# UNHCR
The UN Refugee Agency

## CALL FOR EXPRESSION OF INTEREST [TO BE ISSUED BY UNHCR]

Note: The purpose of the Call for Expression of Interest (CfEoI) is to solicit interest from existing or prospective partners that wish to collaborate with UNHCR to achieve common outcomes.

UNHCR Offices are required to provide context for the partnership and selection criteria. A sample template for a Call for Expression of Interest (CfEoI) is below.

Please note that the following template mirrors the structure of the information required on the UNPP for the CfEoI. Any supplementary information should be attached as an additional document.

## CALL FOR EXPRESSION OF INTEREST (CfEoI)

| Project Details | |
|---|---|
| CfEoI ID | HCR/AFG/2024/009 |
| Title | Facilitate repatriation of refugee returnees |
| Project/Programme Focal Point(s) | Sophie Jambazishvili-yucer, Senior Protection Officer<br>Mohammad Haroon Mohammad, Assistant Repatriation Officer<br>Mildred Watchipa, Senior Programme Officer |
| Project location | • Four Encashment centers located in Kabul, Herat, Kandahar, Kabul and Herat<br>• Official/Unofficial crossing points located in Herat, Farah, Nimroz, Helmand, Kandahar, Zabul, Khost, Paktya, Paktika, Nangarhar, Kunar, Nuristan, Badakhshan, Kunduz, Takhar, Balkh, Jawzjan and Faryab provinces.<br>• Care grant distribution in 20 PARRs with limited interventions in other areas subject to assessment findings. Focus will be on refugee returnees as main target population. Interventions outside the 20 PARR areas will be very limited as it will depend on the number of refugee returnees to these non-PARR areas. *Please refer Annex A2 - 2025-2027 PARRs* |

| Sector(s) and Area(s) of Specialization | |
|---|---|
| Sector(s) | Protection, data/ information management |
| Area(s) of Specialization | Shelter, construction and reconstruction, Water, sanitation and hygiene (WASH) in emergencies |
| Issued by | UNHCR |
| Project background: | |
| Processing of personal data[1]<br>*(if required within the partnership)* | C2C arrangement |
| Direct contact with forcibly displaced and stateless persons | YES |

### Operational environment

UNHCR launched its assisted voluntary repatriation program in March 2002 to provide a solution for millions of Afghan refugees who fled their homeland over the past decades seeking asylum

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[1] Please see below for arrangement definitions for processing of personal data.

in other countries. Since 2002, nearly 5.3 million Afghan refugees have returned home with the assistance of UNHCR including nearly 120,000 in 2023 and 2024.

In October 2023, Government of Pakistan endorsed the Illegal Foreigners Repatriation Plan (IFRP) geared towards repatriating foreigners, particularly Afghans without valid documents in the country. The Plan that was published have three phases. Pakistan started implementing the first phase of IFRP to deport 1.3 undocumented Afghans, in November 2023. As of 31 July 2024, some 670,000 Afghans, including nearly 103,000 refugees and those in refugee like situation, had returned with UNHCR assistance. These large-scale return movements further strain already limited resources and put significant pressure on return areas.

The Second phase of IFRP anticipates the repatriation/return of some 803,000 Afghan Citizen Card (ACC) holders, while the third phase anticipates repatriation/return of 1.3 million registered Afghan refugees holding Proof of Registration (PoR) cards. So far, the government of Pakistan did not implement phase 2 and 3.

Since early 2024 the number of returned/deported Afghans from Iran has been increasing. Currently Iran hosts 500,000 undocumented and 4 million documented (refugees, asylum seekers, refugee like situations, family passport holders and residence holders) Afghans living in Iran. It is expected that the deportations and returns of Afghans from Iran will continue as the rhetoric by the government representatives on the return of undocumented Afghans increase. It is also expected that these deportations and returns will include documented Afghans.

Increase of restrictive edicts against women and girls in Afghanistan, have adversely affected the human rights situation in the country. Additionally, the poor socio-economic situation and continuous climate disasters have increased poverty and malnutrition in the country. An estimated 23.7 million people in Afghanistan require humanitarian assistance in 2024.

