Expression of Interest for Monitoring, Evaluation & Learning (MEL) Partner

*Aawaz II: Inclusion, Accountability and Reducing Exploitation Programme*

## OVERVIEW

Aawaz II aims to create a *more protective and enabling environment for girls, boys, women, youth, religious minorities, the differently abled and those at risk of exclusion and exploitation.*

The programme has prioritised: child protection; child and forced marriages; gender-based violence (GBV); and discrimination and intolerance to which marginalised groups are extremely vulnerable. By March 2024, Aawaz II aims to benefit at least 7 million people in Punjab and Khyber Pakhtunkhwa (KP). The programme is funded by FCDO.

Aawaz II has two implementation levels: institutional development delivered through the United Nations Joint Programme (UNJP), and community engagement delivered through British Council. At the policy level, the programme seeks to support the government for improving laws, policies and strategies, and strengthen related systems that ensure protection of marginalised and vulnerable groups. At community level, it works directly with marginalised people for their awareness, empowerment and behaviour change so that they could articulate their demands, engage constructively with the state for accessing services and rights, and reduce acceptance of harmful and exploitative practices. Aawaz II will be implemented in 45 districts of Punjab and KP over the life of the programme. The programme model focuses on bringing onboard local CSOs at district level to deliver programme interventions with local communities in KP and Punjab under the supervision of British Council. Since 2020, Aawaz II has been working with 19 civil society organisations to implement the community-based interventions in 22 districts of KP[[1]](#footnote-1) and Punjab[[2]](#footnote-2). The programme is now expanding to 23 additional districts of the two provinces.

**British Council**

The British Council is the UK's foremost cultural relations organization dedicated to building trust and understanding between people from all cultures. We operate in over 110 countries. Pakistan is one of the British Council’s highest priority countries with our work focusing on education, skills for employability, English, creativity and active citizenship.

# Summary of Broad Programme Activities

**Aawaz Aagahi Centers (AACs) and Community Aagahi Centers:** Downstream partners (implementing CSO partners) will establish these centres as information hubs related to rights and service provision, with a focus on the key thematic topics mentioned above. The Centres will be responsible for providing support to communities, disseminating information, engaging with communities, managing referrals and maintaining databases. the Centres will also be responsible for conducting awareness sessions, setting up Village Forums, identifying youth volunteers and community members to be trained as Aawaz Change Agents (ACAs) and community members to be trained on leadership.

**Village Forums / Neighbourhood Forums (VFs/NFs):** The Centre staff will work alongside VFs/NFs. VFs will typically represent a cluster of villages through their membership and can include village-level elected representatives—women, minorities, general councillors. Through a participatory process, VFs will identify their priorities for change, the stakeholders for that change. VFs will have subgroups representing interests—e.g., women’s groups, PWDs, minorities, transgender. VFs will implement collective community action plans on Aawaz II thematic areas to mitigate challenges linked with gender discrimination, violence against vulnerable groups, child early and forced marriages, gender-based violence (GBV), social cohesion and intolerance.

**District forums (DFs):** District Forums, comprising of district level stakeholders will engage with VFs, Aagahi Centres and Provincial Forum to discuss communities’ concerns and engage with district administration, and duty bearers to resolve citizens’ priority issues.

**Trainings:** A pool of district level facilitators will be trained on core content and these facilitators will then be responsible for cascading trainings in respective communities. The main structured trainings for community members as part of the programme: 1) Core and Thematic area trainings for members of VF, 2) Training on Social Cohesion and Inclusion and 3) Training on leadership. Others may include behaviour change, sustainability, deepening impact, staff training modules etc.

**Aawaz Change Agents (ACAs):** ACAs will be embedded in districts and villages represented in the VFs. They will undergo a rigorous learning and mentoring process that exposes them to self-growth, citizen rights and gender equality, concepts of exploitation, community engagement and leadership skills. Based on relevance to their communities, they will develop social action projects to implement in their areas as part of their experiential learning journey. Trained ACA networks so formed will receive mentoring and support from downstream partners, community influentials, VF members and the AACs. ACAs will implement social action projects (SAPs) focusing on implementing innovative ideas that support attitudinal change in local communities towards exploitation, discrimination and exclusion and spread awareness on gender-based violence (GBV), early and forced marriages (EFM) and the rights of transgender and persons with disabilities.

