

Terms of Reference for the Evaluation of Water Sanitation & Hygiene (WASH) program of ICCO Cooperation in Bangladesh

1. Background

ICCO Cooperation (ICCO), Bangladesh Country Office is looking to recruit experts to evaluate its WASH program, which has been implementing since 2012. The evaluation will be based on a standard methodology and focus on analysis and documentation of ICCO's impacts on the priority geographic areas of operation for the last 5 years, on how successful the program have been on benefitting target communities out of reach of mainstream services and resources and excluded from policy making processes and strengthening the capacity of civil society organizations in the country. The evaluation team will formulate the methodology most appropriate, validate these ideas through field testing and carry out an extensive evaluation based on the methodology.

ICCO Cooperation is an international cooperative for development cooperation, with its roots in the Netherlands. Our identity and work is characterized by three crucial values: compassion, justice and stewardship. The mission of ICCO is to contribute to poverty alleviation and social justice in programs and countries where we can have an impact and make a difference. We are a global organization and the strong voice of many southern countries, and we focus on global goods, international justice, gender equality, human rights, WASH, food security and climate in the 44 countries we work. We create links between the local and international groups (vice versa) both internally and externally. We believe change depends both on the entrepreneurial capacity of individual people and on the capacity and willingness to join forces with others. Therefore ICCO promotes and facilitates the collaboration between different types of participants: civilians (private sphere), social organizations (civil society), enterprises and business (market) and governments (state).

2. The program

For WASH, 3 pathways are discerned that are strongly interrelated. The 1st pathway takes the people, the users of WASH services, as focal point and works with them on their actual WASH situation. The 2nd pathway involves them with local level lobby work, which is oriented on the local government and private sector. The 3rd pathway focuses on improving the enabling environment through evidence based lobby.

Securing Sustainable Livelihoods: poor WASH at household level leads to poor health, leads to less ability to work, to frequent drop out of school, to earn less income, etc. This vicious cycle has been broken to some extent because the access to latrines has improved remarkably in rural areas of Bangladesh over the last decade as a consequence of massive efforts by the GoB, development partners and the community-led Total Sanitation movement, reducing the practice of open defecation to a mere 1%. Yet the level of improved sanitation facilities remains low covering just above half the population. The current challenge is to move communities up the 'sanitation ladder' to achieve improved sanitation coverage in Bangladesh. Moreover, despite the gains made in creating open defecation free villages, the limitations of the primarily

subsidy-led model are apparent in the low levels of hygienic latrine provision in rural Bangladesh. Therefore ICCO Bangladesh includes private sector driven interventions to advance sanitation.

The first precondition in this pathway is that people are more aware of the need to use safe water and a hygienic toilet, and practice personal hygiene. This leads to the precondition that people are willing to invest in WASH and that people do invest in affordable and durable WASH. A key assumption is that people do actually spend household resources on curing diseases and miss-income as they work less due to diseases and should therefore be willing to invest these funds into new WASH technologies.

As part of the first precondition people are not only made aware of their personal WASH situation but also of the WASH related government services and of affordable technologies. The preconditions in this pathway are distinguished as follows (highest precondition first):

- 1.1. Better services and opportunities to access water and sanitation are available.
- 1.2. Poor people get priority in provision of services by government institutions.
- 2.1 Union Parishad WASH budget tracking report available.
- 2.2 Diverse private service packages are available which assumes that the private sector have access to financial support and have been able to design and test appropriate technologies.
- 3.1 Government agencies at local level more active and transparent.
- 3.2 Private service providers are sensitized and willing to invest in offering low cost services.
- 4.1 People are united and mobilized to get support from the local government.
- 4.2 People participated in dialogue sessions with service providers.

The 3rd pathway builds on the conviction that ICCO Bangladesh needs to engage more in lobby activities as a strategy to promote change. It has the local base to build evidence and has partners from local to national level to engage with lobby work. At the national level the partnerships, such as the Bangladesh Wash Alliance, require strengthening though. The key preconditions are (highest precondition first):

1. Monitoring report on budget tracking available.
2. National budget for WASH is increased.
3. National WASH policy exists.
4. Policy makers are in favor of creating a more enabling environment.
5. Civil society more sensitized with a focus on media.
6. Communication strategy developed with and through print and electronic media and civil society.
7. Research based information available to build evidence based lobby strategies.

