



## CALLDOWN CONTRACT

**Framework Agreement with:** GDSI UK Limited, Alderman's Park, No 2, Regent Apartments, Redland Court Road, Bristol, BS6 7BH, United Kingdom

**Framework Agreement for:** Global Evaluation Framework Agreement GEFA

**Framework Agreement Purchase Order Number:** 5859

**Call-down Contract For: Monitoring and Evaluation for the DFID Somalia 2013-2017 Humanitarian programme**

**Contract Purchase Order Number:** 6349

I refer to the following:

1. The above mentioned Framework Agreement dated;
2. Your proposal of **September 2013**

and I confirm that DFID requires you to provide the Services (Annex A), under the Terms and Conditions of the Framework Agreement which shall apply to this Call-down Contract as if expressly incorporated herein.

### **1. Commencement and Duration of the Services**

- 1.1 The Supplier shall start the Services no later than 3<sup>rd</sup> March 2014 ("the Start Date") and the Services shall be completed by 2<sup>nd</sup> March 2018 ("the End Date") unless the Call-down Contract is terminated earlier in accordance with the Terms and Conditions of the Framework Agreement.

### **2. Recipient**

- 2.1 DFID requires the Supplier to provide the Services to DFID Somalia. ("the Recipient");

### **3. Financial Limit**

- 3.1 Payments under this Call-down Contract shall not exceed **£3,936,068 (GBP Three Million Nine Hundred Thirty Six Thousand Sixty Eight)** ("the Financial Limit") and is exclusive of any government tax, if applicable as detailed in Annex B.

### **28. Milestone Payment Basis**

- 28.1 Where the applicable payment mechanism is "Milestone Payment", invoice(s) shall be submitted for the amount(s) indicated in Annex B and payments will be made on satisfactory performance of the services, at the payment points defined as per schedule of payments. At each payment point set criteria will be defined as part of the payments. Payment will be made if the criteria are met to the satisfaction of DFID.

When the relevant milestone is achieved in its final form by the Supplier or following completion of the Services, as the case may be, indicating both the amount or amounts due at the time and cumulatively. Payments pursuant to clause 28.1 are subject to the satisfaction of the Project Officer in relation to the performance by the Supplier of its obligations under the Call-down Contract and to verification by the Project Officer that all prior payments made to the Supplier under this Call-down Contract were properly due.

#### **4. DFID Officials**

4.1 The Project Officer is:

4.2 The Contract Officer is:

#### **5. Key Personnel**

The following of the Supplier's Personnel cannot be substituted by the Supplier without DFID's prior written consent:

#### **6. Reports**

6.1 The Supplier shall submit project reports in accordance with the Terms of Reference/Scope of Work at Annex A.

6.2 IP ownership will be clarified and agreed during the inception phase. This statement takes precedence over all references to IP in the ToR attached in Annex A

#### **7. Duty of Care**

All Supplier Personnel (as defined in Section 2 of the Agreement) engaged under this Call-down Contract will come under the duty of care of the Supplier:

- I. The Supplier will be responsible for all security arrangements and Her Majesty's Government accepts no responsibility for the health, safety and security of individuals or property whilst travelling.
- II. The Supplier will be responsible for taking out insurance in respect of death or personal injury, damage to or loss of property, and will indemnify and keep indemnified DFID in respect of:
  - II.1. Any loss, damage or claim, howsoever arising out of, or relating to negligence by the Supplier, the Supplier's Personnel, or by any person employed or otherwise engaged by the Supplier, in connection with the performance of the Call-down Contract;
  - II.2. Any claim, howsoever arising, by the Supplier's Personnel or any person employed or otherwise engaged by the Supplier, in connection with their performance under this Call-down Contract.
- III. The Supplier will ensure that such insurance arrangements as are made in respect of the Supplier's Personnel, or any person employed or otherwise engaged by the Supplier are reasonable and prudent in all circumstances, including in respect of death, injury or disablement, and emergency medical expenses.
- IV. The costs of any insurance specifically taken out by the Supplier to support the performance of this Call-down Contract in relation to Duty of Care may be included as part of the management

costs of the project, and must be separately identified in all financial reporting relating to the project.

- V. Where DFID is providing any specific security arrangements for Suppliers in relation to the Call-down Contract, these will be detailed in the Terms of Reference.

## **8. Call-down Contract Signature**

- 8.1 If the original Form of Call-down Contract is not returned to the Contract Officer (as identified at clause 4 above) duly completed, signed and dated on behalf of the Supplier within 5 working days of the date of signature on behalf of DFID, DFID will be entitled, at its sole discretion, to declare this Call-down Contract void.

