

The Fred Hollows Foundation (The Foundation) is seeking proposals from individuals or consulting companies interested in undertaking the work described in the attached evaluation request for proposal.

Please review the attached request for proposals carefully. To express interest in undertaking the work described, please submit the following documents by email to: **hr.fhfbd@gmail.com** by 1st October, 2020**:**

1. *A technical proposal for undertaking the evaluation*

* *A financial proposal for undertaking the evaluation, outlining daily consultant rates and any other expenses as requested in the RFP*
* *A cover letter*
* *Copies or links to two examples of previous written work (e.g. published reports or executive summaries of past evaluations) that are relevant to this assignment*

Please contact Mr. **Musabbir Alam** via email (malam@hollows.org) for further details.

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|  | evaluation terms of reference | |
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|  | **Project: Empowering female garment workers through uptake of eye care services**  **Country: Bangladesh**  **Date:** | |

### Introduction

The Fred Hollows Foundation (The Foundation) is a secular non-profit public health organisation based in Australia, which was founded in 1992 by eminent eye surgeon Professor Fred Hollows. The Foundation focuses on strengthening eye health systems and the treatment and prevention of avoidable blindness caused by Cataract, Trachoma, Diabetic Retinopathy, and Refractive Error. The Foundation operates in more than 20 countries across Australia, The Pacific, South and South East Asia, and Africa. The Foundation was named The Australian Charity of the Year 2013 in the inaugural Australian Charity Awards.

The Foundation started its operations in Bangladesh in 2008. It has been working successfully to eliminate avoidable blindness in Bangladesh through health systems strengthening and setting up sustainable eye care programs through Public Private Partnerships. The Foundation aims to strengthen the local health infrastructure, develop human resources, improve access to, and affordability of eye health services for the rural population, raise awareness of and build support for eye health programs in Bangladesh. Its work focuses on vulnerable and marginalized population such as the indigenous communities and poor women.

### Project background

The readymade garment industry employs 3.6 million workers out of a total population of over 160 million. But due to the particular nature of work in garments, there is a creation of various types of health hazards which includes eye strain. The female workers in the garment sector are always under heavy working pressure in their factories. Therefore, they pass their time with workload and mental pressure. For this reason, workers in the garment factory suffer from different types of diseases and illness. The situational analysis from the pilot project undertaken by FHF revealed that 60 % of the workers suffer from some form of eye diseases. The situation analysis complements research which shows that 62 % of garment workers suffer from eye problems and irritations due to hazardous working conditions.

In January 2016, FHF Bangladesh initiated a pilot project working with 10 garment factories in Dhaka, Gazipur and Chittagong, in which Vision Detection Corners were established which enabled workers to assess their own vision, and provided eye health information to workers. The project also established a referral pathway to Gazipur and Chittagong District Hospitals, which have effective eye care departments previously supported by FHF. The pilot reached approximately 8000 garment factory workers, of whom 5,600 were women. This current project will build on achievements and lessons learnt from this pilot project to increase the scale of the project.

In the second phase, a three and half year project started from July 2017 which ends in December 2020. This project aims to increase access to eye health care for women within the Ready Made Garment (RMG) Sector of Bangladesh, through to creating vision friendly workplaces. The Foundation has worked with 17 RMG Factories and 2 garment association hospitals (BGMEA & BKMEA) to integrate eye care into their existing medical facilities. To reach garment workers outside of the premises, 6 existing women’s cafés run by Awaj Foundation for garment workers are selected under this project. Vision Detection Corners (VDCs) are installed in factories and cafes so that workers can self-screen for visual impairment and be referred to medical centres if necessary. Factory medical centres are equipped for basic eye care, and health staff are trained in refraction. First aid providers are trained on utilizing VDCs and referral. Furthermore, the communities in which garment workers live are targeted for awareness campaigns to improve family support for workers to uptake eye care services. Periodic eye camps were organized in community due to great demand of refractive error and cataract cases.

Project interventions were implemented with collaboration of factory management and apex bodies’ involvement. Several stakeholder meetings, knowledge sharing workshops were organized where progress, learning and recommendations were shared. A cost sharing model for spectacles financing developed and implemented in few factories and later replicated in other factories. A midterm evaluation was conducted to know the impact of eye care intervention into workers’ productivity. The project has potential to be replicated across the sector and ensure the workforce of this industry affordable and accessibility to eye care services.

**Project Goal:** To reduce avoidable blindness amongst women in Bangladesh

**Project Timeline:** July 2017 - December 2020

**End of Project Outcomes:** To improve access to eye health services amongst female workers in garment factories in Bangladesh

**Outcomes of the project:**

1. Increased numbers of women seeking eye health care amongst factory workers in the 15 targeted factories
2. Increased awareness of eye health care and services available amongst female garment workers and other stakeholders
3. Improved capacity of garment factories in Bangladesh to provide sustainable vision-friendly services

### Purpose of the evaluation

The Foundation’s Bangladesh office is commissioning an end-term evaluation for this project. The purpose of the evaluation is to assess the extent to which integration of eye care program into garment factories contributed to changes in awareness and uptake of eye health by female garment workers of garment industry. The findings from this evaluation will be used to assist in the development of expansion of the project model across the sector. It will also inform The Foundation more broadly in terms of what works in garment factory workers and their community members regarding eye health care in this context.

