

Terms of Reference (TOR)

Consultancy for Shelter and Settlement project in the Rohingya camp, Cox's Bazar district of Bangladesh

1 DESCRIPTION OF THE INTERVENTION

Camp 15 in Jamtoli by number is the biggest single camp home to around 49'548 refugees who are living in 10'467shelters. When the Rohingyas arrived in Jamtoli within a few weeks in 2017, each family was allocated a small plot on the hills by the Bangladesh army supported with basic Emergency Shelter Kits from the international community. They constructed simple shelters covered with low-cost plastic sheets. These shelters were upgraded in early 2018 with tarpaulin and bamboo. Nearly all shelters in the camp rebuild with bamboo as the use of durable materials such as reinforced concrete and steel is not allowed in the refugee camps by the authority. Bamboo provided near-best solution as it is readily available and somehow durable. However, it is naturally very vulnerable to insect and rot attack and need to be constantly replaced.

During the monsoon in 2019, most of these shelters were found in poor condition. HEKS/EPER is the shelter focal organization in Jamtoli, started implementing shelter rehabilitation with financial contribution from Swiss Solidarity (SwS) and material support from International Organization for Migration (IOM). As an immediate response HEKS/EPER distributed Tie-Down Kits (TDK) consisted of ropes and sandbags that allowed people to stabilize their shelters for the heavy winds. Right after the monsoon period Transitional Shelter Assistance (TSA) project started supporting households with essential shelter items that allowed them replacing tear down tarpaulins and damaged bamboos. This new frame better sustained with the climatic conditions than the previous one as the bamboos provided were treated that made it more resistant to moisture. Metal footings were also provided to keep bamboo out of the soil. The project adopted a self-driven approach where Individuals were supported to upgrade their shelters through the provision of training, materials and technical support and beneficiary constructed by themselves. Tailored support was provided to the extremely vulnerable Rohingya households.

Jamtoli perched on the crumbling hillsides and in the year 2019 Rohingya households have been affected by frequent landslide events all over the camps. To reduce landslide risk and respond to the overall problem HEKS/EPER reinforced camp infrastructures by stabilizing hillsides with retaining structures. HEKS/EPER employed Rohingya labourer for the rehabilitation work. Additionally, HEKS/EPER built permanent pathways and stairways that was previously made of sand bangs damaged after the spontaneous use and monsoon.

2 PURPOSE AND SCOPE

The purpose of the evaluation is to provide an accounting to the Swiss Solidarity (SwS) of the impact of the funds they provided. Therefore, the evaluation shall assess the achievements towards the project objectives and results defined in the Log-frame, should offer lessons and recommendations on the success and challenges of the interventions. Taking into account of SWS guideline the evaluation shall focus on the selected DAC criteria which are Effectiveness, Sustainability and Impact. The evaluation shall assess how efficiently and effectively the project has implemented to achieve its intended results in a sustainable way and its relevance to the targeted beneficiaries. Therefore, the evaluation shall look into the quality of programmatic approaches, to determine what has worked and possibly why/how and what needs to be improved. Evaluation will identify the best practices that could be applied in future programs and on a wider scale.

Scope of evaluation

Activities implemented	Number of beneficiaries /facilities/Camps	Evaluation scope
Rohingya household received essential TSA material	-9,108 households received shelter materials -606 training/capacity development sessions conducted	<ul style="list-style-type: none"> • Quality of the materials • Beneficiary satisfaction • Beneficiary general perception on sessions conducted
Shelters reconstructed/rehabilitated	9,108 shelters rehabilitated with a durable frame	<ul style="list-style-type: none"> • Quality of construction • Compliance/Support for the EVI households • Beneficiary satisfaction
labour days income through CFW (carrying and construction for vulnerable households)	7,200 labour days	<ul style="list-style-type: none"> • Compliance with Sector and CWG standards • Selection criteria • Appropriateness of beneficiary selection • Gender and diversity inclusion
Pathways are rehabilitated/new construction	2,500 meters	<ul style="list-style-type: none"> • Quality of construction • Durability • Beneficiary satisfaction
Stairways are rehabilitated/new construction	1,600 meters	<ul style="list-style-type: none"> • Quality of construction • Durability • Beneficiary satisfaction
Risky slopes are stabilized	3,000 meters	<ul style="list-style-type: none"> • Quality of construction • Durability • Beneficiary satisfaction
Income generated through Cash for Work activities	8,700 labour days	<ul style="list-style-type: none"> • Compliance with Sector and CWG standards • Selection criteria • Appropriateness of beneficiary selection • Gender and diversity inclusion