For and on behalf of  
The Secretary of State for  
International Development

Name:

Position:

Signature:

Date:

For and on behalf of  
GDSI

Name:

Position:

Signature:

Date:

**Annexure A**

## **TERMS OF REFERENCE**

### **Monitoring and Evaluation for the DFID Somalia 2013-2017 Humanitarian programme**

#### **Objective**

1. DFID is seeking the services of a Contractor to undertake the Monitoring and Evaluation of the 2013-2017 Somalia Humanitarian Programme. The aim is (1) to develop a robust evidence base of the impact of UK humanitarian action in Somalia and (2) to facilitate DFID Somalia decision making and improve performance. In agreement with DFID Somalia, the Contractor will: develop methodologies and undertake performance monitoring; carry out periodic reviews of projects

and activities; track output results for the entire programme and address a set of evaluation questions through one or more studies.. A number of high quality evaluation papers are expected (topics will be finalised at two key points – during the inception phase, and at the conclusion of the process evaluation).

## Recipient

2. The recipient of the service is DFID Somalia.

## Background

3. Somalia remains in an extreme humanitarian crisis with over 1.1 million people in need of humanitarian aid and some 1.7 million only one failed harvest or displacement away from requiring humanitarian support. There are also 1.1 million Internally Displaced Persons (IDPs) and more than one million Somali refugees in the region.
4. The UK has funded humanitarian aid to Somalia for many years and whilst UK aid has been effective in keeping people alive, it has not had the transformative effect of building resilience and better coping capacities. The recently approved £145 million multi-year humanitarian programme provides the UK with an opportunity to change the humanitarian funding cycle, achieve better outcomes, gather evidence and influence others. (*Full Business Case at **FLAG A** for more detail, including the theory of change*).
5. The humanitarian programme aims to reduce food insecurity of vulnerable populations in Somalia and provide quality and timely emergency humanitarian assistance to those that need it. Overall up to 500,000 people are expected to benefit directly from UK humanitarian aid. Expected headline results include:
  - **Output 1:** Quality life-saving humanitarian assistance with the treatment of between 50,000 - 60,000 acutely malnourished children and women and the provision of health, shelter and WASH assistance to 10,000 IDP households (60,000 individuals);
  - **Output 2:** Improved Resilience of vulnerable households, reducing their reliance on extreme coping mechanisms. The results include: 12,000 households benefiting in 2013 from greater food diversity and ability to withstand minor shocks;
  - **Output 3:** A more efficient humanitarian system, which is better coordinated and delivering measurable results: The activities under this output are: UK influences key stakeholders (Humanitarian Coordinator, OCHA etc.) to monitor and evaluate the overall humanitarian effort and the UK is judged by peers as playing an effective influencing role;
  - **Output 4:** Evidence on the effectiveness of multi-year humanitarian action produced. The results include: a real-time monitoring system is developed and online showing the results of UK funded projects; evaluation paper(s) produced that demonstrate the advantages and disadvantages of a multi-year humanitarian approach.
6. In addition, an innovative £40 million Internal Risk Facility (IRF) is proposed that will allow the UK to fund early warning/action preparedness activities and rapid response in the event of another disaster.
7. Implementing partners (IP) have not yet been identified (DFID Somalia is launching a call for proposals shortly). Selected partners will be expected to include monitoring and evaluation arrangements within their projects. The proposed work contained in these ToRs aims to be complementary and benefit from, and work with, partner M&E systems – not replace them. The monitoring and evaluation work is expected to provide an objective assessment of performance. Potential IPs include:
  - International Non-governmental organisations (possibly in consortia);
  - United Nations Agencies (UNICEF, FAO, WFP);
  - International Committee of the Red Cross (ICRC);
  - The Common Humanitarian Fund (CHF).
8. The £4 million research, monitoring and evaluation component, of which these Terms of Reference form the major part, will seek, over the four years, to provide a comprehensive

evidence base for the UK humanitarian programme in Somalia. In addition we expect to separately contract further evaluation methodologies as knowledge gaps and data needs are identified. It is expected that the contractors for the M&E and research work (if different) will liaise over the course of the programme to share information and ideas and ensure the work is complementary.

9. The table below shows the proposed spending plan over the four years. The amounts, partners and sectors are all subject to change and the amounts should be considered estimates.

