



Foreign, Commonwealth & Development Office



Mannheimer Zentrum für Evaluation und
Entwicklungsforschung (C4ED)
Mannheim
Germany
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ITT Ref: ITT_6148

Foreign, Commonwealth and
Development Office,
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Email: Mahzabin.ahmed@fcdo.gov.uk
Date: 06/02/2024

Dear Mannheimer Zentrum für Evaluation (C4ED)

Contract Reference: ECM T-WASH II Independent Monitoring Partner (IMP)

Framework Agreement and Reference: ECM_4756 - Global Evaluation and Monitoring Framework Agreement (GEMFA), Lot 4

The Contract shall comprise of the following documents:

- Form of Contract
- Terms of Reference
- Schedule of Prices
- C4ED Concept Note
- Clarification Log

Further to your submission of a tender for the above Procurement, on behalf of the Foreign, Commonwealth and Development Office I am pleased to inform you that your proposal has been accepted therefore we would like to award the Call Down Contract to you.

The Call Down Contract shall commence on 12/02/2024 and the Expiry Date will be 31/03/2026. FCDO reserves the option to extend the Call Down Contract by up to 12 Months. The total Contract value shall not exceed £550,000 including all extension options. This procurement activity was a Direct Award Call Down under the Global Evaluation and Monitoring Framework Agreement (GEMFA), Lot 4 and the Framework Agreement Terms and Conditions shall apply.

Should you have any queries regarding this, or any other matter please do not hesitate to contact me.

Yours sincerely,

Mahzabin Ahmed
Commercial Adviser
Foreign, Commonwealth and Development Office



CALLDOWN CONTRACT

Framework Agreement with: Mannheim Zentrums für Evaluation (C4ED)

Framework Agreement for: Global Evaluation and Monitoring Framework Agreement (GEMFA) Lot 4

Framework Agreement ECM Number: ECM_4756

Call-down Contract For: T-WASH II Independent Monitoring Partner (IMP)

Contract ECM Number: ECM_6093

I refer to the following:

1. The above-mentioned Framework Agreement dated 1st February 2023
2. Your proposal of 19/01/2023

and I confirm that FCDO 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 12/02/2024 and the Services shall be completed by 31/03/2026 unless the Call-down Contract is terminated earlier in accordance with the Terms and Conditions of the Framework Agreement.

2. Recipient

- 2.1 FCDO requires the Supplier to provide the Services to the FCDO.

3. Financial Limit

- 3.1 Payments under this Call-down Contract shall not exceed £399,816 ("the Financial Limit") and is exclusive of any government tax, if applicable as detailed in Annex B.

22. PAYMENTS & INVOICING INSTRUCTIONS

- 22.3 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 FCDO.

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



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amount or amounts due at the time and cumulatively. Payments pursuant to clause 22.3 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. FCDO Officials

4.1 The Project Officer is:

Name: [REDACTED]
Email: [REDACTED]

4.2 The Contract Officer is:

Name: [REDACTED]
Email: [REDACTED]

5. Key Personnel

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

Job Title	Name	Organisation
Programme Team Leader	[REDACTED]	[REDACTED]
Thematic Lead - Monitoring and Evaluation (Senior Quantitative Research Manager)	[REDACTED]	[REDACTED]
Researcher (Junior Quantitative Research Manager)	[REDACTED]	[REDACTED]
Thematic Lead - Monitoring and Evaluation (Senior Qualitative Research and Evaluation Manager)	[REDACTED]	[REDACTED]
Analyst (Qualitative Research and Evaluation Manager)	[REDACTED]	[REDACTED]
Programme Manager	[REDACTED]	[REDACTED]
National WASH Expert	[REDACTED]	[REDACTED]
Field Coordinator	[REDACTED]	[REDACTED]
Field Coordinator	[REDACTED]	[REDACTED]

6. Reports

6.1 The Supplier shall submit project reports in accordance with the Terms of Reference/Scope of Work at 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 FCDO 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 FCDO 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 **15 working days** of the date of signature on behalf of FCDO, FCDO will be entitled, at its sole discretion, to declare this Call-down Contract void.

No payment will be made to the Supplier under this Call-down Contract until a copy of the Call-down Contract, signed on behalf of the Supplier, returned to the FCDO Contract Officer.

Annex A

Terms of Reference

ITT Volume 2: Terms of Reference

Project_10181

Provision for a T-WASH II Independent Monitoring Partner (IMP) in Mozambique

(2023-2026)

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Acronyms

CBA	Capacity Building Agent
CMF	Comprehensive Monitoring Framework
CUT	Single Treasury Account
DAS	Directorate for Water and Sanitation
DLI	Disbursement Linked Indicators
DNAAS	National Directorate for Water Supply and Sanitation
DPOP	Provincial Directorate for Public Work
FCDO	Foreign, Commonwealth & Development Office
FM	Fund Manager
GAS	Water and Sanitation Group
GDPR	General Data Protection Regulation
GoM	Government of Mozambique
HMG	His Majesty's Government
IATI	International Aid Transparency Initiative
IMP	Independent Monitoring Partners
KPI	Key Performance Indicator
M&E	Monitoring & Evaluation
MEL	Monitoring, Evaluation & Learning
MINEDH	Ministry of Education
MOPHRH	Ministry of Public Works and Housing
MoU	Memorandum of Understanding
NGO	Non-Governmental Organisation
ODA	Overseas Development Assistance
Off-CUT	Off-Single Treasury Account (Off-Budget)
On-CUT	On-Single Treasury Account (On-Budget)
PbR	Payment-by-Results
PRONASAR	National Programme for Rural Water Supply and Sanitation
SNV	Foundation of Netherlands Volunteers
SPDI	District Services for Infrastructure and Planning
SRO	Senior Responsible Owner
T-WASH II	Transforming Access to Water Sanitation and Hygiene Services in Mozambique
ToC	Theory of Change
UK	United Kingdom
UN	United Nations
UNICEF	United Nations Children's Fund
VfM	Value for Money
WASH	Water, Sanitation and Hygiene

1. Introduction

1.1 The UK Foreign, Commonwealth & Development Office (FCDO) is seeking to appoint a Supplier to deliver independent monitoring of the results of the Government of Mozambique's (GoM), National rural water, sanitation, and hygiene programme (PRONASAR – funded via Component 1 of the T-WASH II programme) and conduct sectoral case studies, through the UK-funded Transforming Access to WASH Services in Mozambique (T-WASH II) programme.

1.2 This Terms of Reference outlines the objectives, requirements and, expectations of the Supplier. The evaluation is expected to run for up to 28 months between December 2023 to the end of March 2026. The budget for the programme is £400,000 exclusive of VAT.

2. Programme Context

2.1 T-WASH II programme is designed to contribute to a shift in how human capital gains are achieved, by improving water, sanitation and hygiene (WASH) and nutrition outcomes for the rural poor in Mozambique and in particular for women and adolescent girls. Building on the previous programme (T-WASH), the UK vision for WASH in Mozambique is to support national strategies and programmes that continue building the GoM systems at provincial and district level, delivering WASH services to poor households in rural areas, and leaving no-one behind.

2.2 The T-WASH II programme contributes to PRONASAR, providing investments across 10 provinces in Mozambique. T-WASH II, additionally, has components to provide capacity building and enhance learning and policy development (see Annex 3).

2.3 PRONASAR is the GoM's rural WASH programme, being implemented by GoM with support from development partners (including the FCDO), UN agencies, the private sector, local and international NGOs. A Joint Fund was established for financing PRONASAR which includes Government funds (internal), external partners contributing through the Government's Single Treasury Account (On-CUT) and external partners who provide financing through a Fund Manager, outside of Government systems (Off-CUT). PRONASAR provides improved WASH services and policy development, targeting rural communities in Mozambique.



2.4 Recently, PRONASAR has shifted its implementation model to the construction of small water supply systems with piped networks, providing WASH services directly into households, as opposed to, exclusively, the provision of boreholes and community hand pumps. Additionally, PRONASAR provides school sanitation blocks and social behaviour change campaigns, targeting improved sanitation practices and construction of household latrines.

2.5 The Independent Monitoring (IMP), henceforth referred to as 'the Supplier', is one of the T-WASH II components which will verify progress and achievements against performance-based funds and enhance learning within the programme. The Supplier will verify the robustness of government reporting systems and assess whether results in the field are being achieved.

