

ANNEX - A

REQUEST FOR PROPOSAL: PAKIS/ITB/22/034.

Post Distribution Monitoring for Delivering UNHCR's Energy Appliances, Short-Term Energy Interventions for Refugees in Pakistan

TERMS of REFERENCE (ToRs)

I. Background

Established in 1950 by the United Nations General Assembly, the United Nations High Commissioner for Refugees (UNHCR) is the agency mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. In more than six decades since its establishment, UNHCR has helped tens of millions of people regain their lives. The Islamic Republic of Pakistan is neither a signatory to the 1951 Convention Relating to the Status of Refugees nor its 1967 Protocol, and it does not have its own specific national legal framework for the refugees. Despite the lack of legal framework, Pakistan continues to be one of the world's largest and protracted refugee hosting countries providing safety to some 1.3M people forced to flee their homes.

Refugee Villages (RVs) in Pakistan either have no or low access to electricity. Females and children living in these RVs are significantly affected by the unavailability of lighting as it restricts their movement during night-time, impacts their safety as they go to collect firewood, and reduces study/leisure time. In most RVs, wood is widely and inefficiently used as the primary cooking fuel. This causes severe deforestation, as the refugees collect firewood from the nearby forests/areas, when available. Firewood collections on the mountains/forests are cited as sources of conflict and mistrust between the refugees and host community. Protection concerns around firewood collection tend to be more accentuated near the mountains or forests e.g., women and kids go to collect firewood, sometimes in a vulnerable situation, potentially exposing them to a threat of violence.

To reduce consumption of firewood and to address related concerns, UNHCR Pakistan distributed energy appliances, namely, energy efficient cooking stoves and solar lanterns among Persons of Concern (PoCs) residing inside the RVs. Some solar school bags were also distributed among refugees and host communities as a pilot project. Distribution of these appliances will directly address Outcome-1, Outcome-2 and Outcome-3 of the [UNHCR Global Strategy for Sustainable Energy](#).

II. Description of Services Requests

Post Distribution Monitoring (PDM) is a post-distribution exercise of the specific energy appliances i.e., solar lanterns, solar school bags, and energy efficient cooking stoves' distribution, which shall be conducted independently from the appliances distribution exercise itself by an experienced and qualified Service Provider (SP). It is designed to collect information related to the objectives of the energy interventions and the quality of the distribution process. (see Annex-C for key questions and indicators, and Annex-C1 for questionnaire).

Findings of the PDM will be used to verify compliance with approved Standard Operating Procedures (SOP) for distribution of energy appliances and detect irregularities as well as will be fed into UNHCR's operations management cycle and operations plans. The SP is expected to conduct one-time PDM with outcome, output, and process level information in conjunction with UNHCR's multifunctional team (MTF) within three months (90 calendar days) after the disbursement of appliances (tentatively starting in November). The PDM will consist of household surveys, interviews based on a structured questionnaire, Focus Group Discussion (FGDs) and observations. The Questionnaire will be reviewed and finalized by mutual discussion between UNHCR and the selected SP. The PDM will use only primary data. The potential SP is requested to review **Annex-C: Key Questions and Indicators and Annex-C1: Questionnaire** and to suggest additional questions and indicators to make necessary adjustments to the context of Pakistan.

III. Target beneficiaries to be interviewed

The energy appliances, distributed by UNHCR are providing sustainable, affordable, and clean energy solutions to the refugees. UNHCR conducted blanket distribution of these appliances, covering all the registered refugee households (PoR card holders) residing inside the 54 RVs in Pakistan. The total number of beneficiary households is more than 80,000. The RVs are divided into five (05) different Lots, as detailed in **Annex B**. An organization may apply for one, all or any number of these RV Lots. **Annex B** also contains the recommended, and maximum number of households to be covered for individual survey.

UNHCR will provide a list of the beneficiaries (segregated by household in each RV) to the SP in the form of an encrypted file. The file will include the name, ID number, and mobile phone number of each beneficiary.

Upon receipt of this file, SP will conduct physical interviews of the beneficiaries on the list. In case physical interviews are not possible at some locations, the SP will submit a request to UNHCR to allow telephonic interviews with plausible justification. No telephonic interviews will be acceptable without such prior approval by UNHCR. Verification of the beneficiaries through the name and ID number is mandatory. The ID number for beneficiaries shall be The Proof of Registration (PoR) Card for Registered Afghan Refugees.

All transfers of beneficiary data must be encrypted, contain integrity checks, and must be sent over secure lines, using protocols such as Secure File Transfer Protocol (SFTP). The SP must provide UNHCR detailed information about the security measures they have in place in relation to data protection.

The PDM must ensure a 95% confidence level and should include the given number of household interviews as per **Annex B**. For a telephonic survey, where applicable, 50% of non-response rate will be expected, hence the sample size will be doubled. The PDM will also include at least five (05) focus group discussions for each RV Lot. Focus group sessions will be conducted separately for males and females, and should include 8 to 12 individuals maximum for optimal discussion. These individuals should not be the same as the ones engaged in the individual interview/survey. Furthermore, PDM will gather success stories (at least 03 for each RV Lot) in form of human interest stories.