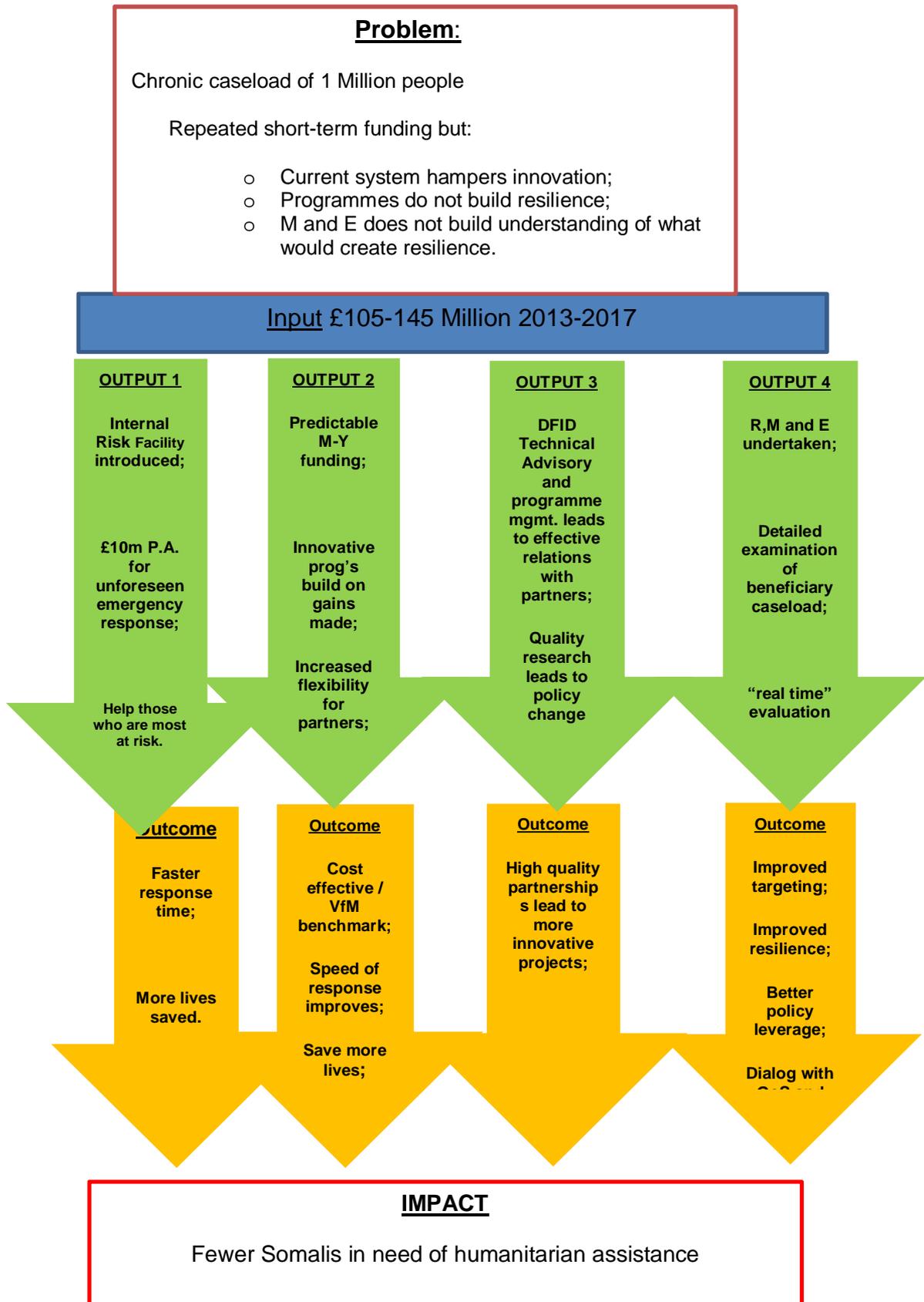
	2013/14	2014/15	2015/16	2016/17	Total (£ million)	Annual or Multi- year (MY)
International Organisation	3	3	2	2	10	Annual
Pooled funding	8	7	6	5	26	Annual
Livelihoods (Cash & Cash for Work)	3	2	2	2	9	MY
NGO resilience	3	3	3	3	12	MY
UN Resilience Programme	6	6	6	6	24	MY
Nutrition	4	3	3	2	12	MY
Aid Enablers	2	2	2	2	8	MY
Research, M&E	1	1	1	1	4	MY
<b>Total</b>	<b>30</b>	<b>27</b>	<b>25</b>	<b>23</b>	<b>105</b>	
Internal Risk Facility (IRF)	10	10	10	10	40	Annual
<b>Total With IRF</b>	<b>40</b>	<b>37</b>	<b>35</b>	<b>33</b>	<b>145</b>	

