

**TERMS OF REFERENCE**

**PROJECT EVALUATION**

**Name of the project**

Emergency Protection, Psycho-Social Support and Health services for vulnerable population in Cox’s Bazar district, Bangladesh, 2020-2021Project

Implementation Date

April 2020 to 31 May 2021

**PSR REF: BGD-2021-TEKN-076**

***Editor: Ashok Kumar Paul***

***Date of writing: 27th April 2021***

1. **General information**

## About Humanity & Inclusion

Outraged by the injustice faced by people with disabilities and vulnerable populations, we aspire to a world of solidarity and inclusion, enriched by our differences, where everyone can live in dignity. Humanity & Inclusion (the new name of Handicap International) is an independent and impartial aid and development organization working in situations of poverty and exclusion, conflict and disaster. We work alongside disabled and vulnerable people to help meet their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights.

## About Humanity & Inclusion in the country/region

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 staffs) HI is operating in 3 districts (namely Kurigram, Chottogram and Cox’s Bazar). In Dhaka, a Senior Management Team headed by Country Director 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, a Technical Unit Coordinator, together with its SRH, MHPSS, Protection, Rehabilitation and Accessibility Technical Advisors, is 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.

Following the refugee’s influx in August 2017, HI has set up emergency mobile teams composed of one Team Leader ensuring coordination within the team and with external actors in the camps, one Service Linkage Officer conducting beneficiary identification through household visits, two Rehabilitation staff

providing Physical Rehabilitation services, one Nurse providing Basic Health care and referral support, one Protection Officer to facilitate protection case identification and external referrals to service providers and awareness-raising, and one MHPSS Officer to attend individuals with PSS complaints and refer to

specialized mental health services if needed. Finally sport trainers facilitate inclusive Sport and recreational sessions with children. 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. In host communities, HI provides Rehabilitation services in 5 hospitals and clinics.

In parallel, HI is part of 2 consortia, bringing its Inclusion expertise through both Inclusion Mainstreaming and capacity building of service providers. HI also works to develop the local Inclusive Education system and in particular to integrate the children with disabilities into mainstream education system. However, as this is sometimes not possible, HI operates two Adapted Learning Centers for children with medium and severe disabilities. In host-communities and registered camps, HI is supporting children with

disabilities and children at-risk of developmental delays and psychological distress and their caregivers through children and parents clubs. HI also builds the capacities of child care service providers on Disability and Inclusion in the concerned area.

Finally, through its branch Atlas Logisticue, HI provides logistical support to more than 20 Partners (INGOs) in providing timely assistance to the Rohingyas Refugees through common storage and transport service provision.

1. **Context of the evaluation**

**2.1 Presentation of the project to be evaluated**

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| Project title | Emergency Protection, Psycho-Social Support and Health services for vulnerable population in Cox’s Bazar district, Bangladesh, 2020-2021 |
| Implementation dates | GAC (1 April 2020 to 31 May 2021 including NCE)  ECHO (1 June 2020 to 31 May 2021) |
| Location/Areas of intervention | Camp 24 (all blocks)  Camp 26 (5 blocks)  Nhilla union, Teknaf |
| Operating Partners | N/A |
| Target Groups/Beneficiaries | Vulnerable people such as children, elderly persons, women including persons with disability of refugee and host community. |
| Projects Budget | ECHO 700,000 EURO  GAC 500,000 CAD |
| Objectives of the project | Objectives/outcome: Reduced suffering, increased and maintained human dignity and lives saved in both refugees and host communities living in Cox’s Bazar District, Bangladesh |
| Expected results and indicators | ECHO  Result 1 - Improved protection environment through the delivery of community-based and individual services,  Result 2 - Improved access to gender-sensitive and inclusive health services through a combined static/community-based and door-to-door approach.  GAC  Immediate Outcomes 1: # of people (male and female) reached with Protection services in Camp 24 and Nhilla Union, Bangadesh  Immediate Outcomes 2: # of people (male and female) reached with PSS services in Camp 24, and Nhilla Union, Bangadesh  Immediate Outcomes 3: # of people (male and female) reached with SRH services in Camp 24, and Nhilla Union, Bangadesh |