3 CRITERIA AND QUESTIONS

When conducting the Evaluation, the evaluator should focus on the following four DAC criteria

(1) *Effectiveness of the project:*

- a. *To what extent were the expected outcomes of the project achieved and how far the implementation approach remained practical?*

(2) *Sustainability of the project*

- a. *How well have the resources (financial, material, HR, time) been used to produce achievements and results?*

(3) *Potential Impact of the project*

- a. *What were the factors that enabled or hindered the intended project impact?*
b. *How did the project contribute to the people residing in camps in empowering and building capacity?*

Following questions covering the above-mentioned criteria more comprehensively and need to be answered for different components:

1) Effectiveness

(Shelter/NFI)

- a. Are maximum columns used treated bamboo? Are all bamboo columns free from pest infestation?
- b. Does the footing have 2 feet foundation depth and the soil well compacted?
- c. Have all bamboo columns (at least 9) kept above ground using metal footings?
- d. Is drainage provided around the shelter?
- e. Is the plinth raised by at least 6 inches above ground level to prevent rain/flood water entry into shelter?
- f. Are all the joints connected well, either with rope or GI wire, tightly? Including winding GI wire on split part of bamboo, if any?
- g. Do the bamboo columns in the four corners are strengthened with diagonal bracing in corner bays?
- h. Is the shelter tied down using thick ropes to below ground using metal anchor or sandbag or ropes are tied at least to Shelter structure?
- i. Is the tarpaulin rolled at the ends and connected to bottom purlins on both sides of roof? Does the roof leak?
- j. Were partitions provided in the shelter for ensuring privacy and dignity?
- k. Is the floor finished with a top layer of cement? Is the tarpaulin in walls taken down beneath plinth and up to drain to prevent water entry into shelter?
- l. Is the floor level at least 2 inches below bottom end of bamboo column?
- m. Are there gutters between adjacent shelters? is there a functional drainage system around the shelter?
- n. Is there at least one window for ventilation?
- o. Are there walls in the cooking areas that are protected with non-flammable material?

(Stairways and Pathways)

- a. Is the quality of constructions (stairways and pathways) satisfying basic requirements (width, cutting of hills, soil foundation, anchoring of walls, etc.) and the maintenance status?
- b. Is the construction complete in all proposed sites?
- c. What is the condition of the stairs and pathways? Are those functional?
- d. Is the drainage channel constructed at the side of the stairways? Is there landing constructed and handrails installed in steeper stairs?
- e. Are the slopes stable?
- f. Is the scheme implemented in appropriate location?
- g. Is the palisading increased slope durability? What is the condition of the geo bags? Are they still usable?
- h. Are the pathways connected to the main road?

2) Sustainability

- a. Will the projects outcomes sustain beyond the project duration?
- b. Are locally available materials used for construction work?
- c. Are people capable to repair their shelters, purchase required materials for repair, and reuse the material once they get a shelter allocated?
- d. Was an appropriate management system been established (along with CiC, Site Management agency and Block Majhis') for the shared infrastructure?
- e. Is the stairways and pathways functioning well?

3) Impact

- a. General satisfaction of beneficiaries with the project?
- b. Beneficiary Satisfaction with the designs, materials, timeliness of response and overall communication?
- c. beneficiary perceived weaknesses and challenges of the project?
- d. Beneficiary protection in current shelter compared to the shelter before the project.
- e. Beneficiary can remember the main messages which were disseminated during TSA training?
- f. Beneficiary capacity to do basic maintenance of shelter.
- g. Lessons learned?

4 METHODOLOGY AND PROCESS

The evaluation process would be carried out both quantitative and qualitative methods, with a focus on triangulation of information sources, document review through focus group discussion (FGD), key informant interview (KII), interview at different levels, most significant changes element, preparation of case study, personal observation, visit to projects and joint reflection.

The evaluator must submit the methodology of the evaluation in the inception report, which will include but will not be limited to the following:

- In-country briefings with the HEKS coordinator and/or the implementing partner and regular feedback during the field work;
- Desk review (project proposal, quarterly reports, monitoring plan, budget and narrative, workplan, organizational chart, training curricula, technical tools, sources of verification and any other document produced in the frame of the project);
- Observation of finished and ongoing activities in the field bases;
- Interviews and group discussions with relevant stakeholders, including key staff (remotely if needed), partners, and mostly beneficiaries.

