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**Terms of Reference**

**EXTERNAL EVALUATION OF DFATFUNDED PROJECT – 28th May 2024 to December,2025**

**PD Ref: PD-UKHI-01618**

**1.General Information**

**1.1 About Humanity & Inclusion**

Humanity & 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.

**1.2 About Humanity & Inclusion in Bangladesh**

Humanity & Inclusion (HI) has been operational in Bangladesh since 1997 and supporting for universal and inclusive access to services for all, particularly in health, education and socio-economic empowerment and operate in 2 districts: Kurigram and Cox’s Bazar.

In Dhaka, a Senior Management Team oversees all country operations, consisting of a Country Manager, Operation Manager, Country MEAL Manager, Technical Unit Manager, Finance Manager, HR Manager, Logistics Manager, and Compliance Manager. The intervention in the field offices in Ukhiya and Teknaf is guided by two Area Managers. HI also has a team of technical specialists in areas such as Rehabilitation, Mental Health and Psychosocial Support, Protection, Inclusion Humanitarian Action. They follow HI global standards to ensure quality of services strengthen the technical capacity of field operations teams, and coordinate with clusters and technical working groups. HI is known for promoting the rights of vulnerable individuals, particularly person with disabilities and providing quality specialized services during emergency responses.

HI has been operating in Cox's Bazar for over 12 years with a team of experienced and qualified professionals, having a deep understanding of the local context and strong relationships with local authorities and influential partners.

**2. Context of the Evaluation**

**2.1 Presentation of the DFAT funded Project**

The DFAT funded project titled " Improving disability inclusion in the Rohingya and Host Communities Humanitarian Response " has three main objectives”. The first objective is to Improve the quality, comprehensiveness, and usage of data on people with disabilities. The second objective is to Improve the quality and reach of essential and disability-specific services for Rohingya refugees with disabilities in the Cox’s Bazar camp. Improve the quality, relevance and accessibility of tools, resources, and training available to the humanitarian response. The project will end in December 2025.

To improve the quality, comprehensiveness, and usage of data on people with disabilities a team of Rehabilitation technical personnel working in 33 Rohingya camps of Ukhiya and Teknaf for door-to-door screening and identification of person with disability. Later, this data shared with UNHCR to incorporate in their Database.

The project team is working to strengthen the rehabilitation services through provision of Prosthesis and orthosis services, speech and language therapy service, Eye and hearing care as well as functional rehabilitation services in host community.

HI team is working to provide appropriate and specific technical support to humanitarian actors including sectors to be more disability-inclusive in their programming. The aim is to improve their awareness, and knowledge and build their capacities to implement inclusive actions. HI with the support of Age and Disability Technical Working Group (ADTWG) working to promote, advocate and provide technical advisory on inclusive humanitarian action to the coordination mechanisms (to ISCG and selected sectors).

**3. Objectives of the Evaluation**

The overall objectives and expectations of the evaluation are given as below:

**3.1 General Objective**

The general objective of this evaluation is to provide an independent and comprehensive assessment of the impact of the project's implementation and interventions. The evaluation aims to determine the extent to which the project has achieved its intended results, identify strengths and gaps in its design and execution, and generate actionable recommendations for similar programming. The evaluation will also examine equity, inclusion, and the participation of vulnerable and marginalized groups, ensuring alignment with DFAT’s commitments to gender equality and disability inclusion.

**3.2 Specific Objectives**

The specific objective of this evaluation is to assess the project based on the HI quality framework criteria of **Changes, Relevance, Effectiveness, Efficiency, Partnership**

The evaluation aims to assess the project's **Changes, Relevance, Effectiveness, Efficiency, Partnership** by reviewing the following criteria:

* The extent Project aims at short, medium and/or long-term changes for the targeted population **(Changes)**
* The Project meets the identified needs and is adapted to the context of intervention (Relevance)
* The objective of the project is achieved (**Effectiveness).**
* Resources (human, financial, logistical, technical etc) are converted into results in an economic way. **(Efficiency)**
* Operational Partners are involved in each phase of the project. **(partnership)**

**3.3 Evaluation Criteria and Evaluative Questions**

The selected consultant will have to address these following criteria & questions at the time of evaluation of this project

