

**TERMS OF REFERENCE (Institutional contract)**  
**Innovation Experiment – Real time feedback loop to prompt refugees’ hand-washing behaviours in Mahama Refugee Camp**  
**Rwanda**

<b>Position Title:</b>	Real time Monitoring Specialist
<b>Level:</b>	N.A.
<b>Location:</b>	Kigali
<b>Duration:</b>	6 weeks (Oct -Nov, 2017)
<b>Start Date:</b>	Oct 23, 2017
<b>Reporting to:</b>	Yumi Matsuda, Chief, PME
<b>Budget PBA No:</b>	Japan Fund

**1. Background**

On 31 March 2015, Rwanda began to experience a sudden mass influx of refugees from Burundi, fleeing election-related violence. As a result of the Government’s open border policies, people fleeing Burundi have been given prima facie refugee status. As of 31st October 2016, over 81,834 Burundian refugees are in Rwanda, in addition to about 75,000 Congolese refugees. Four reception/transit facilities were set up with emergency protection and assistance services to receive refugees. As the influx intensified, the Government designated land for a new refugee camp, Mahama—the country’s sixth, located in the Eastern Province. The site can host up to 60,000 refugees, currently it is the biggest refugee camp hosting over 51,437 Burundian refugees, of which children are 47 per cent.

The Rwandan Ministry of Disaster Management and Refugee Affairs and UNHCR are the overall coordinators with UNICEF as the Co-Coordinator for the inter-agency response in WASH, Child Protection, Education, Early Childhood Development, Health (with WHO and UNFPA), and Nutrition (with WFP) in refugee camps.

As of 31 October 2016, UNICEF had received US\$1.709 million for the Burundian refugee crisis (carry forward from 2015 US\$ 762,432). In 2016, UNICEF focused on improving the essential basic services. Water provision was to cover 51,000 people and exceeded the minimum standards of 20 litres/person/day. Construction of the permanent water treatment plant for Mahama camp is almost complete.

**2. Justification**

New technology and software developed over the past few years have significantly facilitated new approaches towards M&E. Growing capacity to collect and analyse the data related to human behaviours has prompted efforts to harness the data to track behaviours in real time and plan interventions more quickly than previously possible. In the past, at the onset of a full

scale disaster or outbreak of a disease, a rapid situation analysis had to be conducted first, but it was often too late for an effective response. As a result, real time monitoring (RTM) has emerged as a solution to the limitations of the conventional role of situation monitoring.

During the past intervention period, UNICEF has procured a significant number of handwashing facilities in Mahama camp. Hand washing is known as one of the best prevention measures against infectious diseases such as cholera. Although the on-going supply end-user monitoring will essentially look at the refugees' usage of those hand washing facilities, an attempt will need be made to explore how best to promote hand-washing behaviours especially among refugee children in a camp. Meanwhile, an innovation has been one of the major strategies of the current UNICEF Rwanda country programme.

With this background, a real time feedback loop experiment for promoting refugees' hygiene behavior is proposed to be tested, and results will be documented.

In summary, this innovation experiment tests the following hypothesis:

***“A real time feedback loop for refugees' handwashing will prompt hygiene behaviours.”***

Less than one year left prior to the closure of the current country programme, and new country programme (2018-2023) planning process has been ongoing. The programme planning process sees the humanitarian development nexus as a foundational programming principle. In this relevance, any findings which will be generated through this innovation experiment will feed into the humanitarian development nexus discussion.

### **3. Objectives**

The proposed RTM serves the following objectives;

- To test innovation to promote hand-washing behaviours among refugees, especially children, as a prevention measure of infectious diseases;
- To contribute to the discussion for humanitarian-development nexus and the innovation discussion during the UNICEF New Country Programme planning process.

### **4. Methodological Approach**

To create interactive learning and feedback on handwashing behaviours, a large television screen will be connected to sensors installed at handwashing facilities. At these facilities, data will be collected and transmitted to the screen in real time, allowing refugees and children to monitor their own handwashing behaviours. Each day, the screen will display information on behaviour monitoring, with encouraging and positive messages to reinforce good handwashing behaviour. Messages will be communicated in Kirundi, the local language of Burundian refugees. Example messages could include:

- “80% of people who used the toilet today have washed their hands. Let's make it 100%!”
- “25 people in a row have washed their hands after using the toilet... Will you?”

Data generated from these handwashing sensors will be observed and recorded for two weeks to determine if a real-time feedback loop is successfully prompting positive behaviour change.

Two screens will be installed at two handwashing stations in Mahama Camp. One station will be a control station, equipped with sensors but no screen to display data and messages. The second station will be equipped with sensors and a screen to monitor the effects of the real-time feedback loop. Results will be compared between the control and treatment groups. Upon completion of collection, data will be analysed and translated into reader-friendly graphs. A focus group discussion will then be organised with refugees and children to discuss the results. Results will be documented and shared in the form of an article.