The evaluator will ensure that different data collection methods will be combined, and the information triangulated. As much as possible, participatory methods will be used to involve project actors and staff, therefore ensuring optimal learning by the team and partners.

a) Quantitative data collection:

A pre-defined quantitative questionnaire shall be used to assess the project activities i.e. quality of shelters, stairways and pathways construction. Each assessment shall comprise of an engineering assessment and one-to-one interview for the beneficiaries. Engineering assessment shall be done only for the shelter components and interviews shall be conducted for the beneficiary of the household. A minimal sample size is suggested to be determined as it will require time to complete each of the engineering assessment hence require certain level of understanding. A systematic random sampling is expected for the household survey. Considering that HEKS/EPER project engineers shall be assigned. Stairways and pathways shall be assessed jointly with project engineers and evaluator(/s).

b) Qualitative data collection:

A set of guiding questionnaires shall be used for the qualitative interviews especially in the focus group discussions. Key informant interviews shall be conducted using a set of checklists as well as direct observations.

Following method has been proposed to carry out the field study:

- i. Focus Group Discussion (FGD)

Focus Group Discussions inclusive of male FGD and female FGDs in community and camps shall be organized. All the FGDs shall be facilitated with a set guiding questionnaire.

- ii. Key Informant's Interviews (KII)

Interviews with key personnel from the project areas mainly those who are related with the project (CiC, Shelter agencies, Site management agency, Head Majhi and Block Majhis) both from planning and implementation phases shall be carried out. A set of checklists shall be prepared to carry out such KIIs.

iii. Field Observation

Observation of installed facilities shall be done, and related information shall be gathered through onsite assessments.

5 DELIVERABLES

a) The evaluator(s) will be responsible for the delivery of:

- Data collection tools
- Fully "cleaned-up" dataset in Excel
- Transcripts/Audio records of qualitative data
- Draft evaluation report
- Final evaluation report

Having identified the findings, conclusion and recommendations emerged out from project phase evaluation, the evaluator will develop an evaluation report. The report will be focused on the selected criteria effectiveness, sustainability and impact. A chapter of recommendation/lesson learned would be a part of the report that would guide to improve already placed activities.

b) The evaluator(s) will be responsible for:

- Desk study, field work including meetings with the contracting organization, local implementing partner and beneficiaries;
- Submit draft report simultaneously to the contracting organization for comments on factual issues and for clarifications;
- Consolidate the comments received from the contracting organization and submit final report within the timeframe agreed.

c) Description of required Evaluation Report:

- Cover page (Title of evaluation, author, place, date of submission, etc)
- Table of contents
- Abbreviations
- Acknowledgements
- Executive summary (Maximum 1-page summary of the main points outlined in the report)
- Introduction (Purpose, scope and objectives of the evaluation)
- Description of the development intervention (Context of the intervention, the intervention logic / theory of change, the implementation arrangements, and the main stakeholders involved, including the target group(s).)
- Evaluation criteria and questions (Focused DAC-criteria and the corresponding evaluation question(s), incl. HEKS/EPER standard questions.)
- Methodology and procedure (Description of evaluation approach/design, sampling procedure (data sources), and data collection and analysis methods. Demonstration of how cross-cutting issues were considered. Description of the evaluation process, and stakeholders' participation. Limitations to the methods and procedures applied.)
- Findings (Presentation and interpretation of the factual evidence in relation to the evaluative criteria and questions.)
- Conclusions (Assessment by the evaluators of the intervention results against the expected results (as identified at the planning stage or as reconstructed by the evaluators)
- Recommendations (Proposals for improvements for the client and users of the evaluation. Lessons that may have implication for the future of the intervention or may be relevant for wider application.)
- Annexes:
 - TOR

- List of stakeholders consulted
- Raw data collected
- Figures, statistics, tables
- LFA

The report shall be in English with maximum limit of 18 pages, i.e., 1-page executive summary, 17-page report (excluding the Annex part) according to the above-mentioned format. The annexes should contain references and information about any literature consulted, data collection instruments, project LFA with end of project evaluation value entered, the ToR, and list of interviewees and any additional information required.