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| **Criteria** | **Evaluative Questions** |
| **Changes** | * Does the project contribute to the achievement of positive and measurable changes for the targeted actors and puts in place measures to mitigate any potential negative effects? **[Effects]** * Does the project aim to strengthen actors, reduce the vulnerability of target populations, and improve access to services in a way that considers age, gender, disability, and other intersecting factors, thereby contributing to the empowerment and meaningful participation of all groups. **[Empowerment]?** |
| **Relevance** | * Does The project respond to the demands and needs of the population, contributes to the priorities of other stakeholders (authorities, partners, donors, etc.) and is consistent with other ongoing interventions in the area in order to ensure a comprehensive response to the multiple and evolving needs of the target groups? **[Needs]** * The project learns from experience throughout the project cycle to continuously improve the intervention. [**Lessons learned]** |
| **Effectiveness:** | * To what extent the activities contribute to the achievement of the project's objectives, based on results-based management? [**Results]** * Does The project achievements meet the required quality, in line with HI and/or international technical standards? **[Technicality]** |
| **Efficiency:** | * To what extent the project, including local partners, has the necessary resources for implementation and manages them in an optimal way.? [**Optimization]** * Does The project is deployed in a timely manner and is able to adapt to changes in the context, humanitarian needs and identified risks. [**Responsiveness]** |
| **Partnership** | * To what extent does the project develop thoughtful, relevant, and effective operational partnerships with local partners, sector actors, ISCG coordination bodies, and other stakeholders in a collaborative manner. [**Collaboration]** * Are partners regularly informed and actively involved in reasoned and transparent decision-making processes concerning the direction, implementation, achievement of objectives and success of the project. [**Involvement**] |

**4. Evaluation Methodology and Organization of the Mission/Assignment**

**4.1 Data Collection Methodology**

**4.1.1 Location of Work**

The evaluation will cover DFAT funded project implementing areas in Cox’s Bazar district covering both Ukhiya and Teknaf Upazilas including camps/ Refugees and host communities. The camps include all 33 camps of Teknaf (6 camps) and Ukhiya (27 camps) including two Unions of host community one in Plaongkhali of Ukhiya and another one is Bharchora of Teknaf.

**4.1.2 Target Population**

The evaluation will focus on the project's stakeholders and beneficiaries. Beneficiaries from both Camps and host communities, partners, service providers, duty bearers such as government officials, and others will be included. It is Recommended to involve at least 60% of person with disability.

**4.1.3 Evaluation Design**

This evaluation is structured in such a way that each of the selected quality criteria is assessed by comparing the project implementation quality to the Humanity & Inclusion quality standard. The evaluation will take a mixed approach that will include both qualitative and quantitative approaches.

**4.1.4 Selection and Sampling Procedure**

The evaluation will use a combination of sampling techniques, with systematic sampling being the predominant method. Key stakeholders and partners will be selected through purposive sampling to obtain the most relevant information for the evaluation. Purposive sampling will be utilized for qualitative data collection. However, the consultant or consulting firm will recommend the most appropriate sampling methods for the evaluation.

**4.1.5 Data Collection Methods and Tools**

The Consultant/consulting firm will create the necessary evaluation tools, techniques and guidelines, which will be based on standard protocols and agreed upon with HI. In addition to using these tools, the evaluation will also involve reviewing relevant project and organizational documents as well as other sector-specific materials to provide answers to the evaluative questions.

**4.1.6 Data Processing and Analysis**

The collection and analysis of data for this evaluation will follow specific methods for each type of data. Quantitative data will be gathered using Mobile Data Collection tools and analysed using relevant Statistical Packages. Qualitative data will be analysed through Content Analysis using suitable tools.

