

NWS – Filed Monitor service (Terms of Reference)

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| Name of the ToR: | Filed Monitor service “Up to 23 Field monitors” |
| Summary: | <p>SCI NW of Syria office is supporting the affected people by Syria crises with relevant humanitarian assistance, Where our work inside Syria is being implemented completely by implementing partners (Syrian NGOs) with remote management and support by turkey team, mainly focuses on Education, Child Protection, Health and Nutrition, WASH, NFI, and Cash responses.</p> <p>The Monitoring Consultants’ service based in NW Syria is to directly monitor programs that are implemented through local partners, conduct assessments, and improve our accountability systems in close coordination with implementing partners in Syria. It is anticipated that these Monitoring Consultants will help improving the relevance, quality, and impact of response across all implemented programs through partners.</p> <p>Additionally, the Monitoring Consultants will play a crucial role in maintaining detailed learning records from monitoring activities, closely identifying best practices that can be adopted and reflected in SCI’s programming in NWS. This approach will ensure that lessons learned and successful strategies are systematically captured and integrated into future program designs and implementation processes, thereby enhancing overall program effectiveness and sustainability.</p> |
| Dept Lead | NWS MEAL |
| Report To | MEAL Coordinator- Turkey |
| Sector: | All sectors (Not a sector base) |
| Locations: | All NW Syria based (Aleppo and Idleb governorates) |

1. Scope of work:

The main goal and objective of this field monitoring service is to monitor and observe the ongoing projects inside NWS areas, that are implemented by SCI’s implementing partners in order to ensure the quality of projects’ activities implementation process and produce credible and reliable monitoring and observation key finding in order to check and track the projects achievements and its accuracy, identify any gaps and areas for improvements, and meeting the program quality requirements and accountability standards.

Additionally, the service will contribute, where needed, to compliance procedures and check-ins, and the maintenance of accountability activities as planned by SCI NWS. This includes, but is not limited to, participating in the maintenance of sectoral quality benchmarks to achieve the best possible outcomes from the monitoring and validation of activities conducted by partners. The service will also accommodate any specific requests from SCI NWS MEAL, in coordination with other departments, to facilitate quality checks for ongoing programs implemented by SCI NWS partners at the supported locations and facilities.

2. Monitoring scope:

SCI seeks to contract monitoring service providers, including a flexible group of field monitors, ranging from a minimum of 12 to a maximum of 23 monitors, based on programmatic needs and requests. These monitors will cover all sectors—Education, Child Protection, Health and Nutrition, WASH, NFI, and Cash responses—across different supported locations in Northwest Syria. The service period is set from the 1st of January until the end of December, with the exact number of field monitors adjusted dynamically according to the evolving requirements of the projects, activities scope, and award monitoring needs.

3. Accessibility consideration:

SCI seeks to contract a company that provides monitoring and observation services for its programs within the NWS areas, specifically with established accessibility and operational presence in both Idleb and Aleppo governorates. The contracted company must be capable of mobilizing field monitors/consultants throughout the specified period, from the 1st of January until the end of December, to manage and conduct daily monitoring visits and verification activities. This includes spot checks aligned with the monitoring plan as shared by the NWS MEAL department, ensuring thorough and consistent oversight of partner activities across all supported locations. The service provider is expected to demonstrate flexibility and readiness to conduct these monitoring and verification tasks, strictly adhering to the planned schedules and directives provided by SCI's MEAL team.

As all SCI's project activities carried out by its implementing partners are conducted in high-risk operating environments, SCI and its partners must continually adapt their programming to changing realities that can affect the nature, timing, and implementation sites, including targeted communities and camps. Therefore, SCI expects flexibility from the hired company to adapt to the evolving scope of work during the assignment period.

The service provider is required to have clearance for the targeted locations to ensure the safety of staff conducting monitoring activities and to assess accessibility to these locations accordingly when needed. Additionally, the service provider must maintain formal operational protocols to effectively carry out all partner monitoring activities, ensuring formal registration and presence in the supported locations throughout the specified contracting period.

