

TERMS OF REFERENCE FOR SERVICE

I. General information

Assignment name	Outsourced services for Monitoring and Field outreach
Beneficiary	25GEO0C098 – EU4Reconstruction programme
Country	Ukraine
Total estimated input	120 person-days, up to the end of July 2028

II. Context and justification of the need

EU4Reconstruction is a Team Europe Initiative by EU, Denmark, France, Germany and Lithuania designed to support Ukraine's reconstruction effort in line with EU accession requirements.

The Initiative is implemented by GIZ, Expertise France (EF), Danish MFA and CPVA as one joint programme, however the delivery is organised into two complementary workstreams:

- Stream 1 (implemented by GIZ/Expertise France) focuses on strengthening the Ministry for Communities and Territories Development (MCTD), medium-sized municipalities, construction sector reforms, and Media/civil society oversight.
- Stream 2 (implemented by DanishMFA/CPVA) focuses on strengthening the State Agency for Restoration and Infrastructure Development (SARDI) and selected large cities, supporting operational capacity for reconstruction and public investment management.

The programme had a successful launch in autumn 2025 and has entered active implementation phase.

. Under Stream 1, EF has initiated several activities, with operations expected to expand further. This growth creates a need to apply robust monitoring tools. In parallel, as activities intensify, it is essential to explore local needs and opportunities at the regional level, particularly in oblasts where reconstruction demands are most acute.

Given limited staffing and available human resources, EF is looking for outsourcing services for the monitoring and reporting of the activities with frequent field missions as well as the service for the field outreach to ensure proper targeting of activities in priority geographic areas.

III. Objectives and desired results

1) Objectives of the requested service

The objective of the assignment is to put in place evidence based monitoring system via outsourcing the professional services, including systematic field visits and reporting. In addition, the service provider will conduct field outreach and support the establishment of new partnerships in areas prioritized for reconstruction. The service provider is expected to perform the assignment in accordance with internationally recognized ethical standards and best practices for monitoring, evaluation, accountability, and learning (MEAL). This includes strict compliance with confidentiality and data protection requirements, the application of conflict-sensitive and "Do No Harm" approaches, and the conduct of all stakeholder engagement with neutrality, respect, and awareness of the political and security dynamics in Ukraine.

2) Anticipated results

- EU4Reconstruction has a functional monitoring system in place, supported by tools that enable the integration of project results into ongoing operations and planning.
- Field outreach ensures effective targeting of activities in priority geographic areas and facilitates new partnerships aligned with reconstruction needs.

IV. Description of the assignment

1) Planned activities

The service provider is expected to work in two complementary tracks.

Track 1 -Monitoring support

- A. Provide monitoring support to Output 4 of the EU4R programme, ensuring indicator progress is tracked, local partner data is collected and verified and evidence is available for internal and donor reporting.

Output 4 has two indicators:

- OI4.1: Share of participants in public engagement events who are 'confident' or 'very confident' that event results will be considered in decision-making (target: 60%, at least 50% women). Tracked via post-event surveys on the Askallo platform.
- OI4.2: Number of monitoring, oversight and/or reporting tools developed and used by citizens, media, and CSOs (target: 50 tools). Tracked through partner narrative reports and a central registry maintained by the Deputy Team Lead.

Detailed information about the indicators and their definition is outlined in Annex 1 to this Terms of Reference. It will be also subject to review with the contractor at an inception stage.

- B. Liaise actively with the GIZ MEAL team to ensure alignment of monitoring approaches and integration of data into joint reporting tools.
- C. Coordinate closely with the EF MEAL coordinator and respond to EU4R-related MEAL requests and queries.
- D. Support the Grant Officer in integrating downstream partners into the EU4R monitoring system; review and guide grantees in preparing monitoring and reporting frameworks aligned with EU4R requirements.
- E. Conduct routine and ad hoc field visits to project implementation sites to monitor activities and verify implementation quality, collect, validate, and process quantitative and qualitative data using approved tools and methodologies; ensure timely entry, cleaning, and quality assurance of data in the project's monitoring information system; document observations, lessons learned, risks, challenges, and good practices; verify supporting evidence where applicable; provide timely debriefings, analytical reports, and actionable recommendations to programme management to support adaptive management, accountability, and evidence-based decision-making (both English and Ukrainian, in written and/or oral formats).

Track 2 - Field outreach

- A. A. Conduct outreach in targeted regions to identify local/regional civic actors, CSOs, journalists, and community groups willing to engage in reconstruction oversight activities.
- B. Identify practical approaches and potential cases for bridging authorities and communities in the reconstruction process.
- C. Reach out to organizations and activists not yet connected to EU-supported activities.
- D. Initiate contacts, assess capacities and cooperation potential, and arrange exploratory meetings with programme management.
- E. Provide timely briefings notes to the EU4R team on stakeholder dynamics, risks and opportunities to support adaptive management, accountability, and evidence-based decision-making (both English and Ukrainian, in written and/or oral formats).