**4.1.7 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 Parties Involved in the Evaluation and Responsibilities**

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| **Party** | **Roles & Responsibilities** |
| **Steering Committee (OM/AM, TUM, RMM)** | * Review and validate proposed evaluation tools and methodology. * Assist in the recruitment process of the consultants by forming a review committee. * Review the proposal (Technical & Financial) & evaluate the proposal based on the evaluation criteria * Taking interview of the shortlisted firms to finalize the award decision * Participate in various project meetings such as the kick-off meeting and the interview of consultants. * Review the draft report and provide feedback for improvement. * Validate the final report using the HI quality checklist provided in the annexes. |
| **Operations Team (Area Manager, and Senior Project Managers)** | * Ensure compliance of implementation with administrative, temporal and financial conditions. * Plan the budgetary needs and process the supply requirements. * Communicate and mobilize stakeholders about the study. * Plan the agenda with stakeholders and beneficiaries as soon as the plan is elaborated. |
| **Finance Manager** | * Provide guidance on financial aspects of the project. * Share the budget available for the evaluation. * Ensure payment is made to the consultant according to the agreed instalments and terms and conditions. |
| **Technical Team**  **(Technical Unit Manager)** | * Review of analysis tools, including identifying needs and relevant infographics. * Review and provide feedback on data collection tools. * Review and provide feedback on the evaluation report. * Participate in the implementation of evaluation recommendations. |
| **MEAL / Information Management Team**  **(Country MEAL Manager)** | * Conduct meetings with the consultant to plan and execute the evaluation. * Support in the design and definition of the evaluation methodology. * Assist in the development/adaptation of data collection tools. * Recruit the consultant/firms and supervise their activities. * Monitor the data collection and ensure quality. * Review the analysis tool developed by consultant. * Review analysis and provide feedback on the report. * Oversee the entire evaluation process. |
| **Consultant/Firms** | * Prepare an inception report. * Design the evaluation methodology, including sampling techniques and data collection procedures. * Develop or adapt data collection tools and guidelines. * Ensure adequate training of data collectors. * Collect Permission from RRRC for camp access * Collect both quantitative and qualitative data as per the defined methodology. * Organize and monitor data collection to ensure quality and consistency. * Develop appropriate tool for analysing the collected data * Conduct data compilation and analysis, including both quantitative and qualitative analysis. * Present the findings of the evaluation and respond to any questions or feedback. * Prepare a comprehensive evaluation report that addresses all evaluative questions. * Prepare a draft evaluation report and incorporate feedback from HI. * Submit the final evaluation report. |
| **Logistics Team/HR** | * Assist on the hiring of a consultant(s) by publishing the job offer, and receiving processing the application including other assistance to complete the evaluation work. |

**5. 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 (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 such a way 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 signed between HI and the consultants. |

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

**5.3. Participation of Stakeholders and Beneficiaries**

For the evaluation of the project the criteria of **Changes, Relevance, Effectiveness, Efficiency, Partnership** the evaluation team /consultant will conduct interviews with various stakeholders including partner organizations, government officials, organizations representing, Sector focal, HI existing project focal and staffs, representative from Age and disability Technical working group, persons with disabilities, and other relevant stakeholders.

**5.4. Others**

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

**6. Expected Deliverables and Proposed Schedule**

**6.1. Deliverables**

The deliverables for this evaluation include:

* An inception report (maximum 20 pages) that refines and specifies the proposed methodology for answering the evaluation questions, an action plan, and data collection tools and techniques. This report must be validated by the Steering Committee.
* A presentation document that summarizes the first results, conclusions, and recommendations, to be presented to the Steering Committee. The data collected must also be shared with HI.
* A final report of approximately 40-50 pages maximum, including 3-5 pages synthesis for external sharing and a power point presentation of findings for management use.
* A standalone annex of 10 “beneficiary stories” using quotes, photos (with consent). Synthesis of beneficiary’s feedback from KII and FGD.

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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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**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 Plan and Schedule**

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| **Phase** | **Activities** | **Duration** |
| Hiring Consultant | Advertise the TOR to hire a consultant | 3 weeks |
| Recruitment of Consultant (interview, etc.) | 2 weeks |
| Phase-1  Desk Review – Inception Report | Consultant develops Inception Report; data collection tools and presents to the Steering committee | 1 week |
| Approval of tools and methodology | 1 week |
| Phase-II  Field data Collection | Training of Enumerators | 2 weeks |
| Make appointments with respondents |
| Field Data collection |
| Phase-III  Data Analysis, Report writing | Data Cleaning, Data Analysis | 2 weeks |
| Draft preliminary report with recommendations. |
| Review and Validation meetings with HI (HQ & Country) | 1 week |
| Finalize the feedback and share the finale report within 5 days. Share final report. | 1 week |
| Dissemination | Disseminate findings with Stakeholders through a dissemination meeting. | 1 week |

**Tentative evaluation period: 1st November – 31st December 2025**

**7. 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, preferably in rehabilitation, Disability, etc.
* Experience and knowledge of Disability programming will be an advantage.
* Experienced to work in refugees’ camps context will be an added advantage.
* Excellent interview, teamwork, communication and coordination and dissemination skills.
* Ability to write clear, concise reports in English.
* Experience in mobile data collection would be an asset

*Applications that do not meet the minimum technical requirements will be considered technically non-compliant and will not be evaluated further*

**7.2 Recruitment Process**

A transparent and competitive process will be followed to recruit the consultant(s) or consulting firm. The request for proposal (RF) will be advertised in national/international websites. A selection committee composed of the Operation Manager/Area Managers, Regional MEAL Manager, Technical Unit Manager.