Similarly to ordinary Afghans, returning Afghan refugees face several protection risks and challenges in the country. These challenges derive from a lack of access to services, lack of shelter, land, and livelihood opportunities as well as insecurity. These factors lead to secondary displacement and harmful coping mechanisms, e.g. early/forced marriage, child labor, irregular movement, etc.

## Target Population

Registered Afghan refugees i.e., returnees with Proof of Registration/Amayesh Card holders and those in refugee like situation in Iran, Pakistan and other countries.

There are an estimated 5.53 million are registered refugees or Afghans in refugee-like situations in the region, predominantly in Iran and Pakistan2. Majority of Afghan refugees are the 3rd generation of refugees in Pakistan and Iran who have weak linkages with their communities of origin in Afghanistan.

| Expected results: |
| --- |

**Impact Area IA4: Solve**
By 2027, refugees, IDPs and returnees have increased access to durable solutions

**Outcome Area 14 (Return)**
Returnees have improved access to information and support during all stages of return

Indicators:
1) Number of people (refugee returnees) who receive cash assistance.
2) Number of returns for which voluntary nature of return is verified.

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[2] Please see UNHCR's data portal "Afghans in Iran and Pakistan

3) Assessment of conditions of return conducted or updated.

## 1. Number of people (refugee returnees) who receive cash assistance:

In line with SSAR and Tripartite and Quadripartite legal frameworks, UNHCR facilitates the voluntary repatriation of Afghan refugees registered in Pakistan, Iran and other countries.

Provision of cash grant and other protection services, upon arrival, is a curtail protection support that allows refugee returnees to cover the cost of transportation to their areas of origin/destination and address their immediate needs (food and accommodation) as well as to start a small business (using the cash grant) in the initial phase of return.

Systematic undertaking of returnee/border monitoring is key to assess protection risks and needs, reintegration situation particularly access to services as well as reasons of departure/return from/to Afghanistan.

Refugees in countries of asylum (Pakistan, Iran, and other countries) willing to voluntarily return are issued with a Voluntary Repatriation Form (VRF) that allows them to access a multi-purpose cash grant and other services upon arrival. The cash is distributed in four UNHCR Encashment Centers (ECs) located in Kabul, Kandahar, Jalalabad and Herat provinces.

Refugees returning from Iran through Dogharoun/Islam Qala crossing point in Herat are assisted at the Herat Encashment Center. Refugees returning from Pakistan through Spin Boldak crossing point are assisted at the Kandahar EC, and those returning through Torkham are assisted at the Jalalabad (Nangarhar) and Kabul ECs, depending on the region they return to. Returnees from other countries can collect their assistance through nearest Encashment center in their areas of destination.

The selected Partner will be responsible for management of four ECs (listed above) to ensure timely provision of cash grant and other services to newly arrived refugee returnees in possession of a valid VRF issued by UNHCR offices in the country of asylum e.g. Pakistan, Iran and other countries. The partner in coordination with UNHCR and other protection partners operating in the ECs, will implement the necessary activities to ensure that Afghan returnees are served with dignity throughout the return process in the EC.

Below is a description of the procedures at the ECs which will be carried out by a partner:

### Voluntary Repatriation process:
- A two-member verification team (male and female) from UNHCR partner staff conducts verification, based on the VRF issued in country of asylum, and enter the information in ARRD arrival form.
- The partner disseminates information leaflet and provides verbal messages regarding services in the EC and in return areas.
- Partner staff ("BIMS operator") conducts biometric verification of the head of household in the family using UNHCR's BIMS (online) system.
- The partner staff manages a litigation desk to verify the identity of the returnee in case they are not enrolled in BIMS.
- Partner staff records the cash assistance manually on the original printed VRF (hard copy) of the returnee and refers the returnee to money service provider desk.
- Partner staff conducts a final verification of the amount paid to the returnees by the money service provider.
- The partner assigns staff to ensure provision of water and sanitation, manages the crowd, and help returnees to benefit from the transit facility in the EC.