The company should have a field office inside NW Syria, specifically in Idleb governorate, equipped with all required facilities such as stationery, running electricity, water, internet, and air conditioning. The company must also provide comprehensive logistical services to

accommodate the field monitors, including transportation for the hired team to ensure daily coverage of all planned monitoring activities and to maintain mobility across all supported and targeted locations in NWS.

Additionally, the service provider must supply tablets, mobile phones, and laptops as needed for effective communication, data collection, and to facilitate the daily drafting process. In instances where monitoring visits extend beyond one day, the service provider should arrange appropriate accommodation, such as hotel stays, to support the field monitors. Furthermore, the service provider should meet all required operational needs, including providing adequate space and resources for desk work, data management, and other essential administrative functions necessary for the effective execution of monitoring duties.

4. Data protection and workflow:

SCI NWS MEAL unit will lead and manage the field monitors technically across all required phases, including data collection, analysis, reporting, and debriefing sessions. SCI will provide all necessary training related to data protection and ethical standards in data collection. All data sets, monitoring observations, flash and observation reports, and any other field monitors - related monitoring outputs will be shared directly with the SCI NWS MEAL unit to ensure that data protection and privacy are upheld to the highest standards.

The service provider is expected to deliver comprehensive operational and logistical support to facilitate these processes, ensuring that the team adheres to the highest data protection standards and related protocols, including updated ones -when occurs, as well as ethical standards in all monitoring activities.

SCI will supply the service provider with all required monitoring technical tools and instruments necessary to complete the monitoring visits and data collection process. However, as mentioned above, the service provider must supply smartphones, tablets, and computers, as SCI will not provide any electronic devices or assets. This includes laptops with good specifications, pre-installed with operating systems and necessary data analysis and collection applications, such as Power BI, Tableau, or other required software. Additionally, the service provider must arrange for organizational emails and SharePoint access for the hired staff, as required by the SCI NWS MEAL unit

5. Ethical consideration:

Given the precarious security situation and challenges of accessibility, full adherence to ethical principles must be prioritized throughout this consultancy service. The contracted service provider is responsible for ensuring that all respondents and stakeholders participating in the monitoring activities do so voluntarily, in accordance with SCI's proper policies and guidance. This includes obtaining informed consent—either written or verbal—and securing necessary approvals from participants and local authorities before commencing any monitoring activities or interviews, as required by SCI standards.

The safety and security of respondents and on-the-ground enumerators must be prioritized at all times, especially during data collection and monitoring visits. All personal identification information and data must be kept confidential and protected, adhering to the highest standards of data privacy and security. The "Do No Harm" principles must be strictly observed during all monitoring activities throughout the service period and after the implementation of this ToR. Explicit permission must be obtained for the use of any visuals or personal details collected during monitoring activities, in line with SCI's protocols.

Furthermore, all staff and volunteers engaged in monitoring and observation activities are obligated to report any incidents of child safeguarding concerns, child abuse, sexual exploitation, sexual abuse, or breaches of SCI policies immediately to SCI's Child Safeguarding focal points. The contracted service provider must demonstrate adequate Human Resource capacity and have robust policies in place to manage the field monitors, including compliance with contractual rights, benefits, Duty of Care, labor laws, and leave entitlements, as mandated by SCI's proper policies and guidance.

Contracting Modality:

In order to manage contractual engagements with the consultants, the NWS team looking to have use of a Framework Agreement a contracted Consultancy firm. In NWS there are several Consultancy firms with registered offices who would be able to legally host these consultants and process payments. The proposed modality is as follows:

Consultancy firm contracted will:

- The contracted Consultancy firm will be Hosting the filed monitoring consultants (12 – 23 filed monitor consultants)
- The contracted TPM shall be responsible for preparing contracts for the selected candidates, based on the agreed contract template. The consultancy agreement will be between the Consultancy firm and each individual.
- The hosting Consultancy firm shall facilitate and administer monthly salary payments to Field monitor from their offices.
- The hosting Consultancy firm shall provide assets such as (Laptops, Tablet / Mobile ...etc.) to the field monitors. SC will not be responsible on purchasing or renting any equipment. Any materials needed will be procured by the Consultancy firm and will remain under their custody.
Note: the tablets and the mobiles are for all the staff, the laptops should cover at least 50% of the staff hired.
- The hosting Consultancy firm will provide each consultant with a suitable duty and work station inside NWS.