6 SCHEDULE

The below schedule needs to be followed:

Activities/task	Deadline
1. Inception/preparatory phase	
ToR and contract finalization, review of available documents	4 October 2020
Develop detailed approach and evaluation methodology, tools and techniques for both field work and the table work	5 October 2020
Work plan sharing with the team	5 October 2020
Finalizing the assessment tools and the workplan	7 October 2020
2. Field work phase	
Field visit, interview, data collection, meeting	10-17 October 2020
3. Reporting phase	
Field data entry, processing and analysis to obtain intended outputs	19 October 2020
Submission of the draft report	26 October 2020
Comments from HEKS team on draft report	29 October 2020
Incorporating comments and submission of the final evaluation report	31 October 2020

7 DURATION OF THE CONSULTANCY

This consultancy is required for a period of maximum 30 working days with HEKS from the days of consultancy awarded.

8 PAYMENT

The consultant/firm will be paid an agreed amount including VAT & TAX for the total assigned contract. Full payment will be made upon completion of the assignment. The payment mode would be as follows:

- First installment: 20% after submitting the inception plan.
- Second installment: 30% of the payment will be made after submission of the draft report.
- Final installment: 50% of the payment will be paid upon satisfactory submission and acceptance of the evaluation report.

Expenses not specified in the financial proposal or not mentioned in any section of the agreement are the sole responsibility of the consultant/firm.

9 ACCOMMODATION/TRAVEL/FOOD ALLOWANCES

No accommodation/travel/food allowances and/or per diem will be paid in addition to agreed consultancy fees.

10 GUIDELINES FOR TECHNICAL AND FINANCIAL PROPOSAL SUBMISSION

- The respective consultant is requested to submit his/her technical proposal with the brief concept, detailed plan and time frame in no more than 2 pages.

- The consultant should submit his/her short profile and provide a list of recent clientele, credentials and constitutional documents along with the two references of the parties.
- The bidders are also requested to submit their financial proposal along with the technical proposal for a period of 30 working days consultancy, inclusive all VAT and Taxes as per policy of the government of Bangladesh which shall be deducted at source prior to the payment.

11 MANAGEMENT ROLES AND RESPONSIBILITIES

MEAL team, in cooperation with Regional Humanitarian Aid Coordinator-ASIA, will be responsible to provide the overall guidance and technical support to conduct the evaluation smoothly. Regional Humanitarian Aid Coordinator-ASIA will be responsible for initial signing on report.

Roles and responsibilities of evaluation team:

- Determine the nature of the program
- Conduct needs-assessment to prioritize the values of different stakeholder groups
- Collect data that can answer stakeholders' inquiries and concerns
- Emphasis on the program outcome and look into program input and implementation
- Be familiar with both quantitative and qualitative methods
- Offer evaluative judgment regarding the program effect
- Provide separate summaries of evaluation results to different stakeholder groups with information about their interest and concern
- Develop data collection protocol and instrumentation necessary to conduct in-depth studies
- Conduct reviews of program-related documents, data files, published information and official reports

HEKS/EPER's roles and responsibilities: The project is directly implemented by HEKS/EPER and the following are the roles and responsibilities:

- Responding to inquiries and questions about the task
- Briefing about security conditions
- Logistics: Facilitate contact with / gathering staff and people to be interviewed
- Providing equipment / space needed for kick-off meeting and debriefing session
- Providing internet access, printer and office furniture if needed
- Providing translation if needed
- Reviewing and commenting on deliverables (inception report, draft report)

12 FOLLOW UP OF THE ASSESSMENT

The evaluator will work closely with MEAL team. On its daily operation he/she will liaison with shelter staff involved in the project and other co-related activities. Frequent travel to the camp will be required. The evaluator will keep the project team updated on the progress of the work, thus ensuring the completion of the tasks within the defined deadlines.

13 LIST OF DOCUMENTS AVAILABLE

- Project proposal and log frame
- Plan of Action
- Budget and financial report
- Post distribution monitoring report
- Photo database

14 ASSESSMENT TEAM / QUALIFICATIONS

Education:

Evaluator should have a minimum of master's degree or equivalent in Civil Engineering, Development Studies, Disaster Management or another relevant field. Must have, at least one team member with a degree in Civil Engineering.

Professional experience:

At least three years working experience in the management of refugees/displaced emergency situations. Experience in both qualitative and quantitative data collection and data analysing techniques, especially in emergency operations. Experience, knowledge and clear understanding of humanitarian response. Good interpersonal skills and understanding cultural sensitiveness.

Language:

Fluency in English both written and oral.

ICT skill:

Data collection using KoBo toolbox, Word for report writing, Excel for data analysis.