### Forcible return by-passing VolRep process:

- Partner staff (male and female), conducts biometric registration using UNHCR's BIMS tool and refer the successfully registered cases to Kobo enrolment desk.
- Partner staff (male and female) records the details of eligible returnees and their family members in a Kobo based registration system and refers them to money service provider to receive cash assistance.
- Other services such as crowd control, information dissemination, provision of water and sanitation and supporting returnees at the transit facilities, will be managed the partner staff.
- Partner needs to adhere to the UNHCR's data protection principles.

## Distribution of Supplementary CARE Grant

In view of a fragile economic context in Afghanistan, UNHCR will provide to eligible refugee families with a one-time supplemental CARE grant approximately 3 months after arrival in their areas of origin/intended destination. This grant is intended to support returnee reintegration by extending financial support for three additional months.

Target population: 140,000 returnees/20,000 families in 34 provinces.

- The partner works closely with UNHCR field offices and allocates male and female staff to organise verification of the eligible returnee families (by phone).

- Partner, is in close coordination with UNHCR, organises distribution including communication with returnees, refers to UNHCR money service provider, selects distribution site, and manages the distribution process.

- Partner submits necessary reports, as required.

## 2. Monitoring nature of returns

UNHCR, as part of its protection monitoring, conducts returnee monitoring through the entire process of voluntary repatriation: beginning with an interview at the Voluntary Repatriation Centres in the country of asylum, continuing with monitoring at the Encashment Centres in Afghanistan upon arrival, and follow-up monitoring in the areas of return. This exercise provides a comprehensive perspective on refugee returnee population mobility trends and actionable data regarding assistance needs, protection risks, vulnerability, and comparative information from a broad cross-section of the population. This also enables the design of evidence-based programming and advocacy to systematically address protection risks and immediate to short- and medium-term needs of populations of concern.

Furthermore, in line with UNHCR's protection monitoring objectives and in view of current context in Afghanistan, UNHCR, through its partners conducts border monitoring activities (inflow and outflow monitoring) at the official and unofficial crossing points.

**The partner will conduct the following monitoring activities:**

## a) Border monitoring:

UNHCR/UNHCR partner conducts inflow and outflow monitoring interviews at both individual and household levels across all eight official crossing points including Afghanistan's borders with Iran, Pakistan, Tajikistan, Uzbekistan and Turkmenistan. UNHCR's inflow and outflow monitoring interviews select respondents using a systemic sampling approach, which can generate representative samples with a fixed skipping interval. The interval is determined by the average arrivals of previous week. In addition, UNHCR conducts border monitoring Key Informant Interviews (KIIs) at unofficial crossing points.

Target: 165,000 inflow and outflow monitoring interviews at official and unofficial crossing points.

This border monitoring will enable UNHCR to:

- Systematically track, monitor and collect protection information through sampling of Afghan returnees/deportees from Pakistan and Iran, irrespective of their status, and those moving to Iran, Pakistan, Tajikistan, Uzbekistan and Turkmenistan.
- Map potential human rights violations through assessing the access of people to the territory "the right to asylum" for people fleeing persecution who may be in need of international protection as well as "the right to return" for Afghan refugees.
- To assess reasons of return/deportation as well as departure.
- Gauge the scale of movement and monitor trends in that regard; and
- Generate periodic updates through an online dashboard and weekly/monthly updates to ensure informed early warning/ preparedness and response, informed interventions and response in border areas and in provinces of destination.

The selected Partner will be responsible to conduct monitoring interviews by deploying male and female staff to eight official crossing points:
- Each UNHCR partner staff (enumerator) conducts interviews using tablets and the standard online monitoring form (Kobo) developed by UNHCR.
- UNHCR partner ensures adequate presence and maintains strong coordination with other agencies operating in the border crossing points as well as the local authorities.
- UNHCR partner establishes contact with key informants in the areas where unofficial crossing points are located.
- The partner allocates staff to conduct key informant interviews (weekly/monthly) with selected key informants.
- The partner produces weekly/ad-hoc reports as required.
- Partner adheres to the UNHCR's data protection principles.