3. Programme Scope

- 3.1 The primary objective is to provide independent verification of the results of the GoM's PRONASAR programme, with a focus on central level and decentralised levels in targeted provinces.
- 3.2 Monitoring will focus on verifying performance against key performance and disbursement-linked indicators (DLIs) for decentralised service delivery. This is a key function to ensure accountability within the programme and provide a useful feedback loop to inform implementation of the PRONASAR programme. The DLIs are currently being agreed between FCDO, the GoM and key stakeholders, and will be shared with the successful Supplier once finalised.
- 3.3 The PbR will be driven by DLIs, which are part of a larger set of programme indicators. The DLIs are currently being developed and agreed with GoM. There will be no more than 9 indicators and they will all be related to the effective delivery of WASH services (number of beneficiaries accessing new water services, number of people with access to new sanitation services, number of water systems with a completed resilience assessment, etc.).
- 3.4 The Supplier will enhance learning within the PRONASAR programme and wider sector through the completion of sector-specific case studies. Learning and sharing of lessons, drawn from the in-depth analysis of verifications and beneficiaries' feedback, will improve programme performance and delivery. Learning will also be supported through the completion of at least three case studies during the Contract period.
- 3.5 The Supplier will contribute to the implementation of the T-WASH II programme's objective to deliver sustainable WASH services for up to 1.9 million people in rural Mozambique. The Supplier will work closely with the other delivery partners and Suppliers to the programme, including the CBA, Fund Manager and Programme-funded adviser, to support implementation and embed lessons learnt.
- 3.6 The nature of this programme will require an open, honest, and highly communicative relationship with the FCDO team. The Supplier is expected to establish a good working relationship with the key stakeholders, namely the GoM WASH institutions, the T-WASH II Fund Manager and Capacity Building Agent (CBA). Further the Supplier will provide technical support to the GoM partners in the use of a PbR approach. It is expected that the Supplier takes a proactive approach to notifying FCDO of any matters which may require immediate attention.
- 3.7 All documents produced by the Supplier under this Contract must be produced in English and in Portuguese.

4. The Recipients & Beneficiaries

- 4.1 The recipients of this service will be the FCDO Mozambique WASH Team and the GoM. Specifically, the National Directorate for Water and Sanitation (DNAAS), the Provincial Directorate for Public Works and Housing (DPOP), through its WASH Department (DAS), and the District Services for Infrastructures and Planning (SDPIs), and Ministry of Education, (MINEDH) at the national and subnational levels.
- 4.2 The beneficiaries of T-WASH II are the communities and institutions who are targeted by the UK Overseas Development Assistance (ODA)-funded activities and policy work in Mozambique. The

services delivered under this Contract are expected to improve implementation and policy formulation in the sector, improving WASH services to the end users.

5. Timing and Budget

5.1 The Contract is expected to be to run for up to 25 months, commencing February 2024 to March 2026. The value of the Contract for services is up to £400,000, exclusive of VAT.

5.2 The Contract can be extended for up to 12 months, with additional budget of up to £150,000 (excluding VAT), subject to performance, budget availability and overall implementation requirements of the wider T-WASH II programme.

6. Contract Duration and Formal Review Points

6.1 The Contract will be split in three phases Inception, Implementation, and the Exit Phase.

Phase 1: Inception

6.2 The Inception Phase will be for the **first 3 months** of the Contract. During this time, the supplier will develop and agree with FCDO:

Within the 6 weeks into Inception:

- Draft Comprehensive Monitoring Framework (CMF) approach

Before the end of Inception:

- Finalised Methodology
- Finalised CMF approach including indicators for monitoring activities and Implementation workplan for year 1; including a Monitoring, Evaluation and Learning methodology, the topic for the first case study, governance arrangements and a Reporting schedule.

6.3 During Inception, the Supplier will engage closely with FCDO, DNAAS, the DPOPs and SDPIs, the CBA and the Fund Manager and more widely across the WASH sector.

6.4 Before the end of the Inception phase, the Programme's SRO will review and approve finalised methodology and CMF approach.

Phase 2: Implementation

6.5 The Implementation Phase is expected to run for **up to 20 months**.

6.6 The Supplier will provide technical support to discussions between GoM, FCDO and the CBA to ensure adoption of the comprehensive monitoring framework which measures wider outcomes, sustainability, and Value for Money. The monitoring framework reflects the importance of targeting the poor and ensuring the participation of women.

6.7 The Supplier will use the FCDO WASH programme Log frame, the CBA specific Logframe and the GoM's PRONASAR Annual Implementation Plans, as a basis to develop its own independent monitoring plan.

6.8 **Monitoring will be carried out at national level with DNAAS and at sub-national level** in the three provinces where FCDO has allocated capacity building support via the CBA. Monitoring will include field visits in key moments, including verifying outputs and outcomes, sustainability checks and testing assumptions in the PRONASAR monitoring framework. Beneficiary feedback will be collected to inform programme learning and ensure accountability to the end users. The IMP will also provide assessments of the quality of data systems at national, provincial and district levels.

6.9 The Supplier will complete at least **3 specific case studies** related to the WASH sector in Mozambique. The case study will culminate in a report (English and Portuguese versions) and a presentation to relevant stakeholders, as agreed at the time between the Supplier and FCDO.

Phase 3: Programme Closure/Exit

7 The programme closure phase is expected to run for **2 months**. The sustainability of interventions should be considered from the outset and plans for close-down should be developed throughout programme implementation.

7.1 **An Exit Plan** (see Section 3.1), the original Exit Plan, reviewed and submitted with 6 months before the end of the Contract, which will detail how the Supplier will ensure a responsible closure of the Contract, including handover of tools, learning and handling of personal data.

7. Main Outputs

The Main Outputs for this Contract are listed in the table below:

Table 1 – Main Outputs

	No.	Output	Timeline	Description
Inception Phase	1	Methodology and Tools	Finalised by the end of the Inception Phase	<p>The Supplier will develop the methodology and tools for verification of results reported by PRONASAR. The methodology must include a mixed methods design combining analysis of primary and secondary quantitative and qualitative data collective and should be aligned with government reporting systems.</p> <p>The following data collection methods can be used but shall be agreed during the inception period by DNAAS and FCDO:</p> <ul style="list-style-type: none"> - Virtual interviews and/or surveys with key internal stakeholders within FCDO and wider external stakeholders

				<ul style="list-style-type: none"> - Desk review of relevant academic literature, including analysis and commentary.
	2	Comprehensive Monitoring Framework (CMF)	Final version, agreed with DNAAS, submitted at end of the Inception Phase	<p>The Supplier will develop a T-WASH II programme-wide 'Comprehensive Monitoring Framework' (CMF), and then to verify results by reporting back to the GoM to facilitate the payment by results (PbR) process.</p> <p>The CMF should include:</p> <ul style="list-style-type: none"> • a well-defined approach to monitoring and verifying PRONASAR results; • detail of the IMP methodology and tools, setting out how they align with existing PRONASAR reporting systems; • the independent monitoring work plan, detailed timelines for verification exercises and reporting; • an approach to assessing gender equality, equity, poverty and inclusion; • flexibility in approach to adapt to changes in the operating context and new emerging priorities, so it can be reviewed and, if necessary, revised annual-basis to ensure relevance.
	3	Inception Phase Report	Final version submitted at end of the Inception Phase	<p>This Inception Report should include:</p> <ul style="list-style-type: none"> • an update on progress and activities completed during the Inception Phase; • actions, associated timelines and reporting processes for the Implementation Phase; • agreed work plan for Implementation in Year 1; • a financial update; • an updated Risk Register based on learning and emergent risks identified during the Inception Phase; • develop an approach to ensuring safeguarding; • a short outline of the Exit Strategy including handover of lessons and handling of personal data; • an update against proposed contractual key performance indicators for Inception Phase Outputs.
	4	Verification exercises	Every 6 months throughout the duration of the Contract	<p>Complete robust monitoring and verification exercises, based on the developed methodology.</p> <p>The verification exercises should include:</p> <ul style="list-style-type: none"> • monitoring in targeted provinces to assess performance against PRONASAR indicators. • collection of beneficiary feedback from communities and other WASH services stakeholders.
	5	Verification Progress Report	Every 6 months, within 1 month of completion of	<p>The template for the 6-monthly Progress Reports will be agreed during the inception phase.</p> <p>Reports will be produced with English and Portuguese versions and results/finding will be presented to GoM stakeholders.</p> <p>The Progress Reports should include:</p>
Implementation Phase				

			verification exercise	<ul style="list-style-type: none"> an in-depth analysis of the findings from the verification exercise, assessing key processes, financial and results against indicators as agreed with FCDO and DNAAS. feedback from beneficiaries, including sub-national government stakeholders, private operators and community members who use the WASH services. capture and report on lesson learned feedback to improve performance and contribute to the evidence base of effective implementation for rural WASH services. practical recommendations to enhance and/or harmonise M&E systems and processes within PRONASAR and the T-WASH II programmes.
	6	Present at Steering Committee Meetings	Every 6 months (as determined by GoM)	<p>The provincial-level Steering Committees provide a forum to discuss progress, results and challenges.</p> <p>The Supplier will attend relevant Steering Committee meeting either In-Person or Online to present findings from the Verification Reports and provide relevant feedback to GoM.</p>
	7	Annual Assessments of Progress	Each December (starting 2024)	<p>Assessments of Progress serve as a summary of the performance and activities completed in the previous 12 months. It will include details of Verification of results, lessons captured and assessments of data and monitoring systems.</p> <p>The Assessments of Progress will input into the T-WASH II Annual Review and the PRONASAR Annual Report.</p>
Exit phase	8	Specific Case Studies (Minimum 3)	To be determined during the Inception Phase	<p>The Case Studies should demonstrate ways to enhance learning, build the evidence base for rural WASH in Mozambique and inform programme implementation to improve effectiveness and impact.</p> <p>The topics of the studies will be determined in coordination with FCDO, DNAAS and the CBA, but will focus on deepening understanding of specific areas of the WASH sector in rural Mozambique.</p> <p>The Case Studies will include a finalised report and a presentation of findings and recommendations. The Supplier will present the findings and recommendations either to GoM, or to sectoral forums such as the <i>Grupo Agua e Saneamento</i> (GAS) as directed by FCDO.</p>
	9	Exit Strategy and Project Completion Report	<p>September 2025</p> <p>Within 3 months of</p>	Building on the short outline of the Exit Strategy (submitted in the Inception Phase Report), the Exit Strategy should detail how the Supplier intends to handover lessons learned and datasets, sustainability of interventions, plans for the Project Completion Report and handling of personal data.

