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**Terms of Reference- Project Evaluation**

**of**

**Emergency Health, WASH and Protection Assistance for COVID-19 Response in Underserved Areas of Cox’s Bazar, Bangladesh.**

Prepared by:

MEAL Team - Host Community

Cox’s Bazar, Bangladesh

April - 2021

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# introduction

The IRC started operating in Bangladesh in October 2017 in response to the large influx of Rohingya refugees from Myanmar in August 2017. The IRC’s vision in Bangladesh is to protect and promote the rights and serve the needs of the most vulnerable populations through leadership in women and children’s health and protection services, and effective response to those affected by conflict, disaster and poverty. IRC is working in close coordination with the government, local and international partners on its five outcome areas including safety, health, education, economic wellbeing, and protection (For more information click [**here**](https://www.rescue.org/country/bangladesh)).

IRC is planning to conduct a formative evaluation of “**Emergency Health, WASH and Protection Assistance for COVID-19 Response in Underserved Areas of Cox’s Bazar, Bangladesh”** project supported by **Bureau for Humanitarian Assistance (BHA)** in Bangladesh to provide evidence and recommendation on the results achieved by the BHA project and assess relevance, efficiency, effectiveness, sustainability, and impact (as per OECD-DAC criteria) aligning with IRC’s Bangladesh Country Program strategies.

# Project Background:

Cox’s Bazar is one of the poorest 20 districts among the 64 districts in Bangladesh[[1]](#footnote-1). At the time of writing, there are more than 2,000 confirmed COVID-19 cases in the district and it has the eighth highest composite risk of exposure to the virus[[2]](#footnote-2). While there are government health facilities throughout the district, they lack human resources, appropriate water sanitation and hygiene (WASH) facilities, and medical equipment to service patients and visitors. At the community and household level, people have varying levels of access to information about the outbreak, with women experiencing significant barriers to information. Individuals continue to engage in large social gatherings and other behaviors that can lead to increased virus transmission, and public spaces lack safe water supply and WASH infrastructure to complement risk communication and community engagement (RCCE) strategies. Government mandated COVID-19 prevention and mitigation measures (movement restrictions, lockdowns etc.) has resulted in the reduction of economic activities, rising prices of goods, and loss of livelihoods, leaving households unable to meet their basic needs and increasing tensions and anxiety. IRC’s protection monitoring has indicated increased reports of violence against women and adolescent girls, with increased concerns reported by women about intimate partner violence (IPV).

The IRC and its partners Dushthya Shashthya Kendra (DSK) and Young Power in Social Action (YPSA) contributed to **reducing mortality and morbidity and address protection concerns of 234,000 COVID-19 affected people** in Ukhia, Teknaf, Ramu and Chakaria sub-districts of Cox’s Bazar, Bangladesh. The proposed response will 1) **increase access to treatment and prevention services for COVID-19** in all targeted sub-districts by supporting four government-operated isolation and treatment centers and implementing gender sensitive community and household-level RCCE activities; 2) **increase access to reliable and safe WASH services** in Chakaria and Ramu sub-districtsby improving the supply of safe water in public spaces and implementing a hygiene promotion strategy; and 3) **protect and treat women and girls from the consequences of gender-based violence** in Ramu and Chakaria sub-districts by establishing women and girls safe spaces to serve as safe entry points for critical and life-saving services and an information hub on GBV and COVID-19 control and prevention measures. The interventions are designed to leverage existing health facilities and community groups, enhancing government and community-based capacity to continue prevention and response measures at the end of the project.

# Purpose and scope of Evaluation

The main purposes of this evaluation are to assess the extent to which the project objectives have been met; improve project performance; and to enhance learning with the IRC and key stakeholders. The evaluation will inform both IRC and the Fund Management team on the status of implementation of the project and provide an opportunity for any adjustments that may be needed. As the project is still being rolled out, this evaluation will be formative in nature and seeks to appraise progress towards planned results, develop a better understanding of the process of change, and draw any lessons that may help improve the implementation of the projects.

## 3.1 Specific Objective

1. Establish to what extent the BHA “Emergency Health, WASH and Protection Assistance for COVID-19 Response in Underserved Areas of Cox’s Bazar, Bangladesh” project has delivered effective, efficient, and timely activities to beneficiaries as set in the project log frame.
2. Assess the relevance of project activities under each sector including Health, Women Protection and Empowerment (WPE), and WASH.
3. Establish to what extent cross-cutting issues such as gender age and disability inclusion have been addressed.
4. Document challenges, key lessons learned, and best practices.
5. Determine different stakeholders’ satisfaction with the program and its interventions.