## b) Returnee monitoring in the ECs
Target: interviews with 15,000 returnees /2,150 families in four ECs
Returnee monitoring in the ECs is a key protection activity being conducted with refugee returnees upon their arrival in Afghanistan. It aims at identifying:
- Return trends through an assessment of the voluntariness of return.
- Assess reasons for return and the level of information that returnees received in countries of asylum to allow them to make a well-informed decision.
- To assess the conditions of return and respect for basic rights, as well as human rights violations experienced during return to be reported for appropriate response, and returnees' intentions for the future.
- To identify persons with specific needs to be referred for appropriate response.

The selected partner returnee monitoring staff responsibilities:
- Each UNHCR partner staff (male/female enumerator) conducts interviews using tablets and the standard online returnee monitoring form (Kobo) developed by UNHCR.
- The partner produces weekly/ad-hoc reports as required.
- Partner needs adherea to the UNHCR's data protection principles.

## 3. Assessment of condition of return (in return areas) conducted or updated.
To supplement ongoing protection monitoring in Afghanistan and to ensure representative sampling, UNHCR uses mobile phone surveys to collect real-time data from returnee populations one to six months after the returnees have settled in their communities.
The returnee monitoring phone survey covering a range of issues related to issues of return and displacement, safety and security, access to basic services, livelihoods, housing, land and property rights, use of the repatriation grant, and access to civil documentation. The phone

monitoring allows UNHCR to reach affected people in remote areas that are not feasible to reach due to logistical problems.

**Target:** household level interviews by phone with 16,000 families/112,000 individuals.

**The selected partner:**

- Designs the survey tool using Kobo and data collection and analysis plan.
- Ensures the participation of adequate female respondents in the phone.
- Conducts the phone survey in English and local languages (Pashtoo and Dari).
- Presents the finding by producing weekly overviews, monthly reports (if required) and one final report that rely on state-of-the-art design techniques, demonstrated editorial capacity, and professional statistical analysis of the collected data.
- Presents the findings in an online dashboard (using PowerBI) relying on state-of-the-art design techniques, demonstrated editorial capacity, and professional statistical analysis of the collected data.
- Demonstrates previous experience in implementing large scale phone surveys (i.e., over 10,000 respondents) using IVR or another appropriate technology.
- Demonstrates previous experience in implementing daily surveys over an extended period of time.
- Ability to craft concrete policy recommendations based on statistical analysis.
- Partner needs to adhere to the UNHCR's data protection principles.

**Infrastructure support in PARRs**

- Construction of community infrastructures in areas of returns (schools, hospitals, water systems etc).

To ensure the adequate protection of forcibly displaced and stateless persons, UNHCR requires partners to adhere to applicable sector standards outlined within UNHCR's areas of specialization.

| Indicative budget (optional): |
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| N/A |

| Processing of personal data *(if required within the partnership):* |
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| The partner will process and use some of the data for persons we serve through the ***Controller-to-Controller (C2C)***. Hence, the partner will require to conduct Partner Data Protection and Information Security Self-Assessment using this link "Partner Data Protection and Information Security Self-Assessment and should be completed at the country level and submitted with the concept note."<br><br>*When implementing Controller to Controller (C2C) projects: partners are expected to have the capacity to implement data protection standards. If this is likely to be the case for this partnership, insert the following statement and elaborate as needed based on the nature of the project:*<br><br>As a data controller, the partner is accountable for the implementation of data protection standards. The concept note should describe the measures ensuring adherence to the data protection principles, procedures and mechanisms envisaged for providing information to the data subjects, receiving and processing data subject rights request, complaints and independent redress.<br><br>***Controller-to-Controller (C2C):*** *is a relationship between UNHCR and a partner for processing the data of forcibly displaced and stateless persons where UNHCR and the partner act as data* |

*controllers. It includes a transfer of personal data between two data controllers. Both Controllers determine the purposes and essential means of the personal data processing that is required for the project/service, and thus they are separately accountable for the personal data processing they control, including the responsibility for addressing requests by data subjects relating to their data subject rights.*