			the End of the Contract (June 2026)	<p>The Exit Strategy should be a plan on how the project will be responsibly closed and not necessarily a detailed report.</p> <p>Project Completion Report should include an overall summary of all activities completed under the Contract including development of tools, verification of results, lessons captured and assessments of data and monitoring systems. The Report should also include recommendations for any future interventions.</p>
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8. Contract Management

- 8.1 The Supplier will be responsible for delivery of the requirement, including design, implementation, and analysis. Where applicable in the case of any sub-contracted components, it will also be responsible for financial, procurement and risk management of the project.
- 8.2 In addition to the milestone payment model outlined below, the Supplier's performance on broader aspects of Contract delivery (e.g. responsiveness to queries) will be monitored through robust contract management.
- 8.3 The Supplier will be responsible for managing their and all their sub-contractor's performance and tackling poor performances.

9. Reporting Requirements

- 9.1 At the end of the Inception Phase, the Supplier will submit i) a **Comprehensive Monitoring Framework** and ii) an **Inception Report** for approval by the T-WASH II Senior Responsible officer (SRO), which will set out progress against Inception Phase tasks and actions for the Implementation Phase (see [Main Outputs see section 7.1](#)).
- 9.2 During the Implementation Phase, the Supplier will produce **6-monthly Progress Reports** aligned to the verification exercises timelines. The reports will be produced within 1 month of the verification exercise and be made available in English and Portuguese. The reports will be shared with GoM, CBA and the Fund Manager and findings/results will the Supplier is expected to present these to key GoM stakeholders.
- 9.3 The Supplier is expected to collaborate with GoM, CBA, Joint Fund members and relevant stakeholders, and attend the 6 monthly programme Steering Committees.
- 9.4 The Supplier is expected to submit an **Annual Assessment** with one of the 6-monthly progress reports, timed to feed in to FCDO Mozambique's Annual Review in April.
- 9.5 The Supplier will report directly to the FCDO Mozambique's Senior Responsible Officer (SRO) of the T-WASH II programme.

10. Payment Structure

- 10.1 The maximum budget for this Contract will be up to £400,000 (inclusive of all government taxes). The Supplier will be required to commence services under this Contract within 2 weeks from the Contract award date.
- 10.2 A payment by results approach will be used to enable effective delivery of the Contract.
- 10.3 The Inception phase payments will be output-based and linked to the successful delivery and acceptance of the Inception phase deliverables as per Commercial ProFormas Tab 4.0-Payment. The expenses shall be reimbursed on a quarterly basis and shall be based on actuals. The value of payment for each deliverable should be based on the realistic requirement of staff input and associated expenses in line with the payment Tab 4. of cost ProFormas. The deliverables will become eligible for inclusion in invoice upon FCDO's acceptance and approval.
- 10.4 The total value of the Inception phase cost should not exceed 30% of the total value of the budget for the Contract.
- 10.5 The Inception phase deliverables are the deliverables to be completed by the end of the Inception phase (Table 2 - Deliverables). The Implementation phase payments will be output based and linked to the successful delivery and acceptance of the Implementation phase deliverables as per Commercial ProFormas Tab 4.0-Payment.
- 10.6 The expenses shall be reimbursed on a quarterly basis and shall be based on actuals. The value of payment for each deliverable should be based on the realistic requirement of staff input and associated expenses in line with the payment Tab 4. of Cost ProFormas. The deliverables will become eligible for inclusion in invoice upon FCDO's acceptance and approval.
- 10.7 The T-WASH II SRO will quality-assure outputs, validate reports and assess the Supplier against achievement of the acceptance criteria, as part of the approval process for payment.
- 10.8 The T-WASH II SRO requires at least 15 Working Days to review and comment on any outputs produced by the Supplier. The approval timelines for all products will be defined and agreed between FCDO and the Supplier during the Inception Phase.
- 10.9 If there are issues on quality of outputs, these will be discussed with the Supplier at the earliest opportunity with clear instructions provided for the Supplier to address, whilst the payment for such outputs may be delayed until approval is given.

Table 2 - Deliverables

<u>No.</u>	<u>Milestones</u>	<u>Measure of Achievement</u>	<u>Acceptance Criteria</u>	<u>FCDO Responsibility</u>	<u>Due Date</u>

1.	Output 2	Comprehensive Monitoring Framework (CMF) approach Finalised Output 2 to be submitted.	To be delivered on time and to the quality required. Output 2 must be submitted to FCDO 6 weeks into the Inception Phase.	To review and provide feedback on the draft of Output 2 within 15 Working Days after the draft submissions.	Before the end of Inception Phase
2.	Output 3	Final Inception Report version must be submitted	To be delivered on time and to the quality required.	To review and accept finalised Output 3 within 15 Working Days when submitted.	End of Inception Phase
3.	Output 5	The Verification Progress Report	To be delivered on time and to the quality required.	To review and accept finalised Output 5 within 15 Working Days when submitted.	To be submitted every 6 months, within 1 month of completion of verification exercises.
4.	Output 7	The Annual Assessment of Progress	To be delivered on time and to the quality required.	To review and accept finalised Output 7 within 15 Working Days when submitted	To be submitted each December (starting 2024)
5.	Output 9	Project Completion Report	Timely submission of the Project Completion Report to the quality required.	To review and accept finalised Output 9.	To be submitted within 3 months of the Contract end date.

11. Capacity and Expertise

11.1 The Supplier *Team Leader* should demonstrate:

- Proven leadership skills and, preferably, recent experience of leading a team or participating in verification exercise.
- Proven experience of results verification in a low-capacity environment.
- Capacity to coordinate with other components of the programme and Government.
- An understanding of the Mozambique political economy and access to relevant national networks in the WASH and Nutrition sectors, especially in rural WASH.

- Experience of working closely with Government institutions, at central and decentralised levels in Mozambique.

12. The Core Team

- 12.1 The core team should demonstrate a mix of the following capabilities and expertise:
- Experience of developing monitoring and evaluation frameworks and monitoring tools and beneficiary feedback tools for large Government programmes.
 - Experience of results verification in a low-capacity environment.
 - Strong collaborative and facilitation skills with demonstrable experience in developing and maintaining positive working relationships with diverse stakeholders including Governments.
 - Knowledge/experience working on the M&E of national WASH programmes and strategic approach to verifications (looking at the big picture –outcome level verifications) would be desirable.
 - Experience in conducting case studies in the WASH sector.
 - Experience coordinating with other development partner programmes.
 - Familiarity with FCDO's strategies, priorities and working practices as they apply both in Mozambique and more broadly.

The Supplier is expected to develop appropriate tools for training, mentoring, and overseeing team members on an ongoing basis to ensure the quality, integrity, objectivity and punctuality of submitted reports.

13. Roles & Responsibilities

- 13.1 The Supplier will provide reports and present findings to FCDO, and DNAAS, and these will be shared more widely with stakeholders supporting PRONASAR. FCDO currently Contracts a Fund Manager who manages the flow of funds to the DNAAS central level to the DAS provincial level and to the SDPIs district level contractors. The Fund Manager role will not be a specific recipient of the Supplier's reports, but the Supplier will be expected to coordinate its field visits with the Fund Manager to avoid duplication. The Fund Manager undertakes periodic site visits to verify works have been completed prior to processing contractor payments but is not involved in the wider monitoring of programme outputs and outcomes.
- 13.2 The Supplier will provide the appropriately skilled personnel and systems to ensure the successful day to day management of the Contract including project leadership, financial management, risk management, logistics, and administrative duties. The Supplier will be responsible for arranging transport and logistics in-country for the monitoring field visits.
- 13.3 DNAAS and respective decentralised institutes (DPOP) have the responsibility of providing the datasets and reporting the results (DLIs) which the Supplier will be responsible for verifying, as well as facilitating meetings with beneficiaries. The Supplier should propose a team structure that demonstrates the skill set demanded by each of the output requirements. The Supplier will work closely with all programme stakeholders to ensure that the monitoring framework is robust and objective. The data and reports will help inform capacity building needs across PRONASAR, and in particular on monitoring and reporting processes.

