



USAID | **AFGHANISTAN**
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**SERVICES UNDER PROGRAM AND PROJECT OFFICE
FOR RESULTS TRACKING PHASE II (SUPPORT-II)
PROGRAM**

SECOND QUARTERLY REPORT, OPTION YEAR 2

Contract No. AID-306-C-12-00012



Checchi and Company Consulting, Inc.

1899 L St, NW, Suite 800
Washington, D.C. 20003

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Table of Contents

I.	PROJECT OVERVIEW	1
II.	EXECUTIVE SUMMARY	2
2.1	Key Achievements.....	2
2.2	Constraints and Critical Issues	2
III.	ACTIVITY IMPLEMENTATION.....	3
Task 1	Performance Monitoring Support.....	4
Task 2	Program Results Data	4
Task 3	Information Reporting	5
Task 4	Monitoring.....	5
Task 5	Recommendations.....	6
Task 6	Evaluations of Mission Funded Programs	7
Task 7	Annual Review of Assistance Objectives	8
Task 8	Afghanistan National Development Strategy (ANDS) Tracking Task	8
Task 9	Field Based Assessments	8
Task 10	Logistical Support.....	9
Task 11	Communications and Outreach Support	9
Task 12	Translation Services.....	9
Task 13	Information Management.....	11
IV.	COLLABORATION WITH GIroA AND OTHER PROJECTS	11
4.1	Links with GIroA	11
4.2	Links with Other Donors.....	11
4.3	Links with Other USAID Projects.....	11
V.	MANAGEMENT & ADMINISTRATION ISSUES	12
5.1	Administration.....	12
5.2	Personnel	12
5.3	Security	12
5.4	Modifications and Amendments.....	12

I. PROJECT OVERVIEW

The Services under Program and Project Office for Results Tracking Phase II (SUPPORT-II) project is implemented by Checchi and Company Consulting, Inc. under the terms of USAID Contract No. AID-306-C-12-00012.

SUPPORT-II provides a host of services through USAID/Afghanistan's Office of Program and Project Development (OPPD) to improve the efficiency of activities, programs and projects implemented by the Mission's Technical Offices. This second quarterly report under Option Year 2 (OY-2) covers the period October 1 – December 31, 2014.

SUPPORT-II services to OPPD include the following:

- Assessments, performance evaluations, and gender analyses;
- Logistical support for hosting conferences, meetings, and workshops;
- Management information and reporting;
- Mapping services and products;
- Performance Management Plan (PMP) and related activities;
- Independent monitoring; and
- Translation and interpretation services.

SUPPORT-II subcontractors include Danish Translation Services, Social Impact Inc., Social Development and Legal Rights, Synergy International Systems, Inc., and Overseas Strategic Consulting, Ltd.

II. EXECUTIVE SUMMARY

2.1 Key Achievements

SUPPORT-II successfully accomplished the following activities in support of USAID Afghanistan's monitoring and evaluation (M&E) and monitoring and verification (M&V) goals and objectives:

- Successfully assisted the US Embassy and USAID with logistical services and equipment and materials for the PROMOTE launch.
- Completed one assessment, with one other assessment on-going through January 2015.
- Completed a Data Quality Assessment (DQA) of 32 indicators for the Mission's PPM reporting to Washington.
- Provided USAID with recommendations for conducting DQA and PMP-related training to implementing partners and Mission staff.
- Provided five implementing partners with a one day DQA training session.
- Completed four performance evaluations.
- Monitored 137 Afghan Civic Education Program (ACEP) events for the Office of Democracy (ODG).
- Monitored 62 health clinics for the Office of Social Services' (OSSD) Partnership Contacts for Health Services (PHC) program.
- Verified the distribution of textbooks to 17 schools in Farah province for OSSD's Basic Education (BELT) program.
- Verified six Afghan companies participating in the Office of Economic Growth and Infrastructure's (OEGI) Building Afghanistan by Developing Enterprises (ABADE) program.
- Verified 12 grantees in Nangarhar, Laghman and Kapisa provinces participating in the Office of Agriculture's (OAG) Incentives Driving Economic Alternatives (IDEA/NEW) program.
- Reviewed statements of work and began recruiting for upcoming activities.
- Hosted 15 short term technical consultants (STTA) engaged in assessments, evaluations and a gender analysis.
- Translated 12 documents for the Mission's PROMOTE launch and 11 documents for STTA and SUPPORT-II staff.
- Assisted the Mission, one implementing partner and short-term consultants (STTA) with 30 mapping requests and printed 132 maps of various sizes.