2) Anticipated deliverables

The following are expected to be developed and delivered by the service provider:

For track 1:

Timeline	Services	Payment condition	Expected level of effort
November 2026	- Askallo survey questionnaire. - Downstream partner integrated monitoring tool. - Monthly indicator progress notes. - Quarterly consolidated monitoring report.	Askallo questionnaire drafted, tested, approved by the Programme Management and applied for data collection. Submission of quarterly monitoring report of up to 10 pages and completed monitoring sheets containing accurate, complete, and validated data, together with supporting evidence where applicable, reviewed and approved by the Programme Management	30 person-days
May 2027	- Downstream partner integrated monitoring tool. - Monthly indicator progress notes. - Quarterly consolidated monitoring report.	Submission of quarterly monitoring reports of up to 10 pages and completed monitoring sheets containing accurate, complete, and validated data, together with supporting evidence where applicable, reviewed and approved by the programme management.	15 person-days
November 2027	- Review of the downstream partner integrated monitoring tool. - Monthly indicator progress notes. - Quarterly consolidated monitoring report.	Submission of quarterly monitoring reports of up to 10 pages and completed monitoring sheets containing accurate, complete, and validated data, together with supporting evidence where applicable, reviewed and approved by the programme management.	15 person-days
June 2028	- Monthly indicator progress notes. - Quarterly consolidated monitoring report. - Final report with aggregated monitoring data.	Final monitoring report of up to 15 pages providing all validated data, analysis, key findings, and supporting information required for the preparation of the project's final donor report, including recommendations for future programming and potential follow-up interventions	20 person-days

For track 2:

Timeline	Services	Payment condition	Expected level of effort
November 2026	- Mapping of the CSOs in focus geographic area. - Outreach plan with scheduled visits. - Reporting on bi-annual basis.	- CSO mapping produced as a report and submitted along with the outreach plan. - Drafting ToR for local CSOs umbrella organization - Bi-annual reports.	20 person-days
November 2027	- Info session moderation for selected CSOs in	- Draft ToR prepared. - Info session(s) held. - Bi-annual reports up to 10 pages.	20 person-days

	selected 10 municipalities. - Reporting on bi-annual basis.	- Final monitoring report up to 10 pages, providing all validated data, analysis, key findings, and supporting information required for the preparation of the project's final donor report, including recommendations for future programming and potential follow-up interventions	
--	--	---	--

V. Place, duration and terms of performance

Locations will be defined as per the project activities and partner locations. Geographic focus of the EU4Reconstruction programme remains the 10 frontline regions, (but not limited to) as well as organizations based in Kyiv. Most of the locations will be in frontline oblasts (but not in the vicinity of less than 30 km from the frontline).

Timeline for the activities starts as per the signature of the contract, up until the end of July 2028.

Service provider will be responsible for all the transportation and accommodation arrangements related to the field trips (unless accompanying EF planned meetings/events with the EF staff presence). The travel costs will be reimbursed as per the submitted documents and as per the EF rules that will be an integral part of the contract.

VI. Required expertise and profile

The external MEAL service provider shall meet the following minimum requirements:

- **Demonstrated Expertise:** The service provider shall have a minimum of three (3) years of proven professional experience in Monitoring, Evaluation, Accountability and Learning (MEAL), including the design and implementation of monitoring systems, data collection, data analysis, reporting, and quality assurance for donor-funded projects
- **Relevant Portfolio:** The service provider shall submit a portfolio of relevant assignments completed within the last three (3) years, demonstrating experience in delivering MEAL services comparable in scope and complexity to those required under this agreement. Experience working in conflict-affected or fragile contexts, particularly in Ukraine.
- **Qualified Personnel:** The service provider shall propose a team of at least two (2) qualified MEAL experts and submit their CVs. The proposed experts shall collectively demonstrate expertise in:
 - monitoring and field data collection;
 - quantitative and qualitative data analysis;
 - preparation of monitoring reports and donor reporting inputs;
 - quality assurance of monitoring data;
 - demonstrated understanding of data protection, research ethics, and "Do No Harm" principles when conducting monitoring activities;
 - facilitation of debriefings and presentation of findings
- **Legal Registration:** The service provider shall be legally registered and operational in Ukraine and authorized to provide the requested services; should have the capacity to deploy qualified experts for field monitoring throughout Ukraine.
- **Language Skills:** The proposed experts shall have professional working proficiency in English and Ukrainian, including the ability to prepare high-quality written deliverables and conduct oral briefings in both languages.
- **Relevant Sector Experience (Preferred):** Previous experience providing MEAL services for projects involving media organizations, journalists, civil society organizations, or independent media development programmes will be considered an advantage.