14. Flexibility

- 14.1 There is currently a lack of evidence for what works in this sector therefore the Supplier is expected to build on lessons learned. This is to ensure that FCDO has the flexibility in the programme to make changes and redirect resources to new areas if interventions are not having the desired outcome. This will be undertaken in-line with FCDOs contract variation/ amendment policies.
- 14.2 This requires honest and open communication between the Supplier and FCDO, and a commitment for constant monitoring and learning. FCDO expects the Supplier to demonstrate how it will build this level of flexibility, into the programme while maintaining a clear commitment to programme outcomes.

15. Mandatory Elements

GDPR

- 15.1 General Data Protection Regulation (GDPR) came into force on 25th May 2019. GDPR builds on data protection legislation, with a focus on governing the processing of personal data. Personal data is information relating to an identified, or identifiable living person. The Supplier must agree to comply with GDPR legislation throughout the delivery of this tender. FCDO will have unlimited access to the material produced by the Supplier (as expressed in FCDO's general conditions of Contract (Please see Appendix A below for more information on GDPR).

Appendix A: of the Terms of Reference (Annex A)
Schedule of Processing, Personal Data and Data Subjects

This schedule must be completed by the Parties in collaboration with each-other before the processing of Personal Data under the Contract.

The completed schedule must be agreed formally as part of the Contract with FCDO and any changes to the content of this schedule must be agreed formally with FCDO under a Contract Variation.

Description	Details
Identity of the Controller and Processor for each Category of Data Subject	<p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the following status will apply to personal data under this Contract</p> <ol style="list-style-type: none"> 1) The Parties acknowledge that Clause 33.2 and 33.4 (Section 2 of the Contract) shall not apply for the purposes of the Data Protection Legislation as the Parties are independent Controllers in accordance with Clause 33.3 in respect of the following Personal Data: <ul style="list-style-type: none"> • Personal Data associated with staffing a recruitment for respective organisations 2) FCDO is the Controller, and the Supplier is the Processor in accordance with Clause 33 (Section 2 of the Contract) of the following Personal Data: <ul style="list-style-type: none"> • Personal Data associate with beneficiaries of the programme
Subject matter of the processing	The project is to provide third party monitoring, evaluation and learning for FCDO in Mozambique in relation to the T-WASH II - Transforming Access to WASH and Nutrition Services in Mozambique programme.
Duration of the processing	Data processing will be required through the duration of the project.
Nature and purposes of the processing	<p>The supplier will provide independent verification of the results of the Government of Mozambique's PRONASAR programme and FCDO Mozambique's T-WASH II programme, with a focus on central level and decentralised levels in targeted provinces. Monitoring will focus on verifying performance against disbursement-linked indicators (DLIs) for decentralised service delivery.</p> <p>The nature of processing will involve collection, recording, organising, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available alignment or combination, restriction, erasure or destruction of data.</p>
Type of Personal Data [and Special Categories of Personal Data]	The type of personal data including the Controller and Processor of each type are listed below.

	<ul style="list-style-type: none"> - Personal identifiers of the international and national consultants who will be working with the Supplier: - Primary data obtained by the Supplier from respondents contracted by the Implementing Partner IP (e.g, service providers): - Primary data obtained by Supplier from independent sources (e.g, community members, users) - Secondary data obtained by Supplier from services run by the implementing partners that has the personal data on the users (e.g. user records) - Secondary data obtained by Supplier from independent sources (e.g. government) - Secondary data obtained by the supplier from the implementing partners <p>The data to be processed may include the following personal sensitive information:</p> <ul style="list-style-type: none"> - Racial, ethnic or clan affiliation - Political opinions - Religious beliefs or other beliefs of a similar nature - Physical or mental health condition
Plan for return and destruction of the data once processing complete	<p>An Exit Plan should be finalised with 6 months remaining of the Contract. The Exit Plan should detail how the Supplier intends to handover of lessons learned and datasets, sustainability of interventions, plans for the Project Completion Report and handling of personal data. The supplier will be responsible for ensuring a plan for the handover of all key data sets and reports in an appropriate transferable format to FCDO and/or the destruction of data before the end of the programme.</p>

Annex 1

T-WASH II THEORY OF CHANGE

VISION

A systems approach to improving WASH services; nutrition, sanitation and hygiene behaviour change that leaves no one behind

IMPACT

Reduction of diarrheal diseases and stunting among children under 5 years of age and to improve the general well-being of the population, especially for women and girls in the rural areas of intervention.

OUTCOME

More people, in particular women and girls, to use inclusive and resilient WASH services and have improved hygiene, nutrition and sanitation practices through strengthened Government systems.

1 - # people in rural areas with access to new water supply services

2 - # people in rural areas with access to new sanitation services, of which % live in ODF-communities

3 - # of people in rural areas with improved nutrition-sensitive hygiene practices

4 - % of funds that are decentralized for implementation by the provinces and districts

5 - # of people with improved climate resilience as a result of ICF WASH investments

6 - # people gaining access to safe water through emergency water supply interventions

OUTPUT

Sustainable WASH services are accessible, including by the most disadvantaged

People have the aptitude and means to put their knowledge into practice

Improved institutional and individual capacities of service providers.

Resilient WASH services enables communities to adapt to Climate Change

1 - Central, provincial and district government eliciting and responding to demand for improved, inclusive WASH services, in target rural communities

2 - Improved and coordinated availability of nutrition-sensitive hygiene delivered through social behaviour change (SBC) interventions.

3 - Central government supports improved sub-national delivery and monitoring systems through effective decentralisation

4 - Targeted communities supported to better adapt to the effects of climate change through resilient water and sanitation services

ACTIVITY

- Construction of WASH infrastructure, including Water Supply Systems, De-salinisation Systems and School WASH facilities through PRONASAR

- SBC campaigns
- Nutrition-sensitive pilot
- Targeted mass communication campaign
- Sustained ODF

- On job support and coaching
- Capacity building plans
- Support procedures
- Multi-sectoral approach

- Construction of climate resilient WASH
- Training GoM staff in resilience assessments
- Resilient latrines comms campaign

INPUTS

Funds (partially performance based) for PRONASAR, Capacity Building Support, Learning, evidence-based policy, Nutrition-sensitive activities. Independent monitoring of results. Funding levels are currently unknown but total envelope up to £40m

ASSUMPTIONS

Outcome > Impact Assumptions

- Use of WASH infrastructure together with improved practices leads to a reduction in diarrhoeal disease (and reduces the enteric disease burden) increased time for other activities related to well-being and reduction of poverty.
- Improved nutrition behaviours, together with means to put them into practice, together with other nutrition-related interventions, improves nutritional status of children below 5 years and adolescent girls and PLW

Output > Outcome Assumptions

- Community-based water management (for handpumps) and delegated management to private sector (water systems) increases sustainability of water systems.
- Pro poor targeting reduces inequalities in access to services
- Knowledge and positive social norms, together with the means, leads to improved hygiene and sanitation practices
- Capacity building at decentralised level reinforces and expands service delivery channels through multi-sectoral coordination and better targeting.
- Policies that promote inclusiveness and gender equality are implemented.

Enablers

- UK leadership in WASH and nutrition amongst donors and respected by government partners
- Geographical convergence of portfolio
- PRONASAR Joint Fund allows stronger and more joined up policy dialogue
- UK alignment to GoM's commitment to multi-sectoral approach and strategy

Annex 2

COUNTRY DUTY OF CARE RISK ASSESMENT MATRIX

Location: Mozambique

Duty of care

The Supplier is responsible for the safety and well-being of their Personnel 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. BHC Maputo will share available information with the Supplier on security status and developments in-country where appropriate.

The Supplier is responsible for ensuring appropriate safety and security briefings for all their Personnel working under this Contract. Travel Advice is also available on the FCDO website and the Supplier must ensure they (and their Personnel) are up to date with the latest position.

Theme	BHC Maputo Risk score
OVERALL RATING	3
FCDO travel advice	3
Host nation travel advice	Not available
Transportation	3
Security	3
Civil unrest	3
Violence/crime	3*
Espionage	2
Terrorism	3 ** (significantly HIGHER in Cabo Delgado – may be AMBER or RED area as per Travel Advice)
War	2***
Hurricane	3****
Earthquake	1
Flood	3****
Medical Services	3*****

1 Very low risk	2 Low risk	3 Medium risk	4 High risk	5 Very high risk
Low		Medium	High risk	

* Most cases will go unreported and unknown to the authorities and public. Street crime, sometimes involving knives and firearms, is common in Maputo and increasing in other cities and tourist destinations. There are some areas in cities which are more dangerous; seek local advice. Car-hijackings and house robberies are infrequent but do occur. There have also been cases of criminal kidnap.

** In the north of the country in Cabo Delgado province, insurgents with links to Islamist extremism have carried out attacks since 2017. The conflict has so far killed over 3200 and displaced over 730,000. Government forces, supported by troops from Rwanda and SADC, have recently secured some military successes against the insurgents, however the province remains at a high risk of terrorism (see FCDO Travel Advice).

**** Coastal areas are at risk from tropical cyclones during the rainy season (November to April). Widespread flooding can also occur around river basins, especially the Zambezi, Pungue, Buzi, Limpopo and Save. The rainy season (November to April) will also make roads harder to pass and make some areas impassable.