### Theory of Change

10. The theory of change is articulated in the full business case (FLAG A). The main assumptions are that:
11. We assume that approximately 1 Million chronically food insecure Somalis constitute a relatively stable group with long term predictable needs. Due to a lack of centralised records, poor coverage of government services, and NGO programmes operating on an annual basis, beneficiaries are not currently monitored as a cohesive whole. By requiring partners to keep records of beneficiaries, and by independently evaluating what types of support have a longer term resilience building outcomes, interventions will be refined over time and targeted more efficiently so as to reduce the impact of future shocks, and enable people to graduate out of Humanitarian need. This process will also set benchmarks for future resilience building humanitarian approaches for other countries in the region.
12. We assume multi-year funding will provide an opportunity for more innovative solutions to be found, will allow for more timely assistance and cut both the cost of meeting slow-onset emergency needs (by arriving sooner) and reduce the level of additional need in the future.

13. Previous evaluation of the 2011 Somali famine suggests that multi-year funding and better contingency planning would have reduced delays between funds becoming available, and the response on the ground, and so would have reduced the impact of the famine. There is evidence that multi-year programming is more cost effective in responding to chronic crisis than annual funding, and studies show how multi-year funding could deliver the same results at lower cost.
14. Multi-year contracts will result in NGOs being able to retain staff, avoid costs of rehiring, and mean the staff are better connected, have detailed contextual knowledge and are able to implement emergency responses quicker. This will also enable donors and NGOs to build stronger and more durable relationships with departments of the Government of Somalia, as and when they emerge.
15. Resilience: The assumption is that only by making multi-year funding available is making people resilient possible. Greater resilience will cut the level of external humanitarian assistance needed by communities in the long term.
16. We also assume there will be a need to draw on the proposed Internal Risk Facility of £10 million per year which will allow DFID to respond to unforeseen emergencies, such as flood affected populations, or movements of IDPs due to the continued conflict and climate change. Long term records show more than four consecutive good harvests is unusual. The current rainfall predictions for 2013, and subsequent harvest estimates are good; conversely making it likely a poor harvest will follow at least once if not twice in the coming four year programme.
17. Reform: Multi-year funding allows for greater innovation and so reform of the humanitarian system in Somalia. At the activity level, for example, use of biometrics in identifying beneficiaries may be trialled (as it is in Kenya) and if successful adopted more widely. Such approaches are difficult to trial and mainstream in a short funding cycle due to the set up costs and training required. If successful these would enable more accurate record keeping and tracking of beneficiaries allowing evidence of enhanced resilience to be demonstrated.

18. We also assume that DFID Somalia’s technical advisory and programme management functions will benefit from multi-year funding by reducing the considerable time currently taken to work up proposals and contracts and project completion reports with implementing partners on an annual basis. This will allow DFID to spend more time building influencing relationships, adding value to programme design, and ensuring lessons learned are fed back in.



## Scope of Work

19. The work is divided into two separate, yet complementary components: (1) monitoring and (2) evaluation. It is expected that bids will clearly articulate the management and delivery of each component. This should also be reflected in the proposed budget with a clear separation of costs associated with each component (although some costs will be shared).
  20. It is possible that we will also seek to add a research component to the current ToRs, and so capacity to undertake this would also be of interest. It might however be that this work, currently under design, will be tendered entirely separately. On the research side, DFID is interested in the potential for a longitudinal panel study to enable us to better understand the needs of the population who consistently/ periodically require humanitarian assistance (is the 1 million chronic caseload a static group or a population which people move into and out of?), for which prior feasibility work would be required, as well as operational research, for which questions have not yet been identified.
  21. Research work may also need to dovetail with work underway from DFID centrally on humanitarian research in fragile states and on delivering resilience. A range of methods are likely to be required
- A. Monitoring:**
22. Project monitoring in Somalia is challenging. Access is limited due to insecurity and most partners operate through local partners and/or work remotely. This makes needs analysis, quality of response, monitoring and reporting and overall coordination of projects difficult. The humanitarian business case commits DFID to improved monitoring of projects. The procurement of these services is not expected to replace the monitoring we expect partners to undertake, nor does it replace DFID's internal monitoring systems. The monitoring service, including the data gathered as part of this contract will be used by DFID to support project management and revision, improve DFID and partner monitoring and improve accountability. The Contractor will need to advise DFID prior to engaging with partners with data capture requests so as not to create an additional reporting burden.
  23. The Contractor will be expected to undertake the following tasks:
  24. Develop and implement a comprehensive monitoring system that captures and analyses key data relating to the overall and project specific logical framework(s) and provides data for the DFID Results Framework. This includes aggregating monitoring information at the results/outputs and outcome of interventions.
  25. The monitoring system should be innovative. Data collected is expected to be accessible to DFID on-line. The Contractor will be expected to develop a website, host and maintain a platform for the duration of the contract. This service will not be hosted on the DFID web platform, but will hopefully demonstrate what is possible with on-line results reporting. DFID will own the copyright to the platform and may choose to replicate. Partners will need to upload data regularly and also have access to the website (DFID will consult partners on this matter). Linked to this will be the need to demonstrate how innovative technology including GIS and mobile phone based technology for data collection and submission is being used to best effect in Somalia.
  26. Provide monitoring expertise that critically engages and assesses UK Aid partner monitoring systems. This will be stipulated in our agreements with partners but will be open for discussion with partners, DFID and the contractor.
  27. Undertake direct third party monitoring in Somalia of each project annually (10-12 projects), this will be to test the monitoring claims made by partners and provide an objective assessment of delivery. In order to access project sites, it is understood that an arrangement with a Somali company / agency may be necessary.

