

# **MUNICIPAL SERVICES IMPROVEMENT PROJECT (MSIP)**

## **Terms of Reference**

**for**

## **Consultancy Services for the Provision of Monitoring and Evaluation**

### **Activities (ILBANK-C4/RB)**

#### **1. BACKGROUND**

ILBANK has received financing from the World Bank toward the cost of the “Municipal Services Improvement Project in Turkey (MSIP)” which has been jointly financed through an IBRD loan to ILBANK, guaranteed by the Republic of Turkey, and a grant from the European Commission Development Fund (ECDF)'s Facility for Refugees in Turkey (FRIT), and intends to apply part of the proceeds for consulting services to support various aspects of project implementation.

The objective of the Project is to contribute to the improvement of the living conditions of host communities and Syrians under Temporary Protection (SuTPs) in five (5) selected provinces; Adana, Osmaniye, Kahramanmaraş, Konya and Kayseri in dealing with the increased pressure on defined municipal services, in particular water supply, sanitation and solid waste management, in a sustainable and equitable manner. The exact list of these sub-projects is included below (Appendix 1).

The specific objectives are as follows:

- (i) Provide access for host communities and Syrians under Temporary Protection to safely managed drinking water, wastewater and solid waste management services.
- (ii) Participate in the protection of the region’s environment and, in particular, of its resources in fresh water, under stress due to climate change.
- (iii) Support the municipalities and water & sanitation administrations (SKIs) in achieving operational and financial sustainability in water, sanitation and solid waste management services.
- (iv) Contribute to the mitigation of greenhouse gas emissions through an improved management of municipal solid waste and wastewater.

The WB Project would be implemented through two components:

- 1) Environmental infrastructure investment (Component 1) including; water, sanitation and solid waste management, comprising fourteen (17) projects located in five (5) provinces stated previously.
- 2) Technical Assistance for Project Management and Supervision, Capacity Building, Communication and Citizen Engagement (Component 2), the finance of goods and consultancy services for project management, consultancy services for design review and supervision of environmental infrastructure, and institutional capacity building activities targeting the participating municipalities

and metropolitan municipality water and wastewater administrations called "SKIs", and to support ILBANK in sub project management of the Project. This component will also consist of related communication and visibility actions.

The provision of consulting services for project management includes monitoring and evaluation (M&E) related activities such data collection and preparation of reports in support of the related results framework under the Facility for Refugees in Turkey.

As per the agreements with the WB and EU, ILBANK is responsible for conducting Monitoring and Evaluation (M&E) of the projects and reporting to the WB. The ILBANK Project Management Unit (PMU) is responsible for the M&E activities of the Project at central level, and coordinates all M&E activities with the PIUs at the municipal level, to monitor implementation progress and performance towards achievement of project objectives and results. M&E activities will be reviewed by the World Bank (WB) and EU as part of project implementation missions to be carried out at least twice a year.

SUMAF is a Technical Assistance Project to Support the Monitoring of Actions Financed under the Facility for Refugees in Turkey (FRIT) and was involved in the MSIP and MSP monitoring system process in ILBANK in the previous phase together with the World Bank. This situation is ongoing in the same way with a new Technical Assistance Project called SUMAR<sup>1</sup>.

The M&E reports approved by ILBANK will be reported to the World Bank and SUMAR as required.

Through the allocated grant, ILBANK will receive consultancy services under this ToR for the development and implementation of M&E services and reporting.

The consultancy service to be provided under the project is to ensure the establishment and effective operation of a long-term M&E system for ILBANK's IBRD-financed activities.

## **1. OBJECTIVES**

The main objective of the M&E consultancy services is to support implementation of ILBANK's M&E responsibilities in line with requirements of relevant legal agreements with the IBRD and EU.

