Consultant for Start Fund Bangladesh Evidence & Quality Mentoring Initiative

TERMS OF REFERENCE

PD REFERENCE – BD-DH-02747 (Evidence & Quality Mentoring Initiative)

1. **Basic Information:**

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| **Title of the Work** | Start Fund Bangladesh Evidence & Quality Mentoring Initiative |
| **Duration** | April 01, 2019 to June 30, 2019 |
| **Background** | The Start Fund Bangladesh (2017-2020) is a £10 million rapid emergency response pool fund set up by the Start Network with support from UK aid. Modelled on the successful Start Fund that activates funding within 72 hours of a crisis alert, reaches the beneficiaries within 7 days of the project start and finishes within 45 days. The fund has been setup to be accessible to both national and international member NGOs operating in Bangladesh to respond early and fast to under the radar emergencies in Bangladesh, while the funding decisions and governance are led by its member international, national and local NGOs.  Start Fund Bangladesh has very recently facilitated a nationwide CSO mapping exercise to expand its national and local member base. However, this exercise indicated that, among the finalist 58 organizations, only 62% have a functional M&E plan and established processes to share information to beneficiaries, 57% have trained staff for M&E, 43% regularly collect and analyse gender disaggregated data for reporting, 54% have complain response mechanism to address beneficiary level grievance, 38% seek beneficiary opinion during and after emergency projects, and only 12% have sufficient data protection measures. Thus, these findings reflects one of the commonly held perception that identified during Start Fund’s Localisation Review for Bangladesh, while the national and local NGOs are assumed to have sufficient program delivery capacity, there is still need for monitoring, evaluation and accountability support to ensure project quality. Moreover, it is also crucial to understand their MEAL competency in a rapid response mechanism as such, and how flexible there MEAL systems are to adopt some of the new compliance standards into their programming like safeguarding.  To meet new standards, organizations are expected to have higher accountability for funds and transparency regarding a program’s results, as well as the fact that the likelihood to receive future funding is perceived as correlated to the capacity to demonstrate program performance. As 26 of the 58 organisations stated above will be involved in governing, accessing and managing, the Fund as members there is a scope to strengthen the program quality and evidence management capacity. This will not only enable these agencies to further effectively manage their interventions throughout the Start Fund’s project cycle but also enable to demonstrate these strengths during due diligence assessment to access other funds more directly. Therefore, Start Fund Bangladesh is planning to roll out a comprehensive mentoring initiative as part of its capacity-building framework through an external consultant service. |
| **Objective of the work** | The objective is to enable the planning, monitoring, results measurement, evaluation, accountability, documentation, learning and research personnel from the respective agencies to improve the evidence and project quality by   1. Understanding of the Core Humanitarian Standards for quality and accountability 2. having basic idea of components, concepts, principles and purpose of monitoring, evaluation, accountability and learning along with value and importance during project cycle[[1]](#footnote-1) 3. derive indicators for measuring performance results in an emergency project 4. have foundation on the types, techniques/ process, standards/ criteria[[2]](#footnote-2), design and implementation of monitoring[[3]](#footnote-3) and results measurement, diverse evaluation, baseline and impact assessments undertaken during humanitarian responses 5. learn a variety of required quantitative[[4]](#footnote-4) and qualitative methods[[5]](#footnote-5), tools[[6]](#footnote-6) and techniques[[7]](#footnote-7) to conduct effective data[[8]](#footnote-8) collection[[9]](#footnote-9), management[[10]](#footnote-10) and analysis[[11]](#footnote-11) to measure progress of rapid response projects, conduct evaluations (summative/ formative), visualizing[[12]](#footnote-12), interpreting, reporting[[13]](#footnote-13) and communicating evidence and outcomes to the appropriate internal and external stakeholders 6. understand the requisites for optimum data management and quality in a planning, monitoring, evaluation and learning system 7. learn efficient mechanisms/ methods/ tools to ensure accountability to affected communities encompassing elements of communication with community, community engagement in needs assessment/ project design/ implementation/ learning and evaluation, feedback or complain response mechanisms, feedback loops and program adaptation 8. familiarize with the concept of learning, develop learning questions, capture and capitalize lessons learnt and good practices[[14]](#footnote-14) from humanitarian interventions through the use of tools and techniques to support evidence based strategic planning 9. learn to plan relevant and effective MEAL activities during emergency response utilizing appropriate indicators along with assigning specific roles, budgeting and risk management[[15]](#footnote-15) 10. through these lessons gain the skills needed to conduct facilitate evidence and knowledge management for respective organizations for quality humanitarian response |
| **Key Accountabilities** | 1. Review Start Fund’s proposal and reporting templates, Learning Framework and logframe, DFID’s SDP indicators, SHPR logframe etc. 2. Briefly review MEAL practices across Start Fund’s member agencies 3. Review humanitarian MEAL and reporting best practices and requirements (e.g. frequently used indicators and disaggregation, accountability practices, data quality standards, evaluation criteria etc.), across other key humanitarian actors (e.g. UN-OCHA, donors etc.) 4. Review humanitarian standards e.g. CHS, SPHERE, HAP, People in Need, IFRC Code of Conduct, Humanitarian Charter etc. |
| **Deliverables** | 1. A draft user-friendly training module with separate sections on    * Core Humanitarian Standards for quality and accountability    * Concepts and principles of planning, monitoring, evaluation and learning during humanitarian response    * Monitoring and evaluation process and participatory methods during rapid responses    * Qualitative and quantitative methods for data collection and analysis    * MEAL system development (i.e. identifying indicators, milestones & targets, roles etc.) and linking to project design    * Developing and managing mechanisms to ensure accountability to the affected community    * Knowledge and data management and strategic planning    * Reporting and presenting results (especially for Start Fund Bangladesh responses)[[16]](#footnote-16) 2. A 4-5 day long hands-on orientation workshop[[17]](#footnote-17)/ ToT utilizing the draft module followed by online mentoring support to 26-37 N/LNGOs to operationalize quality MEAL strategies, framework and practices, along with finalization of the module 3. A short report on the outcomes of the orientation and mentoring support along with the finalised module based on feedback/ inputs/ observation during the process |
| **Expected Outputs of the Consultancy:** | The evidence and quality mentoring initiative will enable SFB local and national members to enhance institutional capacity for efficient and effective emergency project cycle management i.e.   1. realizing the scope and importance of evidence and knowledge management for response quality 2. developing SMART indicators for monitoring and evaluation during emergency projects 3. utilizing of qualitative and quantitative measurement techniques and participatory methods for data collection and analysis 4. drawing conclusions/ report analysis based on the monitoring and evaluation data using infographics, dashboards etc. 5. adopting appropriate, methods, and developing clear, concise and functional (i.e. costed, human resourced) frameworks/plans for monitoring, evaluation, accountability and learning. |
| **Work Location** | Dhaka |
| **Responsible organization and Contact Information** | ACF Bangladesh, Orin Tower, House 23, Road 113A, Gulshan 2, Dhaka 1212, Bangladesh |