**Other information (optional):** Interested National and International Non-Governmental Organizations in Afghanistan are invited to submit concept notes and other required documents to UNHCR, as specified below

**Concept note**

The concept note should be concise and contain clear information on proposed activities specifying Outcome area, outcome statement and specific activities that Partner is able to implement, indicating location of implementation. Concept notes should not exceed six pages and should not be a fully developed project proposal, should make clear reference to guidelines and other similar approved interagency tools and must be submitted in a Template attached to this call for EoI as **Annex A1.** Budget should be included in the concept note as a table or submitted separately as an attachment.

**Important Notes:** All applicant NGOs in Afghanistan are required to register the organization, if not yet done, on the UN Partner Portal- **https://unpartnerportal.org;** upload all required documents, including Concept Notes, budget and other supporting documents in response to this call for Expression of Interest by **24 October 2024 midnight Afghanistan time.**

UNHCR is committed in undertaking adequate due diligence and conduct the process of selection of partners in an objective, consistent, transparent and timely manner. All applicant organizations will receive written notification on the outcome of the selection process.

| CfEoI timeline | | | | |
|---|---|---|---|---|
| Request for clarification deadline | Application deadline | Notification of results | Estimated start date | Estimated end date |
| 23 October 2024 AFGKAEOI@unhcr.org | 24 October 2024 | 15 November 2024 | 01 January 2025 | 31 December 2025 |

| Selection Criteria | | |
|---|---|---|
| | Criteria Description | Assigned Weighting |
| | **Sector expertise and experience**: the required specific skills, sector specialists, performance, knowledge, material and human resources. Knowledge of relevant refugee return context, protection, humanitarian principles and the approach to Age, Gender, Diversity (AGDM). Approach to the participation of forcibly displaced and stateless persons in the Programme Cycle. Partner's PSEA capacity self-assessment and data protection and information security self-assessment have been completed and submitted (where relevant to the partnership). Mainstreaming measures to integrate environmental sustainability within proposed activities. Environmental considerations are aligned to the objectives of UNHCR's Strategic Framework for Climate Action. | 25 |
| | **Project management**: ability to effectively deliver project objectives with robust management systems/processes, and meet the expectations of all stakeholders, as well as provide accountability mechanisms and sound financial management, taking into account | 20 |

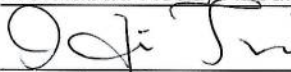| | | |
|---|---|---|
| | the audit results of the previous UNHCR-funded projects, past performance and the external audit of partners' financial statements and pending open audit recommendations (accounts receivables and internal control related recommendations) where applicable. Clear segregation of duties policy, as well as the integration of risk management; adequate control over procurement, of assets and inventory (if applicable). | |
| | **Local experience and presence**: ongoing programme in the area of operation; local knowledge; participation in inter-agency coordination fora, engaging forcibly displaced and stateless persons in the programme cycle; trust from local communities; local presence; partner policy on community relations; feedback and complaint mechanisms for affected communities; self-organized groups of forcibly displaced and stateless persons; and other factors that would facilitate access to and better understanding of the affected communities and that would reduce administrative difficulties. | 25 |
| | **Cost effective**: Evidence of a methodology for allocation of shared costs to project activities. Evidence of procedures/systems that ensure maximum resources are directed to project outcomes while also ensuring that resources are also directed to activities that ensure project risks are being appropriately managed. | 20 |
| | **Access/ Security Considerations**: ability to operate in security conditions of the Project site(s) or country as well as existence and functionality of partner's organizational policies, procedures and practices related to security risk management. | 10 |

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|---|---|
| Issuing UNHCR Office | UNHCR Country Office Kabul |
| Contact Address | ICON Compound, Supreme Road, District # 9, Jalalabad Road, Kabul- Afghanistan |
| Signature, Head of Office | _signature_ |
| Full name and title, Head of Office | PP. Jamal Arafat, Representative UNHCR Afghanistan |
| Name of UNHCR Office | UNHCR Country Office Kabul |
| Date | 26- September- 2024 |