**2.2 Justification of the evaluation**

HI decided on an Evaluation of the Mobile Unit Project(s) so as to assess how the Project implementation and interventions adhere to the HI Quality Framework and to identify areas for improvement to make the project implementation of high quality and hence better attainment of the project results. This is an appropriate time since the current phase of the project is ending and it would be good to step back and reflect on the implementation and what can be improved to achieve better results, assess progress/results against KPIs and consider adaptations to programme to increase effectiveness in next phase of programing.

1. **Objectives of the evaluation**
   1. **Overall objectives and expectations of the evaluation**

To assess how the Mobile Unit Project (GAC & ECHO) implementation and interventions adhere to the HI Quality Framework and to identify areas for improvement to make the project implementation of high quality and hence better attainment of the project results

* 1. **Specific objectives**

The specific objective of this evaluation is to evaluate the above-mentioned projects, looking at evaluation criteria: **Relevance, Effectiveness, Efficiency, 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 evaluate if the projects successfully achieve their objectives? (EFFECTIVENESS)
5. To evaluate if the project makes optimal use of resources (human, financial, logistical, technical etc.). (EFFICIENCY)
   1. **Evaluation criteria and evaluative questions**

The evaluation is based on the following set of evaluative questions;

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| **Criteria** | **Evaluative Questions** |
| **RELEVANCE** | * Does the program meet the demands and needs of beneficiaries? and * Does the program contributes to achieving priorities of other stakeholders (CIC, partners.)? [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] * How negative change could be generated by the project (environment, economy, conflicts etc.) is avoided, minimized or compensated? [Mitigation] |
| **SUSTAINABILITY** | * Has the intervention met the identified needs of populations and/or has the project provided 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] |
| **EFFECTIVENESS** | * Do projects have the necessary resources (Human, Financial, and Logistical, technical…) to achieve its objectives? [Feasibility] * Do the project outputs reach the minimum quality in accordance with HI/international technical standards? [Product/Service] |
| **EFFICIENCY** | * Do proposed type of intervention achieves the expected results at the lowest cost? [Strategy] * Do the program is flexible and adapts to the evolving needs and risks (constraints and opportunities). [Flexibility] |

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

The Evaluation will build from HI’s Data collection tools on assessing the selected components of HI’s quality framework. Tools will be developed in line with the selected HI framework quality criteria. The data collected will be both Qualitative and Quantitative nature. Document review will also be used to answer some of the evaluative questions. Based on the methodology developed by the evaluation team necessary steps will be taken. Beneficiaries and staff of the projects will be mobilized at different stage of the evaluation.

However, some methodological requirements are suggested to be fulfilled.

* Convenient and inclusive tools for the respondents
* Maintain distance during FGD and keep short as much as possible as per COVID-19 protocol.
* Remain observant during field visit to observe the practice
* Integrate different qualitative approach, e.g. FGD, IDI, KII, etc.

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.

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

**4.2 Actors involved in the evaluation**

The evaluation team will closely coordinate with HI project team and MEAL team. Project team will support to identify the location and beneficiaries the evaluation team will interact with. Also, project team will provide documents support to the evaluation team.

**4.3 Organization of the mission**

The steering committee is comprised of Technical Unit representative (Coordinator/Technical Specialist), MEAL Manager, Project Manager. The role of this steering committee are as follows.

* The Steering Committee must participate in the scoping meeting (methodology, expected results) and validate the inception report for the future steps
* The Steering Committee and the evaluator ensure that they have a common understanding of the conclusions & recommendations expressed. Also, The Steering Committee provides elements that allow the valuator to refine his recommendations
* The Steering Committee must participate in filling in the end-of-evaluation questionnaire.
* The Steering Committee must specify the quality aspects expected from the evaluator for the final report, and provide feedback on the draft report.
* The Steering Committee provides feedback on the draft report and then validates the quality of the evaluator's final report.
* The Steering Committee participates and validates, with the teams, the action plan and follow-up of the recommendations.