## **2. SCOPE OF THE SERVICES**

The M&E Consultancy company (the Consultant) will be responsible in conducting monitoring and evaluation services for the "Municipal Services Improvement Project in Türkiye-MSIP

Particularly, the M&E consultant will:

- establishment and maintenance a comprehensive M&E System for the MSIP Project
- monitoring the performance and/or results indicators of the projects and prepare the relevant sections of the Progress Reports to be submitted to the World Bank by ILBANK.

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<sup>1</sup> Within the reference of the Project IPA/2024/461-73 'Technical Assistance to Monitor the Performance of EU Support to Refugees in Turkey' (SUMAR)  
Contracting Authority: Delegation of the European Union  
Contract Start: 02.01.2025

- development of a M&E Implementation Plan for the Project by ensuring the compliance with EU standards.
- actively day to day management of the Project's M&E and reporting
- revise/update, if necessary, and manage the existing M&E System to ensure delivery of the M&E responsibilities
- manage and coordinate data collection and reporting (ensuring timely and quality submission of reports, highlighting progress, documenting impact, identifying gaps and recommending corrective measures)
- develop/update reliable, precise, and effective M&E tools to be used by municipalities/SKIs to monitor and/or evaluate sub-projects at final user level, and recommend improvements (as appropriate) to the M&E system
- develop/update SMART indicators (*if required*) supported by clear and concise indicator guidelines, which define the data sources, data collection methods, frequency and target stakeholders, updated baseline and target values
- preparations for the participation to meetings with donor (e.g. Steering Committee meetings, follow-up meetings, etc.) and provide with M&E related inputs; active participation to monitoring meetings and monitoring missions by the donor and in the scope of SUMAR Project,
- deliver practical orientation and training sessions to ILBANK PMU and PIU's on M&E system in order to ensure effective system implementation
- support the PMU in the preparation/revision (depending on the case) of Project Documents (M&E related sections)
- processing and organizing project information to generate specific report templates relevant to M&E

The Consultant will be in close cooperation with ILBANK PMU team in terms of exchanging the results of the Project and ensuring smooth partnership relations. As the focal point for Project's M&E implementation, the Consultant will work in close cooperation with relevant reporting staff for both Ankara and field locations.

The Consultant will be expected to carry out and deliver on the following tasks in three stages, as stage 1: inception (3 months), stage 2: implementation (13 months) and stage 3: closing (1 month).

### **INCEPTION STAGE (3 months)**

- a. Needs Analyse; In the inception phase, a needs analysis will be conducted for ILBANK PMUs and PIUs. The current situation (including the documents previously developed) will be shared in that stage.
- b. Site visits; In this stage one site visit (at least 10 days in total to 5 cities) will be organised. In the Implementation section, 4 site visits (5 cities, 10 days each) will be organised. These visits may increase upon Ilbank's request or in cases of necessity.
- c. Design and prepare the MSIP related M&E System will include the following main components;
  - i. Results Monitoring Framework
  - ii. Indicator meta-data (definitions etc.)
  - iii. Data-Collection tools

- iv. Data analysis and data management (e.g. databases)
  - v. Reporting (internal and external)
  - vi. Roles and responsibilities in implementing the M&E system
  - vii. Estimate resource requirements
- d. Conduct periodic performance reviews of the designed M&E system during the implementation. Details of the review is to be finalized during the inception phase.
  - e. Develop templates for monthly progress reporting to ILBANK PMU
  - f. Prepare training need analysis of the ILBANK PMU and PIU' staffs at target municipalities and submit a training programme
  - g. Prepare an Inception Report including project implementation plan.
  - h. Support the use of the M&E IT tool that will be prepared by ILBANK