2.2 Constraints and Critical Issues

After multiple security incidents in Kabul and country-wide, SUPPORT-II faced significant challenges recruiting expat consultants willing to work in Afghanistan. As the election issues were resolved at the end of this quarter and a new President took office, SUPPORT-II anticipates some relief in the recruitment challenges faced.

III. ACTIVITY IMPLEMENTATION

3.1 Summary Status of Tasks and Deliverables

A summary page will be included in all Quarterly Activity Reports to allow the Contracting Officer Representative (COR) and USAID/Afghanistan to track performance and progress against specific tasks and deliverables. The table below will be revised once we receive directions from the COR on specific tasks and deliverables.

<i>TASK</i>	<i>TASK & DELIVERABLE</i>	<i>STATUS OF DELIVERABLE</i>
1	PMP and related activities	Mission's annual DQA completed. Other activities as determined by the COR.
2	Track results and collect data quarterly	To be determined by COR
3	Analyze Mission's procedures for generating information for periodic report.	To be determined by COR
4	Third Party Monitoring	As requested by COR. Extension phase underway.
5	Recommend when program evaluations should be conducted based on third party monitoring	As requested by the COR.
6	Evaluation of Activities, Programs and Projects Deliverable 6. On an annual basis perform at least 15 interim or final evaluations of Mission funded program.	As requested by the COR.
7	STTA to review Mission's Assistance Objectives	As requested by the COR.
8	Track Mission's contributions to ANDS	As requested by the COR.
9	Conduct Field Based Assessments	To be determined by COR.
10	Logistical support for conferences	As requested by the COR.
11	Communication & Outreach Support	As requested by the COR.
12	Translation and Interpretation Services	As requested by the COR.
13	Mapping & Information needs	As requested by the COR.

3.2 Key Activities Accomplished

The reporting format for our QAR reflects the tasks identified in our Annual Work Plan and the Contract document. All Tasks and Deliverables are tailored to the needs of USAID/A and are intended to improve the overall efficiency and effectiveness of the Mission's programs, as well as to improve the information and reporting mechanisms, products, and systems.

Task 1 Performance Monitoring Support

Task 1: The Contractor shall collaborate with OPPD and the Mission's technical offices to establish a Performance Management Plan (PMP) for the Mission, and revise PMPs at the Assistance Objective and program area levels to respond and adhere to new standard indicators and other relevant guidance for Afghanistan, with final approval by the Mission.

Deliverable 1: Revised USAID/Afghanistan PMP 2011-2015 and annual updates for the remaining years of the contract.

Deliverable 2: Updates to the Mission's PMP through the semi-annual portfolio review process to reflect changes in strategy, targets and/or activities. This deliverable is due semi-annually.

Deliverable 3: Semi-annual PMP Data Quality Assessment Report. This deliverable is due 30 days after each semi-annual portfolio review.

Deliverable 4: A report recommending streamlined processes and procedures for generating data and/or information reports that require multiple formats as required by USAID/Washington, the State Department, GIRoA, and other USG agencies as applicable.

Status: During November and December, SUPPORT-II conducted a data quality assessment (DQA) for the Mission. There were 56 indicators on the original list provided by OPPD as requiring a DQA. However, implementing partners (IPs) were not reporting on all of these indicators and, after consultations with OPPD, the list was reduced to 32 indicators. The DQA began on Dec 4, 2014 with the arrival of Ms. Rabb Saab, STTA contracted through Social Impact. Ms. Rabab was assisted by local STTA Manan Danish and SUPPORT-II staff members Noor Atel and Hoppy Mazier.

Interviews were conducted with 20 IPs reporting on the indicators in Kabul, Jalalabad, Herat, Kandahar and Mazar. The exit briefing was held on December 7, 2014. As requested by OPPD, a one-day DQA training session was held on December 9, 2014 with five IPs attending at the SUPPORT-II compound. A second exit briefing was held with OEGI staff on December 10, 2014. The hard copies of completed checklists were submitted to OPPD on December 21, 2014.

As discussed with the COR, a follow-up DQA training session for IPs and Mission is staff is highly recommended and can be scheduled for February or March 2015.