28. Provide an objective assessment of project/programme performance, regularly assessing data produced by projects across the portfolio, to help inform programme orientation. This will include work on completing the DFID Annual Programme Review and annual reviews of each component, monitoring reports for each project reviewed and reports combining the data gathered presented in a format to be agreed between DFID and the contractor.
29. Promote gender disaggregated data (review the data & seek improvements if need be) and then link this with the gender evaluation question below.

**B. Evaluation:**

30. The humanitarian programme argues that multi-year funding will enable partners to: deliver more innovative programmes; obtain better results; have greater VFM and address some of the long standing issues of better coping capacity for the marginalised. This theory of change, which will be the key element of the Evaluation Framework, needs to be tested and evidence produced. It is expected that evaluation reports will be shared across DFID and the wider humanitarian and development community for learning, in conjunction with report(s) produced by the complementary research project.
31. The final four-year Humanitarian Programme evaluation report will provide evidence of the nature and extent of humanitarian outcomes in Somalia attributable to DFID programmes, and, where possible, how these have been achieved. The report will inform DFID's Project Completion Review (PCR) to which the contractor is expected to provide input. This report may well synthesise findings from a number of discrete evaluations. We expect those bidding for this contract to propose how they will address the questions below in one or more studies.
32. Bidders are expected to propose a timeframe and methodology for addressing the specific questions below that DFID Somalia is interested in (these methodologies and eventual ToRs will be approved at key points in the evaluation, primarily at the conclusion of the Inception Phase where questions will be prioritised, and during finalisation of the process evaluation). Key reports will be quality assured externally, as well as being approved by the evaluation's management group, led by the Somalia humanitarian adviser / programme manager. DAC evaluation criteria and quality standards will be used for the purpose of this evaluation.
  - **Coherence:** How coherent is the portfolio? How do the projects come together and complement each other?; Is the approach cost effective?
  - **Effectiveness:** How does multi-year humanitarian funding change the way in which agencies programme (process evaluation)?
  - **Effectiveness & efficiency:** Has the approach generated improved results? Has it improve value for money?
  - **Effectiveness:** To what extent did the UK funded action deliver the reforms to the international humanitarian system envisaged?
  - **Effectiveness:** How are cross cutting themes including but not limited to gender and power relations, human rights, HIV/AIDS and the environment incorporated into projects by implementing partners?
  - **Effectiveness:** Have the specific needs of women and girls been taken into account by partners and have new approaches led to better outcomes for women and girls? Has the introduction of the gender marker system in project selection made an impact on project approach and implementation?
  - **Relevance & effectiveness:** Does providing early & flexible funding prevent situations from worsening? How did the Internal Risk Facility (IRF) work and how was this seen by partners / beneficiaries?
  - **Impact:** To what extent does multi-year humanitarian funding improve outcomes for those in need of humanitarian assistance? For which groups are benefits found? What are the different impacts (and unintended consequences) for men and women, and children?

- **Impact:** Has this approach enabled graduation? (Getting people out of humanitarian need and able to access development programmes)?
- **Coverage/Impact:** Is there evidence of greater resilience of populations experiencing programming on a multi-year basis? (NB this will be closely linked to the research work which is likely to be contracted separately)
- **Coverage/Impact:** How do beneficiaries experience humanitarian responses? This may include quantitative impact evaluation and could also include direct beneficiary feedback (e.g. call centre?)