Unless otherwise agreed, all contractual deliverables shall be submitted in English. Selected deliverables, including debriefing notes, monitoring tools, and reports, may also be required in Ukrainian.

Use of AI Tools: Limited use of AI-enabled tools is permitted for administrative support only. No confidential, personal, or other sensitive project data may be uploaded to or processed through AI tools unless expressly authorized by the Contracting Authority and compliant with applicable data protection requirements. All analyses, findings, conclusions, and recommendations shall be human-led, and the service provider shall retain full responsibility for the accuracy, quality, confidentiality, and integrity of all outputs

VII. Practical information

Selection of the bids will be based on the following criteria:

#	Criteria	Point
1	Price.	30
2	Relevant experience - Profile of the company	10
3	Profile of the proposed experts	30
4	Technical proposal.	30

Annex 1

Indicator Definition Sheet. EU4Reconstruction, Output 4		
OUTPUT	Output 4	Citizens, media and CSOs play an enhanced role in infrastructure reconstruction oversight, ensuring greater transparency, accountability, and inclusivity in planning and implementation processes.
INDICATOR	OI4.1	Share of participants in public engagement events for reconstruction planning, design and/or implementation, organised by regional or municipal administrations, that state that they are “confident” or “very confident” that the results of the event will be considered in the regional or municipal decision-making process (among them at least 50% women)
BASELINE VALUE		0 percent (no public engagement event conducted yet)
TARGET VALUE		60% (50% women)
Precise definition(s), information required		Monitoring of this indicator will be carried out through short, standardised post-event surveys administered after every public engagement activity conducted in the lighthouse and other relevant hromadas (including local dialogues, consultations, and public hearings). The survey will assess participant perceptions of the quality and credibility of the engagement process, specifically their confidence that the results of the event will be taken into account by regional or municipal authorities. A unified survey tool will be used across all hromadas and all event types to ensure comparability and consistency. Local community partners responsible for organising the public engagement events will also be responsible for administering the survey on-site or immediately following the event. All responses will be collected via the Askallo platform and automatically compiled into a single consolidated dataset. This centralised dataset will be used to monitor progress across all participating hromadas, assess trends in public confidence, and inform any required adjustments to the engagement methodology. Gender-disaggregated data will allow monitoring of whether at least 50% of those reporting “confident” or “very confident” are women.
Frequency/ timing of data collection:		Every 6 to 12 months, depending on the number of conducted public participation events within period
Lead unit:		Expertise France
Other supporting units		In close cooperation with the Stream 1 GIZ MEAL team.
External support required?		N/A

Data collection process	
Sources/Method of data collection	Quantitative on-line post-activity survey

Process step and responsible unit	Design of the standardised survey tool Responsible: Deputy Team Lead with contribution from Civil Society and Media Experts • Finalises the unified questionnaire for all lighthouse and other relevant hromadas and event types. • Ensures alignment with project indicators and gender-disaggregated reporting requirements. Configuration of the survey in Askallo Responsible: Deputy Team Lead / EF MEAL colleague / Temporary MEAL expert • Uploads the survey template to Askallo. • Sets up data fields, mandatory questions, and export formats. Orientation for local partners Responsible: Deputy Team Lead / EF MEAL colleague / Temporary MEAL expert • Provides short instructions to local partners on administering the survey. • Shares the Askallo event-specific links or QR codes. Survey administration during/after each public engagement event Responsible: Local community partners • Ensure all participants receive the survey link/QR code. • Provide assistance for participants with limited digital access. • Confirm that survey completion takes place immediately after the event. Upload and verification of survey completion rates Responsible: Local community partners • Monitor response rates per event. • Notify the Deputy Team Lead if completion rates fall below the agreed threshold. Centralised data extraction from Askallo Responsible: Deputy Team Lead • Downloads consolidated datasets across hromadas. Compilation of monthly indicator progress Responsible: Deputy Team Lead / Temporary MEAL expert • Calculates the share of respondents indicating “confident” or “very confident.” • Prepares gender-disaggregated analysis. • Identifies trends or hromadas requiring additional support. Internal reporting Responsible: Deputy Team Lead / Temporary MEAL expert
--	---

	• Consolidates progress summaries
Validity/ data limitations	The indicator relies on self-reported perceptions collected through short post-event surveys, which may be influenced by participants' expectations, personal experiences, or the immediate atmosphere of the event. Because surveys are administered directly after the engagement activity, responses capture perceptions in the moment and may not reflect longer-term changes in confidence or actual decision-making outcomes. The sample is limited to event participants and therefore does not represent the broader community. Additionally, variations in how local partners encourage participants to complete the survey may affect response rates across hromadas. These limitations will be mitigated through a standardised survey tool, consistent administration procedures and instructions.
Partner involvement	Local community partners are responsible for administering the standardised survey at each public engagement event and ensuring timely, accurate submission of data through the Askallo platform.