3. Interventions

ICCO is a member of the Dutch WASH Alliance (DWA), and partners of ICCO are members of the Bangladesh WASH Alliance (BWA), which is a national platform of organizations working on water, sanitation and hygiene. Media and research partner of ICCO provides technical support to all the members of the BWA.

WASH partners of ICCO:

GeRT: The implementing agency Geo-ecological Research Team (GeRT) is an association of teachers of the Department of Geography and Environment, Jahangirnagar University, Savar Dhaka. GeRT conducts multidisciplinary research on environmental problems, WASH, groundwater arsenic poisoning, fluvial morphology, GIS and Remote Sensing, and so on. GeRT as independent research team has conducted a number of research and consulting works in WASH, climate change, groundwater arsenic poisoning, medical waste management, disaster preparedness and management, and air quality monitoring. ICCO has a partnership with GeRT since 2012, on the project “Scanning and Mapping the WASH Situation”.

DALIT: DALIT emerged as an organization in 1998, to materialize the dreams to serve the most deprived Dalit (disadvantaged/marginalized) people. The organization has been named “DALIT” to represent the Dalit people since 1999. Some Dalit people were the visionary-dreamers of DALIT and autobiography of Dr. Baba Saheb Ambedkar was their immense inspiration. DALIT approaches the Dalit community with education, health facilities and employment opportunities. DALIT is a not for profit organization based in Khulna, working for the development of socially excluded groups to lend a hand to them to meet up their basic needs. Human resource development is the ultimate objective of the organization. ICCO has a partnership with DALIT since 2012 on the project “Access to Safe Water, Sanitation and Hygiene”.

AIMS: AIMS Bangladesh (Aesthetical and Integrated Media Service, Bangladesh) is a social communication company with emphasis on Audio Visual communication. The company was set up by Audio-Visual professionals having experience and expertise in social communication and designing and developing video materials for the development sector. The firm has a proven track record of providing communication materials and services to reputed national and international organizations. ICCO has a partnership with AIMS on the project “Water, Sanitation and Hygiene in Coastal Districts of Bangladesh since 2012”.

Specific objectives of the projects supporting by ICCO:

- Create greater awareness among people
- Facilitate access to improved water and sanitation facilities (deep tube-well, shallow tube-well, twin pit latrine, pond sand filter, rain water harvesting)
- Facilitate proper hygienic practices among the target people
- Mapping the spatial WASH situation
- Identify the factors that facilitate or hinder WASH interventions in the coastal area of Bangladesh
- Design policy guideline to minimize the problems in the WASH sector

Outreach of program:

- Community level: More than 31,652 people of 7,289 HH get direct support under the program within 2015
- National level: Approx. 20% of the country's population through media campaign (TV Advertisement, Documentary / Drama, Newspaper Advertisement)

Geographical location of the projects:

| Name of partners | Name of districts |
|------------------|----------------------------|
| DALIT | Khulna |
| AIMS | Khulna, Pirojpur |
| GeRT | Bagerhat, Satkhira, Khulna |

4. The objectives of the Evaluation are:

- 1) To explore and document achievements, both in quantitative and qualitative terms regarding the extent to which ICCO's investments have achieved the desired results compared to what was expected according to the proposed program focus on WASH;
- 2) To analyze overall WASH situation and solutions tested with particular focus on the interventions of ICCO in the existing program areas;
- 3) To identify and describe the drawbacks and limitations of the existing WASH program and three projects;
- 4) To analyze the inclusiveness, in terms of gender, age, disability, ethnicity, religion, economic status, and (disaster) risk reduction of ICCO programs and projects; and
- 5) To identify key lessons learnt so far that are most relevant to be taken up in future ICCO led interventions.

5. Scope of the work

The evaluation will be conducted in a participatory process, promoting maximum input from all relevant stakeholders such as target communities, community based organization, local government authorities, national and international partners, etc. A team of ICCO personnel will be in place at the Country Office level during the entire evaluation period in order to provide critical feedbacks to the evaluators. The evaluation will assess progress made towards the achievement of objectives at the impact, outcome and output levels and determine if the results contribute to ICCO's overall goals of poverty reduction, capacity development of partners and civil society strengthening and policy influencing. The evaluation will also analyze the reasonability of the relationship between project costs and results and assess performance in terms of the relevance of results, sustainability, shared responsibility and accountability, appropriateness of design, resource allocation, and informed and timely action.