## Dissemination

33. The main audience for the reports will be DFID Somalia. However the evaluation products will be published as a public good. It is expected that other humanitarian partners working in Somalia and colleagues from across DFID, including CHASE will be interested in the findings. The individual papers will be peer reviewed by a panel of DFID selected experts (both internal and external), prior to publication. It is expected papers will inform the Project Completion Process.
34. Evaluation papers will be made publicly available (online) and should be of a sufficiently high standard. The Contractor should be prepared to present their findings to DFID staff and others as appropriate. Any further specific dissemination arrangements will be determined as part of the scoping phase.

## Approach

35. The Contractor will be required to be present in Nairobi either permanently or on a regular basis (NB: DFID Somalia will not provide office space). The Contractor will need to factor in trips to Somalia (this could be on a sub-contractual basis) and the Contractor should be aware of DFID Duty of Care arrangements (see section below).
36. The Contractor will need to organise fieldwork (quantitative and qualitative) in Somalia as well as providing third party monitoring and advising on the general approach to monitoring – this can be done in partnership with a Somali company if necessary.

## Methodology

The Contractor will:

37. Employ appropriate qualitative and quantitative methods, which may include quasi-experimental and other methods, including longitudinal analysis, to ensure proper triangulation of information and avoid data gaps during analysis and reporting.
38. The proposed monitoring and evaluation methodology will need to take into account the operating environment in Somalia and the many challenges this presents.
39. Involve implementing partners, donor agencies and beneficiaries through a process of consultation and will provide constructive feedback.
40. Review relevant and available literature on multi-year humanitarian programming in similar complex environments (where available);
41. Undertake a critical review of existing partner and DFID monitoring systems and recommend improvements; DFID will work with partners on how they may take forward any recommendations for improved M&E; the Contractor will not be expected to implement any capacity building of partners as part of this contract.
  - Propose an on-line system for data collection of DFID funded projects;
  - Undertake operational third-party monitoring of projects to ensure an independent and robust oversight of projects and help build a better understanding of what UK funded interventions are achieving;
  - Critically review data (operational, financial, advisory) provided by partners and make recommendations on what additional requirements DFID should be requesting;

- Periodic review of projects (working in support of the DFID Somalia Humanitarian Team): achievements (results), VFM, quality, risk management, impact;
- Carry out a monitoring systems baseline survey in year 1. This will look at the various M&E systems currently used by our partners (TBC how this will work with our multilateral partners?) and how these affect delivery of aid. This will be the benchmark for review of impact at Annual Reviews and the Project Completion Report.
- Periodically evaluate the results and effectiveness to demonstrate whether specific interventions achieved good value for money;
- Build an evidence base of which interventions are working well;
- Assess the benefits / challenges of multi-year humanitarian programmes.

## **Outputs**

The items listed below are potential outputs we anticipate at this stage, but are not set in stone. We expect potential service providers to detail any changes they propose to these outputs in their bids.

### *General*

The contract will be managed in stages with each stage being performance assessed prior to the next commencing and break points (see below) incorporated in the contract. All work produced must conform to DFID's Quality Standards and Ethical Principles for Research and Evaluation (see key documents below) and key papers (determined by DFID Somalia) will be externally quality assured. The evaluation work must comply with the OECD DAC criteria for monitoring and evaluation.

- Inception / evaluability report within two months detailing the scope of evaluation, timings and methodology to be used;
- The Inception Report will include an Evaluation Framework based around the Theory of Change, and a detailed M&E work-plan that clearly identifies the implementation of the monitoring and evaluation processes to be approved by DFID Team and agreed by all the project partners. The Inception Report will be externally quality assured before approval;
- Bi-annual and annual performance progress reports summarising achievements against the agreed work plan;
- Original qualitative and quantitative raw data.
- Other reports as agreed during the inception period including the proposed panel study which will require an inception / scoping report, a mid term progress report and final report.
- A presentation on the M&E process and findings may be requested of the contractor by DFID Somalia.

### *Monitoring*

- A baseline partner monitoring systems report;
- An on-line based data collection platform with results tracking capabilities;
- Project monitoring reports (quarterly for each implementing partner).

### *Evaluation*

- A mid-term process evaluation report after 18 months;
- Annual evaluation reports for each project (to feed the DFID Annual Review);
- Terms of Reference for specific evaluation components (outlining methodology and costs);
- Reports on specific evaluations on topics for which ToRs agreed
- Draft progress and Final Evaluation papers (answering questions in these ToRs and agreed at inception) submitted to peer review (by project end and feeding into the PCR);
- Final Evaluation report – due mid 2017, synthesising findings from earlier studies.

