

## ANNEX C: CALL FOR EXPRESSION OF INTEREST EOI/JOR/4/XB/2016

The purpose of the [Call for Expression of Interest](#) is to solicit interest from existing or prospective partners that wish to participate in a UNHCR operation and contribute complementary resources (human resources, knowledge, funds, in-kind contributions, supplies and/or equipment) to achieving common objectives as agreed in a [Project Partnership Agreement](#).

CALL FOR EXPRESSION OF INTEREST No.EOI/JOR/4/XB/2016	
<b>Project title and Identification:</b>	<b>Project Location:</b>
Call number: EOI/JOR/4/XB/2016 Cross Border operations: protection interventions, information management and winterization needs.	Cross-border southern Syria (from Jordan)
<b>Brief Background of the Project:</b>	
<p>Following the adoption of the United Nations Security Council Resolution 2165, UNHCR started its cross border operations to southern Syria from Jordan in July 2014. Since then UNHCR has progressively expanded its programming in both scale and scope, including work in the Protection, NFI and Shelter sectors.</p> <p>According to sectoral data collected and analysed in mid-2016 (to be included in the 2017 Humanitarian Needs Overview (HNO)), there are an estimated 6.2M Internally Displaced Persons (IDPs) in Syria. Available data on displacement show that many of the IDPs are being displaced multiple times. In the meantime the shifting conflict frontlines and deteriorating security situation is forcing many civilians to flee their homes towards relatively safer locations, for temporary and longer periods. These IDPs are in desperate need of humanitarian assistance. However, due to the volatile security situation in Syria, accessing timely data on the numbers and location of these IDPs is a challenge.</p> <p>Protection, in each and all of its forms, is being hindered or denied throughout most of Syria. Despite efforts by local and humanitarian communities, persons in need can only be ensured their rights in a piecemeal manner and to varying degrees. Massive population groups live in daily fear of mortar shells, airstrikes or bullets. Many access humanitarian assistance with dependency being evident. Accessing this assistance is also risky, marked by reports of exploitation and discrimination in its provision. Most striking of all, despite the significant increase of protection responses and services throughout the country in 2016, the overarching picture is that people throughout Syria are exposed to multiple protection concerns. The high occurrence of protection issues in almost all locations shows that most protection concerns are (logically) inter-linked, for example, between dependency on assistance, sexual exploitation, early marriage, and child recruitment and labor. Proximity to armed hostilities, displacement, increased poverty, family separation, and lack of civil documentation have been identified as critical factors that increase the protection risks and vulnerability of persons living in Syria. Housing, Land, and Property issues feature prominently amongst protection concerns, which – along with often related civil documentation gaps – pose immediate and long-term obstacles for the protection environment in Syria.</p> <p>Furthermore, roughly a quarter of the Syrian population is in need of shelter or NFI assistance, across nearly all Governorates. Despite a strong NFI response in 2016, there remain 5.8 million persons with unmet needs, either because they have not yet been assisted, they have been displaced more than once and require repeated assistance, their items need replenishment, or because there are specific gaps that require a targeted response – such as winter or supplementary items or unforeseen emergencies.</p> <p>UNHCR is inviting expressions of interest from existing and potential partners working to address</p>	



diverse needs and protection concerns in those areas of southern Syria that are accessible through cross-border programming from Jordan.

As the cross-border response evolves, it is essential that the response matures in its ability to identify the location of persons in need and analysing the key needs and responding to protection concerns, and to ensure a rapid and coordinated response.

Widespread and ever-changing internal displacement of populations heightens the challenge of responding appropriately, effectively and in a timely fashion, meaning that this call invites concept notes on Displacement Tracking, obtaining, verifying and sharing displacement data, with corresponding contextual analysis, quickly and reliably enough so that it can be used to guide immediate emergency humanitarian action across all sectors. The call also contains a winterisation component, pertaining to planning, procuring, pre-positioning and early/emergency distribution of seasonally appropriate and needs-based core relief items for persons in need in winter 2017/2018.

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.

With the conflict entering its seventh year, individual and communal coping mechanisms have worn thin. The pressures of conflict and violence, and of displacement and of hosting, have decimated the availability of support services, and have eroded pre-existing social cohesion and trust within and between communities. The increasingly protracted and complex nature of displacements, the shifting lines of military control, and the breakdown or inaccessibility of land registration or civil documentation services, increases the significance of housing, land and property (HLP) rights, and concern for the civil documentation for the generations born or maturing during this prolonged conflict. UNHCR is inviting calls for expression of interest in understanding and addressing HLP issues and in understanding and addressing civil documentation, specifically, but not limited to birth registration in southern Syria, through community-based initiatives.

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 *Do No Harm* principle.

#### **Goal/Objective, Expected Outcome and Main Activities:**

This call for expression of interest is divided into seven different areas highlighting multiple issues in need of being addressed. Organisations are invited to send concept notes addressing one or more of the seven areas listed here below. For each area a maximum of 3 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.

##### **1. [IDP Tracking](#)**

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

- The main objective of this component is to enhance the information on displacements and IDP movement that enables quality and timely response to the needs of the newly displaced persons in southern Syria and further strengthens UNHCR's protection response. This should be achieved by providing regular information in displacement numbers and locations

and the most critical and pressing needs of IDPs.

