

**TERMS OF REFERENCE**

**EXTERNAL EVALUATION OF MOBILE UNIT MODALITY**

**With Ref: PSR BGD-2021-COXB-047**

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**GENERAL INFORMATION**

## About Humanity & Inclusion

Humanity and Inclusion (formerly Handicap International) is an international non-governmental Organization founded in 1982 and currently located in more than 60 countries worldwide. Humanity & Inclusion is an independent and impartial aid organisation working in situations of poverty and exclusion, conflict and disaster. The organisation works alongside people with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights.

## About Humanity & Inclusion in the country

Humanity and Inclusion (HI) has been operational in Bangladesh since 1997 and has been working at supporting universal and inclusive access to services for all, particularly in the sectors of health, education and socio-economic empowerment. With a country team comprising over 325 staff (305 national and 20 international staff) HI is operating in 5 districts (namely gramanity and Inclusion (HI) has been operational in Bangladesh since 1997 and has been working at supporting universal and inclusive access to services for all, particularly in the sectors of health, education and socio-economic empowerment. With a country team comprising over 325 staff (305 national and 20 international staff) HI is operating in 5 districts (namely Kurigram, Sitakunda and Cox’s Bazar). In Dhaka, a Senior Management Team comprising of a Country Director, Operational Coordinator Technical Unit Coordinator and a Support Services Coordinator provides an oversight on all country operations. An Area Manager based in Cox’s Bazar office is guiding the district’s intervention through its two field offices in Ukhiya and Teknaf, managed by two Field Coordinators. In addition, HI has a team of technical unit comprising of MHPSS, Protection, Inclusion Specialist, Rehabilitation and Accessibility Technical Advisors, guaranteeing that international quality standards and best practices are implemented across all HI operations, strengthening technical capacity of the fields’ operations team and coordinating with clusters and technical working groups. As an organization, HI is well recognized for promoting the rights of vulnerable individuals throughout the emergency response while providing quality specialized services.

HI has been present in Cox’s Bazar for more than 12 years and comprises of an experienced and qualified team of professionals having a vast understanding of the local context and strong relationships with local authorities and influential partners.

1. **Context of the evaluation**

**2.1 Presentation of the Mobile Unit approach**

Following the refugee’s influx in August 2017, HI has set up emergency mobile teams composed of one Team Manager ensuring coordination within the team and with external actors in the camps, one Project-Officer Service Linkage conducting beneficiary identification through household visits and in charge of internal/external referral pathway, two to three rehabilitation staff

providing physical and functional rehabilitation services, one to two Nurses providing basic health care, Sexual Reproductive Health and referral support, one Protection Officer to facilitate protection case identification and external referrals to service providers and awareness-raising and two MHPSS Officers to provide MH/PSS individualized services and refer to specialized mental health services if needed. Finally, Inclusive Sports Recreational Officers facilitate inclusive Sport and recreational sessions with children and adults. These teams aim at providing timely, adapted and comprehensive assistance to the most at-risk individuals (especially persons with disabilities) in camps, and host communities. Both, in host communities and camps, HI provides rehabilitation services in 5 hospitals and clinics.

**2.2 Justification of the evaluation**

HI decided an evaluation of the mobile unit modality so as to assess how the program implementation and interventions adhere to the HI quality framework. Moreover, regarding the change in context, identify areas for improvement/modification/adjustment to make the program implementations of high quality and hence better attainment of the program results.

This is an appropriate time since the current model of the programme is running for 3 and half years and it would be good to step back and reflect on the implementation. Then check what can be improved to achieve better results, assess progress/results versus KPIs and consider adaptations to programme to increase effectiveness in next phase of programing.

1. **Objectives of the evaluation (3 pages maximum)** 
   1. **Overall objectives and expectations of the evaluation**

**General Objective**

To assess the mobile multi sectorial approach/Modality of implementation and intervention, identify areas for improvement to ensure high quality and, hence better attainment of the results.

**3.2 Specific objectives**

The specific objective of this evaluation is to evaluate the above-mentioned projects, looking at evaluation criteria: **Relevance, Synergy, Sustainability** and **Changes**.