The primary audience for this evaluation will therefore be The Foundation’s Bangladesh country program, The Foundation’s Asia Hub team and Head Office who will use the findings for future program planning. Other secondary audiences will be apex bodies of the garment industry, BGMEA and BKMEA, Awaj Foundation, buyers, other garment factories, the project donor (ANCP) .

### Evaluation scope and key questions

The evaluation will cover the 3.5 year project Empowering female garment workers through uptake of eye care services “project (July 2017- December 2020, in order to determine the extent to which the deliverables of the project have been met, and the extent to which the project achieved its purpose of improving access to eye health services amongst female workers in garment factories in Bangladesh”.

Key evaluation questions:

1. **Effectiveness: To what level did the project improve access to eye health services amongst women workers in garment factories in Bangladesh?**

* What have been the changes to women’s access to and use of eye care services compared to the pre project phase (from factory, hospitals, and café)?
* To what extent have female and male workers utilized the Vision Detection Corners (VDCs)?
* How many workers (female and male) tested negative (in URE) in VDC and have eye problem?
* How many workers (female and male) referred to medical Centre and have eye problem?
* What have been changes to the referral pathways because of the project?
* How do women understand and use the referral pathways after they have used VDCs?

***To what extent is medical staff confident to provide eye care services?***

* Is medical staff able to take training on eye care?
* How confident is medical staff in providing eye care services, including use of equipment?
* Are health personnel able to treat near and far sighted URE patients?
* Are health personnel able to detect possible cataract or other eye health problem?

***To what extent has the model of integrating eye care services in garment factory, Café and hospital provided more equitable access to eye care services?***

* What were the aspects of model that contributed to this?
* Was the project theory of change accurate regarding provision of equitable access?
* What components of the model should be continued?

***To what extent did women’s awareness of eye health increase?***

* How many workers (female and male) were oriented on basic eye care?
* What have been the inhibiters and enablers for women to wear spectacles?
* What proportion of women prescribed glasses are wearing them?
* For women how have stopped wearing spectacles, how long did they use spectacles before stopping and why?
* Are workers (female and male) willing to pay for their glasses and what percentage of contribution they are willing to make for glass?

***To what extent have community campaigns increased awareness of eye health?***

* How many and what type of SBCC campaigns were developed and where were they implemented?
* How many people were reached in community campaigns directly and indirectly?
* What are the changes in eye health awareness for garment factor workers’ families who participated in activities targeting family members?
* Is there any change in access to eye health as a result of community campaigns?

1. **Relevance/ Appropriateness: How appropriate was the project’s design of introducing eye health into garment factories for meeting women’s eye health needs, including addressing barriers to women’s eye health care?**

* What elements of project implementation were conducive/ not conducive to effective implementation (e.g. partnership, monitoring etc.)?
* To what extent have there been changes to women’s confidence and capacity to make decisions about eye health?
* What barriers have been removed to enable women to take up eye care services?

1. **Sustainability: To what degree is the provision of eye care facilities sustainable within garment factories, hospitals, and café and likely to extend beyond this project?**

* To what extent are the government and garment factory apex bodies supportive of the intervention?
* How willing is factory management to share cost of spectacles?
* Is the project model replicable by other garment factories and are factory management willing to do so within their own factory?
* Was the development of financing model based on the best interest of both the workers and other stakeholders?
* How has the COVID19 situation affected overall eye care services for garment workers?

**In addressing the above questions, the evaluation will determine key recommendations to inform future interventions.**

### Approach

The preferred approach to this evaluation will be a mixed- method approach, which provide recommendations for future programming. The evaluation will unpack and document the theory of change underlying the project. The evaluation will take the form of an Utilisation- Focused evaluation, which is a type of evaluation that ensures that the evaluation is planned and conducted in a way that enhances the likely utilisation of both the findings and the process itself to inform decision and improve performance. More information about this type of evaluation can be found here: <https://www.betterevaluation.org/plan/approach/utilization_focused_evaluation>

The evaluator chosen to conduct this evaluation will be expected to provide a detailed methodology for data collection and analysis based on the Key evaluation Questions above. This can be negotiated between The Foundation and the evaluator as part of the contracting process.

Indication of the type of fieldwork that will be necessary:

* Consultation and discussion with The Foundation’s Bangladesh team and partner staff involved with project implementation around unpacking the theory of change, and developing the evaluation plan
* Consultation and discussion with stakeholders at points during the process to a) understand stakeholder needs/interest; b) increase ownership of the evaluation, and c) increase understanding of reasoning
* Observations from field visit (Factories, hospitals and cafes)
* Key Informant Interviews, focus group discussions with stakeholders (both primary and secondary) including factory, hospital and café medical staff, women’s coordinators, factory management, BGMEA and BKMEA management, community members and other key persons.