Task 2 Program Results Data

Task 2: The Contractor shall collaborate with relevant USAID/Afghanistan staff to track program results against indicators, targets, and baselines in the PMP. The Contractor shall collect data on a quarterly basis from the Government of the Islamic Republic of Afghanistan (GIRoA), other donors, and public data sources, and shall identify data that needs to be collected and reported by USAID implementing partners (contractors, grantees, non-governmental organizations (NGOs), GIRoA) to establish baselines for all indicators. The Contractor shall provide guidance to USAID implementing partners on data specifications, and shall provide them with training as needed to ensure that PMP-

related data is being captured and reported. The Contractor shall collect, collate and analyze data presented by USAID implementing partners in their periodic reports and updates.

Deliverable 1: This activity is related to Task 1 and will be determined and requested by the COR.

Status: SUPPORT-II received no requests under Task 2 for this reporting period.

Task 3 Information Reporting

Task 3: The Contractor shall analyze the Mission's procedures for generating information for periodic reports and data calls, including but not limited to the PPR, OP, Mission Strategic Plan (MSP), and the various formats required for each report. The Contractor shall prepare recommendations on how to streamline management and reporting of the data/information, and use of program information systems to improve efficiency and reduce the amount of time spent on preparing related reports and responding to data calls.

Deliverable: Recommendations on how to streamline the management and reporting of data and information and use of program information systems to improve efficiency and reduce the amount of time spent on preparing related reports and responding to data calls. This activity is related to Task 1 and will be determined and requested by the COR.

Status: There was no activity during this reporting period.

Task 4 Monitoring

Task 4: The Contractor shall provide short and long-term technical assistance for the purpose of conducting field-based project monitoring. The Contractor shall provide monitoring teams with the necessary skills and experience for USAID/Afghanistan COR concurrence; provide logistical support and quality control to visit project sites in the field and monitor project performance and project activities; facilitate presentations to the Mission, GIRoA, and other donors and partners on the findings, and solicit feedback on recommendations; and finalize monitoring report in coordination with OPPD and the relevant technical office.

Deliverable: Field based monitoring of programs as identified and requested by the COR.

Status: During this quarter, SUPPORT-II's Short-Term Objective Monitoring (STOM) team monitored five projects as identified below:

1. The STOM team continued monitoring events sponsored by ODG's Afghan Civic Education Program (ACEP) program. A total of 137 events, including civic education sessions and journalism training courses, were monitored in the Regional Platform West's (RP-W) provinces of Herat, Badghis, and Farah provinces; and in the RP-East provinces of Nangarhar, Laghman, Kunar, Nuristan, Kabul, Kapisa, Parwan, Panjshir, Bamyan, Logar, Wardak, Paktya, Paktika, and Daykundi. Following each event, STOM completed and sent event profiles to USAID. Two monthly reports on ACEP activities were also submitted to ODG.
2. The STOM team began monitoring and verification (M&V) of grantees participating in OEGI's Assistance in Building Afghanistan by Developing

Enterprises (ABADE) program. Six companies were verified in Kabul and Herat provinces.

3. Similarly, the STOM team began monitoring grantees participating in OAG's Incentives Driving Economic Alternatives- North, East, and West (IDEA-NEW) program. Twelve grantees were verified in Nangarhar, Laghman, and Kapisa provinces (RP-East).
4. Seventeen schools in Farah province participating in OSSD's Basic Education, Literacy, and Technical-Vocational Education and Training (BELT) program were monitored to verify the number of textbooks distributed to each school by the Ministry of Education.
5. STOM continued monitoring health clinics that are part of the Partnership Contracts for Health Services (PCH) program. In November, the team finished monitoring the last five selected clinics in Herat, for a total of 29 clinics monitored in the province. A report discussing findings of the Herat PCH clinics was submitted to USAID. In addition, the team began monitoring clinics in Kabul and Bamyan provinces. A total of 62 PCH clinics were monitored: 21 in Bamyan, 5 in Herat, and 36 in Kabul.

Task 5 Recommendations

Task 5: The Contractor shall coordinate with OPPD and relevant technical offices to recommend when program evaluations should be conducted based on third party monitoring. The Contractor shall identify the following situations, which could also trigger the need for an evaluation:

- Performance information indicates an unexpected result (positive or negative) that should be explained (such as gender-differentiated results);
- Informed feedback from customers, partners or others suggests that there are implementation problems, unmet needs, or unintended consequences or impacts;
- Issues of sustainability, cost-effectiveness, or relevance have been cited in the portfolio review or PMP monitoring process; or
- The validity of Results Framework hypotheses or critical assumptions are questioned, e.g. due to unanticipated changes in the host country environment.

Deliverable: Recommendations for conducting evaluations based on third party monitoring findings and conclusions, including the above criteria.