### **IMPLEMENTATION STAGE (13 months)**

- a. Implementation of the existing routine data management and collection activities such as, data entry, data visualization, analysis and management processes (including the checking of the quality of the data provided).
- b. Conduct of six-monthly / annual project performance reviews involving the relevant stakeholders (ILBANK PMU; municipal entity PIUs; EUD; WB) and prepare a brief report summarizing the event's results (including any lessons learned).
- c. Conduct training sessions and lesson learned activities planned during inception stages according to the needs of ILBANK PMU and PUB's staff and prepare training materials. As an indicator, it is envisaged that a total of 12 trainings will be provided, 6 trainings for PIU employees and 6 trainings for Ilbank PMU employees. Assuming that each training will be 2 days, the total number of training days will be 24. It can be assumed that half of these trainings will be online. All these figures and methodology will be finalized during the inception phase as a result of the needs analysis.
- d. Prepare of M&E sections of ILBANK Project Progress reports and present at Project Progress Meetings
- e. Conduct and analyze surveys using scientific research techniques to provide data to the M&E system in addition to routine data reporting processes. The survey will be conducted twice a year for a total of 5 provinces. The minimum number of participants should be 100 for each province. The number of participants and the methodology of the survey can be updated during the implementation phase.
- f. Support municipalities in terms of increasing the quality of data collection and sharing with ILBANK via using scientific research techniques. This support could be in the form of developing new actions for data collection templates, techniques, approaches etc that are suitable with ILBANK M&E system.
- g. Monitor implementation progress according to the Project Implementation Plan, report and advise on issues, risks or bottlenecks in data collection, impact assessment, results, etc. Prepare monthly reports on risks, issues and possible solutions.
- h. Ensure that the files, documents and data related to M&E are recorded and organized rigorously.
- i. Perform the works requested by ILBANK within this scope considering the resource availability within the existing contract. Consultant will pay utmost flexibility and availability when it comes to additional/unforeseen requirements of ILBANK or related DFIs that may arise during the implementation.

### **STAGE 3: CLOSING (1 MONTH)**

- a. Develop and document lessons learned and sustainability measures for the M&E activities of the PMU and PIU.
- b. Develop and submit a “completion and evaluation report”, including an “exit strategy” approach including legacy measures for future capacity building activities and requirements for ILBANK PMU.
- c. Following the contract completion, Consultant will be accessible for additional revision requests that may arise regarding the scope delivered.

### **3. REPORTING REQUIREMENTS AND TIME SCHEDULE FOR DELIVERABLES**

The Consultant shall prepare and update all progress, completion and evaluation reports on meeting the project indicators and the evaluation of the data to be submitted to ILBANK.

The reports prepared by the Consultant Company will be submitted to ILBANK PMU. In addition, the Consultant will provide short monthly implementation reports to ILBANK summarizing the progress made in implementing its ToR, including challenges encountered and recommended action by ILBANK to support the successful completion of the work.

The following is the indicative list of reports to be prepared by the M&E consultant under this assignment. All M&E Reports will be delivered in English.

A draft copy of all outputs shall firstly be submitted to the ILBANK PMU for review purposes following which the Consultant shall be required to prepare the final copy, incorporating any amendments arising from such review.

ILBANK will ensure to review submitted reports within 4 weeks (20 working days) and will provide the Consultant with comments and suggestions, if necessary. The WB review after ILBANK has reviewed the outputs from the Consultant and any comments/revisions are integrated. Upon a revision request, the Consultant shall submit the final versions of documents as indicated in the above table after making the necessary changes accordingly. The review process will continue until approval by ILBANK is received. Thus, the Consultant should be aware that these tasks might include a few rounds of the review process without any additional cost to the Client.