**Aawaz Provincial Partners:** The Aawaz provincial partners, one in each province, will work closely with downstream partners to set up the District Forums (DFs) and Aawaz provincial forums. Their core function is to provide support, programmatic monitoring and oversight on the workings of DSPs.

**Behaviour change communications:** The Aawaz II will carry out various behaviour change interventions to aware, inspire and promote behaviour change among communities including dissemination of awareness message (IEC material, posters, animated videos), radio campaign, social media campaign etc.

**Consultation, dialogues and learning forums:** Aawaz II will organise various consultations and dialogues with provincial and district level stakeholders to facilitate citizens, particularly the marginalised group such as PWDs, transgender persons and religious minorities and engage them in discussions on key issues with relevant service providers, government departments and other stakeholders. Learning forums will be organised to provide opportunities to VF, DF members and communities to share their experiences, get information about the policies that protect their rights, and strengthen their linkages with officials associated with different departments and organisations at tehsil and district level.

Details on the target numbers and critical activities will be shared in round two of the EoI.

# Expression of Interest for Partnership

This call invites proposals from qualified organizations to lead on the development and implementation of a robust monitoring and evaluation system including third-party physical and virtual monitoring, spot checks, data collection, data quality assessments, impact assessments, evaluation, learning and research exercises for Aawaz II by employing a combination of digital technology and field monitoring, evaluation and research solutions. Aawaz II has two provincial partners and multiple downstream partners (implementing partners (IPs) that manage and execute all project activities in their respective districts.

# Envisioned Role for Monitoring, Evaluation & Learning Partner:

The selected organization will be responsible for:

* Leading the third-party independent monitoring, evaluation, assessments of Aawaz II interventions and activities implemented under Aawaz II programme through various M&E techniques.
* Developing, improving and updating already developed online digital platform for recording and collating data
* Supporting the British Council team in devising a solid data collection, data quality assessment, rapid assessments, pulse surveys, collation, data analysis and reporting mechanism
* Designing, implementing, analysing and reporting on filed surveys and research (both quantitative and qualitative) in agreement with the MEL team,
* Coordinating with the Aawaz II Team lead and MEL lead to support the implementation of a MEL framework
* Provide capacity building and strategic support on monitoring to programme partners
* Ensure accountability and continuous learning and improvement
* Conducting field activities to record and collate data systematically against each activity, indicator, output and outcome
* Monitoring programme activities and track progress towards programme objectives as led by MEL Lead
* Leading on a detailed quality assurance mechanism for programme evidence, means of verification and data collection/ reporting

## Aawaz II Monitoring Mechanism:

Aawaz II Programme activities will be conducted and reported by DSPs on a central online portal/ MIS. Provincial partners will provide regular support, and oversight to DSPs activities and reporting. The role of the MEL partner is to operationalize and operate/manage a secure online platform that enables regular reporting by the DSPs and provincial partners on all key activities and is able to provide PMU/MEL lead with real-time data. The second key role of MEL partner is to provide third-party validation i.e. engage in a cycle of continuous field monitoring all around the year, in each district on an agreed sample. In essence the MEL partner will, through a combination of field and digital tech approaches be validating partner reported data, and providing collated reports and quality assurance to the PMU on the activities being conducted. The MEL lead will work with the contracted M&E to define KPIs for each activity and other metrics for measurement. The third role of MEL partner is to design various research studies, develop tools, conduct field surveys and research (both quantitative and qualitative), analyse data and develop reports in consultation with the Aawaz II PMU using appropriate technologies.

# Expected Role and Responsibilities of Monitoring, Evaluation and Learning Partner

The selected organization is expected to have excellent expertise and understating to use innovative M&E methods and technologies to undertake the following listed activities:

**Monitoring, Quality Assurance. Reporting and Learning**

* Operationalise the programme’s Monitoring, Reporting and Learning Strategy and M&E framework by developing all monitoring tools, checklists, guidance notes and reporting templates for monitoring. Also, provide continuous support, recommendations for improvements/changes as and when required.
* Undertakes process, progress monitoring, value for money analysis, routine reporting following the strategy and guidance from PMU MRL lead. Summarises and presents all data to PMU at output and outcome level.
* Build capacity of all downstream, provincial and consortium partners on Aawaz II monitoring mechanism, requirements and reporting, including reporting on MIS.
* Provide quality data to MEL lead at the PMU from MIS and field verification drives for data analysis for quarterly reports and annual reviews.
* Conduct periodic data quality assessment reviews and submit report to MEL Lead and PMU.
* Produce and submit monthly/quarterly consolidated report on the findings of monitoring, lesson learning and suggestions for adaptive programming, where applicable.
* Support and facilitate MEL Lead and PMU in lesson learning exercises, documenting/updating key programme learning, maintaining learning log to gather learning from project stakeholders and communities for learning and programme adaptation.
* Support MEL lead for preparing quarterly and annual reports.