The objective is to assess the following:

1. To evaluate if the projects meet demonstrated priorities and adapted to the intervention setting? (RELEVANCE)
2. To understand if the projects achieve positive short, medium and/or long-term change for the targeted groups? (CHANGES)
3. To understand if the project aims to achieve positive effects that will be ongoing once the intervention is over? (SUSTAINBILITY)
4. To understand if the program / approach is consistent with its environment and interacts positively with other stakeholders? (SYNERGY)

**3.3 Evaluation criteria and evaluative questions**

The evaluation is based on the following set of evaluative questions; (10 question max)

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| **Criteria** | **Evaluative Questions** |
| **RELEVANCE** | * Does the program meets the demands and needs of beneficiaries and contributes to achieving priorities of other stakeholders (authorities, partners, donors etc.)? [Needs] * Do the projects adjust its action according to the context of intervention (socio-cultural and historical determinants, security, logistical constraints, regulatory ...) and its evolution? [Context] |
| **CHANGES** | * Do the projects contribute to the achievement of long-term positive effects on the lives of beneficiaries and their families? [Impact] |
| **SUSTAINABILITY** | * To what extent the intervention has met the identified needs of populations and/or the project provides a transfer to other actors that can continue the action. [ Continuity] * Do the projects contribute to reduce the vulnerability of targeted populations and increase their response capacity? [Resilience] |
| **SYNERGY** | * Is approach accepted by main stakeholders and is actively looking for their involvement? [Cooperation] * Is the approach in coherence with other interventions to ensure a comprehensive response to the multiple and changing needs of the target groups? [Complementarity] |

1. **Evaluation methodology and organization of the mission**

**4.1 Collection methodology**

* + 1. **Location**

The evaluation will cover BRPM, ECHO and UNCHR project implementation area in Cox’s Bazar district covering both host and Refugee community

* + 1. **Target population**

The evaluation will target project stakeholders and beneficiaries. These will include: partners, service providers, duty bearers like government officials, etc.

* + 1. **Evaluation Design**

This evaluation is designed in such a way that each of the selected quality criteria is assessed through a comparison of the project implementation quality against the Humanity and Inclusion’s quality standard. The evaluation will use a mixed approach involving both qualitative and quantitative approaches.

* + 1. **Selection and Sampling Procedure** The study will employ a mix of several sampling techniques but by nature of the evaluation methodology, the purposive sampling technique will be the most dominant one. Purposive sampling will be used to select key stakeholders and partners that will be deemed as the best fit to solicit from information in this evaluation. Purposive sampling will be used to collect qualitative data.
    2. **Data collection**

**Methods and tools**

The evaluation will build on the tools proposed and agreed with HI following stanned protocol. Document’s review will also be used to answer some of the evaluative questions.

* + 1. **Data Processing and analysis**

Quantitative data should be collected though using appropriate Mobile Data collection tools and should be analysed using the appropriate Statistical Package (e.g SPSS). The Qualitative data may be analysed by Content analysis using appropriate tools.

* + 1. **Quality monitoring**

Several measures will be constituted to ensure that the quality of data is good mainly: through triangulation, pretesting of tools and having a clear data collection plan.

**4.2 Actors involved in the evaluation**

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| **Actor** | **Role** |
| **Steering Committee (Francois CAMPAGNE, Area manager Or Program Manager, Ripon CHAKRABORTY, Anne-Lyse COUTIN, Laura GANI)** | * Review proposed tools and methodology. * Participate in meetings (kick off meeting, interview of the consultants, inception meeting, etc.). * Support recruitment of the consultants (constitute the review committee). * Review progress of the evaluation. * Review the draft report and provide inputs. * Validate the final report based on the HI quality checklist attached in annexes. |
| **Operations Team (Project Manager)** | * Ensure that implementation complies with administrative, temporal and financial conditions. * Plan budgetary needs. * Communicate to stakeholders about the study. * Plan the agenda with stakeholders and beneficiaries as soon as the plan will be elaborate. * Advise of the contractual requirements. |
| **Finance Manager** | * Guide on financial aspects of the project. * Share the budget available for this evaluation. |
| **Technical Team**  **(Technical Manager)** | * Participate in the conception of the data collection tools. * Participate in the review of the data collection tools. * Review and give feedback on the evaluation report. * Participate in the conception of the analysis tools (what are the needs, the relevant infographics etc.) * Participate in supporting the implementation of the recommendations of the evaluation. |
| **MEAL / Information Management Team**  **(Country MEAL Manager)** | * Oversee the entire evaluation. * Support in designing the evaluation methodology and design. * Support in develop/adapt data collection tools. * Recruit main study stakeholders/agents, and supervise their activities. * Monitor data collection. * Review the analyses. |
| **Consultant** | * Develop an inception report. * Design the evaluation methodology and design. * Develop/adapt data collection tools. * Recruit main study stakeholders/agents and supervise their activities. * Organise and monitor data collection. * Conduct data analysis. * Write the evaluation report |
| **Logistics Team/HR** | * Support on the hiring of a consultant(s) which include but not limits to the publication of the offer, receiving the application etc. |

1. **Principles and values**

**5.1. Protection and Anti-Corruption Policy**

The Evaluation will adhere to the Humanity and Inclusion code of conduct, Protection of beneficiaries from sexual exploitation, abuse and harassment policy, Child Protection Policy, Anti-fraud, anti-corruption policy, DFID rules, and regulations (see the table below).