**Table-1. Reporting Requirement for Services**

No		Report	Due date
1		Inception Report including Project Implementation Plan	Within two (3) months following the effective date of the contract
2		Monthly implementation reports of the Consultant	Within 1 week after the end of the month
3		Quarterly M&E Reports to ILBANK	1 months after each quarter
4		Bi-Annual M&E Reports to ILBANK PMU	1 months after the end of each half- year
5	5.1	Prepare of M&E sections of Quarterly Project Progress reports	1 months after each quarter
	5.2	Training materials and training evaluation reports	1 month after PIU trainings provided for updated Indicators meta-data and M&E guidelines.
	5.3	Steering Committee , Donor Meeting Minutes	Within 1 week after each meeting
	5.4	Monitoring missions and field visits reports	Within 1 week after the event
6		Annual M&E Reports to ILBANK PMU	1 months after the end of each calendar year

No	Report	Due date
7	Completion and evaluation report	Within month 16

**Table-2. Implementation Schedule**

	Year	2025					2026											
		8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
	Implementation Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
ILBANK-C4-RB	Consultancy Services for the Provision of Monitoring and Evaluation Activities / Implementation																	
	Commencement of Services																	
	Inception Report				IR													
	Monthly Reports				MR1	MR2		MR3	MR4		MR5	MR6		MR7	MR8			
	Quarterly Reports						QR1						QR2					
	Bi-Annual Reports									BAR1								
	Annual Report																AR1	
	Completion and Evaluation Report																	CER
	IR Inception Report																	
	MR Monthly Implementation Reports																	
	QR Quarterly M&E Reports																	
	BAR Bi-Annual M&E Report																	
	AR Annual M&E Report																	
	CER Completion and Evaluation Report																	

#### 4. DURATION AND LOCATION OF THE SERVICES

The Consultancy Services shall be for a duration of **17 months** after contract signing.

The base of the services shall be Ankara. ILBANK shall provide an office space at their HQ to the consultant's coordinator (Monitoring and Evaluation Officer) to ensure a continuous and smooth communication with the PMU. If required by ILBANK, the Consultant Company will attend the site visits to municipalities/utilities and ILBANK Regional Directorates within the scope of the Project.

#### 5. COMPOSITION OF THE CONSULTANT TEAM MEMBERS

The Consultant shall comprise a firm with experience in carrying out similar tasks, specifically to include the following minimum qualifications:

The Consultant is expected to have work experience in the area of result based management (RBM), monitoring and evaluation, project development frameworks and performance measurement

The Consultant shall provide sufficient qualified and experienced key and non-key staff, who will be supported by adequate number of professional backstopping staff to ensure proper implementation of monitoring and evaluation process. The Consultant will be free to propose additional professional experts, non-key experts and/or supporting staff as deemed necessary for successful completion of the assignment. The Client reserve the rights to request alteration of a key personnel in the event that and/or overall performance of a key personnel is found unsatisfactory

Deployment of professional experts during the missions should be done with prior consultation and agreement of the Client in order to ensure balanced inputs throughout the assignment and depending on the progress of the Works Contract.

**Area of expertise for key experts are:**

- Experience in projects financed by international financing institutions will be preferred for all staff, and required criteria for some of the positions (see below)
- Experience in monitoring and evaluation similar to the required services.

**Key Staff #1 Team Leader***Required Qualifications:*

- At least bachelor's degree in Engineering/Economics/Social Sciences or any other relevant discipline. Master's degree is a favourable
- Minimum ten (10) years general work experience, including at least five (5) years in Project Management, Monitoring and Evaluation, Auditing. Previous experience in technical and/or field level with programming, planning and M&E implementation of infrastructure projects in the area of municipal and government public investment projects such as water or wastewater or solid waste management sector etc. will be judged favourably.
- Specific work experience with projects financed, in whole or in part, by international organizations or other international donors/ development organizations (such as the World Bank, the European Union, AFD, the United Nations),
- Minimum 3 years experience in the managerial procedures of EU, WB's or similar International Organisations. Experience in working with municipalities would be a plus
- Proven experience and ability to effectively engage and communicate with diverse stakeholders including citizens of diverse backgrounds, communities, civil society organizations, local government, civil works contractors, government agencies, etc.
- Experience with a wide range of M&E subjects including theory of change, results framework, logic models, quantitative and qualitative data collection methodologies, indicator formulation, target setting, evidence-based decision-making, secondary data source, strategic planning and reporting, beneficiary monitoring, and evaluation techniques.
- Demonstrated experience in designing and implementing M&E systems and participatory tools in a multilateral program as well as conducting impact studies and case study development.
- Fluency in written and oral English and Turkish
- Strong interpersonal and communication skills and ability to work in a team environment.
- Good computer skills in all Microsoft Windows office application, integrated web-based management systems, spreadsheets and databases. Good knowledge of a data collection, processing, evaluation, visualization software will be a plus.
- Willingness to travel to project sites.