1. **Principles and values** 
   1. **Protection and Anti-Corruption Policy**

Evaluation team must follow the following policies.

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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) |

* 1. **Ethical measures\***

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

* **Guarantee the safety of participants, partners and teams:** the technical offer must specify the risk mitigation measures.
* **Ensuring a person/community-centred approach:** the technical offer must propose methods adapted to the needs of the target population (e.g. tools adapted for illiterate audiences / sign language / child-friendly materials, etc.).
* **Obtain the free and informed consent of the participants:** the technical proposal must explain how the evaluator will obtain the free and informed consent and/or assent of the **participants.**
* **Ensure the security of personal and sensitive data throughout the activity**: the technical offer must propose measures for the protection of personal data.

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

* 1. **Participation of stakeholders and beneficiaries**

Stakeholders and beneficiaries must be involved in the evaluation:

* Involvement of partners in KII tools
* Consultation of beneficiaries in the construction of the tools
* Involvement of other stakeholders for In depth interview (IDI) and FGD
  1. **Others**

It is essential that the process of data collection, as well as storage of data, is supported by careful ethical practice, including informed consent, anonymity and confidentiality, no-harm and protection of data and data storage. Informed consent needs to include awareness of the evaluation data collection process and that the evaluation report may be published and publicly disseminated. Extra precaution must be taken in involving project beneficiaries considering the sensitivity of the thematic issues tackled by this project. To protect the anonymity of communities, partners and stakeholders’ names or identifying features of evaluation participants (such as community position or role) will not be made public.

The evaluator should uphold and respect the following ethical principles:

- HI’s protection policies (child protection and protection from sexual exploitation, abuse and harassment …etc.)

- Integrity (respect of gender sensitivity issues, especially when performing interviews/focus groups, religion and beliefs, and local norms).

- Anonymity and confidentiality.

- Independence and objectivity.

- Veracity of information.

- Coordination spirit.

- Intellectual property of information generated during and by the evaluation (including report and annexes) will be transferred to HI and donor.

- Quality of report and respect for timelines. Should the quality of the report be manifestly below the contract.

1. **Expected deliverables and proposed schedule**
   1. **Deliverables**

* Inception report of no more than 15 pages refining / specifying the proposed methodology for answering the evaluation questions and an action plan within the first week of the signing the contract. This inception report will have to be validated by the Steering Committee.
* A presentation document presenting the first results, conclusions and recommendations (2 Pages), to be presented to the Steering Committee.
* A final report of 30 pages maximum and annexes including list of stakeholders interviewed during the evaluation, questionnaires, bibliography, etc.

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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:* |
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* 1. **End-of-Evaluation Questionnaire**

An end-of-evaluation questionnaire will be given to the evaluator and must be completed by him/her, a member of the Steering Committee and the person in charge of the evaluation.

* 1. **Evaluation dates and schedule**

*The tentative schedule of the proposed evaluation is as follows-*

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| Activity | Duration | Tentative date |
| Advertise the TOR to hire a Consultant | 20 days[[1]](#footnote-1) | 9th – 29nd May |
| Recruitment of Consultant (interview, etc.) | 10 days | 30th May-10th June |
| Onboarding of the consultant | 2 days | 13th -14th June |
| Orientation of the evaluation team | 1 days | 15th June |
| Document’s review | 2 days | 16th -17th June |
| Inception report submission | 3 days | 20th - 22nd June |
| Field data Collection | 10 days | 23rd June- 6th July |
| Data analysis | 3 days | 7th -11th July |
| Draft preliminary report with recommendations | 4 days | 12th – 15th July |
| Validation meetings / feedback with HI | 3 days | 18th -20th July |
| Final report submission | 4 days | 21st – 26th July |

