

## ANNEX C: CALL FOR EXPRESSION OF INTEREST EOI/JOR/1/XB/2017

CALL FOR EXPRESSION OF INTEREST No.	
Project title and Identification:	Project Location:
Supporting Protection Working Group through information-gathering and best practices	Cross-border southern Syria (from Jordan)
Brief Background of the Project:	
<p>According to the Humanitarian Needs Overview for Syria (HNO), the conflict has forced over 11 million people to flee their homes: in addition to some 4.8 million people registered as refugees in neighbouring countries, 6.3 million people are displaced within Syria itself. One million of the latter are living in "last resort settlements" while more than 6,000 people are being newly displaced each day.<sup>1</sup> Available data on displacement show that many of the IDPs are being displaced multiple times; this includes onwards displacement, and temporary displacements where individuals seek to evade upturns in sporadic violence but to return, within hours or days, to their shelter and livelihood when they think that heightened risk as passed.</p> <p>Displaced persons are in desperate need of humanitarian assistance and host communities are also strained. However, due to the volatile security situation in Syria, accessing timely data on the movement of populations is a challenge.</p> <p>The UNHCR-led Protection Working Group aims to track population movement as well as assess living conditions at the sub-district level to understand better the humanitarian situation and accessibility of services in each, to better respond to needs. The population tracking component should draw on the IDP tracking model developed in the north through the UNHCR-led CCCM Cluster and, as such, should draw together multiple sets of operational data from response actors in a drive to increase credibility of data and as another source of data for use in verification and triangulation.</p> <p>The response also needs to complement emergency response with pro-active protection programming; improving and assuring the quality of humanitarian interventions, and pro-actively responding early to challenges as they present. This call invites concept notes for third party verification of NFI and shelter programming and for foundational work addressing minimum standards, best practices and protection concerns regarding data collection/management practices; specifically related to how beneficiary data is shared.</p> <p>Additionally, UNHCR calls for expressions of interest in understanding existing complaints mechanisms and other initiatives being implemented, or with potential for implementation, in southern Syria that would address risk of doing harm in humanitarian operations, and the risk of exploitation, notably sexual exploitation, in the delivery of aid, so that best practices and guidance can be shared in an effort to uphold the <i>Do No Harm</i> principle.</p>	
Goal/Objective, Expected Outcome and Main Activities:	
<p>This call for expression of interest is divided into four different areas highlighting multiple issues in need of being addressed. Organisations are invited to send concept notes addressing one or more dimensions of the four areas listed below. For each area, a maximum of three pages should be submitted. Where an organisation wishes to address more than one area of the below-listed, if the areas chosen do not have significant inter-linkage, separate concept notes should be submitted by the same organisation.</p>	

<sup>1</sup> <http://hno-syria.org/>

## **1. Population movement tracking**

**Objective:** Protection from effects of armed conflict strengthened

- The main objectives of this project are: to produce information on population movement that can guide operational interventions in southern Syria, and to map the protection environment at a sub-district level by developing sub-district profiles setting out the humanitarian situation and accessibility of services.

**Output:** Situation of persons of concern monitored

- The first key outcome expected from this project is frequent (e.g. weekly) snapshots highlighting significant population movement, supported by detailed displacement data-sets; ad hoc, geographically focussed reports should also be available when sudden, large or more complex population movements occur.
- The other key outcome is a directory of protection-focussed sub-district profiles (providing an overview plus details, for example, of access to health services, shelter, education, utilities etc., plus market analysis for food and non-food items).
- The production of population movement data and sub-district level information is intended to improve the operational response for southern Syria. This project would be expected to complement existing Community Protection Monitoring and ad hoc rapid needs assessments; the data gathering process and acquired expertise should feed into and help inform sector work on third party verification, data management and accountability to affected populations.
- Information on population movement should be detailed in terms of accounting for populations' previous situations and their future intentions. The implementing partner will be expected to produce and maintain a solid and user-friendly dataset on population movement that can be used to create tailored reports and visualizations as well as regular trend analyses.
- Specifically, the desired information-related outputs requested are:
  - Both raw and cleaned data sets coded in line with common operational datasets for southern Syria, provided on a weekly basis;
  - Periodic visualisations and snapshots of population movement;
  - Credibility score for each records. Such credibility score should account for the both the profile of the informant used to source the information as well as the methodology used to generate the information<sup>2</sup>;
  - A documented description of rules applied to triangulate and consolidate multiple records for the same locations;
  - Periodic trend analysis on population movement;
  - Contextual updates to explain population movement;
  - A set of sub-district profiles for southern Syria.

**Main activities:**

- Build on work already undertaken in tracking population movement, drawing on international best practice, and particularly drawing on and referencing other practices being used in Syria, including southern Syria and the CCCM model in northern Syria.
- Engage response organisations in data-sharing, through providing light or labour-free methods of feeding into an information aggregation/vetting system.
- Draw on diverse information sources, including deploying experienced teams to the sub-districts in question for the purpose of data collection, as well as verifying data.
- Provide coaching and capacity to other organizations collecting data and working closely with the Protection Working Group to ensure that data management and verification approaches and practices are harmonised and in line with the sector guidelines and tools.
- Develop or adapt existing questionnaires using xlsform compliant data collection tools (based on Kobo, ODK or ONA).
- Develop an analysis script (preferably in R language) to compute credibility score and to triangulate and consolidate multiple records.