Status: Following completion of the Mission's DQA, the following recommendations were presented for consideration by USAID:

1. Organize a training workshop for IPs and on-budget Ministry representatives on the DQA process, with suggestions for strengthening monitoring procedures. This can be performed by SUPPORT-II staff and scheduled for 2015 at the SUPPORT-II compound and at various ministries.
2. With the Mission's new PMP, assist USAID in following up with CORs whose programs have incomplete PMPs and/or indicator definitions that are substantially different from USAID's reporting indicators. This can be performed by SUPPORT-II staff and scheduled for 2015.

3. Provide training sessions for staff of USAID technical offices on drafting evaluation SOWs, to be followed up with advising on specific drafting efforts upon request. This can be performed by SUPPORT-II staff and scheduled for 2015.
4. Provide the SUPPORT-II COP, the expatriate Program Design/M&E Team Leader, and the expat M&E Advisor with full access to AfghanInfo so that they are able to access IP data for M&E and M&V reporting purposes.

Task 6 Evaluations of Mission Funded Programs

Task 6: On an annual basis, the Contractor shall perform at least 15 interim or final evaluations of Mission-funded programs, projects and/or activities, analyzing progress made, lessons learned, issues and challenges encountered during implementation, and relevance to USAID/Afghanistan's Assistance Objectives.

Deliverable: At least 15 interim or final performance evaluations, including assessments and gender analyses of Mission funded programs.

Status: During this reporting period the following evaluations were completed and/or are scheduled to begin in 2015:

1. OSSD's final performance evaluation of the Strengthening Pharmaceutical Systems (SPS) Program began on August 11, 2014 and the draft final report was submitted on October 23, 2014. The revised final report was approved on January 8, 2015 and posted on the Development Exchange Clearinghouse (DEC).
2. OEGI's final performance evaluation and assessment of the Economic Growth and Governance Initiative (EGGI) program began on September 6, 2014 and the draft final report was submitted on November 20, 2014. As the report combined both the final evaluation and an assessment of GIROA's public financial management progress for a future follow-on program design to support GIROA, email exchanges between OEGI and the STTA resulted in numerous report revisions. The revised final report was submitted on December 7, 2014, and USAID approval was pending at the close of the quarter.
3. OEGI's final performance evaluation of the Land Reform in Afghanistan (LARA) program began on October 14, 2014 and the draft final report was submitted on November 29, 2014. Several versions of comments were received from the technical office in December and revisions are ongoing. The report is scheduled to be submitted for final approval in early January 2015.
4. OSSD's final performance evaluation of the TBCARE 1 program began on November 5, 2014 and the STTA departed Kabul on December 15, 2014. The final report is scheduled to be submitted in early January 2015 as per the scope of work.

At the close of this second quarter, SUPPORT-II has completed seven evaluations, the four evaluations referenced above and three in the previous quarter. We are planning and recruiting STTA for four evaluations requested for early 2015 that include:

1. OAG's Driving Economic Alternatives (IDEA/New),
2. OAG's Agriculture Credit Enhancement (ACE),

3. OEGI's Assistance in Building Afghanistan by Developing Enterprises (ABADE) program, and
4. OEGI's Financial Access for Investing in the Development of Afghanistan (FAIDA) program.

We await further evaluation scopes of work to assist the Mission's programmatic decision making.

Task 7 Annual Review of Assistance Objectives

Task 7: The Contractor shall provide short and long-term technical assistance to conduct and complete annual reviews of each of USAID/Afghanistan's Assistance Objectives, measuring progress of activities against established intermediate results, and analyzing whether the activities under an Assistance Objective are working cohesively to address the Assistance Objective's overall goal. The review shall also include a comprehensive statement of the overall impact of the USAID/Afghanistan-supported program.

Deliverable: This task is related to Task 1 and requests for support services and specific deliverables will be identified and requested by the COR.

Status: There was no activity during this reporting period.

Task 8 Afghanistan National Development Strategy (ANDS) Tracking Task

Task 8: The SUPPORT Contractor shall track USAID's contributions against ANDS benchmarks & timelines, and shall help the Mission to mesh them with USAID's own targets and indicators where it is appropriate to do so.

Deliverable: This task is related to Task 1 and requests for support services and specific deliverables will be identified and requested by the COR.

Status: There was no activity during this reporting period.

Task 9 Field Based Assessments

Task 9: The Contractor shall conduct field-based assessments, particularly in post-conflict and transitional environments, and draft performance-based SOWs, from which it shall provide short-term technical assistance for accomplishment of the tasks listed above.