- Consultancy firm contracted shall apply their Duty of Care of the contracted field consultants, So Consultancy firm shall share DoC and relevant policies per of the contract (SCI can't be hold responsible for the coverage of the duty of care expenses).

Save the children - NWS will:

- Use the prepared hiring package and related annexes, including the Field monitor consultants TOR, Field monitor consultants Guidelines, and field monitor consultants contract along with relevant JD and SOPs to raise framework agreement with Consultancy firm, and during the operational process (the full packages is for SC use which will be shared after contracting with Consultancy firm)
- After Framework, agreement signed with the consultancy firm will launch the filed monitoring consultant hiring process, to be led by SCI for 12 -23 field monitors.
- Candidate selection and hiring will be the responsibility of company as, as stated in the consultancy agreement (Article 7), including advertising, sourcing, receiving CV and, testing and interviews.
- Reference check , vetting and reviewing CVs will be completed with SCI and Company.
- Performance management and work planning will be the responsibility of SCI directly. Any termination of agreement will be led by SCI in accordance with applicable laws, and the consultancy firm shall be responsible for executing those decisions.
- Based on work plans agreed with the SCI supervising staff and the NWS Safety & Security Coordinator, the contracted service provider may be required to conduct activities outside of their duty station. The contracted service provider is responsible for ensuring the provision of transportation services to the Field Monitors to facilitate their mobility across all supported and targeted locations as per the agreed monitoring plans. This includes arranging and covering all transportation needs required for daily monitoring activities. Consequently, a transportation allowance will not be provided directly to the Field Monitors, as the contracted service provider will manage all transportation logistics as part of their operational responsibilities.
- The hosting consultancy firm **shall not** be responsible on managing the Field monitor consultants work plan and activities. Day-to-day management and technical direction of the Field Monitors will be the responsibility of SCI, including work plans, movements, tasks and activities and day-to-day communications with the field monitor consultants.
- Relevant communication/coordination concerning Field monitor consultant's contracts, payments arrangements and other needed arrangements between SC and consultancy firm shall be led by SC HR and Procurement team with relevant TPM team.

6. Proposal details, selection criteria and submission:

Parties are requested to submit the below documentation via email only to (procurement.sro@savethechildren.org):

- A) Technical proposal including proposed methodology and approach (maximum 8 pages)

- B) CV of the company's managers who are responsible for managing and leading the contract with SCI (maximum 3 pages)
- C) ITT documents in addition to the ToR signed and stamped.
- D) Duty of care and HR policies and procedures.

7. Applications will be assessed against the following selection criteria:

- Essential criteria.
- Commercial criteria (60%)
- Capability Criteria stated in the ITT (30%).
- Sustainability criteria (10%).

8. KEY AREAS OF RESPONSIBILITY:

The monitor consultant will be responsible on the following:

I. Monitoring and Evaluation:

- Follow up and update the project M&E plan through relevant coordination with MEAL and program teams and the implementing partners.
- Conduct regular monitoring visits across ongoing projects by using the proper qualitative and quantitative set of tools such as but not limited to Observation, Distribution monitoring, and post-distribution monitoring, checklist, spot-check, surveys FGDs, etc.
- Monitor the ground activities to ensure activities are implemented effectively and in high quality.
- Ensure that the MEAL coordinator is informed of possible problems, delays or risks to project implementation in a timely manner in according to agreed partners' work plans.
- Proactively engage with the partners to compile information on their activities, and report it to MEAL coordinator on a timely basis.
- Initiating and validating emergency response based on the predetermined aspects.
- Effective coordination with implementing partners in the field to identify potential communities to be targeted by the partners when urgently needed to respond to emergencies and based on the field observation.
- Inform any significant gaps in following pre-determined methodologies for planned interventions.
- Support with implementing partner the data collection plans for RNA, evaluation, baseline studies and other MEAL activities in coordination with the MEAL Coordinator when requested.
- Support implementing partner MEAL staff with capacity-building opportunities in monitoring, data collection and other MEAL-related needs.
- Communicate to the MEAL Coordinator any issues that might arise during data collection.
- Carrying out other tasks required by the MEAL Coordinator
- Travels to field sites within the NWS Syria to monitor the projects.
- Service area will be assigned according to activity area across programming.

