

Terms of Reference for Final Project Evaluation

1. Evaluation Summary

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| Project title and number | Inclusion of People with Disabilities in the Digital Services (P00161) |
| Funding organisation | CBM Global Disability Inclusion |
| Partner Organisation | Centre for Disability in Development |
| Project start and end dates | 01 January 2022 – 31 December 2024 |
| Evaluation Purpose | The purpose of the evaluation is to evaluate the effectiveness and efficiency of the project interventions as well as the relevance of project in terms of design, plan and outcomes. It will also assess the overall impact of the key result areas. The evaluation is expected to provide a clear conception of how the project activities contributed to achieve its expected outcomes. Through this evaluation, it will be known how the disability inclusion actions in the area of digital inclusion will be continued after the project completion and what the project needs to consider for future implication. |
| Evaluation Type | Final project evaluation |
| Commissioning organisation/contact person | Centre for Disability in Development (CDD) |
| Evaluation Team members (if known) | To be confirmed |
| Methodology | Quantitative and qualitative methods |
| Proposed Evaluation Start and End Dates | September – November, 2024 |
| Anticipated Evaluation Report Release Date | 30 November, 2024 |
| Recipient of Final Evaluation Report | 25 November, 2024 |

2. Project Background

Bangladesh has entered the digital world however persons with disabilities are not fully integrated into this digital service due to lack of understanding, knowledge, and skills on digital technology. At the same time, most of the digital services provided by the government and non-government agencies are not accessible for persons with disabilities especially persons with visual, speech and hearing impairments. In this context, with the support of CBM International and CBM Global Disability Inclusion, Centre for Disability in Development is implementing a project titled, 'Inclusion of People with Disabilities in Digital Services (IPDDS)', with the aim to contribute to improving the quality of life of persons with disabilities through digital literacy. Upon completion, the project envisages that persons with disabilities and their organizations are empowered with necessary skills and digital technology to avail of the opportunities for and contribute towards social and economic wellbeing through collaboration with state and non-state actors. An initial research was conducted from July to September 2022, to understand the overall situation and address the challenges and barriers on disability inclusive digital literacy based on which the advocacy and action plan has been developed.

Overall Objective: Improved quality of life of persons with disabilities through digital literacy.

Specific Objective: Persons with disabilities and their organizations are empowered with necessary skills and digital technology to avail of the opportunities for and contribute towards social and economic wellbeing through collaboration with state and non-state actors.

Project Locations: Bhaga, Chakaria, Kalapara, Faridpur Sadar and Tongi.

Total Project Budget: BDT 134, 54,134

3. Evaluation Objective, Scope and Intended Use

3.1 Purpose and objective of the evaluation

The purpose of the final project evaluation for the "Inclusion of People with Disabilities in the Digital Services" project is to systematically assess the effectiveness, impact, and sustainability of the project's interventions in enhancing the inclusion of persons with disabilities within digital service environments. The evaluation aims to provide evidence-based insights into the achievements of the project objectives, the relevance and efficiency of the implemented strategies, and the extent to which the project has contributed to improving access to and usability of digital services for persons with disabilities. This evaluation will serve as a critical tool for understanding the project's successes and areas for improvement, guiding future initiatives, and contributing to the broader knowledge base on digital inclusion for persons with disabilities.

Evaluation objective:

- Determine the Effectiveness: Assess how well the project met its intended outcomes, specifically in improving access to and inclusion within digital services for persons with disabilities.

- Evaluate the Impact: Measure the broader impacts of the project on the lives of persons with disabilities, including any unintended outcomes, both positive and negative.
- Assess Sustainability: Examine the sustainability of the project's results, including the capacity of stakeholders and institutions to maintain and further the inclusion of persons with disabilities in digital services after the project's conclusion.
- Analyze Efficiency: Evaluate the efficiency of resource use throughout the project, including whether the project was delivered on time and within budget.
- Draw Lessons and Recommendations: Identify key lessons learned and provide actionable recommendations for future programming and policy development in the area of digital inclusion for persons with disabilities.

Target audience of the evaluation:

The evaluation is intended to inform audiences i.e. the implementing partner CDD, local partner organizations, Apex bodies, beneficiaries and CBM Global. Findings, learnings, best practices and recommendations will be widely shared among non-government and government stakeholders at local, national and international levels.