1. **Estimation of days:**

90 days (April 01- June 30, 2019)

* + Document desk review and draft module development: by mid-April 2019
  + Facilitation of orientation workshop: By end of April 2019
  + Online mentoring support: up to May 2019
  + Final report and module submission: by mid-June 2019

1. **Validation of the Proposal:**

All cost should be quoted in Bangladesh Taka (BDT) and will remain valid up to **ninety (90)** days from the date of proposal submission.

1. **Outline of the Financial Proposal:**

The financial proposal should include VAT and TAX (all-inclusive and will be deducted at source during settlement of invoice as per government rule). Please note that, the amount mentioned in the financial proposal will be assessed in line with the quality of the technical proposal.

1. **General condition of consultancy:**

* The consultant/s need to work with Start Fund Bangladesh team at the SFB Secretariat (i.e. ACF Dhaka office) 2-5 days/ as required at the initial stage and during report writing period.
* The payment will be made in three trenches. First trench of 40% upon signing the contract, second trench of 30% after the submission of the draft module and workshop facilitation (see deliverable A and B), and the remaining 30% upon the validated final submitted report and module (see deliverable C).
* The consultant will conduct the work using own computer equipment.
* The consultant will have to bear the transport and accommodation costs for the assignment.
* Start Fund Bangladesh will bear the cost of arranging venue, accommodation and materials for the orientation workshop/ ToT.

1. **Criteria for Selection:**

We will therefore be selecting the consultant following a two staged evaluation. For the first stage the following criteria will be used for shortlisting.