## 5. Major Tasks, Deliverables & Timeframe

Phase	Major Task	Deliverable	Timeframe
Planning meeting with UNHCR and other partners	Development and finalisation of experiment framework and data collection/analysis tools	Inception report	One week
Innovation experiment preparation	Set up facilities for a real time feedback loop	Facilities for a real time feedback loop innovation are set up in handwashing stations	Two weeks
Monitoring of real time feedback loop	Monitor handwashing behaviours and collect/analyse data, organise FGDs for triangulation purpose	Real time feedback loop for handwashing is monitored and the data collected and analysed	Two weeks
Reporting	Draft and finalise the report, Prepare PowerPoint for wider knowledge dissemination, Produce an article to document innovation case	Report drafted and finalised, Presentation to share the findings, an academic article to document and disseminate the innovation case.	One week

## 6. End products:

The final report should include executive summary, findings, conclusions, recommendations and lessons learned (max 30 pages), PowerPoint summary presentation to disseminate the findings among relevant programme managers and partners, and a draft article for potential publication/dissemination.

## 7. Stakeholder Participation

For the exercise to be more impactful wider participation is important. In this regard, it is crucial to involve refugees using existing structures in the camp, including WASH committees and refugee committees. Moreover, UNHCR field teams, including in the areas

of Protection, Field Monitoring, Community Services and Technical staff as well as Partners' staff in the areas of WASH need to be involved.

It is also crucial to have the Government's involvement through MIDIMAR for variety of reasons, including camp access, dealing with host communities, etc.

Throughout the process, this monitoring exercise will be supervised by the Steering Committee which will consist of UNHCR and UNICEF (PME Chief, ICT Manager, WASH programme officers).

The Steering Committee is accountable for providing technical inputs to the monitoring process and enhancement of the credibility of the findings. More specifically, the committee's responsibility includes;

- reviewing the overall innovation framework including data collection tools;
- reviewing preliminary findings and recommendations; and

establishing a dissemination plan and utilization of findings, or implementation of recommended strategy.

## **8. Qualifications and Requirements**

It is proposed that the 3<sup>rd</sup> party service provider be a consultancy firm.

Expected qualifications are as follows:

- Extensive WASH related engineering, logistics operation and ICT expertise and experience (at least 5 years);
- Knowledge of behaviour sciences related to humanitarian interventions;
- Familiarity with humanitarian intervention policy and supply related issues either as researcher/evaluator or programme manager;
- Excellent writing skills in English. In addition, all the experts must be fluent in French/local language);
- Strong analytical skills.

## **9. Supervision**

The consultancy firm will work under the direct supervision of UNICEF PME Chief with technical support from ICT Manager, WASH officers in close consultation with UNHCR officials.

## **10. Terms and conditions:**

- The assignment will be for 6 weeks starting from October 23, 2017. The final report and findings will be shared and validated by the Steering Committee and other key stakeholders.
- The consultancy firm will be responsible for transport for data collection and official meetings. Other logistical issues will be discussed in more details with the contracted firm.
- The firm shall submit a technical and financial proposal for the work. The firm will be paid two times as follows:

- 30% - Submission of the Inception report;
- 70% - Submission of the final report/findings
- UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs is incomplete, not delivered or for failure to meet deadlines
- All materials developed by the consultant will remain the copyright of UNICEF and UNICEF will be free to adapt and modify them in future.

## 11. Evaluation of the Bids

### Technical evaluation:

Technical criteria	Description of technical sub-criteria	Maximum Points
Overall Response	Completeness of response	5
	Overall concord between RFP requirement and Proposal	15
Maximum points		20
Institution & Key Personnel	Range and depth of experience with similar projects	20
	Size of projects and number of staff per projects	5
	Client references	5
	Key personnel to be assigned (at least 2): <ul style="list-style-type: none"> <li>● Relevant qualifications &amp; experience</li> <li>● Knowledge of English and French/local language</li> </ul>	20
Maximum points		50
Proposed methodology and approach	Proposed methodology for this project	15
	Proposed work plan to accomplish the project	15
Maximum points		30
Total Score for technical proposal		100
Minimum acceptable score for technical proposal		80

Additional note: Weights: Indicate 80% technical vs 20% financial offer. The financial offer should provide a detailed breakdown of the estimated cost.

### Financial Evaluation:

Evaluation Criteria Formula for Financial Proposal

$$\text{Points Obtained} = \frac{20 * \text{price of lowest bidder}}{\text{Price of proposal being considered}}$$

Financial Proposal Format:-

<i>Deliverable</i>	<i>Number of person days</i>	<i>Delivery date</i>	<i>Costs</i>
Inception report			
Interim Report			
Final report including a presentation			
Total			

Applications will be evaluated based on the cumulative weighted average evaluation model: 80 (technical proposal):20 (financial proposal).

## **12.How to apply:**

Qualified institutions are requested to submit a full proposal, consisting of two parts technical and financial to [rwasupply@unicef.org](mailto:rwasupply@unicef.org). Financial proposal should provide a budget and timeline, using the table above.

**THE DEADLINE FOR SUBMISSION IS 23 OCTOBER 2017, 17H00' KIGALI TIME**