4. Evaluation criteria:

Objective level evaluation:

| Specific Objective | Evaluation area of Inquiry | Evaluation Questions |
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| Persons with disabilities and their organizations are empowered with necessary skills and digital technology to avail of the opportunities for and contribute towards social and economic wellbeing through collaboration with state and non-state actors | Relevance | <ul style="list-style-type: none"> • How relevant is the project to target groups (persons with disabilities)? • To what extent is the project's activities related to the capacity of Self-help groups and apex bodies aligned with the policies and strategies of the government, CDD and CBM? • Were the project strategies and activities relevant to implement inclusive digital services for persons with disabilities? • To what extent did the project activities relate to the government policies, SDG goals and CBM? |
| | Effectiveness | <ul style="list-style-type: none"> • What have been achieved under the indicators of result 1 and result 2? (Refer to the indicators of log frame) • What has not been achieved under the indicators of result 1 and result 2? Why? • To what extent persons with disabilities in their communities seek support from self-help groups and apex bodies? |

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| | | <ul style="list-style-type: none"> To what extent does the duty bearers provide inclusive digital services to persons with disabilities? |
| | Efficiency | <ul style="list-style-type: none"> Did the project deliver the output and outcome in a timely and cost-effective manner? (Refer to the indicators of log frame and M&E framework) Did the project deliver the output and outcome of sensitizing duty bearers and local government representatives in a timely and cost-effective manner? (Refer to the indicators of log frame and M&E framework) |
| | Impact | <ul style="list-style-type: none"> Has the project contributed to the capacity building of self-help groups and apex body members to develop them as resource of their community? Has the project contributed to the capacity building of government officials, local government representatives and other stakeholders? |
| | Sustainability | <ul style="list-style-type: none"> What evidence demonstrated that the self-help groups and apex bodies members will continue their ongoing activities after the project? How do the local government own the digital inclusion services for persons with persons? What evidence demonstrated that the duty bearers will continue providing their services on digital inclusion to persons with disabilities? |

Result level evaluation:

Result 1: Persons with disabilities and OPDs have enhanced skills and knowledge on Digital Technology (DT).

Result 2: Duty bearers/service providers are sensitized on inclusive digital service provisions.

Indicator wise analysis (please refer to annex for Logical Framework Approach). It is to be noted that the baseline study was not conducted under this project, however, the consultant will seek information of the baseline situation from the project participants and other relevant stakeholders.

5. Cross Cutting issues:

a) Gender: Gendered approach will be considered in evaluation questions, methodologies, in the composition of the evaluation team as well as specific mention of gender issues in the report.

- How has the project enhanced the participation of women with disabilities in capacity building programs, digital literacy training and digital inclusion services?
- How useful was the inputs from the project for promoting gender equality?

b) Safeguarding: Safeguarding aspects and ethics will be considered in evaluation questions, methodologies and during the entire evaluation process.

- How has the project incorporated safeguarding issues at every aspects of the project?

6. Methodology

The consultant will conduct desk study and field study. Relevant documents (including all project documents, reports, indicator trackers etc.) will be provided by CDD to the Consultant. The consultant will conduct consultations with CDD management, project team, and CBM G representatives before field visits. Project staff will accompany (if required) with the Consultant during field visits. Field locations will be at rural and urban areas.

The evaluation will employ a mixed-methods approach, combining participatory quantitative and qualitative techniques. The consultant will propose appropriate tools and methodologies to ensure the evaluation comprehensively addresses the established criteria.

The Consultant should consult with all stakeholders involved in the project. The Consultant is expected to provide detailed evaluation methodology, schedule, and instruments to CDD and CBM management for feedback upon which the Consultant will finalize the methodology.

Persons with disabilities are the prime target group, therefore, they should be involved in the evaluation and considerations needed to accommodate in the methodology (sign language, accessible venues, and additional time). The consultant should consider gender issues and safeguarding ethics during the whole evaluation process.

7. Location selection criteria:

1. At least 03 of the 05 locations
2. Covering both urban and rural locations of the project
3. Diverse representation of the target group in regard to disability and demographics (e.g. gender, age)

8. Evaluation Team and Management Responsibilities

The evaluation will be commissioned by CDD by procuring the Consultant(s) and approving the design proposed by the Consultant. The evaluation report will be provided to CDD for appropriate distribution to stakeholders and finalized based on comments from CDD and CBM Global.

Eligibility criteria of consultant:

- Experience in programme evaluation
- Experience in quantitative and qualitative data collection, data analysis and interpretation,
- Experience in participatory evaluation methodologies and community mobilization
- Experience in Disability inclusion, Gender and Social inclusion, digital literacy and technology
- Report writing and presentation
- Ability to effectively communicate with diverse stakeholders, persons with disabilities, community members, government officials, and partner organizations
- Experience in using participatory evaluation techniques that involve stakeholders and marginalized groups in the evaluation process
- Understanding of ethical principals in evaluation, particularly in ensuring the protection and confidentiality of vulnerable populations, such as persons with disabilities.
- Familiarity with the socio-cultural, economic, and political context of the project location

Priority will be given to candidates with evaluation experience in internationally funded projects. An inclusive evaluation team, ensuring gender balance and considering a person with a disability as an asset.