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| [*Code of Conduct*](https://hi.org/sn_uploads/document/ID_CodeOfConduct.pdf) | [*Protection of beneficiaries from sexual exploitation, abuse and harassment*](https://hi.org/sn_uploads/document/PI03_HI_Protection-Beneficiaries_EN.pdf) | [*Child Protection Policy*](https://hi.org/sn_uploads/document/PI02_HI-Child-Protection_EN_1.pdf) | [*Anti-fraud and anti-corruption policy*](https://hi.org/sn_uploads/document/PI04_IP_antiFraud-bribery-corruption-policy_1.pdf) |

**5.2. Ethical measures\***

As part of each evaluation, HI is committed to upholding certain ethical measures. It is imperative that these measures are considered in the technical offer:

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| **Ethical Risks** | **Mitigation Measures** |
| Security of subjects, partners and teams | * Inform local authorities of the evaluation so that they can provide and guarantee security. |
| Obtain the subjects’ free and informed consent | * Information is shared with all participants before beginning the data collection in an adapted language to empower them to make informed consent on the participation (purpose & use of the data collection, potential associated risks, and their rights during the interview). A contact name is also shared if they have any question or complaints. * Only persons who have signed the consent forms will participate. For clients or beneficiaries who are unable to sign a consent form, a verbal consent will be recorded using a recorder. |
| Ensure the security of personal and sensitive data at all stages of the activity | * All data collected from respondents are collected in a way such that the respondent will not be harmed. * HI can share findings to the public and stakeholders but sharing raw data and personal information outside the organization is strictly prohibited. * A Data Sharing Agreement (DSA) will be sign between HI and the consultants. |

\**These measures may be adapted during the completion of the inception report.*

**5.3. Participation of stakeholders and beneficiaries**

In order to assess evaluation criteria; Relevance, Synergy, Sustainability and Changes several stakeholders namely, consortium partners, government, Organisations of Persons with Disabilities, etc. will be interviewed.

**5.4. Others**

The evaluation will follow all ethical considerations and will respect all human rights.

1. **Expected deliverables and proposed schedule**

**6.1. Deliverables**

* An inception report refining / specifying the proposed methodology for answering the evaluation questions and an action plan (Maximum 20 pages). This inception report will have to be validated by the Steering Committee.
* A presentation document presenting the first results, conclusions and recommendations, to be presented to the Steering Committee.
* A final report of approximately 20-30 pages.

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| *The final report should be integrated into the following template:* | *The quality of the final report will be reviewed by the Steering Committee of the evaluation using this checklist:* |
|  |  |

**6.2. End-of-Evaluation Questionnaire**

The end-of-evaluation questionnaire will be completed by a member of the Steering Committee, the person in charge of the evaluation and the evaluator together.

**6.3. Evaluation dates and schedule**

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| Phase | Activities | Duration | Start Date | End Date |
| Hiring Consultant | Advertise the TOR to hire a Consultant | I month | 20th April | 5th May |
| Recruitment of Consultant (interview, etc.) | 1 week | 6nd May | 10th May |
| Phase-1  Desk Review – Inception Report | Consultant develops Inception Report and presents to the Steering committee | 1 week | 16th May | 21st May |
| Phase-II  Field data Collection | Training of Enumerators | I week |  |  |
| Make appointments with respondents |
| Field Data collection |
| Phase-III  Data Analysis, Report writing | Data Cleaning, Data Analysis | 1 week |  |  |
| Draft preliminary report with recommendations. |
| Validation meetings with HI (HQ & Country) | I week |  |  |
| Finalize on the feedback and share the finale report after within 5 days. Share final report. | 1 week |  |  |
| Dissemination | Disseminate findings with Stakeholders through a dissemination meeting. | I week | 27th June | 2nd July |

1. **Means**

**7.1 Expertise sought from the consultant(s)**

**Qualifications and experience required**

The composition of the team or individual is expected to be as follows:

* The lead research must have at least Master’s degree in Public Health, Statistics, International Development Studies, Social sciences or any related qualification.
* Track record of conducting evaluation with at least 5 years’ experience in conducting evaluations in rehabilitation, MHPSS, Disability, Youth and Gender, etc.
* Experience and knowledge of Disability programming will be an Added advantage.
* Available to stay in the field during the survey period.
* Excellent interview, teamwork and communication skills and dissemination skills.
* Ability to write clear, concise reports in English.
* Experience in mobile data collection would be an asset