***** Hospital facilities are generally poor in Mozambique, especially in the north of the country. In cases of serious illness or injury, medical evacuation to South Africa may be necessary.

For further information please consult the FCDO travel advice:

<https://www.gov.uk/foreign-travel-advice>

Annex 3

PROGRAMME CONTEXT

The UK Government has approved an up to £40 million programme of support to ‘Transforming Rural WASH in Mozambique II’ (T-WASH II). The programme consists of four main components:

- 1) Financial support to the GoM for the implementation of its national rural WASH programme (PRONASAR) through a Joint Fund mechanism. PRONASAR is a national programme, targeting rural communities in all 10 provinces in Mozambique. The below table shows UK investments, through PRONASAR, in provinces in Mozambique (figures are subject to change as programme develops).

Province	Maputo	Gaza	Inhambane	Sofala	Manica	Tete	Zambézia	Nampula	Niassa	Cabe Delgado
UK investments (£m)	3.4	1.3	5.1	1.3	2.7	5.3	3.6	1.5	0.7	1.7

- 2) Technical support to be delivered by a Capacity Building Agent (CBA) at the district, provincial and national levels to improve services delivery systems. The CBA will provide support as well to DNAAS at national level and to its subsidiary bodies at provincial and district level in Nampula and Zambezia Provinces. It will take a system’s building approach whereby tools and methodologies to improve effective management and delivery of WASH services are designed in accordance with national systems.
- 3) Independent Monitoring of PRONASAR to verify progress and achievements against performance-based funds allocated to the PRONASAR. This will be delivered by an IMP.
- 4) Policy, Monitoring, Evaluation and Learning to achieve the programme’s ambition, to influence and drive changes in government multi-sector services delivery. A programme funded adviser will be hired to work closely with the CBA, and the PRONASAR Joint Fund.

FCDO contributes to PRONASAR through a Joint Fund mechanism within PRONASAR, that includes funds from the GoM, UNICEF, Austria and Switzerland.

UK funds are channelled through a Fund Manager to reduce fiduciary risks. Funds will cover WASH interventions at district, provincial and central levels implemented through government systems, private contractors, and community-based organisations.

FCDO has a Memorandum of Understanding (MoU) with the Ministry of Public Works and Housing (MOPHRH) represented by DNAAS. The MoU is for the DNAAS and the decentralised government institutions (DPOP, DAS and SDPI) to deliver a sustained increase in effective demand, supply and use of WASH services for the rural poor in Mozambique.

FCDO Mozambique has an Accountable Grant covering the Fund Manager and CBA to implement components 1 and 2 of the T-WASH II programme. The Fund Manager manages UK (and potentially other donor) contributions to PRONASAR. The CBA provides technical assistance to DNAAS to develop capacity for effective policy making, national planning and oversight – particularly through strengthening the management information systems. At sub-national level, this capacity building support is concentrated in Nampula and, Zambezia.

Annex B

SCHEDULE OF PRICES

1. It is a requirement that all invoices are presented in the format of the payment basis, and in the case of Fees and Expenses only those categories defined are separately identified. Only one invoice per period, as defined in the Framework Agreement Terms and Conditions of Section 2, Clause 22, should be submitted.

The amount to be paid for the completion of the services is fixed at £399,816.

	Cost £
Fees	£253,977
Expenses	£81,135

2. Milestone Payments

Payment will be made on satisfactory performance of the services, at the payment points defined below (schedule of payments):

- (i)at relevant points throughout the contract period.

At each payment point set criteria will be defined as part of the schedule of payments. Payment will be made if the criteria are met to the satisfaction of FCDO.

Schedule of Payments:

PAYMENT SCHEDULE									
PAYMENT NUMBER	PAYMENT TYPE	DETAILED DESCRIPTION (Milestone, Project Stage etc)	PROGRAMME PHASE PAYMENT	FINANCIAL YEAR C PAYMENT	MONTH PAYMENT	NET PAYMENT VALUE	NPAC	PROFIT	TOTAL PAYMENT VALUE
1	Output-based	Output 2: CMF	Inception	2024	April	30,000	11,086	2,681	43,767
2	Output-based	Output 3: Final Inception Report	Inception	2024	June	20,000	11,086	2,681	33,767
3	Output-based	Output 5: Verification Report 1	Implementation	2025	January	65,000	6,047	1,584	72,631
4	Output-based	Output 5: Verification Report 2	Implementation	2025	June	65,000	12,094	3,168	80,262
5	Output-based	Output 5: Verification Report 3	Implementation	2026	January	65,000	3,024	299	68,323
6	Output-based	Output 5: Verification Report 4	Implementation						-
7	Output-based	Output 7: Annual Assessment Progress Report (2024)	Implementation	2025	January	27,500	3,024	792	31,316
8	Output-based	Output 7: Annual Assessment Progress Report (2025)	Implementation	2026	January	27,500	3,024	792	31,316
9	Output-based	Output 7: Annual Assessment Progress Report (2026)	Implementation						-
10	Output-based	Output 9: Project Completion Report	Exit/ Closure	2026	July	35,112	3,024	299	38,435
11	Reimbursable (input-based fees)	Quarter 1	Inception						-
12	Reimbursable (input-based expenses)	Quarter 1	Inception						-
13	Reimbursable (input-based fees)	Quarter 2	Implementation						-
14	Reimbursable (input-based expenses)	Quarter 2	Implementation						-
15	Reimbursable (input-based fees)	Quarter 3	Implementation						-
16	Reimbursable (input-based expenses)	Quarter 3	Implementation						-
17	Reimbursable (input-based fees)	Quarter 4	Exit/ Closure						-
18	Reimbursable (input-based expenses)	Quarter 4	Exit/ Closure						-



Global Evaluation and Monitoring Framework Agreement (GEMFA) ITT Project_10181

Section A1:	Context
Concept Note	<p>Mozambique faces high poverty rates and a multitude of development challenges, including high rates of malaria and HIV, poor access to health care, water and sanitation, as well as inadequate food security – which is heavily influenced by high exposure to climate shocks. WFP's Cost of Hunger analysis in Mozambique showed that over 10% of the GDP is lost due to chronic malnutrition. With almost 38% of children under the age of five being stunted, the country not only faces high rates of nutrition-related child mortality but also reduced educational attainment of children, increased life-long morbidity and reduced overall productivity as a consequence of malnutrition. Improving access to safe drinking water, sanitation and hygiene (WASH) services can have significant positive impacts on nutrition, along with several other development outcomes, by preventing diarrhoea and other WASH-related diseases.</p>
(a) Understanding of the TOR	<ul style="list-style-type: none"> • Context • Scope
	<p>While the proportion of the country's population residing in urban areas is on the rise, nearly two-thirds of individuals live in rural areas.¹ Noticeable disparities persist in access to water and sanitation services between urban and rural areas. In rural areas, less than half of the population has access to improved water sources, compared to 88% in urban areas. Moreover, improved sanitation is accessible to and utilised by a mere 12% of individuals in rural areas, whereas in urban areas, this figure is 47%.²</p> <p>To tackle some of these issues and to contribute to the satisfaction of basic human needs and rural poverty reduction, the Government of Mozambique is implementing the National Programme for Rural Water Supply and Sanitation (PRONASAR), with support from development partners (including the Foreign, Commonwealth & Development Office (FCDO)), United Nations agencies, the private sector, as well as local and international NGOs. The programme provides WASH services directly to households by constructing small water supply systems with piped networks, establishes sanitation blocks for schools and conducts social behaviour change campaigns.</p> <p>The UK-funded Transforming Rural WASH in Mozambique II (T-WASH II) programme is implemented as part of PRONASAR and contributes by providing investments and capacity building as well as by advancing learning and policy development. T-WASH II aims to bring about a transformation in how human capital gains are realised by enhancing WASH and nutrition outcomes for the rural poor in the country with a particular focus on women and adolescent girls. One component of T-WASH II, and the purpose of the services provided under this assignment, is to provide independent monitoring and verification of the PRONASAR results. The main objective of this task is to generate findings and lessons learnt that can help improve the implementation of the programme and policy formulation in the WASH sector.</p> <p>Scope</p> <p>As stated in the Terms of Reference (ToR), the scope of this assignment encompasses performing independent monitoring and verification of the PRONASAR results on a central level as well as decentralised levels in the targeted provinces of Mozambique. This involves developing a Comprehensive Monitoring Framework (CMF), which is to be aligned with already existing reporting systems used by the government. The focus</p>