OUTPUT	Output 4	Citizens, media and CSOs play an enhanced role in infrastructure reconstruction oversight, ensuring greater transparency, accountability, and inclusivity in planning and implementation processes.
INDICATOR	OI4.2	No. of monitoring, oversight and/or reporting tools developed and used by citizens, media and CSOs
BASELINE VALUE		0 monitoring, oversight and/or reporting tools (no activities conducted yet)
TARGET VALUE		50 monitoring, oversight and/or reporting tools
Precise definition(s), information required		This indicator measures the number of monitoring, oversight and/or reporting tools that are developed and actively used by citizens, media, and civil society organisations to oversee reconstruction processes. Tools may include digital dashboards, data visualisations, reporting templates, checklists, community monitoring forms, media reporting formats, investigative methodologies, as well as public or citizen participation methodologies and approaches that structure how communities engage in oversight (e.g., community scorecards, public audit models, participatory monitoring frameworks, structured dialogue methodologies). A tool is counted when it meets following criteria: 1. Developed: produced or adapted by project partners or sub-grantees with support from the programme; 2. Used: applied at least once by citizens, media, or CSOs for monitoring, oversight, reporting, or structured participation in reconstruction oversight. Only tools developed under the project's activities (capacity-building, grants, technical support, facilitation, etc.) are included in the count. The indicator captures the number of tools, not the number of users or frequency of use. To report against this indicator, the following information must be provided by implementing partners and sub-grantees: • Description of the tool (type, purpose, format, and – if applicable – the participation methodology applied). • Intended user group (citizens, media outlets, CSOs). • Confirmation of use (evidence the tool was applied at least once – e.g., monitoring output, community feedback summary, published media material, dataset, or documentation of a participatory process). • Date of development and first use. • Link or attachment, where relevant (digital file, methodology document, monitoring form, media output). All partners will submit this information through their regular narrative reports to the project lead. Only tools meeting the definition above will be counted.
		Every 6 to 12 months

Frequency/ timing of data collection:	
Lead unit:	Expertise France
Other supporting units	N/A
External support required?	N/A

Data collection process	
Sources/Method of data collection	Data for this indicator will be collected through regular narrative and technical reports submitted by project partners and sub-grantees who develop and apply monitoring, oversight, reporting, or citizen participation tools. Each partner will document the tools they have created or adapted, provide evidence of their use, and report this information using a standardised reporting template provided by the project lead. The Deputy Team Lead will compile and verify the submitted information, ensuring that each reported tool meets the indicator definition (i.e., developed under the project and used at least once by citizens, media, or CSOs). Where needed, partners may be asked to provide clarifying details or supplementary evidence (e.g., a link to a dashboard, copy of a monitoring form, output of a participatory process, or media product). The primary data source will therefore be: • Partner and sub-grantee reports, including annexes and evidence files; • Internal project monitoring registry, maintained by the Deputy Team Lead (or assigned temporary MEAL expert). No direct data collection from citizens or external stakeholders is required for this indicator.
Process step and responsible unit	Define standard reporting template for tools Responsible: Deputy Team Lead • Develops a unified template for documenting newly created or adapted tools. • Shares guidance on what qualifies as a “tool” under the indicator definition. Orientation for partners and sub-grantees Responsible: Deputy Team Lead • Provides short instructions on how to describe, categorise, and evidence the tools. • Clarifies the requirement to report both <i>development</i> and <i>use</i>. Review and validation of submitted tools Responsible: Deputy Team Lead

	- Reviews all submissions to ensure tools meet the indicator definition. - Requests clarifications or additional evidence where necessary. Entry into central monitoring registry Responsible: Deputy Team Lead - Records all validated tools in the centralised indicator tracking system. - Ensures no duplication and that each tool is counted only once. Regular aggregation and progress updates Responsible: Deputy Team Lead - Aggregates the number of validated tools quarterly. - Reports progress toward the target of 50 tools.
Validity/ data limitations	The indicator relies on self-reported information from project partners and sub-grantees, which may introduce variation in how tools are described, categorised, or evidenced. As the indicator measures tools “developed and used,” differences in interpretation of what constitutes a distinct tool may affect consistency across partners. The quality and depth of documentation may also vary, influencing the ease of verification. Since usage is confirmed through partner-provided evidence rather than independent validation, data accuracy depends on partners’ reporting discipline and their ability to capture proof of first use. To mitigate these limitations, a standardised reporting template and clear eligibility criteria will be applied, and the Deputy Team Lead will review all submissions for completeness, consistency, and compliance with the definition.
Partner involvement	N/A