**7.2 Recruitment Process**

The recruitment of the consultant(s) will follow a competitive and transparent process. A call for consultant(s) will be advertised within the international newspapers/websites. From the pool of applicants, a number of applicants will be shortlisted and interviewed by a committee comprising of;

**Selection Committee**

* MEAL Manger Bangladesh
* TU coordinator
* Supply Chain - Logistics Bangladesh
* Representative from the Projects
* MEAL HQ

**Assessing the Consultants/ Firms**

**Stage 1: Screening of Applications**

* All applications will undergo a preliminary screening to ensure the application has all the necessary documents/ requirements.
* This screening will be done by the Supply Chain - Logistics, Bangladesh and Country MEAL Manger.

**Stage 2: Shortlisting of Applications**

* Shortlisted applications will be made to move to the next step from the applications that meet the minimum requirements in the screening.
* The shortlisting will be based on experience of the consultant/firm in conducting similar evaluations, proposed tools/methodology and cost.

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| Criteria 1 - Price | Team experience (1 to 10) | Bid review: Experience with Disability and SRH (1 to 10) | Bid review: Relevance of the proposed tools/ Methodology (1 to 10) |
| 20% | 20% | 10% | 10% |

* The shortlisting will be done by a team comprising of; Bangladesh MEAL Manger, 01 Representative from the program, MEAL HQ. Minimum of 02 needed.

**Stage 3: Interview of the Consultants**

* The shortlisted candidates will be interviewed based on the; Experience with Disability rehabilitation and MHPSS, proposed tools/ Methodology, Soft skills (communication / English / writing / consortia) and Means and Planification.

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| --- | --- | --- | --- |
| Means and Planification (1 to 10) | Interview: Experience with rehabilitation and MHPSS | Bid review: Relevance of the proposed tools/ Methodology | Soft skills (communication / English / writing / consortia) |
| 5% | 10% | 15% | 10% |

* The interview process will be done by a team comprising of; MEAL Manger Bangladesh, MEAL HQ, MU Project Manager, Logistics, MEAL HQ.

**Table 1: Criteria for Assessing the Consultants/ Firms**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Criteria 1 - Price | Team experience (1 to 10) | Bid review: Experience with rehabilitation and MHPSS (1 to 10) | Bid review: Relevance of the proposed tools/ Methodology (1 to 10) | Means and Planification (1 to 10) | Interview: Experience with Disability and SRH | Bid review: Relevance of the proposed tools/ Methodology | Soft skills (communication / English / writing / consortia) |
| 20% | 20% | 10% | 10% | 5% | 10% | 15% | 10% |

A final report will be generated from the aggregation of results from the assessed components. The best candidate that the Team agrees on will be contracted.

**7.3 Budget allocated to the evaluation**

The Consultant should submit a detailed Financial Proposal clearly outlining technical fees of the Consultant(s) per day, number of days spent at each stage of the evaluation, cost of translation (if any), enumerators fees, Logistics (transport costs, stationery costs).

***Caution:*** *please note that the final payment is conditional on the validation of the final report and not on the sending of the final report. By validation, we mean validation of the quality and under no circumstances of the appreciation of the project evaluated (based on the quality checklist attached, chapter 6).*

**7.4. Available resources made to the evaluation team**

Humanity and Inclusion will provide all the information needed by the Consultant(s) like the Project Proposal, Progress reports, supporting in making appointment with Consortium Partners for interview, etc.

1. **Submission of applications**

**Application process**

* Interested applicant(s) should email Cover letter and CV (maximum 4 pages; with references), Company profile(s)
* Documentation of legal status, and registration as a Company or individuals
* Previous work experience with other NGO/International Agencies (Documented)
* Technical proposal (maximum 15 pages) including the proposed methodologies and proposed schedule, Financial Proposal. The financial proposal should provide cost estimates for services rendered including daily consultancy fees. The consultant has to cover all field related costs (accommodation, per diem, air tickets, and transportation to the field to collect data, food and other related costs).
* Consultants that meet the requirements should submit an expression of interest to logistics@bangladesh.hi.org (Bangladesh) by close of business 5 May’2021.

1. **Appendices**

* [*HI's Quality Framework*](https://hi.org/sn_uploads/document/QualityFramework_EN.pdf)*, on which all evaluators must base their evaluation.*
* [*The Disability - Gender - Age Policy*](https://hi.org/sn_uploads/document/IP_DisabilityGenreAge_1.pdf)*, which must guide the approach and the construction of evaluation tools in the technical offer.*