- Conduct any other spot checks or monitoring activities as required, in coordination with the compliance department and other relevant SCI departments, to ensure adherence to all programmatic and operational standards.

II. **Accountability**

- Support Turkey's MEAL Team to set up accountability mechanisms inside Syria including beneficiary feedback mechanisms.
- Support implementing partners staff and volunteers inside Syria with the principles of accountability and practical implementation of accountability mechanisms in the field.
- Monitor partner's accountability mechanisms in place across implemented programs and reports relevant gaps to MEAL Turkey team.
- Enhance awareness amongst intended beneficiaries and the wider community on the accountability mechanisms and the possibility to provide feedback.
- When necessary to conduct perception surveys, FGDs and household surveys (with support from Partners' field team) to gather feedback on the response.

III. **Data analysis & use:**

- Ensure the accuracy of the data collected, and fill in the specified form.
- Ensure the timely collection of data based on the M&E plan and within a specific form.
- Clean and translate all of the relevant collected project's data, and check its quality.
- Compile and analyze the information collected through monitoring tools.
- Support in data analysis process when required. And draft findings for the programs surveys, checklist, observation, RNA and generic surveys.

IV. **Reporting:**

- Regular meetings with MEAL coordinator to inform the progress of planned activities
- Develop analysis and top line\ flash reports of monitoring activities to be communicated with MEAL turkey team on a daily basis
- Provide comprehensive reports and analysis of beneficiary feedback and level of satisfaction.
- Coordinate with MEAL coordinator to submit Weekly and Monthly reports of activities conducted.
- In collaboration with MEAL Coordinator, provide monthly analysis and reporting against the needed regular requirements with an appropriate set of recommendations as a part of the learning process.
- Support is extracting the monitoring key findings and reporting process to the relevant program team.
- Collect the feedback and respond to monthly comments by re-verify the shared reported information.

V. **QUALIFICATIONS AND EXPERIENCE AND ATTRIBUTES:**

- Education to BSc/BA/BEng level in Social Sciences, Statistics or related field
- At least 2 years of experience in Monitoring activities and scope.
- Excellent experience in data collection and analysis, data management and reporting mechanisms.
- Fluency in **Arabic** for both speaking and writing.
- Computer skills in MS Word, MS Excel and (preferably) statistical software.

- Pre-existing ownership of necessary computer and other technology necessary to conduct the tasks hereunder.
- Excellent interpersonal skills, communication skills and problem-solving.
- Politically and culturally sensitive with qualities of patience, tact and diplomacy
- The capacity and willingness to be extremely flexible and accommodating in difficult and sometimes insecure working circumstances.
- Commitment to the aims and principles of SCI. In particular, a good understanding of the CSI' mandates and child focus and an ability to ensure this continues to underpin our support.

VI. Desirable

Knowledge of using electronic data collection tools (for example KOBO toolbox, Monkey Survey, google forms, ODK etc.)

Experience in program monitoring or needs assessments in the emergency/humanitarian field.

Good verbal and written command of English is highly desirable.

Experience in facilitating group discussions and meetings.

Experience in delivering training to volunteers and partner staff.

Report writing and documentation skills.

VII. SAFETY AND SECURITY MEASURES:

Filed monitor consultant M&E plan will be developed and updated per of the program and implementing partners' work plan as stated in the agreed SAA, However MEAL coordinator will ensure close coordination with program and implementing partners to update the filed monitor plan in a monthly basis in according to activities plan.

M&E field monitor plan will be shared with S&S coordinator to obtain the needed advice from a security perspective concerning the consultant's movement according to plan as well as obtain relevant approvals

S&S coordinator with close coordination with the MEAL coordinator will be observing the security situations in the response locations and ensure to provide relevant advice to the consultant regarding any security development.

I. Benefits and salary:

Selected candidates will receive a salary scale that includes health insurance and transportation allowance, with a net salary of \$850. Additionally, they will have opportunities for learning, training, and capacity building.