**Field monitoring: validating data provided by downstream partners**

* Develop and provide monitoring plan (including methodology and sample sizes) for all programme activities defined in SOW
* Implement monitoring plan as per agreement with PMU
* Monitoring programme activities in the field (as per agreed sample), against set criteria and indicators and collecting key data through observation and verifying downstream and provincial partner reported data.
* Carrying out spots-checks/field visits/direct observation in target areas of KP and Punjab as per agreed sample with MEL Lead at PMU.
* Review of DSPs MOVs and random telephonic verification of beneficiaries as per agreed sample.
* Develop brief monitoring reports of each trip/activity on the findings of field verification, MOVs status, telephonic verification and onward sharing with concerned DSPs for course correction and improvement through PMU. Develop and maintain log of telephonic verification and responses/feedback.
* Leading on a detailed quality assurance mechanism for data collection/ reporting and ensure all data reported to PMU is accurate and authentic.
* Train and mobilize a monitoring field team (in each intervention district) for regular, all year round, monitoring of activities and timely reporting to PMU. Team should have qualitative and quantitative data collection capacity; understanding of software and techniques for quantitative and qualitative data analysis; and be able to conduct observations, qualitative assessments etc.
* Provide technical IT expertise and digital solutions for undertaking effective and efficient third-party verification/ monitoring.

**Research (KAP and other assessments):**

* Design, review/update tools, train field teams of enumerators, quality assure, and collect and analyse data for Aawaz II KAP and various surveys and assessments in consultation with the Aawaz II PMU using appropriate technologies, as well as collect and analyse data for post training follow-ups. Prepare analytical reports on the same.
* Development of key evaluation and learning milestones and questions to test the Aawaz II ToC e.g. interview guide for KIIs; FGDs, surveys; case study approaches and templates.
* Support PMU to develop learning and knowledge management products, create knowledge management and research dissemination strategy, and MRL capacity building plan for DSPs
* Undertake special case monitoring: investigating an intended or un-intended outcome of interest.
* Compile lessons learned and case studies using a range of technologies and methods including testimonials, audio, video etc.
* Prepare/develop demographic profiles of Aawaz II districts

**MIS development and management:**

* Update, manage and maintain already developed online data portal/ management information system (MIS) with integrated mobile/android application for ensuring high quality data collection, data storage, smooth functioning, trouble shooting, accurate data cataloguing, efficient reporting and maintaining high standards of data privacy and security. Develop new modules, where required and needed.
* Provide technical support and backstopping for all MIS related matters: Revise and update MIS operational manual covering entire functionalities of MIS, develop training manual for DSPs training, coordinate with and provide training and support to all partners for MIS and mobile application related matters.
* Conduct data cleaning, coding, analysis and reporting whilst ensuring that all verified data reported to British Council is accurate, and authentic. Create user-friendly import and export features in MIS to upload and download data.
* Clean and upload all previous programme data in MIS.
* Ensure and maintain an efficient and secure server as per British Council data protection standards.
* Development of customized, efficient, adaptable and user-friendly input and output modules on MIS including mobile apps, in coordination with MEL Lead, including setting up an Indicator tracking sheet (ITS) and dashboard to track progress against workplan activities and LFA milestones.

**Other key requirements:**

* Ensure programme methodology/standard operating procedures/ benchmarks are followed.
* Maintain the programme and financial record as per the agreement.
* Undertake all activities whilst adhering to British Council’s data privacy / confidentiality clause and British Council’s policies. See: [https://www.britishcouncil.org/about-us/how-we-work/policies/information- security-privacy](https://www.britishcouncil.org/about-us/how-we-work/policies/information-security-privacy)
* Undertake activities whilst adhering to British Council’s safe-guarding and do-no-harm policies

# Expression of Interest (EOI) Submission- Round 1

Interested organizations are requested to share the following documents and details in Round 1 where organisations will be shortlisted based on suitability, organizational profile, financial strengthen to manage contracts on reimbursement basis upon successful submission of the deliverables and past experience of managing similar partnerships.