**Key Staff #2 Monitoring and Evaluation Expert**

The Monitoring and Evaluation Expert will report to and work under the administrative supervision of the Team Leader.

*Required Qualifications:*

- At least bachelor's degree in Engineering/Economics/Social Sciences or any other relevant discipline. Master's degree is a favourable

- Minimum five (5) years experience in Project Management, Monitoring and Evaluation, Auditing. Previous experience in technical and/or field level with programming, planning and M&E implementation of complex infrastructure projects in the area of government and municipal infrastructure projects such as water or wastewater or solid waste management sector etc. will be judged favourably.
- Familiarity with the managerial procedures of EU, World Bank's or similar International Organisations. Experience in working with municipalities would be a plus.
- Proven experience and ability to effectively engage and communicate with diverse stakeholders including citizens of diverse backgrounds, communities, civil society organizations, local government, civil works contractors, government agencies, etc.
- Ability to facilitate and serve as project liaison for externally-managed evaluations
- Knowledge and experience with a wide range of M&E subjects including theory of change, results framework, logic models, quantitative and qualitative data collection methodologies, indicator formulation, target setting, evidence-based decision-making, secondary data source, strategic planning and reporting, beneficiary monitoring, and evaluation techniques.
- Fluency in written and oral English and Turkish;
- Strong interpersonal and communication skills and ability to work in a team environment.
- Good computer skills in all Microsoft Windows office application, integrated web-based management systems, spreadsheets and databases. Good knowledge of a data collection, processing, evaluation, visualization software will be a plus.
- Willingness to travel to project sites.

### **Non-Key Expert**

#### **Support Staff #1 Monitoring and Evaluation Officer**

The Monitoring and Evaluation Officer will report to and work under the administrative supervision of the Monitoring and Evaluation Expert.

#### *Required Qualifications:*

- At least bachelor's degree in Engineering/Economics/Social Sciences or any other relevant discipline.
- Professional experience in design, feasibility and/or monitoring / evaluation techniques. Experience in government/municipal infrastructure projects such as water, wastewater and solid waste etc.) are bonus.
- At least two year professional Monitoring and Evaluation experience in internationally funded projects is a must.
- Experience in strategic planning and performance measurement, including indicator selection, target setting, reporting, database management, and developing M&E and performance monitoring plans.
- Experience in developing and refining data collection tools.
- Experience with data quality assessments and oversight.
- Experience in managing and providing training to partners and target beneficiaries.
- Fluency in written and oral English and Turkish.
- Ability to travel.



**Other Support Staff:** The Consultant will recommend support staff that will complement and support the implementation of the M&E system, including technical experts, urban infrastructure, social experts, survey staff, etc. The number of the above-mentioned staff will be determined by the Consultant Firm and also approved by ILBANK. Consultant is free to propose additional professional experts as deemed necessary for successful completion of the assignment. The Consultant shall provide adequate staff in terms of expertise and time allocation, as well as needed equipment in order to complete the activities required under the scope of services and to finally achieve the objectives of the project in terms of time, costs and quality.

- One staff (preferably non-key expert) of the Consultant's team must be present and work physically at ILBANK PMU office in Ankara on daily basis. As a focal point Consultant will act in an utmost coordinated manner internally while attending physical sessions and meetings at ILBANK PMU office.