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|  | **Criteria** | **Total Points** |
|  | **Knowledge skill and capacity:**   * Experience of humanitarian work preferably in Bangladesh * Familiarity with the recent developments in localization of aid agenda * Familiarity to sectoral standards like CHS, SPHERE etc. * Strong analytical capacity i.e. project/ research design, tool development, data management etc. | 40% |
| **Professional experience:**   * Experience in program quality and evidence (i.e. strategic planning, monitoring, results measurement, evaluation, accountability, action research, data management, documentation, knowledge management etc.) preferably for humanitarian programs * Experience of facilitating trainings based on adult learning and mentoring principals or of similar work (organizational development, capacity building etc.) | 40% |
| **Overall Technical Evaluation Points** | **80%** |
| **Financial Evaluation** | **20%** |
| 2 | **Total** | **100%** |

The shortlisted consultant (or firm) will be then called for an interview and the final contract will be offered upon satisfactory performance.

1. **Competencies Required:**

The consultant (or consulting firm) we are looking for preferably meets the following competencies -

* Strong background in monitoring, evaluation, accountability and learning.
* Awareness and understanding of the humanitarian system, standards along with background in humanitarian response/recovery.
* Proven experience of facilitating similar capacity building activities for NGOs.
* Academic degree in Disaster Management, Social Sciences, Business Administration, Program Evaluation, Research, Measurement, Development Studies, Organizational Development or other relevant technical areas.
* Willingness and capacity to be flexible and accommodating when faced with difficult and frustrating working conditions
* Excellent analytical, report writing and presentation skills.
* Fluency in written and spoken English and Bangla

1. **Supervision:**

The consultant will design and conduct the assignment in consultation with the Start Fund Bangladesh team especially Partnership and MEAL Coordinator.

1. **Confidentiality:**

All the outputs will be treated as Start Fund Bangladesh’s property and the outputs or any part of it cannot be sold, used or reproduced in any manner without prior permission from the Start Fund Bangladesh.

1. **Submission of Expression of Interest (EOI):**

The consultant will confirm his expression of interest and submit a proposal (2 copies of both technical and financial in printed copies including work plan, of max 10 pages) according to the Terms of Reference (TOR) in a closed envelope clearly marked as (EOI-SFB Evidence & Quality Mentoring Initiative, PD REF 02747) on or before **14th March 2019** at ACF Bangladesh, Orin Tower, House 23, Road 113/A, Gulshan 2, Dhaka 1212, Bangladesh.

In case of any query please contact Imtiaz Ahmad (email: [mealco@startfundbangladesh.org](mailto:mealco@startfundbangladesh.org); mobile: +8801882086245)

1. from establishing logic models e.g. theory of change, logical frameworks, results chain/ frameworks for strategic planning and MEAL during project cycle for Results based Management [↑](#footnote-ref-1)
2. along with evaluation questions [↑](#footnote-ref-2)
3. process, progress, results (e.g. PDM/ post distribution monitoring) and performance [↑](#footnote-ref-3)
4. e.g. basics of ethnographic methods [↑](#footnote-ref-4)
5. sampling techniques, research/ survey design, PRA/ FGD/ KII, PAR, SWOT, wealth ranking, social maps, stakeholder mapping, action research, problem analysis, cost benefit analysis and attribution/ triangulation, outcome mapping/ harvesting, RTE, most significant change, after action review, gathering photographic/ video evidence, needs assessment, testimonials etc. [↑](#footnote-ref-5)
6. including basic induction on using ICT based tools like Kobo, ODK, DHIS, Salesforce, plotting GPS coordinates on google earth, MS Project [↑](#footnote-ref-6)
7. e.g. independent or participatory [↑](#footnote-ref-7)
8. across data types [↑](#footnote-ref-8)
9. designing questionnaires/ tools that allow collection/ analysis of data disaggregated and adjusted by age, sex, disability, location, migration etc. [↑](#footnote-ref-9)
10. including data quality audits, information system, data flow [↑](#footnote-ref-10)
11. statistical analysis using MS Excel [↑](#footnote-ref-11)
12. for example, graphs, charts, tables, infographs, utilizing dashboards for progress tracking [↑](#footnote-ref-12)
13. report structure, narrative/ progress, value for money reporting against indicators [↑](#footnote-ref-13)
14. For example based on organizational MEAL capacity and learning agenda [↑](#footnote-ref-14)
15. including conflict resolution [↑](#footnote-ref-15)
16. with a commonly used/ relevant list of indicators used for humanitarian response disaggregated by donors, UN-OCHA, standards (e.g. CHS) etc., references to available resources etc. as annex [↑](#footnote-ref-16)
17. with pre/post-test and feedback, and with half day dedicated to data collection and analysis exercise and at least half day to open discussion on practical or operational challenges, best practices etc. [↑](#footnote-ref-17)