The evaluators will undertake following major tasks:

1. Draft evaluation methodology and tools: to be submitted for review by ICCO within the first week of the assignment.
2. Document Review: ICCO project documents, baseline survey reports, monitoring reports, partner progress/activity reports, financial reports and evaluation reports
3. Field Mission (Information Collection in project areas to access outputs and outcomes, challenges and lessons learnt): Information will be collected by the evaluators on the basis of a standard data collection and analysis plan

4. Meet all relevant local, national and international partners to access achievements of ICCO's WASH program in the stated period
5. Do a situational analysis of geographic focus of the WASH program to confirm or remark on the direction chosen for the MASP 2020 of ICCO Bangladesh
6. Presentation of Preliminary Findings: at the conclusion of the field work, the evaluators will organize and facilitate a workshop to share and discuss preliminary findings to the country team of ICCO and partner NGOs
7. Analysis and Report Writing: Analysis of the data and produce the report with crucial findings, and recommendations on the future direction of WASH program of ICCO Bangladesh.

7. Evaluation Criteria

The evaluation questions should be based on Paris Declaration approved evaluation criteria (DAC Evaluation Criteria).

Relevance

- The extent to which the aid activity is suited to the priorities and policies of the target group, recipient and ICCO.
- In evaluating the relevance of the project, it is useful to consider the following questions:
 - To what extent are the objectives of the program still valid?
 - Are the activities and outputs of the program consistent with the overall goal and the attainment of its objectives?
 - Are the activities and outputs of the program consistent with the intended impacts and effects?

Effectiveness

A measure of the extent to which an aid activity attains its objectives.

In evaluating the effectiveness of the project, it is useful to consider the following questions:

- To what extent were the objectives achieved / are likely to be achieved?
- What were the major factors and risks influencing the achievement or non-achievement of the objectives?

Efficiency

Efficiency measures the outputs – qualitative and quantitative – in relation to the inputs. Efficiency is an economic term which is used to assess the extent to which aid uses the least costly resources possible in order to achieve the desired results. This generally requires comparing alternative approaches to achieving the same outputs, to see whether the most efficient process has been adopted.

When evaluating the efficiency of a program or a project, it is useful to consider the following questions:

- Were activities cost-efficient?
- Were objectives achieved on time?
- Was the program or project implemented in the most efficient way compared to alternatives?

Impact

The positive and negative changes produced by a development intervention, directly or indirectly, intended or unintended. This involves the main impacts and effects resulting from the activity on the local social, economic, environmental, gender and other development indicators. The examination should be concerned with both intended and unintended results and must also include the positive and negative impact of external factors, such as changes in terms of trade and financial conditions.

When evaluating the impact of a program or a project, it is useful to consider the following questions:

- What has happened as a result of the program or project and why?
- What real difference has the activity made to the beneficiaries?

Sustainability

Sustainability is concerned with measuring whether the benefits of an activity are likely to continue after donor funding has been withdrawn. Projects need to be environmentally as well as financially sustainable.

When evaluating the sustainability of a program or a project, it is useful to consider the following questions:

- To what extent did the benefits of a program or project continue after donor funding ceased?
- What were the major factors which influenced the achievement or non-achievement of sustainability of the program or project?

8. Accountabilities and Responsibilities

A program personnel of ICCO Country Office team will be assigned as Evaluation Coordinator, who will represent ICCO during the evaluation. S/he will direct and co-ordinate the evaluation and is responsible for:

- Overall responsibility and accountability for the evaluation;
- Guidance throughout all phases of execution; and
- Co-ordination of ICCO's internal review process and approval of all deliverables.

The evaluators will report to ICCO's Evaluation Coordinator and are responsible for:

- conducting the evaluation and day-to-day management of operations;
- regular progress reporting to ICCO's Evaluation Coordinator; and
- development of results and production of deliverables in accordance with contractual requirements.

9. Work Plan of the Evaluation

Assigned evaluators will prepare a work plan that will operationalize and direct the evaluation is to be carried out. It will be approved by ICCO Country Team and act as the agreement between parties for how the assessment is to be conducted.

The work plan will address the following reporting elements:

- Overview of Program/project
- Roles and Responsibilities

- Research Methodology and Framework
- Information Collection and Analysis
- Reporting
- Work Scheduling

10. Field Mission

Site visits for interactions with the community and local partners will be a crucial element of the entire evaluation. Evaluators will make a realistic field visit plan together with ICCO team in order to collect information in accordance with the requirements stipulated in the workplan. This mission is expected to be no longer than ten days in duration.