¹ <https://data.worldbank.org/indicator/SP.RUR.TOTL.ZS?locations=MZ>

² <https://www.unicef.org/mozambique/en/water-sanitation-and-hygiene-wash>



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	<p>should lie on verifying performance against key performance and disbursement-linked indicators. Given that the programme targets the poor and has a specific focus on women and adolescent girls, means to monitor and verify results at a disaggregated level should also be included.</p> <p>A mixed-methods approach is to be applied, in which primary and secondary qualitative and quantitative data is gathered and analysed to verify the results of the programme. In addition to the independent verification, three sector-specific case studies are to be conducted as part of the assignment. The findings from the verification exercises, as well as the case studies, are to be detailed in different reports and presented and discussed during meetings with relevant stakeholders.</p> <p>The tasks performed under this assignment are expected to facilitate learning within PRONASAR as well as more broadly within the WASH sector in Mozambique. The assignment is split into three phases: inception, implementation, and programme closure/exit. It is expected to start in February 2024 and run for 25 months until March 2026. The subsequent subsections outline C4ED's approach, methods, and proposed work plan to carry out the activities and complete the deliverables part of the assignment.</p>
(b) Approach and Methods	<p>Methodology</p> <p>During the inception phase, C4ED will develop a Comprehensive Monitoring Framework, which will be the basis for the independent monitoring and verification of PRONASAR results. The CMF will set forth methodology and tools for data verification, which will be aligned with existing PRONASAR reporting systems. The framework will also include a monitoring work plan with detailed timelines for verification exercises and reporting.</p> <p>For the verification of results, we suggest a dual verification approach which focuses both on the assessment of the validity and reliability of existing, reported programme monitoring data - including assessments of the strengths and weaknesses of the existent governmental monitoring and reporting system - as well as collecting and analysing independent monitoring data to ensure robust and comprehensive monitoring of programme outputs and outcomes. The verification of existing programme indicators will be at the heart of the framework. To increase the reliability of our monitoring data, we suggest triangulating programme outputs and outcomes through different methods and tools of primary and secondary data, with both quantitative and qualitative data collection and analysis. Tools and their scope of application will be determined jointly with the client during inception and may include:</p> <ul style="list-style-type: none">• Focus Group Discussions (FGD) with programme participants: We suggest FGD as the main data collection tool for establishing feedback loops with community members in the selected provinces who are the programme's main beneficiaries. Depending on the programme indicators, qualitative data collected via FGD may provide a better understanding and generate lessons learnt on the efficiency, effectiveness, or even relevance and sustainability of the programme and can provide answers as to why indicators have or have not been achieved. FGDs will be conducted in selected provinces during three bi-annual verification visits. They will include 6-8 participants and will be conducted within homogenous sub-groups such as male/female, adult/youth community members and community leaders.³

³ C4ED will adhere to the highest ethical standards for research, including obtaining ethical clearance from national or international authorities for conducting research among vulnerable groups such as girls and women.



- **Key Informant Interviews (KIIs) with programme participants and programme staff:** We suggest conducting KIIs among recipients of capacity-building activities, which can provide further insight into the programme's effects on individual and institutional capacities of service providers and the resilience of WASH services. KIIs may be conducted in person during the verification visits or remotely. In addition, KIIs with programme staff will be conducted remotely by C4ED to help contextualise and further explain monitoring findings, where needed. KIIs will also be used to understand the government's programme monitoring and information management system and identify its strengths and weaknesses and collect lessons learnt. We suggest conducting those interviews targeted to assess the quality of governmental data systems as part of the annual assessments of progress.
- **Surveys among programme participants:** While qualitative interviews can provide a deeper understanding of the strengths and weaknesses of the programme implementation, surveys among programme participants are the right tool to independently verify quantitative programme indicators. Surveys can collect data from a representative sample of programme participants and, by that, provide more robust and conclusive evidence on indicator achievements than qualitative research. For this assignment, surveys will be particularly useful to independently assess programme outcomes and ensure accountability towards the end users. Depending on their feasibility, surveys can be conducted in person or remotely. We suggest conducting in-person surveys among beneficiary households during the three bi-annual verification visits to assess programme outcomes related to access to water supply, sanitation services and nutrition-sensitive hygiene practices. Surveys among recipients of capacity-building activities, on the other hand, can measure the programme's effects on individual and institutional capacities of service providers and the resilience of WASH services and may be conducted in person, via phone or online surveys.
- **Back checks/verification checks:** Back or verification checks with programme participants provide another quantitative tool that can be employed to quickly verify the delivery of different programme outputs and the accuracy of reported monitoring data for a larger sample size (e.g. installation of WASH facilities in households, participation in training etc.). They may be conducted remotely (e.g. via phone) or physically (during verification visits). Back checks can be carried out independently or can be integrated into the surveys among programme participants.
- **Semi-structured observation and documentation of output delivery:** Another verification tool that eliminates risks of participants' response bias and unreliable secondary monitoring data is for our in-country monitoring teams to observe and document the delivery of outputs independently during their verification visits. Monitoring teams can collect photographic evidence of deliverables such as conducted training sessions or the prevalence of newly built WASH facilities within targeted households and community buildings. In addition, structured and semi-structured observations (based on respective checklists and guidance) can shed further light on the quality of deliverables. For example, observations based on accessibility audit checklists can assess the accessibility and inclusiveness of WASH facilities, while other observations based on semi-structured guidelines can assess the gender sensitivity of activities or estimate the poverty level of beneficiaries. The scope and content of observation exercises will depend on the programme indicators to be independently verified, which will be clarified and agreed upon during inception.
- **Spot-check verification of programme monitoring documents:** Spot-check verification can periodically assess the reliability and validity of reported achievements by comparing a randomised sample of reported results against their sources of verification. Spot-check verification can be done virtually or physically during verification visits. To ensure an adequate sample size for reported results to be



verified, it is recommended to have reports and means of verification centrally stored and accessible to C4ED for remote verification. In case means of verifications are stored only in a decentralised manner and not made available for remote verification, spot check verification can only be done physically during verification visits and, accordingly, will cover a smaller sample of monitoring data. The extensiveness of spot-check verification will also depend on the scope and sample sizes of the other verification methods.

In addition to the independent monitoring activities, C4ED will conduct three sector-specific **case studies** to contribute to learning and sharing lessons drawn within the PRONASAR programme. The topics and scope of the case studies will be decided together with the client throughout the programme implementation. We suggest that the case studies contain a small qualitative primary data collection component, which will be supplemented by an analysis of secondary quantitative and qualitative data within and beyond the programme.⁴ Depending on the topics of the case studies, primary data will be collected by C4ED in person through FGD and/or in-depth interviews (IDIs) among programme participants and/or KIIs with programme staff and other stakeholders. Qualitative interviews will be audio recorded, transcribed, coded and qualitatively analysed. Primary and secondary data will be triangulated, and findings and recommendations will be shared in separate reports and presentations.

Data collection, analysis and coordination

While planning, data analysis and reporting will be led by C4ED Quantitative and Qualitative Research Managers with support from a C4ED Programme Manager under the supervision of the Team Lead, in-country verification visits will be led by our sub-contractor The Khana Group (TKG). Monitoring teams will consist of qualitative and quantitative teams of TKG researchers, enumerators and supervisors. They will be coordinated by TKG field coordinators who report to the C4ED Qualitative and Quantitative Research Managers. C4ED will develop data collection tools, conduct respective training for TKG monitoring teams and monitor data collection remotely. C4ED will set up a data quality control system to ensure data is of high quality. Enumerators will synchronise all data at the end of every data collection day to the C4ED server. Data collected will be checked daily by the C4ED Research Managers. Qualitative research will provide a transparent audit trail throughout the data collection and analysis. Data will be audio recorded and transcribed by qualitative researchers, then undergo further verification and quality assurance checks by C4ED Research Managers before their subsequent coding and further analysis. Internal C4ED quality assurance systems will ensure that a high quality is upheld during data collection, analysis and reporting.

FGDs, KIIs, surveys and structured observations on the household level will be conducted by qualitative researchers and enumerators, whereas (semi-)structured observations on the community (village and district) level and physical spot-check verification of monitoring documents will be conducted by supervisors. Higher (national and provincial) level KIIs, spot-check verification and back-checks with government officials benefitting from PRONASAR capacity development activities may be conducted by the Team Lead, where necessary. C4ED research managers will conduct remote quantitative and qualitative spot-check verification of monitoring documents, if available. The C4ED Qualitative Research Managers will also be responsible for conducting remote KIIs with programme staff for the verification exercises/ annual assessments of progress and for conducting in-country FGDs, IDIs and KIIs for the supplementary case studies.

⁴ The scope of the case studies can be adjusted during inception and will depend on the (relative) level of effort FCDO expects C4ED to invest into the different components of the assignment.



Data protection and exit strategy

C4ED prioritises the privacy and protection of respondents' data throughout the research process. We adhere to strict internal data protection policies and protocols and comply with all relevant data protection laws and regulations, including the European Union's General Data Protection Regulation (EU GDPR). Data collection tools and procedures are designed to minimise the risk of unauthorised access or disclosure.

- **Protocols:** All C4ED employees and consultants must adhere to a comprehensive set of data protection protocols that comply with the EU GDPR. Signed consent to these protocols is required before anyone is allowed to work with data collected from research participants.
- **Data storage:** C4ED employs secure data storage systems and encryption methods to safeguard data against unauthorised access. Raw data is stored in containers encrypted with Veracrypt, and access to the raw data is restricted to as few researchers as possible.
- **De-identification:** C4ED deidentifies participants' data as the first step in the data cleaning process, removing all personally identifiable information (PII). All respondents are provided with a unique, non-personally identifying ID number instead. Any data shared or disseminated for research or reporting purposes is done in a manner that ensures individual confidentiality and prevents re-identification.
- **Revoking Consent:** C4ED obtains informed consent from participants and clarifies that they can revoke their consent at any time, even after their data is collected. This means we provide them with contact information so they can revoke their consent and ask us to delete their data permanently. C4ED commits to delete their data as soon as consent is revoked.