Deliverable: Draft and obtain approvals for performance based SOWs, recruit and provide STTA to undertaken field based monitoring, and submit report on each activity.

Status: During this reporting period SUPPORT-II conducted the following assessments and gender analyses for the Mission:

1. OPPD/Gender Unit's Household Nutrition gender analysis was ongoing during the reporting period. The draft final report was submitted on November 16, 2014. The Gender Unit provided feedback on December 26, 2014. The final report is undergoing final revision.
2. OPPD's assessment of GIRoA's Monitoring and Evaluation Systems was ongoing during the reporting period. The revised final report was submitted on November 19, 2014. The report was approved on December 14, 2014.
3. OEGI's Irrigation and Watershed Management (PIA) assessment started on October 18, 2014 and has been extended to January 23, 2015. The draft final

report and inventory of irrigation systems surveyed is being compiled and will be submitted on/about January 22, 2015.

Task 10 Logistical Support

Task 10: In support of USAID/Afghanistan's training and donor coordination activities, the Contractor shall organize and facilitate workshops, conferences and meetings for USAID staff and their implementing partners.

The Contractor shall also organize presentations on USAID programs for the host country, other donors, and distinguished visitors (VIPs). When requested, the Contractor shall provide a facilitator. The Contractor's facilities shall be used for donor coordination meetings and the convening of advisory groups responsible for overseeing project implementation.

Deliverable: Provide secure conference facilities to the Mission and its Implementing Partners, with a facilitator as required. As requested by the COR, organize presentations as discussed above.

Status: SUPPORT-II conference facilities include two rooms, each with a seating capacity of 40-50 people. SUPPORT-II also provides several smaller meeting rooms.

During this reporting period, SUPPORT-II provided logistical assistance to the Embassy/USAID for the PROMOTE launch held at the Embassy on November 8, 2014. The launch attracted high-level participation from American and Afghan participants including President and Mrs. Ghani, CEO Abdullah Abdullah, USAID Administrator Rajiv Shah and Ambassador Cunningham. SUPPORT-II long and short-term staff managed the two main events during the day and gathered video footage that was edited into a short video encapsulating the themes of the day. The MISTI Quarterly Summit was moved to USAID's compound as requested by the Mission's Regional Security Office. As previously mentioned, SUPPORT-II hosted a one day DQA training workshop with six IP staff on December 10, 2014.

Task 11 Communications and Outreach Support

Task 11: The Contractor shall maintain website contents publishing and update, as well as writing and editing support on a number of information product tasks.

Deliverable: Contract Modification 7 (September 25, 2014) revised the description of this task to include production and dissemination of documentary short films, video and audio productions, and website content or software.

Status: No requests for assistance during this reporting period.

Task 12 Translation Services

Task 12: The Contractor shall provide translations of technical and legal documents (into English, Dari and/or Pashto), and intermittent short term interpreters available on short notice and able to function in all of these three languages and in the technical areas of the USAID portfolio. They shall accompany Mission staff to official meetings and meetings in the field, have (or easily qualify to obtain) security background checks, and shall be able to accurately discuss development topics in the Mission portfolio in Dari, Pashto and English.

Deliverable: Translations and/or translators as requested by the COR.

Status: During this reporting period the following translations were undertaken on behalf of the Mission:

No.	Description	Project	Source Language			Target Language			# of pages
			English	Dari	Pashto	English	Dari	Pashto	
1	Promote Launch Invitation Letter	Promote	x				x	x	1
2	Biographies 4 Docs	Promote	x				x	x	6
3	Infrastructure Fact Sheet	Promote	x				x	x	3
4	Agriculture Fact Sheet	Promote	x				x	x	2
5	Attendees List	Promote		x		x			30
6	Afghanistan Country Profile	Promote	x				x	x	2
7	Achievements in Afghanistan	Promote	x				x	x	3
8	Promote Launch participants list	Promote		x		x			15
9	Talking Points	Promote	x				x	x	3
10	Questionnaire (CHC)	STOM	x				x	x	5
11	Questionnaire (BHC)	STOM	x				x	x	5
12	Questionnaire (SHC)	STOM	x				x	x	5
13	President Speech (Audio)	Promote	x				x	x	3
14	USAID letter to MoEW including attachment	HR Dept	x				x		3
15	Checchi Drug Policy Summary	HR Dept	x				x		1
16	Conflict of Interest Certificate and Agreement	HR Dept	x				x		1
17	Education Fact-sheet	Promote	x				x	x	3
18	Conflict of Interest Certificate and Agreement	HR Dept	x				x		1
19	Education Fact-sheet	Promote	x				x	x	3
20	MAIL Letter	PIA		x		x			1

