

Requesting Organization :	Office for the Coordination of Humanitarian Affairs				
Allocation Type :	Reserve 2017				
Primary Cluster	Sub Cluster	Percentage			
Enabling Programmes		100.00			
		100			
Project Title :	Provision of Call Centre Operator Services inside Somalia on behalf of SHF Somalia				
Allocation Type Category :					
OPS Details					
Project Code :		Fund Project Code :	SOM-17/3485/R/EP/UN/5906		
Cluster :		Project Budget in US\$:	106,004.90		
Planned project duration :	12 months	Priority:			
Planned Start Date :	03/05/2017	Planned End Date :	02/05/2018		
Actual Start Date:	03/05/2017	Actual End Date:	02/05/2018		
Project Summary :	Completion of phone interviews for 100 projects in the final calling campaign of projects funded in 2016				
Direct beneficiaries :					
Men	Women	Boys	Girls	Total	
2,500	2,500	2,500	2,500	10,000	
Other Beneficiaries :					
Beneficiary name	Men	Women	Boys	Girls	Total
Indirect Beneficiaries :					
Catchment Population:					
Link with allocation strategy :					
n/a					
Sub-Grants to Implementing Partners :					
Partner Name		Partner Type		Budget in US\$	
Other funding secured for the same project (to date) :					
Other Funding Source				Other Funding Amount	
Organization focal point :					
Name	Title	Email	Phone		
Matija Kovač	Fund Manager	kovacm@un.org	+254 732391043		
BACKGROUND					
1. Humanitarian context analysis					

The SHF is funding activities in an environment which is often highly volatile and only partially accessible due to security constraints. This has severely affected the ability of the humanitarian community, including SHF, to provide oversight, monitor and verify the delivery of assistance and evaluate the impact of humanitarian action in Somalia. Consequently, ensuring that assistance provided reaches those in greatest need has been particularly challenging in this context.

The SHF Accountability Framework was set up to further improve fund management and increase the accountability towards the affected population, donors and other stakeholders by introducing the risk management approach to the SHF. The Framework builds on the SHF Terms of Reference and the Global SHF Monitoring and Reporting Framework, adopted in March 2012.

2. Needs assessment

In 2012, a Monitoring Working group was tasked to examine the various options for monitoring CHF funded projects and provide recommendations to the advisory board.

One of the recommendations endorsed by the SHF board on Programmatic monitoring is to monitor CHF projects through five monitoring methods applicable to the Somalia context: field visits to accessible areas, 3rd party monitoring in inaccessible areas, remote monitoring (call centre, SMS and aerial photography).

3. Description Of Beneficiaries

The call campaign targets 10,000 beneficiaries across Somalia by way of phone interviews for 100 projects implemented in various clusters.

4. Grant Request Justification

Monitoring is one of the four major components of the Accountability Framework, next to reporting, audit and capacity assessment, which, jointly assure that the prioritisation for oversight and verification of the activities and outputs is based on a systematised risk analysis of partners, locations and activities.

The primary purpose of the monitoring in the SHF is to verify and ensure that the funded projects are implemented as set out in project proposals and, through this, provide the required level of assurance to stakeholders that the Fund is operating effectively and efficiently.

5. Complementarity

LOGICAL FRAMEWORK

Overall project objective

Completion of a total of 10000 successful phone interviews for 100 SHF funded projects

Enabling Programmes							
Cluster objectives		Strategic Response Plan (SRP) objectives			Percentage of activities		
Strengthen coordination to support delivery of humanitarian aid to ensure equal access for women, men, girls and boys.		Somalia HRP 2017			100		
Contribution to Cluster/Sector Objectives : n/a							
Outcome 1							
Completion of phone interviews for 100 projects in the final calling campaign of projects funded in 2016							
Output 1.1							
Description							
Individual (initial and final) project reports for 100 projects							
Assumptions & Risks							
Indicators							
Code	Cluster	Indicator	End cycle beneficiaries				End cycle
			Men	Women	Boys	Girls	Target
Indicator 1.1.1	Enabling Programmes	Number of SHF projects monitored per cycle					100
Means of Verification :							
Activities							
Activity 1.1.1							
Standard Activity : Not Selected							
Undertake a total of 10000 successful calls							
Activity 1.1.2							
Standard Activity : Not Selected							
Produce individual initial and final project reports for 100 projects including two corresponding (initial and final) global reports							
Additional Targets : Completion of phone interviews for 100 projects in the initial and final calling campaign of projects funded in 2016							

M & R**Monitoring & Reporting plan**

The SHF HFU will oversee and monitor on a periodic basis the delivery of the various milestones of this project which will include:
The Call Centre Operator must provide the following:

- Provision of documents depicting concluded telephone interviews for 100 SHF funded projects
- Provision of call centre data, captured directly in a web based platform hosted by the operator containing all data on projects, date and time of call, the interview questionnaires and respondents' replies
- Submission of 100 initial and final reports stating observations and statistics on respondents' replies to questionnaires
- Submission of two global final reports, covering the initial and final call campaign for 100 projects
- Capacity Building for OCHA Somalia staff on analysis of results captured in the web based platform
- Review of project contact lists to check for errors, duplications and other inconsistencies
- Calculation of representative samples from the beneficiary call lists to reflect gender, activity and location dynamics of individual projects and
- Maintenance of a continuous and comparative record for tracking submitted and called numbers as well as remaining limits with respect to the overall target number of calls

The timelines of these activities are described in detail and more expansively in the TOR of this project.

Workplan

Activitydescription	Year	1	2	3	4	5	6	7	8	9	10	11	12
Activity 1.1.1: Undertake a total of 10000 successful calls	2017					X	X	X	X	X	X	X	X
	2018	X	X	X	X								
Activity 1.1.2: Produce individual initial and final project reports for 100 projects including two corresponding (initial and final) global reports	2017												
	2018	X	X	X	X								

OTHER INFO**Accountability to Affected Populations**

In itself the call centre approach to project monitoring serves to ensure accountability to the affected populations by contacting them to find out if they received their entitlements in line with the respective project indicators. In addition the interviews are also designed to gauge the level of satisfaction in the implementation of the project as well as any arising issues with the NGO or its project staff.

Implementation Plan

The exercise is expected to take at least 365 calendar days with the following planned milestones:

- 1 Inception meeting with SHF Secretariat 23-Mar-17
- 2 Capacity building session of the web based platform 30-Mar-17
- 3 Completion of the calling campaign for Batch 1 (25 projects) 19-May-17
- 4 Submission of the individual call centre reports for Batch 1 (25 projects - one per project) 16-Jun-17
- 5 Submission of the global final report for Batch 1 (25 projects) 30-Jun-17
- 6 Completion of the calling campaign for Batch 2 (25 projects) 28-Jul-17
- 7 Submission of the individual call centre reports for Batch 2 (25 projects - one per project) 25-Aug-17
- 8 Submission of the global final report for Batch 2 (25 projects) 06-Oct-17
- 9 Completion of the calling campaign for Batch 3 (25 projects) 20-Oct-17
- 10 Submission of the individual call centre reports for Batch 3 (25 projects - one per project) 03-Nov-17
- 11 Submission of the global final report for Batch 3 (25 projects) 17-Nov-17
- 12 Completion of the calling campaign for Batch 4 (25 projects) 15-Dec-17
- 13 Submission of the individual call centre reports for Batch 4 (25 projects - one per project) 12-Jan-18
- 14 Submission of the global final report for Batch 4 (25 projects) 26-Jan-18
- 15 Submission of the global final report for 100 projects 09-Mar-18
- 16 Presentation & Highlights of Data (Power point) 23-Mar-18

Coordination with other Organizations in project area

Name of the organization	Areas/activities of collaboration and rationale

Environment Marker Of The Project**Gender Marker Of The Project**

4- Not applicable - Only used for very small number of projects, such as "support services"

Justify Chosen Gender Marker Code**Protection Mainstreaming****Country Specific Information**

<u>Safety and Security</u>							
<u>Access</u>							
BUDGET							
Code	Budget Line Description	D / S	Quantity	Unit cost	Duration Recurrence	% charged to CHF	Total Cost
Contractual Services							
4.1	Call center campaign for 100 projects	D	100	990.70	1	100.00	99,070.00
	<i>phone interviews to 100 projects</i>						
	Section Total						99,070.00
SubTotal			100.00				99,070.00
Direct							99,070.00
Support							
PSC Cost							
PSC Cost Percent							7.00
PSC Amount							6,934.90
Total Cost							106,004.90
Project Locations							
Location	Estimated percentage of budget for each location	Estimated number of beneficiaries for each location					Activity Name
		Men	Women	Boys	Girls	Total	
Awdal		2,500	2,500	2,500	2,500	10,000	
Banadir	10						
Bay	10						
Galgaduud	10						
Gedo	10						
Lower Juba	10						
Lower Shabelle	10						
Middle Juba	10						
Mudug	10						
Nugaal	10						
Woqooyi Galbeed	10						
Documents							
Category Name				Document Description			
Budget Documents				Contract 2017-005-OCHA- Souktel - FE - 2017 Somalia Call Centers.pdf			