## **Constraints and Dependencies**

42. Somalia is one of the most dangerous countries in the world for aid workers to operate. Threats and kidnappings have led some humanitarian organisations to withdraw from some areas of the country, while others have been thrown out by armed groups.
43. Humanitarian access is hampered by conflict, insecurity and obstruction by authorities and armed groups, making the delivery of humanitarian assistance challenging and at times impossible in parts of southern Somalia.
44. Remote management methods continue to be used by partners to implement projects in Somalia. This makes monitoring and evaluating impact and performance challenging. Monitoring will continue to be undertaken by partners using a range of methods. These are expected to include third party monitoring, beneficiary consultation etc.
45. Lack of data to guide analysis on the impacts and effectiveness of humanitarian aid affects Somalia as much as it does the global humanitarian sector.
46. There are numerous factors that could have implications for the evaluation. For instance conflict or wider changes in governance in Somalia. Such factors need to be considered, and mitigating actions proposed in the evaluation design.
47. DFID does not want to be overly prescriptive on staffing arrangements but expects the evaluation team would put forward a highly experienced small core team of experts, some of who need to spend time in Nairobi and Somalia. The types of skills and experience that would be useful include:
  - i) technical knowledge of humanitarian and resilience programmes in fragile states;
  - ii) experience of conducting evaluations in fragile environments;
  - iii) understanding of the context in Somalia;
  - iv) experience of both qualitative and quantitative methods and experimental evaluation designs;
  - v) The ability to provide Duty of Care for personnel employed.
48. As set out under 'requirements', the evaluation team may choose to partner with a Somali evaluation company / organisation for data collection and/or field visits.
49. Any potential conflicts of interest need to be declared at time of application.
50. Bidders must follow and accept the 'Duty of Care' Annex 1.

## **Timeframe**

51. From March 2014 lasting four years.

## **Management and Governance arrangements**

52. The work will be managed by DFID Somalia. The Contractor will report to the Somalia Humanitarian Adviser. The Humanitarian Adviser will sign off on ToRs prior to evaluations and sign off on material produced following external quality assurance. The Humanitarian Adviser will be the link person with others in DFID and the peer review group.
53. DFID Somalia will establish a peer review group. This will include colleagues from Accountability and Results Team (ART) and others across DFID Somalia and within the Humanitarian and Evaluation Cadres.
54. DFID's Ethical Principles for evaluation and research must be adhered to throughout the conduct of this contract. These are attached at Annex x.

55. The Contractor is expected to independently manage the implementation plan, but will consult the DFID Somalia humanitarian adviser before decisions are taken. Evaluation methodologies will be pre-agreed with DFID.
56. The Contractor will inform DFID Somalia prior to meeting with partners and DFID Somalia may choose to be present at meetings. DFID Somalia will facilitate introductions to partners for the Contractor.
57. The Contractor will be required to develop a detailed budget and spending plan. DFID will need to agree ToRs for specific evaluations prior to work being undertaken.
58. The Contractor's work-plan must indicate the major milestones to be delivered and within what time period. The work-plan will be agreed with DFID and any adjustments communicated well in advance.
59. This monitoring and evaluation component is part of a wider research, monitoring and evaluation (RME) initiative commissioned by DFID on the implementation of the multi-year humanitarian programme. Though the M&E and research components have different objectives, it's envisioned that some of the activities will be aligned and thus, the Contractors are expected to coordinate during the life of the project. This will include sharing of materials crucial for the advancement of the different component of the RME exercise.

### **Break Points**

60. Due to the long duration and the nature of this work, the contract must have adequate provision for variation to adapt to changes that occur. DFID shall, as a condition of proceeding from one phase to the next, have the right to request changes to the contract, including the Services, the Terms of Reference and the contract price to reflect lessons learned, or changes in circumstances, policies or objectives relating to or affecting the evaluation.
61. The key review points for the monitoring and evaluation contract are at the inception phase, mid-year and end-year reviews. Continuation following a review point will be subject to the satisfactory performance of the Contractor during the preceding period, and the continuing needs of the Programme. DFID does not currently plan separate evaluation of this M&E component, but may in future decide that this is required.
62. DFID may terminate this contract pursuant to DFID Terms and Conditions Clause 31 and/or Clause 32 of Section 2, if agreed performance is not reached.
63. The Contractor shall use reasonable endeavours to keep financial commitments limited to the duration of each phase to avoid unnecessary expense in the event of early variation or termination of this Contract.