An **Exit Plan** for the handover and destruction of the collected and processed data will be provided by C4ED as part of the programme exit/closure. Expectations by the client on what data to hand over will be discussed and agreed upon during inception. This will ensure that data collection tools provide accurate information to what extent personally identifiable information of respondents is supposed to be transferred to FCDO or GoM entities, so that respondents can provide or refuse to give informed consent, accordingly. The Exit Plan will detail how datasets and other tools and reports will be made accessible to the client and subsequently destroyed by C4ED. Upon request, C4ED is also open to discussing and advising on the potential integration/transfer of C4ED monitoring tools and mechanisms into existing governmental monitoring structures. This can strengthen the sustainability of high-quality monitoring processes beyond the independent monitoring assignment and support the follow-up on lessons learnt.



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(c) Proposed work plan	<p>This section outlines the proposed activities to be undertaken as part of the assignment together with the deliverables and timelines in line with the ToR⁵, with the timelines assuming contract signing to take place at the start of February 2024. The timelines for the submission of the final deliverables account for any feedback from FCDO being received within 15 working days after the draft submissions, in accordance with the requirements in the ToR. As for the reports submitted by C4ED, both English and Portuguese versions will be provided.</p> <p>The inception phase is expected to take place during the first 3 months after contract signing and will include the following main activities and deliverables:</p> <p><i>Activities:</i></p> <ul style="list-style-type: none">• Develop the methodology and tools for the verification exercises in close coordination with relevant stakeholders.• Develop a CMF approach in close coordination with relevant stakeholders. C4ED will remain flexible to adjust the approach for monitoring and verification to changes in the programme and this will be reflected in the CMF.• Produce an Inception Report in line with the requirements set out in the ToR. <p><i>Deliverables and timeline:</i></p> <ul style="list-style-type: none">• <i>CMF approach:</i> The draft approach will be submitted by mid-March 2024 (6 weeks into the inception phase) and the final approach, with feedback from FCDO incorporated, will be submitted by the end of April 2024 (12 weeks into the inception phase).• <i>Final Inception Report:</i> The draft report will be submitted by the start of April 2024, and the final report, with any feedback from FCDO incorporated, will be submitted by the end of April 2024 (12 weeks into the inception phase). <p>The implementation phase is expected to take place over 20 months following the completion of the inception phase and will include the following main activities and deliverables:</p> <p><i>Activities:</i></p> <ul style="list-style-type: none">• Perform verification exercises every 6 months in line with the methodology developed and agreed upon with relevant stakeholders during the inception phase.• Produce Verification Progress Reports detailing the findings from each verification exercise together with lessons learnt, feedback and recommendations.• Present the findings of each verification exercise at Steering Committee meetings.
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⁵ Upon request, timelines can be adjusted during the inception phase.



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	<ul style="list-style-type: none">• Conduct three sector-specific case studies with findings and recommendations detailed in three separate reports and presented to the Government of Mozambique or sectoral forums.• Finalise the Exit Strategy six months before the end of the contract. The development of the Exit Strategy will start during the inception phase and its refinement will continue throughout the implementation phase. <p><i>Deliverables and timeline:</i></p> <ul style="list-style-type: none">• <i>Verification Progress Report:</i> Three reports will be submitted, with the first in November 2024 (7 months into the implementation phase), the second in May 2025 (13 months into the implementation phase), and the third in November 2025 (19 months into the implementation phase). The draft reports will be submitted within 1 month of completion of the verification exercises, and the final versions, with any feedback from FCDO incorporated, will be submitted within 5 working days after feedback has been received.• <i>Case Study Reports:</i> One report for each case study will be submitted according to the timeline determined during the inception phase. <p>The programme closure/exit phase is expected to take place for 2 months following the completion of the implementation phase and will include the following main activities and deliverables, with some overlapping with the previous phases:</p> <p><i>Activities:</i></p> <ul style="list-style-type: none">• Conduct Annual Assessments of Progress. In these assessments, C4ED will summarise the activities undertaken during the year together with the findings.• Develop a Project Completion Report. In this report, C4ED will provide a summary of the activities conducted during the assignment period together with lessons learnt and recommendations. <p><i>Deliverables and timeline:</i></p> <ul style="list-style-type: none">• <i>Annual Assessment of Progress:</i> Two assessments will be provided, with the first in December 2024, and the second in December 2025. Initial versions of the assessments will be submitted by the start of December each year, and the final assessments, with any feedback from FCDO incorporated, will be submitted by the end of December each year.• <i>Project Completion Report:</i> The draft report will be submitted in May 2026, and the final report, with any feedback from FCDO incorporated, will be submitted in June 2026, 3 months after the end of the contract.
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Section A2: Names of CVs of key personnel to work on this project	Programme Team Leader: Ms. Annemarieke Mooijman Thematic Lead - Monitoring and Evaluation (Senior Quantitative Research Manager): Mr. Elikplim Atsiatorme Researcher (Junior Quantitative Research Manager): Mr. Dennis Oundo Thematic Lead - Monitoring and Evaluation (Senior Qualitative Research and Evaluation Manager): Ms. Agathe Rivière Analyst (Qualitative Research and Evaluation Manager): Ms. Johanna Kern Programme Manager: Ms. Vanessa Rodrigues National WASH Expert: Mr. Pedro Daniel Field Coordinator: Mr. Cátia Kenny Field Coordinator: Mr. Telmo Calege
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Section A3: Personnel Inputs and Narrative– include person days without any reference to fees	Positions and names of core team members ⁶ :	Elikplim Atsiatorme (Thematic Lead - Monitoring and Evaluation)	Dennis Oundo (Researcher)	Agathe Rivière (Thematic Lead - Monitoring and Evaluation)	Johanna Kern (Analyst)	Vanessa Rodrigues (Progr. Manager)	Pedro Daniel) (National WASH Expert	Cátia Kenny (Field Coordinator)	Telmo Calege (Field Coordinator)
	Number of Working Days	80	72	80	72	50	42	66	66
	Responsibilities:	Planning of activities, supervision of data collection, remote quantitative spot-check verification of monitoring documents; verification checks; analysis of secondary quantitative data, reporting, inputs into case studies.	Planning of activities, conducting remote KIIs, supervising in-country FGDs, IDIs and KIIs, qualitative verification of monitoring documents; verification checks; analysis of secondary qualitative data, reporting, case studies.						
	CAPACITY AND EXPERTISE								
	Experience of developing M&E frameworks.	✓	✓	✓	✓	✓	✓	✓	✓
	Experience of results verification in a low-capacity environment.	✓	✓		✓	✓	✓	✓	✓
	Strong facilitation skills with stakeholders incl. Governments.	✓	✓	✓	✓	✓	✓	✓	✓
	Knowledge/experience in the M&E of national WASH programmes and strategic approach to verifications.	✓	✓				✓	✓	✓
	Case studies in the WASH sector.								
	Coordinating with other development partner programmes.	✓	✓	✓	✓	✓	✓	✓	✓
	Familiarity with FCDO's modalities in Mozambique and more broadly.		✓						

⁶ Narrative and working days of Programme Team Leader are included in Section B3



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Section A4: Mat-
ters not appropri-
ate in any other
appendix, e.g.
Disclosures, Con-
flict of Interest
etc.

N.A.



ITT_6148 - T-WASH II Independent Monitoring Partner (IMP)

