**Terms of Reference (TOR)**

**For an Assignment Requiring the Services of a National Individual to be engaged through an Individual Contract (National IC)**

**Project name**: Improving Living Conditions in Palestinian Gatherings Host Communities

**Project ID**: 00087568

**Type of Contract**: Individual consultancy services to carry out monitoring and evaluation assignment

1. **Project Background**

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| This TOR falls under the UNDP project “Improving Living Conditions in Palestinian Gatherings Host Communities”, funded by KFW, the Government of Japan and the Bureau of Population, Refugees and Migration (PRM). The project aims at providing more comprehensive and sustainable solutions to improve living conditions in the Palestinian Gatherings host communities in Lebanon, focusing on the living environment (Basic Urban Services, hygiene and shelter). In addition to the 12 official Palestinian Refugee Camps in Lebanon, a total of 42 Palestinian Gatherings are distributed along the regions of Lebanon, housing Palestinian refugees in the South (Tyre and Saida), North, Beirut and Beqaa. Palestinian Gatherings are informal settlements ‘constituting relatively homogenous refugee communities, such as smaller villages or households living in the same multi-story residential buildings” (fafo, 2003). Being informal areas, Palestinian gatherings remain excluded from national strategies or local development plans, increasing poverty and marginalization of the local refugee communities and the deterioration of the living environment. The forty-two gatherings fall under the municipal domain of twenty-five municipalities; however, municipalities in general do not intervene to provide basic urban services or improve the physical environment in these areas. The lack of municipal intervention is attributed to a number of reasons mainly: lack of financial resources; the security situation in the gatherings mainly adjacent to camps; and most importantly misconceptions that the gatherings are served by UNRWA. In fact, as per UNRWA’s mandate, the Agency’s services targeting refugees living in the gatherings are restricted to education and health coverage. UNRWA’s interventions in terms of basic urban services, including WASH, and shelter self-help programmes are restricted to the boundaries of the 12 official camps. Due to the lack of service providers, refugees living in the gatherings resort to a number of informal self-help initiatives to access and maintain basic urban services. While these informal practices that are affordable to dwellers ensure their access to some services, the services themselves are inadequate, insufficient and characterized by huge gaps and shortfalls. In addition, they are ultimately connected in an ad-hoc manner to the surrounding municipal networks or to the camps’ networks in the case of gatherings that are adjacent to camps; however no coordination mechanisms exist between the actors. Since 2012 and with the increased influx of Palestinian and Syrian refugees from Syria, the conditions of the living environment in the gatherings have been dramatically worsening. The project has the following objectives:* Linking relief response to longer-term sustainable development of the living environment in Palestinian Gatherings;
* Strengthening the resilience of original host refugee communities and improving living conditions for new refugees from Syria in the gatherings;
* Reducing tensions through addressing both host and new refugees in the gatherings and engaging local actors and local authorities.

The project has the following outputs:* **Output 1:** Provide environmentally and economically sustainable systems of basic urban services (including WASH) in the gatherings.
* **Output 2:** Improve hygiene conditions for host and new refugee communities in the gatherings.
* **Output 3:** Develop a national coordination and information sharing platform for response and development in Palestinian Gatherings.

This assignment aims at carrying out assessment and evaluation of activities implemented in the context of this project, which started in January 2016 and will end in April 2016.  |

1. **Scope of Works**

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| Under the supervision of the Project Manager, the Individual Consultant will undertake an Assessment and Evaluation of the project to assess the overall project contribution to improving living conditions in Palestinian Gatherings; responding to the needs escalated by the crisis; and to enhancing communication and coordination between local communities and the concerned municipalities and other actors. Of utmost importance is assessing the sustainability of interventions and the project attempt to bridge relief to longer-term development in the gatherings. The objectives of the exercise are as follows:* Determine the overall status of the project and the achievement of its intended objectives;
* Review and evaluate the approaches and processes set in place by the project;
* Identify lessons learned at the national and local levels;
* Provide recommendations to consolidate and sustain results.

Findings of the project shall be mainly grouped along the following lines:the findings were grouped in the following key areas:1. **Achievement of Project**– The extent to which the overall Project objectives and outputs/results were achieved;
2. **Project Design and Management** – The management processes used in the implementation of the Project;
3. **Stakeholder Participation and Ownership**– Networks and partnerships in support of the implementation of the Project and the degree of national and/or local ownership developed;
4. **Sustainability**–Key actions that were put in place to ensure sustainability of project outcomes.
5. **Lessons Learned**– The main managerial and institutional lessons that were learned and which can be applied in other projects.

The evaluation will also include a set of recommendations to be taken into consideration in the project’s future interventions.**Tasks and Activities:**The individual consultant will achieve the following tasks/activities:* Conduct a desk review and meeting with project team in order to gain knowledge of the projects’ approach, activities, outputs and achievements;
* Carry out interviews and/or workshops with project partners and stakeholders in order to document the process and approach put in place by the project to identify and implement activities and reach out and engage actors;
* Assess the influence of this process on the project effectiveness and measure to what extend the process and various interventions have responded to the stakeholders’ needs and in which way they impacted the direct and indirect beneficiaries;
* Measure to what extent the project achievements are so far in line with its stated objectives, outcomes, and outputs; explain why/why not and what kind of corrective measures are needed to take place;
* Develop lessons learned and good practices in order to maximize the experiences gained and provide recommendations on how to best utilize them for the next period;
* Provide recommendations for more sustainable results and future interventions.
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1. **Expected Outputs and Deliverables**