Complete EOI pack should include:

* Complete application form (soft copy, signed scanned copy)
* Application Form through MS Form, kindly use this link to access the MS Form for online submission;

<https://forms.office.com/Pages/ResponsePage.aspx?id=wXVirt3MRkCyoWJFosyj7GhN9OiUGsxJmW_TS0-2CXNUNkdHN1JRSExSSktWWVFMVEI1MVUxUzVaRS4u>

* Company profile, including relevant experience, area of expertise and overall capability
* Company setup in terms of equipment & services along with daily capacity. Demonstrate capability to execute different kind M&E activities such as: tool development, data and MIS management, sampling and analysis techniques, evidence of similar monitoring and evaluation assignment managed across listed districts of KP and Punjab,
* Proposed M&E/digital mechanism to achieve Aawaz II monitoring and verification goals. Including ability to plan to conduct verification and data collection drives (qualitative and quantitative) in the rural and remote areas of districts (Total 45 districts in KP and Punjab)
* Past relevant experience details of at least three similar activities undertaken in the past five years. Details of online platforms utilized for data collections, reporting and collation. Organizations ability to host this digital platform, and available software and existing systems.
* List at least three relevant past experiences, clients, durations, and approximately managed budgets
* Listing the organizations unique capabilities and value addition that will enable them to undertake this work for Aawaz II.
* Potential challenges and mitigation strategies
* CVs of key experts including monitoring, evaluation, research and IT (max 2 pages each). At a minimum two CVs to be shared
* No Objection Certification (NOC)/Permission from Government of Pakistan to undertake data collection, field verification drives and research activities across Pakistan
* Attach an organisation chart, audited financial statements with management letter for last two years.
* List of clients and their feedback/performance certificates
* Disclosure of partner companies

## Assessment Criteria:

* Legal status as registered for profit or not for profit.
* Applicant to have Government of Pakistan permission/ NOC from competent authorities to collect data and conduct verification drives across Pakistan.
* At least ten years of experience in relevant field, especially in KP and Punjab.
* At least worked on 3 large scale projects as Monitoring/ Digital Solutions partner/contractor
* Ability to provide digital/ tech solution alongside ability to conduct (either by self or other party) field monitoring across Pakistan.
* Proven experience of monitoring and evaluation of projects focussed on social issues resulting in intolerance, exclusion and exploitation of vulnerable groups.
* Agree to provide services on reimbursement basis upon successful submission of the deliverables required by the programme.
* Experience of working with children, youth, women, transgender, people with disabilities and religious minorities in KP and Punjab.
* Experience of monitoring and assessing grants projects, trainings, community mobilization, campaigning, awareness raising, behaviour change and advocacy initiatives.
* Applicant must have sound system in place to ensure safeguarding, preventing sextual exploitation and abuse (PSEA), fraud and corruption.

# Application Submission Deadline

Please submit your completed application forms and organisational profiles by **11 PM PST on May 31, 2022** at [Zubair.Hafiz@britishcouncil.org.pk](mailto:Zubair.Hafiz@britishcouncil.org.pk) to be considered for this partnership.

**Application Submission Process**

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| Activity | Date |
| EOI announced | May 12, 2022 |
| Deadline to submit questions/queries  (Submit questions on the EoI, application form to: [Mohsin.Gulzar@britishcouncil.org](mailto:Mohsin.Gulzar@britishcouncil.org) | May 20, 2022 |
| Response to questions published on British Council website | May 25, 2022 |
| Deadline to submit Application with required documents  *(please note that late applications will not be considered, all submissions to be made on email, applications sent by hand/post/courier will not be considered, individual CVs will not be considered as applications)* | May 31, 2022 |

**Note**: Shortlisted organizations after Round 1 submissions will be invited for a presentation where further programme details, including a M&E framework and SoW will be shared and queries will be answered. These organizations will then be expected to formulate a final/ definite M&E solution for Aawaz II and submit a final, detailed proposal along with required documentation.

1. Peshawar, Kohat, Charsadda, Mardan, Swabi, Haripur, Mansehra, Battagram and Swat [↑](#footnote-ref-1)
2. Bahawalpur, Lodhran, Multan, Muzaffargarh, Rahim Yar Khan, Layyah, Jhang, Faisalabad, Khushab, Nankana Sahib, Narowal, Pakpattan and Kasur [↑](#footnote-ref-2)