Post Assistance Monitoring Terms of Reference for

“Emergency Response Programs”

Commissioned by: IOM Mission in Iraq

Established in 1951, the International Organization for Migration (IOM) is the United Nation’s migration agency, the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people (IDPs).

Since beginning operations in Iraq in 2003, IOM has built a strong network of staff, offices and logistics. IOM Iraq provides a range of emergency response services: non-food item kits, shelter, camp coordination and camp management, livelihood assistance, primary health care and psychosocial assistance to help displaced persons regain dignity in their lives. IOM Iraq also provides technical cooperation including government capacity building on migration issues. With a presence on the ground in all 18 governorates, IOM staff has been on the front lines of the humanitarian response to this unprecedented crisis in Iraq. IOM is also working towards progressive solutions through enhancing socio-economic inclusion of vulnerable populations through its community stabilization portfolio, particularly the Community Revitalization Program.

**Emergency Response Program Scope**

The ongoing armed conflict in Iraq has resulted in the displacement of hundreds of thousands of Iraqi citizens since December 2013. Multiple displacements for families have been common January 2014, which illustrates the long-term instability and vulnerability of the displaced population in Iraq. Furthermore, IDPs are increasingly difficult to access, caught behind front lines or in insecure areas. IOM’s Emergency Response programing aims to provide lifesaving emergency assistance to improve the overall living conditions of displaced populations through the provision of basic assistance, and by facilitating access to basic resources. Through its integrated approach, IOM ensures complementarity, implementing activities across sectors.

**Monitoring Purpose**

IOM carries out Post Assistant Monitoring with beneficiaries of its emergency assistance activities. Monitoring ensures accountability, allowing beneficiaries to share feedback in a safe and dignified manner and facilitates participate in decisions that affect their lives. Accurate and objective feedback provided by beneficiaries facilitates learning, allowing IOM to identify challenges and best practices to ensure projects are effectively and appropriately addressing the needs of displacement effected populations we serve, particularly vulnerable Internally Displaced Persons and Host Communities, effected by the recent Mosul Crisis

**Monitoring Scope**

The objective of the Post Assistance Monitoring is to assess the effectiveness of IOM’s Emergency Assistance projects. IOM’s beneficiaries, displacement effected populations, often reside in hard to reach areas, including newly liberated areas and near frontlines. Feedback from IOM’s beneficiaries, in camp and out of camp settings, is collected through in-person and telephone interviews. While Emergency Assistance activities have been implemented in the following governorates Anbar, Baghdad, Diyala, Erbil, Kirkuk, Ninewa and Salah al Din and monitoring is required in all locations and all assistance types, the below table details the immediate Non-Food Item Post Distribution Monitoring caseload and indicative geographic breakdown, as relevant to this ToR:

Post Assistance Monitoring Caseload

|  |  |
| --- | --- |
| **Governorate** | **Total Surveys** |
| Kirkuk | 38 |
| Baghdad | 11 |
| Ninewa | 978 |
| Salah al din | 29 |
| **Total** | **1056** |

**Monitoring Method**

If needed, IOM will train the contractor staff on survey questionnaires, information flow and procedures for IOM to follow up on data collected, prior to commencing monitoring interviews. Interviews should be completed based on “do no harm” principles and in line with IOM policies and guidelines, as outlined in IOM’s training.

Beneficiary interviews will be conducted based on Post Assistance Monitoring surveys, created by IOM and carried out through ODK software on tablets provided by the contracting company.

IOM will provide the contracting company with distribution lists, for each distribution that requires monitoring. Distribution lists will contain distribution location and beneficiary contact details. In the event beneficiary contact details are not available in the distribution list, contact information of the local authority point of contact, and IOM Focal Point contact details will be provided to facilitate access to and location of beneficiaries.

The contracting company will share a weekly work plan with IOM detailing plans for upcoming week and progress towards the caseload. In addition, the company will communicate with IOM daily in the first week and weekly in subsequent weeks via email and phone, regarding progress towards caseload, challenges experienced, trending feedback and findings that require IOM’s follow up. A report will be shared at the end of the week detailing progress and key follow up points for IOM.

**Timeframe & deliverables**

The Post Assistance Monitoring exercise is planned to commence by 5th August 2017 and expected to be completed 50 days later. IOM will train the contractor, as detailed above, in the first week of the contract, and the contractor will complete monitoring interviews in the subsequent weeks. Interested service providers are required to submit detailed technical and budget proposals including a detailed work plan and itemized budget. It is expected that the caseload will be completed on a rolling basis, and feedback regarding the monitoring process and progress towards the caseload will be shared by the contractor, with IOM, on a weekly basis.

**Submission of application**

The proposals should be submitted by email indicating the tender reference number on the subject line to the attention of Head of Logistics Procurement unit at [fshweiki@iom.int](mailto:fshweiki@iom.int) no later than 12.00 hrs ( Iraq time) 31/July **2017**, and should include the following documents:

* CV of enumerators and team leader ;
* Company profile including history of similar projects, highlighting understanding of humanitarian emergency response and experience working with vulnerable displacement effects populations (if applicable)
* Summary of track record and experience in Post Assistance Monitoring of enumerator team;
* Budget proposal;
* All Proposals should be sent by email to the attention of the Head of logistics procurement unit at following email

Requirements

IOM’s preference is for a team of enumerators, i.e. researchers, consultancy firm, etc. The consultant/consultancy firm should possess the following minimum qualifications and provide references as follows:

* Enumerators from the governorate and district of implementation
* Enumerators with understanding of humanitarian assistance
* Enumerators with experience working with vulnerable populations
* Enumerators with ODK software experience
* Enumerators who report in English