All existing project development and project monitoring data will be provided to the evaluator, including:

* Baseline data
* Mid term review report
* Quarterly reports
* Quarterly monitoring reports (quantitative MIS data)
* Detailed theory of change for the project
* Project Implementation Plan, including a detailed monitoring and evaluation plan

### Deliverables

The following deliverables are expected for this evaluation:

* Evaluation Plan and detailed methodology, including timeline
* Ethics Approval certificate
* Presentation of preliminary and ultimate findings
* Draft Evaluation Report
* Raw Data (Hard copy will be delivered to FHF office & Soft copy Excel file as well as SPSS format)
* Final Evaluation Report (including a full report, summary report and 1-page brief) including recommendation to improve sustainability and effectiveness for future programming
* A process documentation of project intervention model into an industry.

The Foundation will provide:

* Feedback on the Evaluation Plan and methodology
* Feedback on draft reports and other deliverables
* Necessary documents as described above
* Dissemination of findings and reports to internal and external stakeholders

### Schedule

Proposal, evaluation Plan and methodology: October 15, 2020

Data collection and analysis: December 15, 2020

Draft report: January 15, 2021

Final report: January 30, 2021

### Evaluation team & qualifications

This evaluation will be contracted to an independent evaluator or team who will work closely with The Foundation staff during the design and implementation of the evaluation. The Foundation seeks to engage the services of an independent Bangladeshi registered organisation, who have following experiences and expertise in project/program evaluation

**Qualifications of evaluation team leader**

* At least Master Degree Education in related subjects e.g. Social Science or Development Economics, Public Health
* At least 7 years of work experiences specially on evaluating development projects, impact evaluation project funded by any INGOs, bilateral, multilateral organizations
* Experience of evaluation in the health sector, and preferably knowledge of eye health in Bangladesh and experience assessing primary health services.
* Experience of conducting research, survey or field work in garment industry.
* Demonstrated track record of producing high quality evaluations
* Knowledge and understanding of the political and cultural context of Bangladesh and in-depth knowledge of Bangladesh’s economy and institutional framework
* Experience working on health sector improvement projects, with the ability to understand from a program and/or health facility manager’s perspective what would be useful information and recommendations from this evaluation.
* Ability to analyse quantitative and qualitative data
* Experience in conducting evaluations and/or reviews in related areas (the consultant is also required to produce a copy or excerpt of at least 2 recent evaluation reports that they have completed).

### Management and logistics

The management arrangements for the evaluation will be as follows:

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| **Stakeholder** | **Key Contact** | **Role/responsibility in the evaluation** |
| The Foundation | Evaluation Focal Point | Focal person for coordination and support to undertake the evaluation.  Provide access to relevant documents.  Introductions to partners and key stakeholders.  Ensure milestones are met.  Coordinate review and approval of deliverables. |
| Consultant Evaluator | TBA | Manage the evaluation  Provide quality evaluation products  Deliver agreed deliverables on time  Coordinate with The Foundation in the design and implementation of the evaluation  Advise The Foundation on any issues arising that affect the evaluation process |

### Application procedures

To express interest in undertaking the work described, please submit the following

1. An **Offer Letter**, signed by a duly authorized representative of the Applicant’s organization, presenting the total bid amount.

2. The **Technical Proposal** document;

3. The **Financial Proposal** document, *outlining daily consultant rates and any other expenses as requested in the RFP*;

4. The **Organization Information** form as provided in Appendix 1;

5. Copies or links to two examples of previous written work (e.g. published reports or executive **summaries of past evaluations) that are relevant to this assignment**.

6. **Past performance References -** Please provide a Past Performance Projects List including past performance reference and two recommendations with contact details.

7. **Police Verification –** A police verification report of the applicant is to be submitted.

### Confidentiality

The evaluator/s agree to not divulge confidential information to any person for any reason during or after completion of this contract with The Foundation. Upon completion or termination of this contract, the evaluator/s undertake to return to The Foundation any materials, files or property in their possession that relate to the business affairs of The Foundation.

### Intellectual Property

All intellectual property and/or copyright material produced by the evaluator/s whilst under contract to The Foundation remain the property of The Foundation and will not be shared with third parties without the express permission of The Foundation. The evaluator/s are required to surrender any copyright material created during the term of the contract to The Foundation upon completion or termination of the contract.

### Insurance

Any consultants involved in this evaluation will be required to have in place insurance arrangements appropriate to provision of the requirements in this ToR including travel insurance.

### Safeguarding People

The Fred Hollows Foundation is committed to ensuring that its activities are implemented in a safe and productive environment which prevents harm and avoids negative impacts on the health and safety of all people, particularly children, vulnerable people and disadvantaged groups. The Foundation has a zero-tolerance approach to sexual exploitation, abuse and harassment of any kind. All personnel including contractors/consultants are expected to uphold and promote high standards of professional conduct in line with The Foundation’s [Safeguarding People Policy including Code of Conduct](https://www.hollows.org/au/safeguarding-and-policies). Contractors/consultants will be expected to sign and adhere to The Foundation’s Safeguarding Code of Conduct, and provide any background checks as required.