9. Management of the evaluation and logistics

| Name and Organization | Role (s) |
|-----------------------|---|
| CDD | <ul style="list-style-type: none">• Develop TOR with CBM and refining evaluation methodology• Identify “neutral” and disability accessible locations for interviews/meetings to take place• Organize interviews with beneficiaries according to the evaluator’s requests/methodology• Work with the Project Partner to manage evaluation logistics and source required information• Ensure that access and inclusion factors are addressed, so that persons with disabilities can participate fully |
| CBM Global Bangladesh | <ul style="list-style-type: none">• Contribute to the development and finalization of ToR• Provide input to the evaluation plan• Member of the evaluation team, undertaking interviews, contribute to discussions of findings and analysis |

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| | <ul style="list-style-type: none"> • Provide input to draft and final reports • Disseminate learnings to other partners in agreement with CDD where appropriate • Participate in selection and approval of consultant and members of the evaluation team • Participate in key planning and scoping meetings with consultant as per need • Review draft report and approval of evaluation report |
| External Consultant | <ul style="list-style-type: none"> • Lead evaluator • Lead methodology development through the evaluation plan and field work • Lead evaluation team briefings and debriefings • Lead data collection and analysis including desk review • Lead facilitation of informal presentation to CDD project team and management to discuss initial findings and generate recommendations • Write and ensure reports are delivered by due dates |

10. Budget considerations

The Consultant should submit a tentative budget amount for the evaluation and VAT and TAX will be deducted at source from the total amount as per government rules.

Detail specific responsibilities of the consultant regarding logistics including food, travel, accommodation, etc. will be provided by the consultant.

11. Expected Results

The Consultant will develop the following documents in the given time frame and English language. The report should be presented in the standard evaluation report format of CBM Global.

- Inception report on 08th calendar day of briefing meeting
- Plan of evaluation with methodology and tools on 11th calendar day of the briefing meeting
- Draft evaluation report on the 52nd calendar day from briefing meeting and the same day de-briefing on the evaluation
- Review evaluation report incorporating feedback on the 58th calendar day from briefing meeting
- Final evaluation report on the 64th calendar day from briefing meeting
- Other expected results as required e.g. presentation, workshop, facilitation of forum, questionnaires or other survey documents etc.
- Tools for clarity - questionnaires or other survey documents
- Use, dissemination, and sharing plan
- The evaluation report should include two case studies of the project participants
- The basic elements of the final evaluation report might include the following sections.
 - Title page
 - Executive summary-2 pages
 - Background and rationale
 - Project description
 - Key areas of evaluation and objectives

- Data sources and methods
- Findings: Comparative analysis
- Recommendations
- Annexes/Appendices: Supporting documents, Glossary, References

CBM Global representatives will further advise on the required structure of the report.

12. Duration and Phasing

The evaluation should be conducted during September-November 2024. All reports should be written in English language. The evaluation report should be presented in the standard evaluation report format of CBM Global.

| Task | Location | Duration | Tentative Date |
|---|---------------------|-----------------|-----------------------|
| Project briefing meeting | CDD | 01 day | 22 September 2024 |
| Desk review of information and submission of inception report | Consultant's office | 05 days | 30 September 2024 |
| Methodology of evaluation in collaboration with consultant-CDD-CBM | Consultant's office | 02 days | 03 October 2024 |
| Field visits, meetings, interviews, etc. | Selected field | 20 days | 31 October 2024 |
| Consultant will submit draft report | Dhaka | 07 Days | 12 November 2024 |
| Comment on draft report by CDD and CBM | Dhaka | 07 days | 21 November 2024 |
| Consultant will make changes as necessary and submit the final report | Dhaka | 3 days | 25 November 2024 |
| Total | | 45 days | |

13. Costs and payments

- The consultant will receive 30% of the of the total contracted amount after inception report, 30% of the total contracted amount after draft report and remaining 40% of the contracted amount after final report
- Total amount will include all cost for conducting evaluation consolidated consultant fee, transport cost (local), accommodation, food, etc.
- VAT and TAX will be deducted at source as per applicable Bangladesh government rules.
- Payment will be made upon submission of the deliverable reports via an A/C Payee Cheque issued against the consultant.

14. Applications

- **Expressions of Interest** must be submitted by **9th September 2024** to cddjobsac@gmail.com and should include the following: Brief description of consultancy firm/consultant/team
- Detailed CVs of each suggested team member
- A proposal including (but not limited to) understanding of this TOR and suggested methodology
- Availability of team and suggested schedule
- Financial proposal

Only complete applications will be considered. The contractor may ask for references and/or examples of previous work and reports during the recruitment process. The contractor reserves the right to terminate the contract in case the suggested and agreed upon team members are unavailable at the start of the evaluation and no adequate replacement can be provided.

Each team member, including interpreters, enumerators etc. need to fully comply with and sign CBM Global's and/or the partner organisation's relevant policies e.g. Code of Conduct, Child Safeguarding Policy, financial and compliance policies, gender equality policy, commitment to data security and privacy, etc.