It will be critical to keep non-response rates as close to zero as possible. Non-response includes both refusals to participate in the monitoring and refusal to answer some questions. While it should always be stressed to respondents that they have the option of not answering certain questions, enumerators should be able to achieve a level of comfort with the respondents that they are interviewing to minimize non-response rates for each question.

IV. Supplemental Agreement Concerning the Protection of Beneficiaries Personal Data (Annex-I)

The SP shall adhere to UNHCR data protection principles when conducting and analyzing the PDM. The objective of the sharing of personal data of persons of concern with the SP under the Supplemental Agreement Concerning the Protection of Beneficiaries' Personal Data (**Annex I**) is to provide information to facilitate aforementioned PDM.

Within the scope of the Agreement, UNHCR will share with the SP the following personal data elements of persons of concern:

- Full name (given and last name)
- Address in Pakistan at District level (or Refugee village name)
- Contact details (phone number)
- Unique identity numbers of personal documents (the POR card number/ CNIC number)

Data sharing modalities: For effective sharing of the personal data, UNHCR will provide a list of the beneficiary data to the SP's authorised personnel using password protected excel sheets containing the personal data indicated above. The personal data provided in the excel sheet, with exception of the assistance status and comment field, will be locked and should not be changed without UNHCR's prior approval. UNHCR will transfer the data to the SP using secured file transfer protocol. The SP will then process the shared personal data only insofar as is necessary to conduct interviews. UNHCR beneficiary personal data may not be shared or otherwise disclosed by the SP to a third party.

Security of Personal Data: The SP must implement the necessary technical and organizational measures to protect the confidentiality, privacy, integrity, availability and security of the shared personal data.

The SP agrees to ensure that the shared personal data is only processed by authorized personnel.

Data breach: The SP shall notify UNHCR as soon as possible upon becoming aware of a personal data breach. The SP shall use its best efforts to take all mitigating measures.

Returning/Deleting datasets upon termination of the project: Shared personal data shall be deleted by the SP immediately after expiration or termination of the Agreement. If the SP, based on purposes arising from internal or external auditing requirements or from applicable law, is legally obliged to retain shared personal data for a time period that exceeds the time for deletion, the SP shall notify UNHCR of this in writing as soon as it is aware of this requirement.

For purposes of this Agreement, deletion includes, but is not limited to, the destruction of the shared personal data in its possession or under its control, and in all forms, including but not limited to electronic, digital, physical form available online, offline or on backup, disaster recovery or archival systems. Upon request the SP shall submit to UNHCR a written and signed confirmation that it has taken action in accordance with this requirement.

V. Privileges and Immunities

Nothing in or related to the Agreement or any other agreement entered into in relation to the Agreement shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations (including its subsidiary organs) or of UNHCR (as a subsidiary organ of the United Nations), including under the Convention on the Privileges and Immunities of the United Nations of 1946 and UNHCR's privileges and immunities, or other Convention, law or decree of an international or national character or otherwise. No provision of the Agreement shall be interpreted or applied in a manner, or to any extent, inconsistent with such privileges and immunities. The UNHCR Accounts shall enjoy such privileges and immunities, including full immunity from any attachment, lien or other encumbrance against such UNHCR Accounts or any funds therein.

VI. Reporting

While conducting the PDM, the SP should maintain close communication with the Project Manager-Energy, UNHCR Islamabad. All data collected through the PDM will be computerized on Microsoft Word and Excel. Analysis shall be done separately for Balochistan, Khyber Pakhtunkhwa and Punjab, or the RV Lot allotted to the SP. A detailed report shall be submitted with all the analysis to the UNHCR.

The main purpose of the analysis is identification and reporting of shortcomings, patterns and findings of interest. Results from PDM shall be analyzed along the main themes captured, such as, usefulness of the distributed appliances for the beneficiaries, socio-economic benefits to the refugees resulting from the distribution of appliances, satisfaction/dissatisfaction with the distribution process etc, as per the questionnaire and discussions. Analysis should also be carried out applying filters. Gender, age and location disaggregated data is a minimum requirement to capture potential outcome differentials and variations in perceptions among different demographic groups. Relevant findings shall be visually highlighted through the use of relevant tools.

VII. Schedule for Completion of PDM

The PDM shall be completed within 90 days of signing the contracts in accordance with the estimated timeframe given below:

Traing, Survey plan and finalization of questionnaire	15 days
Interview with Beneficiaries	60 days
Draft Report	10 days
Incorporation of comments and submission of the Final Report	05 days
Total	90 days

VIII. Experience and Qualifications

The SP must demonstrate capacity and capabilities in the following:

- Have legal status enabling the organization to perform the above-mentioned tasks.
- Be an expert in large scale socio-economic monitoring
- Strong capacity and experience in planning and organizing monitoring logistics, including the design and implementation of protocols to ensure high quality data.
- Demonstrate experience in interviewing local population, preferably hard to reach groups including immigrants, refugees, ethnic minorities, etc.
- Demonstrate skills in project management and conducting surveys and having an experienced team to carry out the project as per details provided in 2.5.2 (Technical evaluation – criteria).
- Be ready to assume work as soon as possible

IX. Payment Schedule

No advance payment will be made. Payments will be made as follows:

- 20% upon submission of survey plan and finalization of questionnaire
- 40% upon submission of Database, completion of surveys (Excel Sheet)
- 40% upon submission of Final Report