1. **Means** 
   1. **Expertise sought from the consultant(s)**

* Must hold a post-graduate degree in research or any other relevant field. Priority will be given to the applicant with foreign degree and who has previous working experience in inclusive humanitarian action and inclusive rehabilitation, MHPSS and SRH and Social inclusion.
* A minimum of 5 years of work experience professional work experience in the areas of programme evaluation. Experience in Rohingya response programme will be advantaged.
* Extensive knowledge of and experience in applying qualitative and quantitative evaluation/research methods.
* Excellent communicative, both spoken and written skills in English and the local languages (Rohingya, Chittagonian)
  1. **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, Technical Coordinator/ Technical Specialist, MEAL Manger and Project manager.

**Stage 2: Shortlisting of Applications**

* Shortlist of no more than 05 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 inclusive Rehabilitation, MHPSS and SRH and Social inclusion & Inclusive humanitarian Action (1 to 10) | Bid review: Relevance of the proposed tools/ Methodology (1 to 10) |
| 20% | 15% | 10% | 15% |

* The shortlisting will be done by a team comprising of; Technical Unit Coordinator/ Technical Specialist, MEAL Manger, Project Manager

**Stage 3: Interview of the Consultants**

* The shortlisted candidates will be interviewed based on the; Experience with inclusive rehabilitation, MHPSS and SRH, Social inclusion and Disability, 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 inclusive rehabilitation, MHPSS and SRH and Social inclusion and Disability | 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; Technical Unit representative (Coordinator/Technical Specialist), MEAL Manager, Project Manager

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

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| --- | --- | --- | --- | --- | --- | --- |
| Criteria 1 - Price | Team experience (1 to 10) | Bid review: Experience with inclusive rehabilitation, MHPSS and SRH and Social inclusion and disability (1 to 10) | Bid review: Relevance of the proposed tools/ Methodology (1 to 10) | Means and Planification (1 to 10) | Interview: Experience with inclusive rehabilitation, MHPSS and SRH and Social inclusion and disability | Soft skills (communication / English / writing / consortia) |
| 20% | 15% | 10% | 25% | 5% | 10% | 15% |

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.

* 1. **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 local job portal. From the pool of applicants, a reason number (05) of applicants will be shortlisted and interviewed by a committee comprising of;

**Selection Committee**

* Technical Unit representative (Coordinator/Technical Specialist)
* Project Manager
* MEAL Manager
  1. **Budget allocated to the evaluation**

The Candidate/s should provide a detail budget breakdown for his offer: the cost per day for each evaluator; the ancillary costs (services and additional documents); the overall cost of the intervention including transport costs (international and local), logistics costs, and translation costs or any other relevant expenditure; with proposals for payment modalities.

* 1. **Available resources made available to the evaluation team**

Projects’ regular monitoring data will be provided to analyze the projects outputs. Other secondary documents, for example, projects proposals, quarterly reports, lessons learned reports, case stories, etc. will be provided for analysis.

1. **Submission of applications**

*Expression of interest should be forwarded to the HI\_@* [*logisitc@bangladesh.hi.org\_*](mailto:logisitc@bangladesh.hi.org_) *not later than 29May/ 2021 (11:59pm, Bangladesh time). The final decision on the candidate will be taken by 10 June 2021.*

*The application should comprise of:*

1. *A detailed technical proposal and a budget*
2. *An updated copy of their CV including references and their contact details as well as two samples of recently completed evaluation reports*
3. *Statement that Consultant will adhere to HI’s terms and conditions*
4. *Trade License (in case of company)*
5. *VAT Certificate (in case of company)*
6. *E-TIN Certificate (for both, either company or individual)*
7. *Bank Solvency Certificate (for both, either company or individual) - Optional*
8. *Insurance Certificate (for both, either company or individual) - Optional*
9. *Bank details: name of the account, Bank name, branch, swift code etc.*
10. *Proposal must be submitted in BDT;*
11. **Appendicies**

* [*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.*

1. Calendar days [↑](#footnote-ref-1)