11. Deliverables

- A draft work plan to be submitted within one week of the signing of the contract. Within three days of receiving ICCO's comments on the draft work plan, evaluators will produce a final work plan.
- Evaluators will prepare a detailed evaluation report that describes the evaluation and puts forward the evaluator's findings, recommendations and lessons learned. The presentation of results is to be intrinsically linked to the evaluation issues, establishing a flow of logic development derived from the information collected. Evaluators will submit a Draft Report for review by ICCO within two (2) weeks of returning from the field mission.
- The evaluators will organize and facilitate a workshop to share the findings of the draft report and discuss those with ICCO Country team and partner NGOs. Within one (1) week of receiving ICCO's consolidated comments based on the workshop discussions and draft report, the evaluators will submit a final evaluation report (both in soft and hard copies) including an evaluation abstract/executive summary. The final report should not be more than 40 pages other than annexes.
- A power point presentation of the final evaluation report in not more than standard 20 slides.

12. Required qualifications

We are looking for a team of maximum 2 consultants, preferably one expatriate and one national, who can guarantee an independent and critical review.

Required experience and expertise for the (team of) consultant(s) include, but not limited to:

- Good understanding of and proven track record in evaluating WASH programs for the pro-poor approaches
- Experience with the evaluation of WASH program in a rural setting
- Academic qualifications in theory-based mixed methods research, including a clear understanding on various social research methodologies
- Sound experience in participatory review and evaluation methodologies
- Good interpersonal skills, including the ability to conduct discussions with a diversity of people
- The ability to conduct interviews / discussions in English and Bangla
- Familiarity with the Bangladesh context
- Ability to analyze and synthesize over different sources of information relating to the scope of the evaluation
- Good eye for detail, adherence to logic, and capacity for inductive reasoning

- Strong presentation, facilitating, communication and reporting skills

13. Budget and payment schedule

Total budget for the evaluation should cover all costs including consultants' fee for conducting the entire assignment (including travel, daily allowances and out-of-pocket expenses) until report submission and final presentation. Applicable taxes will be deducted from the fees as per the tax law of Bangladesh.

Payment will be disbursed as per the following schedule:

- 20% of the payment will be disbursed upon signing of the contract;
- 20% of the payment will be disbursed upon approval of the work plan;
- 30% of the payment will be disbursed upon approval of the draft report;
- 30% remaining payment will be disbursed upon approval of the final report and presentation, raw data and all deliverables.

14. Logistical Support Requirements

The consultants are expected to work on their own but closely coordinating with ICCO through email, or telephone and meetings as needed. ICCO will provide the consultant with all necessary background information and will also assist in logistics and administrative support as well as arranging meetings with partners.

15. Submission Guidelines

Application should include:

- Cover letter (maximum one page)
- Technical Proposal (maximum seven pages, to be elaborated into a work plan in the inception phase):
 - i. Relevant experience of the consultants / consultancy firm
 - ii. Understanding of the assignment / objectives of the evaluation
 - iii. Proposal for the methodology, including sampling and approaches to be used
 - iv. Proposed timeline for completing the evaluation
 - v. A plan for analysis and sense making of the data
 - vi. A proposed outline of the report
 - vii. Team composition and roles, including profiles /resumes of the personnel to be involved in the assignment (in annex)
- Financial Proposal (maximum one-page): breakdown of cost estimates for services rendered. This should include, but not be limited to: daily consultancy fees, accommodation and living costs; transport cost, stationeries, and supplies needed for data collection and reporting

Interested and qualified consultants/consultancy firms should submit their proposal to the following email address to be received no later than August 07, 2015 to:

ICCO Cooperation, Bangladesh Country Office
Attn.: Hasna Hena Khan

Email address: bangladesh@icco-cooperation.org

16. Ethical Considerations

- Disclose any conflict of interest that you or any member of the evaluation group may have.
- Clarify your credibility and competence in undertaking the evaluation.
- Remain unbiased and fair in all stages of evaluation. Make sure that your personal opinions toward a group, topic, or social matter will not interfere with your evaluation work.
- Maintain a non-confrontational position with all stakeholders.
- Demonstrate a gender-sensitive approach and output.
- Be clear and accurate in reporting the evaluation results, and explain the limitations of the work and recommendations for improvements.

17. Governance

The ICCO Bangladesh Country Office will ultimately award the assignment and approve the deliverables. ICCO reserves the rights to accept or reject any application without mentioning any reason.

The evaluation is expected to commence in September 1, 2015, and not have a turnaround time of more than 3 months. Altogether it will be an assignment of approximately 35 person days.