21	APPF Liaison Security Office Letter (Security Threats Bullet points)	DCOP	x				x		2
22	PD 10 Inquiries Letter (Registration of Weapons and all Staff details)	DCOP	x				x		1
	Total Pages								99

Task 13 Information Management

Task 13: To support the USAID/Afghanistan information management needs, the Contractor shall provide information management services, systems, and other resources that help to effectively manage the demand for information and information products.

Deliverable: Mapping products and other data and/or information as requested by the COR.

Status: Mapping services and mapping products are provided as requested by the Mission and IPs with COR approval. During this reporting period, SUPPORT-II GIS staff assisted OAG’s RADP-West project with District mapping products and OEGI’s PIA/Irrigation Survey team with district-level maps of 56 irrigation systems.

IV. COLLABORATION WITH GIROA AND OTHER PROJECTS

4.1 Links with GIROA

As previously mentioned, SUPPORT-II is not a traditional USAID development project. SUPPORT-II’s links with GIROA officials are usually limited to contacts made in the course of conducting assessments, evaluations, and gender analyses. However, in this quarter the review of GIROA M&E systems was completed and approved. Also SUPPORT-II began initial planning for a capacity building partnership with the Ministry of Economy.

4.2 Links with Other Donors

SUPPORT-II staff collaborate with DfID (UKAID), World Bank, and UN staff on evolving monitoring and evaluation activities and data acquisition as appropriate.

4.3 Links with Other USAID Projects

SUPPORT-II staff has met with USAID’s MISTI project staff on a quarterly basis to share lessons learned from both projects’ experiences with independent remote monitoring tasks. In addition, SUPPORT-II establishes appropriate links with all stakeholders, including other USAID projects, during the course of conducting assessments, evaluations, and gender analyses.

V. MANAGEMENT & ADMINISTRATION ISSUES

5.1 Administration

Unfortunately, the B6 vehicle received from the US Embassy over 12 months ago has never been registered and has been unavailable to SUPPORT-II. The MOI refuses to officially register the vehicle *because the US Embassy originally began the registration process then withdrew its paperwork for the vehicle's registration with the MOI*. As a result of the US Embassy's action, the MOI has refused to register the second B6 vehicle until the Embassy's original paperwork has been submitted to the MOI. Assistance is now required from USAID/Embassy to register this vehicle. Alternatively, SUPPORT-II must return the non-registered and unusable B6 and request that USAID provide a new B6 from its vehicle pool. The worsening security situation in Kabul and the volume of travel required by the project mandates that two functional and licensed armored vehicles be available to transport STTA and long-term staff in Kabul and to adjacent provinces for assessments and evaluations. One armored B6 vehicle is insufficient; STTA and staff are forced to use non-armored vehicles, exposing them to serious unnecessary risks. The second B6 armored vehicle also enhances the security and safety of the back-up team, reducing the risk of collateral damage in the event of an IED or VBIED attack. Client extraction would also be much safer in a B6 rather than a soft skin vehicle.

5.2 Personnel

Ms. Aimee Rose demobilized as the Project Design/M&E Team Leader on November 9, 2014. Mr. Ronald Santos will join the project in early January 2015 as her replacement, while Ms. Rose will support the project's M&E activities on a half-time basis from the Checchi home office. Mr. Hoppy Mazier rejoined the project on October 21, 2014 as the M&E Advisor. Mr. Michael Lechner joined the project as the new Chief of Party on December 8, 2014.

5.3 Security

The project did not have any security-related incidents during this reporting period. All LTTA/STTA used an Afghan Public Protection Force (APPF)'s mobile security team member while traveling around Kabul city and to adjacent provinces. Checchi ended its Option Year 1 subcontract with Garda World and, following a competitive procurement process, awarded a new subcontract to Edinburgh International (EI) for Option Year 2. Richard Warilow, Kit Bawden, Silvio Blazekovic and Arnold Goosen provide Risk Management Consulting services under Checchi's subcontract with EI. Three RMCs are in-country at a time on a rotating basis. Checchi will continue to have APPF guards for external static security and as mobile armed escorts.

5.4 Modifications and Amendments

There were no contract modifications or amendments processed during the reporting period.