

## TERMS OF REFERENCE

### ANNEX 1

OCTOBER 2023

## 1. THIRD-PARTY MONITORING SERVICE - SCOPE OF WORK

**TIMELINE DECEMBER 2023 – FEBRUARY 2024**

**1.1. GOALS AND OBJECTIVES OF THE ASSIGNMENT:** The main goal of this Third-Party Monitoring exercise is to produce credible and reliable findings about the quality of the response and implementation of field-level program activities by meeting program quality and accountability standards and capturing the voices of women, men, boys, and girls, as well as identified vulnerable groups.

#### TPM Objectives:

- a) Assess the proper implementation of planned beneficiary targeting strategies, beneficiary selection processes, registration, and verification as per CARE procedures.
- b) Assess proper implementation of selected activities as per core humanitarian standards, CARE work plans, technical designs, SOPs, and any relevant guidance CARE is bound to/ is committed to follow.
- c) Conduct ad-hoc verification of specific activities as per CARE request
- d) Conduct post-distribution/post-activity monitoring exercises for selected activities.
- e) Assess beneficiary satisfaction levels with the quality of goods and services and the effectiveness of accountability (feedback and transparency) mechanisms.
- f) Assess the quality of the implementation and provide programmatic and operational recommendations to improve CARE's programming strategies, approaches, and partnerships inside Syria.

As all of CARE's programming activities are carried out in a high-risk and extremely fluid operating environment, CARE frequently has to adapt its programming to changing realities, which can affect the nature, timing and geographic location of these activities. Therefore, CARE expects greater **flexibility** from third-party monitors in adapting to the changing scope of work during the assignment period.

CARE expects the above third-party monitoring scope to be performed from December 2023 until the end of February 2024. At the end of full data collection, the analysis will be followed by a comprehensive report and a debriefing session to CARE and implementing partners on an agreed schedule. In addition, an observation report/update (weekly) is required by the third-party monitoring to share key observations immediately for corrective actions. Immediate updates on any red flag issues will be required by the third-party monitoring service provider as per CARE's red flag classification. Finally, we strongly welcome innovative approaches and visually appealing products to present data, findings, and recommendations. The Third-party monitoring Scope of monitoring activities is detailed in **Annex 1.1**.

CARE will provide most of the third-party monitoring with all the monitoring tools required to complete the monitoring activities, the third-party monitoring may be requested to develop monitoring tools for the above-mentioned SoWs (especially for the qualitative tools), in addition, CARE might ask the third-party monitoring company to support in existing tools revision and finalization.

Note: The successful bidder might be asked by CARE to conduct surveys and FGDs not only for monitoring purposes but for research purposes as well if needed.

**1.2. DATA ANALYSIS AND REPORTING:** below are the areas that CARE is expecting the successful agency to take into consideration for data analysis and reporting:

- 1- All monitoring reports should contain sex and age-disaggregated data per each activity and sex- and age-disaggregated data are analyzed to understand the differential outcomes for women, men, girls, and boys.
- 2- Monitoring reports must highlight the progress made by CARE/implementing partners in achieving the program objectives and mainstreaming/integrating gender into the programs.
- 3- Analysis of inclusion of people with disabilities.
- 4- Monthly and final reports should be disaggregated by implementer (CARE partner, CARE Area office) and data should be easily tracked.
- 5- The monitoring report should raise all internal or external factors that affect/might affect CARE's program.
- 6- Field monitors should provide specific attention to the partner's accountability mechanism in the field, results should be reflected in monitoring reports.

**1.3. KEY DELIVERABLES AND ACTIVITIES:** The successful applicant will be responsible for the following key activities and deliverables:

1. Inception report including top-level information on data collection tools and sampling methodology per proposed monitoring activity, data protection protocol, top-level work plan, data quality insurance, and the analysis of the secondary data shared by CARE
2. Weekly updates email on the status/progress of each program monitoring activities.
3. Live work plan (online) per program for the contracted period with details of types of monitoring activities, samples (male/female) staff (male/female), locations, and timeframe to complete each activity.
4. Relevant 'flash reports' communicating "Red flags" at a real-time frequency (max 24 hours) after data collection.
5. Monthly reports highlighting the results of the monitoring activities per implementing organization performed during the period of the previous month including a comprehensive analysis of the monitoring data, followed by debrief session for CARE and the implementing partner(s).
6. Final debriefs and presentation of key findings and recommendations came up for all the monitoring visits conducted.
7. Final data collection tools (in Arabic & English), raw data, and field photos organized by program/MEAL activity with details of the date and location.