**Assessing the Consultants/ Firms**

**Stage 1: Screening of Applications**

* All submitted applications will be screened to ensure that they have all necessary documents and requirements.
* Bidders without all necessary documents and information will not be considered for further analysis.
* The selection criteria include:
  + Financial Proposal, which accounts for 20% of the total score.
* **Technical Proposal- 80%**
  + Experience with rehabilitation, person with disabilities, which accounts for 20% of the total score.
  + Relevancy of the proposed tools/methodology, which accounts for 40% of the total score.
  + Experience on project evaluation of different INGO, UN, which accounts for 20% of the total score.

Valid documents will be considered for scoring based on these criteria

**Stage 2: Shortlisting of Applications and Interview**

* Applications that meet the minimum requirements in the preliminary screening will move to the next step.
* Shortlisting will be based on the selection/screening criteria mentioned.
* Reference check will be done following the shared supporting documents of the bidder
* Shortlisted candidates will be interviewed based on their experience with HI sectors of intervention (Disability inclusion, rehabilitation, protection and MHPSS), proposed tools/ methodology, soft skills (communication, English, writing, consortia) and means and planification.

**Stage 3: Selection**

After evaluating all components, a final report will be created, and the best candidate will be selected and offered a contract.

**7.3 Payment Condition**

The payment for the consultant/firm will be divided into three parts. The first payment of 20% will be made after the inception report is submitted and approved. Another payment of 40% will be made after the submission and validation of the draft evaluation report. The last payment, which is 40% of the agreed amount, will be made after the final report is validated, any feedback is addressed, and the findings are shared with stakeholders through a meeting organized by HI.

***Caution:***Please note that the final payment is conditional, it dependent on the validation of the quality of the final report and not just on the submission of the report. Validation refers to ensuring that the report meets the quality checklist provided in chapter 6 and does not depend on the evaluation of the project itself. The final payment will only be made once the report is validated and any feedback or comments from HI Team are addressed, and the findings are disseminated to stakeholders through a meeting organized by HI.

**7.4 Available Resources Made to the Evaluation Team**

Humanity & Inclusion will provide the Consultant(s) with all necessary information, including the Project Proposal, Progress Reports, Post Implementation Report, and support in scheduling appointments with Partner Organizations, government stakeholders, and others for interviews.

**8. Submission of Applications**

**Application process**

* To apply, interested applicants must send an email containing:
  + Cover letter and CV (maximum 4 pages) with references
  + TIN Copy, NID copy
* If the applicant is a company, they must also provide the following documents:
  + Company profile(s)
  + Documentation of legal status, including registration as a company ( Updated Trade License , Bin, TIN)
* Last TAX Submission Copy (Mandatory for Both Individual and Firm)
* Bank Solvency Certificate (optional for both individuals and companies)
* Insurance certificate (optional for both individuals and companies)
* Applicants must include a technical and financial proposal (maximum 15 pages) that outlines proposed methodologies and schedule.
* Applicants must provide documents demonstrating their experience conducting evaluations in Cox Bazar context and or evaluation of Projects related to the inclusion of persons with disability. .
* Applicants must provide documents of project evaluation for different INGO or UN.
* The financial proposal should cover all costs of the evaluation, including consultant fees, field operations costs, accommodation, per diem, air tickets, transportation to collect data, food, and other related costs.
* Quoted price should include VAT and TAX following government rules. If any amount is excluding VAT and TAX, it should be shown with a necessary breakdown.
* Payment conditions should be clearly mentioned in the financial offer.
* Bank details, including the name of the account, bank name, branch, swift code, etc., must be provided.
* Proposals must be submitted in BDT.
* Interested consultants who meet the requirements should submit a proposal to by **15th October 2025 (11.59 PM BGD Time )**

*Applications that do not include the above will be considered administratively non-compliant and will not be evaluated further*

***Disclaimer: Consultant have to declare conflict of interest if any one/more of the member involved with this procurement have personal or business relation them.***

**Online Bid Submission address:**

Send a digital file in the form of an email\* sent to the dedicated email address: [log.cox@bangladesh.hi.org](mailto:log.cox@bangladesh.hi.org) ; with the tender reference **“External Evaluation of DFAT Funded Project. PD-UKHI-1618”** in the subject).

\*If the file is too big to fit into 1 email (limit 15MB per email), bidder should split the submission into multiple emails. Please include numbering also in the subject.

**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.*