### **Duty of Care**

64. The Contractor is responsible for the safety and well-being of their Personnel (as defined in Section 2 of the Contract) and Third Parties affected by their activities under this contract, including appropriate security arrangements. They will also be responsible for the provision of suitable security arrangements for their domestic and business property.
65. DFID will share available information with the Contractor on security status and developments in-country where appropriate. DFID will provide the following:
  - All Contractor Personnel will be offered a security briefing by the British Embassy Nairobi (Mogadishu when in Somalia) on arrival. All such Personnel must register with their respective Embassies to ensure that they are included in emergency procedures.
  - A copy of the DFID visitor notes (and a further copy each time these are updated), which the contractor may use to brief their Personnel on arrival.
66. The Contractor is responsible for ensuring appropriate safety and security briefings for all of their Personnel working under this contract and ensuring that their Personnel register and receive

briefing as outlined above. Travel advice is also available on the FCO website and the contractor must ensure they (and their Personnel) are up to date with the latest position.

67. This Procurement will require the Contractor to operate in conflict-affected areas and parts of it are highly insecure. The security situation is volatile and subject to change at short notice. The Contractor should be comfortable working in such an environment and should be capable of deploying to any areas required within the region, where they adjudge security permits, in order to deliver the contract.
68. The Contractor is responsible for ensuring that appropriate arrangements, processes and procedures are in place for their Personnel, taking into account the environment they will be working in and the level of risk involved in delivery of the Contract. The Contractor must ensure their Personnel receive the required level of training and complete a UK government approved hostile environment training course (SAFE) or safety in the field training prior to deployment.
69. Bidders must develop their pre-qualification questionnaire (PQQ) response (no more than 2 x A4 pages) and Tender (if invited to Tender) on the basis of being fully responsible for Duty of Care in line with the details provided above and the initial risk assessment matrix prepared by DFID (see Annex X of this ToR). They must confirm in their PQQ response that:
  - They fully accept responsibility for Security and Duty of Care;
  - They understand the potential risks and have the knowledge and experience to develop an effective risk plan;
  - They have the capability to manage their Duty of Care responsibilities throughout the life of the contract.
70. If you are unwilling or unable to accept responsibility for Security and Duty of Care as detailed above, your PQQ will be viewed as non-compliant and excluded from further evaluation.
71. Acceptance of responsibility must be supported with evidence of Duty of Care capability and DFID reserves the right to clarify any aspect of this evidence. In providing evidence, interested contractors should respond in line with the Duty of Care Summary Assessment of Risk Matrix of the Pre-Qualification Questionnaire (PQQ).

## 8. Risks

72. Complexity of the programme: The programme covers a wide range of different interventions in different contexts. A sampling approach will have to be found which allows for conclusions to be drawn, but the evaluation will not be able to cover all sectors;
73. Risks of instability and conflict: The programme is operating (largely) in south central Somalia an area which is still in conflict. The security situation will need to be continually reviewed and travel and duty of care guidance considered.

## Budget

74. *A maximum budget for this monitoring and evaluation has been set but will not be disclosed with this invitation to tender. Bids to deliver these services should set out a separate budget for the monitoring activities and the evaluation(s).*
75. *Key Performance Indicators (KPIs) will be agreed between DFID and the Contractor before formal contracting. At bidding stage, bidders are encouraged to make provisions in their commercial tenders to ensure that at least part of their fees is linked and subject to performance.*

## Competition Criteria

76. Bids will be reviewed according to the following criteria (and weightings):
  - Quality of Personnel (including, but not limited to, appropriate seniority/expertise, appropriate mix of skills, leadership in the field of conducting monitoring and evaluation of humanitarian responses in complex environments, contacts/networks. (Only those with named core personnel with specific, substantive roles will be scored) (25%);

- Evidence of capacity to undertake work as set out in ToRs – track record of performing high quality, rigorous evaluations using appropriate methods, excellent skills in design, implementation and analysis of monitoring methodologies for humanitarian response; ability to develop an on-line monitoring system; ability to link with Somali counterparts (30%);
- Ability to operate in fragile and conflict-affected contexts, including in Somalia (20%);
- Commercial / value for money criteria (25%).

77. The Contractor should demonstrate experience in the following areas:

- Working in humanitarian settings and especially fragile states (horn of Africa experience desired, previous work in Somalia will be a definite added advantage);
- Tried and tested experience of developing monitoring systems including online monitoring systems and undertaking evaluations in complex environments;

78. Ability to travel to Somalia and / or experience of establishing relations with local Somali evaluation companies.

#### **Reference documents**

- The 2013-2017 Somalia humanitarian business case (FLAG A)