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

- The key outcome expected from this project is to obtain regular (weekly) detailed information on displacements and real-time data when sudden and large displacements occur. This data is intended for improving the operational response for southern Syria. Information on IDPs and displacement or return must be detailed in terms of accounting for the previous situation of these IDPs and their future intentions. The partner will have to develop and maintain solid and user-friendly database on displacements that allows extracting tailored reports and visualization and products 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 are provided on a weekly basis
  - Periodic reports and analysis of IDP flows
  - Periodic trend analysis report on IDP flows
  - Contextual updates to explain IDP flows

**Main activities:**

- Build on work already undertaken in tracking displacement, drawing on international best practice, and particularly drawing and referencing other practices being used in Syria, including southern Syria and the CCCM model in northern Syria.
- Engage PWG partners in data-sharing, through providing light or labour-free methods of feeding into an information aggregation/vetting system
- Deploy experienced teams to the above mentioned governorates (security allowing) for the purpose of data collection, as well as verification of data
- Provide coaching and capacity to other organizations collecting data and working closely with the Protection Working Group to ensure that the approaches and practices are harmonised and in line with the sector guidelines and tools.

## **2. Winterization**

With the number of People in Need of NFI foreseen to remain high throughout 2017, and recognizing the heightened challenges posed by winter conditions, UNHCR requests potential partners to set out how they would pre-position for such needs.

**Objective: Population has sufficient basic and domestic items**

**Outputs :**

- Core relief items provided
- Seasonal and complementary items provided

**Main Activities:**

- Provide households with winterization relief items.
- Ensure that winterization relief items reach the most vulnerable households and provide – in a timely manner – core relief items that are most appropriate to provide humanitarian relief of people in need in cold weather.

## **3. 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 strengthened and optimized**

**Output: Evaluations conducted:**

- 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



#### **4. Data collection/management**

**Objective: Coordination and partnerships strengthened**

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.

**Output: Collection, collation and dissemination of information by partners harmonized**

- Anonymized report 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.

#### **5. Housing, land and property rights**

As noted in the HRP, housing, land, and property issues feature prominently amongst protection concerns across Syria, which – along with often related civil documentation gaps – pose immediate and long-term obstacles for the protection environment in Syria. UNHCR is inviting concept notes for activities that identify the key HLP issues in southern Syria, disseminate findings and establish recommendations for response, in a coordinated manner within the Protection Sector.

**Objective: Reintegration made more sustainable**

- Identify the key short and long term obstacles posed for the protection environment in southern Syria by HLP issues.
- Reintegration made more sustainable.

**Output:** Land, housing, property and documentation rights of persons of concern are upheld

- Overview of the key HLP issues in southern Syria and the short and long term impact.
- HLP issues addressed as relevant to the context in southern Syria.

**Main Activities:**

- Increase HLP knowledge and response capacity through support studies and capacity building on HLP in UNHCR program areas;
- Establishing a clear understanding of HLP issues in southern Syria.
- Dissemination of information.

#### **6. Civil Documentation**

In all 21 of the 23 sub-districts of Dara'a and Quneitra that were assessed in preparing the Humanitarian Needs Overview (HNO) the issue of civil documentation, was raised as a protection concern. In the HRP, the lack of civil documentation, including birth registration is seen as one of the critical factors (along with proximity to armed hostilities, displacement, increased poverty, and family separation), that increase vulnerability of persons living in Syria.

**Objective:** Civil registration and civil status documentation strengthened

- Identify key protection concerns relating to Civil Documentation in southern Syria, and establish or engage with response mechanisms intervening to support those in need of civil documentation (interventions can be focused on singular civil documentation needs, such as birth registration or can be looking at a more comprehensive civil documentation needs).

**Output:** Issuance of civil status documentation by national institutions supported

- Coping mechanisms (positive and negative) being used to counter the challenges civil documentation are identified and highlighted
- Positive coping mechanisms relating to Civil Documentation are enhanced and information relating to the importance of Civil Documentation is disseminated

**Main Activities:**

- Assessment of the current situation relating to Civil Documentation in southern Syria

- Information provision to beneficiaries
- Service delivery or referral to services.

## 7. 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

Output:

- Community self-management supported OR Community based complaints mechanism established
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Main Activities:

- 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:

People in need of protection and winterized NFI in southern Syria, particularly those in opposition-held territory, with a focus on the governorates of Dara'a and Quneitra, but with potential for inclusion of neighboring areas of Rural Damascus.

Project Period [estimated start and end dates of project]:

1 January 2017 – 31 December 2017

Submission Deadline:

Date Decision Results to be Communicated to Applicants:

23<sup>rd</sup> of November 2016; 17.00 hrs Amman Time

10<sup>th</sup> of December 2016

Selection Criteria

Criteria Description	Assigned Weighting (optional)
<b>Sector expertise and experience:</b> the required specific skills, sector specialists, knowledge and human resources.	30
<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
<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;	25

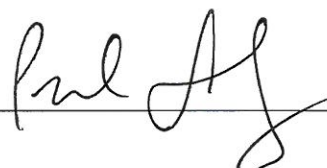


and other factors that would facilitate access to and better understanding of the persons of concern and that would reduce administrative difficulties.	
Contribution of resources: evidenced and documented contribution of resources to the Project in cash or in-kind (e.g. human resources, supplies and/or equipment) by the partner that are presently available (or potentially mobilized by the partner) in order to supplement UNHCR resources.	5
Cost effectiveness: level of direct costs and administrative costs imposed on the Project in relation to project deliverables.	10
Experience working with UNHCR: 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>• Appropriate registration with Government of Jordan for cross border work from Jordan ( needed)</li> <li>• Active participation in relevant Sector Working Group ( optional)</li> </ul>	

Issuing UNHCR Office

UNHCR Amman BO, Jordan

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31/10/16

Date