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| All deliverables shall be delivered in one original hard copy, two hard copies and one electronic soft copy, preferably in Microsoft Word format, where applicable. The language of the report is English.**Inception Report** to be submitted within 1 week after signature of the contract.The Consultant will start with a desk study to review documents (such as project documents, work plan, progress reports and supporting documents, etc.) and preliminary field visits and meetings with the project team in order to submit an inception report describing the framework he/she will use to undertake the evaluation. It will provide a detailed methodology, i.e. how each question will be answered by way of data collection methods, data sources, sampling and indicators. The report must also contain a work plan, which indicates the phases in the evaluation with their key deliverables and milestones.**Draft Final Evaluation Report** to be submitted within 4 weeks after the receipt by the Consultant of the Inception report.For that purpose, the Consultant shall conduct field visits to conduct interviews and focus groups with project partners, project staff, project stakeholders, beneficiaries, service providers, etc. The Draft Final Evaluation report will contain the same sections as the Final report: The report will contain the following sections at a minimum:* Executive summary
* Introduction: project description, purpose of evaluation, methodology, constraints
* Project’s approach and process
* Findings and analysis
* Best practices, lessons learned and constraints
* Conclusions and recommendations
* Annexes

**Final Evaluation Report** to be submitted within 1 week of the receipt by the Consultant of the Draft Final report reviewed by the Project Manager.REPORTS VALIDATION MODALITIESProvisional approval of submitted reports shall take place at each of the defined milestones shown in the delivery schedule in below section. It is expected that such approval shall not exceed five working days from the notification of the completion of a specific milestone.On submittal of the final report, the Project Manager shall respond within maximum of five working days and the decision may either be:1. Approval,
2. Approval with reservations upon which the Consultant shall reply within five working days under penalty of rejection,
3. Rejection with clear justifications

DELIVERY SCHEDULEThe Consultant is expected to complete and submit the deliverables specified in the above section in 30 working days, as detailed in the table hereafter.

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| **Deliverables/ Outputs** | **Estimated Duration to Complete** | **Target Due Dates** | **Review and Approvals Required** |
| Inception Report | 5 working days | 15 February 2016  | Project Manager |
| Draft Final Evaluation Report | 20 working day | 14 March 2016 | Project Manager |
| Final Evaluation Report | 5 working days | 28 March 2016 | Project Manager |

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1. **Institutional arrangement:**

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| The Individual Consultant will report to and work in coordination with the Project Manager. The project will provide the Consultant with all available data and secondary sources and contacts.  |

1. **Duration of the Work**

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| The tasks will require a total of 30 working days following the signature of the contract.Urgent cases that could justify delays on work on behalf of the Consultant are due to security reasons, in case of any deteriorated security situation or conflicts in the gatherings. In case of default on the part of the Consultant in carrying out the assignment, the Employer shall be entitled to employ and pay other persons to carry out the same and all expenses consequent thereon or incidental thereto shall be borne by the Consultant and shall be recoverable from him/her by the Employer and may be deducted by the Employer from any monies due or which may become due to the Consultant.  |

1. **Duty Station**

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| The Consultant will not report to a duty station; meetings with Project Manager and team members will take place in Beirut. Meetings, interviews and focus groups taking place on field will be facilitated by the Project Team. |

1. **Qualifications of the Successful Individual Consultant**

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| The ideal individual to perform the works in this TOR shall possess the following: **Experience**:* A minimum of 7 years of experience in similar evaluation assignments;

**Academic Qualifications:*** An advanced degree in Political sciences, International Relations, or any social sciences or relevant field.

**Competencies:*** Knowledge in quantitative and qualitative research and approaches;
* Fluency in Arabic and English;
* Deep knowledge of Lebanon and the socio-political dynamics at the community level; previous experience in undertaking similar exercises in Palestinian Gatherings is a plus.
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1. **Scope of Price Proposal and Schedule of Payments**

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| All proposals must be expressed in *Lump Sum Amount*, taking the following into consideration:1. the lump sum amount must be “all-inclusive[[1]](#footnote-1)”;
2. the contract price is fixed regardless of changes in the cost components.

Payment will proceed as following:* 25% upon submission and approval of inception report;
* 75% upon submission and approval of the final evaluation report.
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1. **Recommended Presentation of Offer**

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| For purposes of generating Offers whose contents are uniformly presented and to facilitate their comparative analysis, it is best to recommend the preferred contents and presentation of the Offer to be submitted, as well as the format/sequencing of their presentation. The following documents may be requested:1. Duly accomplished **Letter of Confirmation of Interest and Availability** using the template provided by UNDP;
2. **Personal CV or P11**, indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references;
3. **Brief description** of why the individual considers him/herself as the most suitable for the assignment, and a preliminary **methodology** on how they will approach and complete the assignment.
4. **Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided. If an Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the Offeror must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.
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1. **Criteria for Selection of the Best Offer**

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| The following criteria shall serve as basis for evaluating offers, where the award will be made to the individual with the highest score:* 70% on Qualifications
* 30% on lowest price
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1. **Approval**

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| **This TOR is approved by**: Nancy Hilal Project ManagerSignature Name and Designation Date of Signing 04/01/2016 |

1. *The term “All inclusive” implies that all costs (professional fees, travel costs, living allowances, communications, consumables, etc.) that could possibly be incurred by the Contractor are already factored into the final amounts submitted in the proposal* [↑](#footnote-ref-1)