.2 The TPM methodology offers a clear approach to measuring the quality of implementation, with equal attention to core objectives (logical framework targets and activities) and soft objectives (cross-cutting issues) and offers a strong multi-layered verification approach	Technical proposal	Advanced methodology to monitor the delivery of the core project targets, with comprehensive coverage of cross-cutting issues	100
			Good methodology to monitor the achievement of the core targets, with adequate focus to cross-cutting issues	80
			Adequate methodology to monitoring the core targets, with weak mainstreaming of cross-cutting issues	50
			Weak methodology to monitor the project's core targets, and no mainstreaming to cross-cutting issues	0
	3.3 The methodology offers generating insights about the partners institutional capacity relevant to administrative spot-check	Technical proposal	The methodology provides advanced monitoring coverage of all institutional capacity areas	100
			The monitoring methodology partially covers the partners institutional capacity	50
			The methodology does not offer insufficient coverage to monitor the partners institutional capacity	5
	3.4 the planning is logical, realistic and promise efficient implementation	Project plan	The proposal offers a comprehensive and realistic work plan in full alignment with the TOR.	50

		The workplan is good, somewhat realistic and partially aligns with the TOR.	25
		The workplan is unrealistic and does not align with the TOR.	0
3.5 The data management methodology provides quality assurance measures (oversight and accountability) and addresses gender concerns	Data management and quality assurance protocols within the technical proposal.	The proposal presents a comprehensive and solid data collection and management with clear oversight and accountability measures, as well as presenting strong gender considerations	50
		The proposal presents a reasonable data collection and management ensuring some oversight and accountability measures, with gender concerns partially addressed	25
		The proposal presents basic data collection plan with poor accountability measures and little to no concern to gender issues	5
total score of 200 or less, fail			
Grand total score of 350 or less, fail			