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<sup>2</sup> A review of available methodologies to generate population figures and of their relative accuracy has been performed by ACAPS in 2012.

## **2. Third-party verification**

UNHCR seeks expressions of interest from potential NGO partners with capacity to undertake Third Party Monitoring of programme implementation in southern Syria.

**Objective:** Operations management, coordination and support are strengthened and optimized.

**Expected Outcome:**

- Monitoring reports of monitoring visits are provided on a monthly basis for a sample of UNHCR NFI and Shelter activities. Reports will reflect verification of works completed/good delivered, as well as information related to beneficiary selection and community perceptions of good and activities received.

**Main activities:**

- Third party monitoring of NFI distributions
- Third party monitoring of Shelter projects

## **3. Data collection/management**

**Objective:** Review existing and ongoing beneficiary data sharing practices amongst partners implementing distribution and service related activities (NFI, Shelter) to determine both best practices and protection risks for beneficiaries in a remotely managed context and develop guidelines for endorsement by the sector.

**Expected Outcome:**

- Data Protection Impact assessment in line with UNHCR Data Protection Policy<sup>3</sup> on current beneficiary data sharing practices
- Guidelines for beneficiary data sharing presented to Shelter/NFI sector.

**Main Activities:**

- Desk review of sector member practices on beneficiary data sharing practices, identification and analysis of protection risks, development of best practices and guidelines.

## **4. Community Complaints Mechanisms**

Enabling people to lodge complaints about humanitarian programmes easily and safely (with timely procedures for response and remedial actions) is a key action in line with meeting humanitarian standards in providing a people-centred response. However, complaints mechanisms, risk doing harm if poorly managed, without clear lines of confidentiality and transparent accountability, and without adequate capacity for timely response and remedial action. UNHCR is inviting expressions of interest from organisations able to assess, address and build capacity.

**Objective:**

- Community mobilization strengthened and expanded

**Expected Outcome:**

- Community leadership and decision-making supported
- Community self-management supported
- Community awareness of humanitarian standards strengthened
- Assessment of community coping mechanisms, including local capacities and modalities for identifying and responding to complaints

**Main Activities:**

- Collect data and undertake analysis of community networks using mapping of community assets and capacity.
- Assess potential for community-based complaints mechanism (including of PSEA, and with reference to the impact of humanitarian action).
- Identify and analyse risks of implementation of such a mechanism in a remote management context with partners of varying capacities.
- Development of guidance notes for endorsement by the Protection Working Group.

Intended Population of Concern:

Displaced persons of southern Syria

<sup>3</sup> <http://www.refworld.org/docid/55643c1d4.html>

Project Period [estimated start and end dates of project]:		
March 2017 – 31 December 2017		
Submission Deadline:	Date Decision Results to be Communicated to Applicants:	
26/02/2017	15/03/2017	
Selection Criteria		
	Criteria Description	Assigned Weighting
1	<b>Sector expertise and experience:</b> the required specific skills, sector specialists, knowledge and human resources.	30
2	<b>Project management:</b> ability to deliver project objectives, accountability mechanisms and sound financial management, taking into account the audit results of the previous UNHCR-funded projects, past performance and the external audit of partners' financial statements, where applicable.	25
3	<b>Local experience and presence:</b> ongoing programme in the area of operation; local knowledge; engaging refugees and other persons of concern; trust from local communities; local presence; partner policy on community relations; complaint mechanisms for persons of concern; self-organized groups of persons of concern; and other factors that would facilitate access to and better understanding of the persons of concern and that would reduce administrative difficulties.	25
4	<b>Contribution of resources:</b> evidenced and documented contribution of resources to the Project in cash or in-kind (e.g. human resources, supplies and/or equipment) by the partner that are presently available (or potentially mobilized by the partner) in order to supplement UNHCR resources.	5
5	<b>Cost effectiveness:</b> level of direct costs and administrative costs imposed on the Project in relation to project deliverables.	10
6	<b>Experience working with UNHCR:</b> global and/or local partnerships including knowledge of UNHCR policies, practices and programmes, including an understanding of and ability to work within UNHCR's funding limitations and associated inherent risks. Partners that have three consecutive qualified audit opinions for UNHCR-funded projects may not be considered.	5
Other information:		
<ul style="list-style-type: none"> <li>Favourable consideration will be given to organisations fulfilling the above criteria, and expressing interest in addressing two or more of the issues presented above.</li> <li>Organisations should have appropriate registration with the Government of Jordan.</li> <li>Active participation in relevant Sector Working Group(s) would be an asset.</li> </ul>		

Issuing UNHCR Office

Contact Address

Signature, Head of Office

Full name and title, Head of Office

Date

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Stefano Severe, Representative

31/01/2017