## 6. CONTRACT TYPE:

For this Contract, the procurement processes in the selection of the Consultant will be under the responsibility of ILBANK (referred to as "Client ") and the Consultancy Services Contract will be signed by ILBANK as the contract party.

Payments to consultant will be made upon consultant's submission of deliverables and approval. This assignment will be based on the lump-sum payment against the deliverables as defined in this Terms of Reference.

**The schedule of payments to the consultant is given below:**

No:	Deliverables	% Payment	Sub %
1.	Inception Report	10,0%	10%
2.	2.1 Monthly implementation reports-1	2,5%	20%
	2.2 Monthly implementation reports-2	2,5%	
	2.3 Monthly implementation reports-3	2,5%	
	2.4 Monthly implementation reports-4	2,5%	
	2.5 Monthly implementation reports-5	2,5%	
	2.6 Monthly implementation reports-6	2,5%	
	2.7 Monthly implementation reports-7	2,5%	
	2.8 Monthly implementation reports-8	2,5%	
3.	3.1 Quarterly M&E Report-1	5,0%	10%
	3.2 Quarterly M&E Report-2	5,0%	
4.	Bi-Annual Report	10,0%	10%
5.	5.1 M&E sections of Quarterly Project Progress reports	5,0%	20%
	5.2 Training materials and training evaluation reports	5,0%	
	5.3 Steering Committee, Donor Meeting Minutes	5,0%	
	5.4 Monitoring missions and field visits reports	5,0%	
6.	Annual Report	10,0%	10%
7.	Completion and evaluation report	20,0%	20%

## Appendix – 1-Project List

No	Activity Reference No. / Description:
1	ADANA-W1 / Construction of Kozan İmamoglu Yedigöze Water Transmission Line
2	ADANA-W2 / Construction of Yedigöze Water Treatment Plant
3	ADANA-W3 / Construction of Kozan Water Network Project and Pınargözü Transmission Line
4	KMARAS-W1 / RB / Construction of Northern Districts Integrated Solid Waste Project
5	KMARAS-W7 / Kahramanmaraş (Centrum) Water Supply and Sewerage and Stormwater Project - West Part
6	KMARAS-W4 / Kahramanmaraş (Centrum) Water Supply and Sewerage and Stormwater Project - East Part
7	KMARAS-W5 / Construction of Ceyhan Basin Wastewater Treatment Plants (Ekinozu)
8	KMARAS-W6 / Construction of Ceyhan Basin Wastewater Treatment Plants (Caglayancerit & Andirin)
9	KMARAS-W2 / RB / Construction of Elbistan Water Network Project
10	KASKI2-W1 / Construction of Electro-Mechanical Rehabilitation of Kayseri Wastewater Treatment Plant

No	Activity Reference No. / Description:
11	KASKI2-W2 / Construction of Eastern Region 1st Stage Water Supply Project
12	KASKI2-G1 / Procurement of Goods and Equipment - 1 (Lot 1: 3 units combined sewer cleaning vehicles 4500 m3/h capacity, Lot 2: 2 units of excavators (1 pcs. 36t capacity, 1 pcs. 30t capacity, 2 units of backhoe loader )
13	KASKI2-G2 / Procurement of Goods and Equipment - 2 54.069 pcs. potable water flow meters (3/4" mechanical)
14	KONYA-W1 / Construction of Akşehir Water Supply Project
15	KONYA-W2 / RB / Construction of Çumra and Ilgın Wastewater Treatment Plants (Lot 1: Construction of Çumra WWTP)
16	KONYA-W2 / RB / Construction of Çumra and Ilgın Wastewater Treatment Plants (Lot 2: Construction of Ilgın WWTP)
17	OSMANİYE-W1 / OSMANİYE-W1 (Lot 2) Construction of Osmaniye (Centrum) Water Supply and Sewerage Project - East Part

This project list covers only current situation. The list can be changed during implementation period. Consultant accepts in advance these changes.