SUPPLIER RESPONSE: CLARIFICATIONS

No.	Question	Answer
A1 (b) Approach and methods:	Would be good to get clarity if all the in-country activities will be conducted by the sub-contractor (The Khana Group) and what presence C4ED will have in Mozambique? From the response it looks like C4ED develop tools and then provide Q&A function (all remote) - will they have senior staff in country to conduct high level engagement with FCDO and key programme stakeholders?	TKG staff will indeed conduct a major share of field activities, with the National WASH Expert and the two Field Coordinators having a permanent in-country presence. While C4ED will take responsibility for tools development and remote quality assurance, we also plan to have frequent C4ED in-country presence planned through multiple visits for the verification exercises (providing training for local monitors and conducting high-level KIIs) and the case studies (fully implementing the qualitative data collection). The exact amount and duration of visits are subject to discussion during the inception phase. We would like to emphasize that we consider it paramount that the Programme Team Leader regularly be present in Mozambique to assure frequent exchange with local FCDO officials and other stakeholders. This engagement shall also be complemented with the key function of the National WASH Expert. Please refer to the table "Work Plan" below for more details on the planned in-country visits of C4ED personnel.
A2 CVs:	If all in-country activity is to be conducted by The Khana Group, it would be useful to know who their lead-personnel are. Or at the very least, has C4ED made an assessment of TKG's capacity, both in terms of technical M&E capability but also their safeguarding controls (especially given they will be engaging with a range of demographic groups). Could we please be provided with a table which clearly lists the key personnel and their key functions/roles under this contract? Including expected days in country?	The lead personnel of TKG in-country staff will be the National WASH Expert due to seniority and expertise. He will be responsible for being the key window person to C4ED staff in two manners. First, for sectoral advice and WASH-specific input required for the case study development. Second, to engage under the guidance of the Programme Team Leader with local GoM partners, FCDO officials and other stakeholders. Please refer to the table "Key Functions and In-Country Presence" below for more details regarding key roles to be present in-country during project duration as well as planned number of visits. In terms of safeguarding controls, C4ED has a Health and Safety Policy in place which assures compliance with relevant safeguarding measures and guidelines when interacting with a range of local demographic groups. Further, C4ED assures through our long-standing, trusted partnership that TKG has similar standard operating procedures or policies in use which can be made available for your perusal if needed. TKG is contractually obliged to follow C4ED safeguarding policies and standard operating procedures. TKG field staff will also be trained by C4ED in ethical conduct and data protection during data collection and transmission. As C4ED will apply for ethical clearance, an independent Institutional Review Board will further certify that appropriate safeguarding protocols and procedures are in place to safeguard the welfare and rights of participants.
A3 Capacity and Expertise:	Between the Team Leader, Thematic Leads and Researchers, only 1 person has "moderate" Portuguese. Noted that	Regarding the language skills we are confident with the Programme Team Leader's "moderate" Portuguese skills, as her vocal presence will be accompanied by the National WASH Expert when engaging with local stakeholders in Portuguese. In a similar way, C4ED qualitative researchers will be accompanied by interpreters when



	<p>the Programme Manager is fluent in Portuguese, but they are only working 50 days on the programme.</p> <ul style="list-style-type: none"> - Neither of the Qualitative research leads (Ms Rivi�re and Ms Kern) have experience in "M&E of national WASH programmes and strategic approach to verifications". - How will C4ED manage to overcome this critical gap and ensure that the qualitative aspects of the project do not suffer? 	<p>conducting in-country data collection. As for written documents such as reports, the C4ED Programme Manager will be highly involved in the development, revision, translation and proof-reading of relevant documents.</p> <p>Having worked in different monitoring capacities for various International NGOs, Ms. Kern has over six years of monitoring and strategic verification experience of both governmental and non-governmental partner programmes (such as programmes implemented by the Palestinian Ministry of Education and the Kurdish-Iraqi Ministry of Health). Projects she monitored included Cash for Work activities to rehabilitate water supply infrastructure and distribution of hygiene kits (Iraq) and awareness raising activities to promote proper hygiene and sanitation practices (Palestine Iraq Egypt), among others. In addition, Ms. Kern has five years of experience conducting and coordinating qualitative and mixed-method case studies, among others:</p> <ul style="list-style-type: none"> • Kern, J., Pasha, A. (2023) Formative Evaluation Of End Child Marriage (ECM) Flagship Result, Ethiopia: UNICEF; https://www.unicef.org/ethiopia/reports/evaluation-end-child-marriage-ecm-flagship. The mainly qualitative evaluation shares lessons learned and recommendations on how various UNICEF departments and governmental Ministries (including WASH and Education) can collaborate more effectively to end child marriage. • Evaluation of the Boosting Green Employment and Enterprise Opportunities in Ghana (GrEEEn) project. This (currently unpublished) mixed- method study includes the evaluation of a Cash for Work component which aims to rehabilitate communal water supply and drainage infrastructure in rural areas of Ghana. • Karbala, G., Kern, J. (2022) COVID-19 and Women’s Labour Force Participation: A Look into Women’s Labour Force Participation Through the Lens of the Pandemic. Deutsche Gesellschaft f�r Internationale Zusammenarbeit (GIZ) GmbH and UN Women; https://www.giz.de/de/downloads/giz-2023-study-on-covid-19-impact-on-women-economic-participation.pdf. The mixed-method case study delves into issues of gender equality, equity and inclusion and provides recommendations to governmental and other stakeholders on how female labour force participation in Jordan can be increased. • Baghel, R., Kampta, F, Kern, J. (2022) Evaluation Of Awareness Raising Campaigns for (Potential) Migrants, Dutch Ministry of Foreign Affairs; https://www.government.nl/binaries/government/documenten/reports/2023/01/19/evaluation-of-awareness-raising-campaigns-for-potential-migrants/Evaluation_of_Migration_Awareness_Campaigns.pdf; This qualitative evaluation provides a comparative analysis of four case studies that assess migration awareness campaigns in different countries.
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		<p>Mr. Atsiatorme contributed to two reports on process evaluation (i.e. verification exercises) within a WASH component of UNICEF Multi-sectoral integrated programme for improved nutrition in Urban areas.</p> <p>Ms. Rivière contributed to or led several case studies by following a collective case study approach to inform the design of overarching research questions guiding each individual country study and to help identify commonalities as well as cross-cutting issues and patterns across and within the country case studies. Further, she used a case study approach, distinct from the approach above and conducted 13 case studies as part of an evaluation of a fund investment for Finance in Motion. The case studies in this evaluation fulfilled a descriptive and illustrative purpose as they intend to illustrate, explore or explain the findings of the quantitative data collection:</p> <ul style="list-style-type: none"> • Satzinger, F., Rivière, A, Sanz, E. (2021) UNICEF ROSA Multi-country evaluation on UNICEF efforts to improve adolescents' rights in six countries of South Asia. • Rivière, A. (2019) Finance in Motion - Impacting Growth: Studying the Outcomes of the SANAD Fund's Investments. <p>Both Ms. Rivière and Ms. Kern are qualitative research experts and thematic generalists who are used to exploring sector-specific topics for monitoring and evaluation assignments while closely collaborating with respective thematic experts. They will be guided by the National WASH Expert, who will ensure that tools and protocols, reports and recommendations are in line with tried and tested WASH standards and practices.</p>
A3 Capacity and Expertise:	Note that none of the 8 personnel listed under Section A3 have any experience in WASH sector case studies. How will C4ED manage this gap in knowledge and expertise?	Please also see the response above. C4ED is specialised in impact evaluations of programmes financed and implemented by international development partners. We consider that impact evaluation reports represent case studies. Our proposed experts have experience in both impact evaluation reports and in case studies per se, and thus we consider that our team is methodologically prepared to undertake the preparation of case studies under thematic guidance / contribution of the Programme Team Leader and the involved National WASH Expert. Several C4ED staff also have some experience in the WASH sector.
Financial Cost Proforma	Tab 2.3 Line 14 on the – This member of staff has been recorded as Regional and charged as an International Expert rate, which does not correlate with the GEMFA rate card (as there is no drop-down for Regional) Please if you can provide clarification on this cost.	We choose "Regional" from the drop-down menu in the Cost Template as this C4ED employee (Dennis Oundo) is located in our Uganda office. Hence, this seems to be a misinterpretation of the term from our side. Please consider cell B15 to be "International" to be in line with the GEMFA rates. Thanks.

*The timelines for the case studies are tentative and can be adjusted during the inception phase.

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Key Functions and In-Country Presence

Role	Name	Key Function(s)	Planned days in country	Planned visits**
		<ul style="list-style-type: none"> - Lead Coordinator and Communicator - Key window person to FCDO SRO, T-WASH II Fund Manager, CBA and GoM Institutions and other stakeholders - C4ED's main representative at Steering Committee Meeting 	25 (50% of total WD)	4 Apr 2024, Nov 2024, May 2025, Nov 2025
T		<ul style="list-style-type: none"> - Key window persons to TKG staff, primarily National WASH Expert during verification exercise - Main responsibilities to design and conduct WASH case studies with sectoral advice from National WASH Expert 	20 (25% of total WD)	3 Sep 2024, Mar 2025, Sep 2025
		<ul style="list-style-type: none"> - In-country verification visits are led by TKG staff, but will be accompanied by Thematic Team Leads - Training of in-country staff and researchers - Responsibility in report development and dissemination 	20 (25% of total WD)	3 Sep 2024, Mar 2025, Sep 2025
		<ul style="list-style-type: none"> - Programme support in terms of data quality assurance, coding and analysis - Remote quantitative and qualitative spot-check verification of monitoring documents 		
		<ul style="list-style-type: none"> - conducting remote KIIs with programme staff for the verification exercises and annual progress assessments and for conducting in-country FGDs, IDIs and KIIs for the supplementary case studies 		
		<ul style="list-style-type: none"> - Support in programme coordination and logistics - Contribution to report development, documentation and translation 		
		<ul style="list-style-type: none"> - Responsibility to oversee, lead and communicate local field activities towards C4ED Thematic Lead(s) - Contribution to local stakeholder engagement such as local WASH institutions and GoM partners - Key contribution in contextual and sectoral advice for case study development 	permanent in-country	
		<ul style="list-style-type: none"> - Coordination and supervision of field activities, e.g. - Qual. and quant. data collection - Synchronizing data 	permanent in-country	
		<ul style="list-style-type: none"> - Feeding data collection tools - Reporting to C4ED Research Managers through National WASH Expert 	permanent in-country	

** The number of visits can be adjusted based on ad-hoc demand