# Scope of the Evaluation

The scope of the evaluation will cover four key upazilas (sub-districts) – Chakaria, Ramu Ukhia, and Teknaf covering the implementation period from August 2020 to date. The evaluation will integrate gender, age and disability inclusion throughout its methodology and all deliverables including the final report.

There are two general frameworks for this evaluation. The first framework is the five OECD-DAC Evaluation Criteria, which include: relevance, effectiveness, efficiency, impact, and sustainability. The other framework is based on a bottleneck analysis approach, which is essentially used to develop an understanding of why the project works or does not work and what factors are at work. Understanding the determinants and assessing how they affect the desired results is a prerequisite for sound programming and are critical to achieving results for female. On the other hand, the OECD-DAC Evaluation criteria will complement the Bottleneck analysis by looking at the project from a macro level.

# Proposed Methodology

The consultant should propose the approach or set of approaches/methodologies they are proposing to use to respond to the evaluation objectives. The methodology should include the design, the population and sampling, key evaluation questions, and the field plan as well as data analysis plan.

The evaluation will rely on a range of quantitative and qualitative methods including a survey, remote[[3]](#footnote-3) focus group discussions, key informant interviews, semi-structured interviews, desk reviews, and, where possible, field observations and visits. The evaluation will collect information from various project stakeholders including beneficiaries, community leaders, and local authorities. A more detailed study approach and methodology will be developed by the selected Consultant.

# Key Deliverables

The hired Consultant will be expected to submit the following;

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| --- |
| Deliverables |
| * A detailed inception report and data collection tools after signing the consultancy agreement. |
| * A draft report for review by the IRC Bangladesh senior management team, program, and MEAL coordinators. |
| * A PowerPoint presentation covering the study background, objectives, methodology, key findings, and recommendations and present in the sharing event with specific stakeholders/audience as a scope of the researcher. [Arrange a sharing-feedback session with Govt. officials, UN/USAID Donor body, IRC Management Level Staffs, Management staffs of Partner, Govt. Officials, Local leaders (Chairman/Member); Representative of Community Leader, Adolescent Girls/Boys, Caregivers, Different Committee Members, Field level partner’s staffs/volunteer/center facilitators and incorporate their comments/ recommendations] |
| * A final report after incorporating comments from the IRC Bangladesh team |
| * Soft and hard copies of all data and information collected |
|  |

# Qualifications and Experience of the Lead Consultant

The following qualification, competencies, and skills are required to successfully carry out this assignment:

**Specific skills and experience sought**:

* Post-graduate degree in research studies, social work, public health, gender studies, development Studies and/or related field
* Expertise in qualitative and quantitative information collection, analysis, and reporting
* Experience in working with government officials, donors, youth, civil society, adolescent girls, women, and being able to interact with a variety of stakeholders at different levels
* Knowledge of relevant sectors in humanitarian contexts including Primary Health Care, Sexual and Reproductive Health, Gender Equality, Community Mobilization, Protection, and Inclusive WASH
* Proven experience in the use of participatory action research methodology
* Strong knowledge of and familiarity with Bangladeshi humanitarian context particularly the Ramu, Chakaria, Ukhia, and Teknaf.
* Excellent writing, communications, and presentation skills in English
* Experience collecting, analyzing, and interpreting qualitative information
* Ability to write clear and useful reports (examples of previous work will need to be submitted)
* Excellent command in English language is essential and local languages knowledge is desirable. However sound knowledge of local language for enumerator /field worker is mandatory
* Ability to manage the available time and resources and workout in meeting tight deadlines
* Independence from IRC, program stakeholders or other parties involved.

# Management of the Evaluation

The evaluation will be directly implemented and managed by the selected Consultant in collaboration with the IRC Bangladesh. The MEAL Coordinator, with technical support and guidance from the Senior Program Coordinator, Senior Grants & Accountability Coordinator and Deputy Director of Programs, will monitor its implementation and provide quality assurance throughout the process.

# Duration of the assignment

The evaluation is expected to last 25 working days from the date of signing the consultancy contract. The final report is expected not later than July 30, 2021. Below is a breakdown of the allocated timeline;

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| --- | --- |
| Key Tasks | Allocated days |
| Development of the inception report and data collection tools | 5 days |
| Training of research assistants | 2 days |
| Data collection phase | 8 days |
| Data analysis and report writing | 7 days |
| Revision of the draft report and submission of the final version | 3 days |

# Intellectual Property Rights

All products arising from this assessment will be owned by IRC. The consultant will not be allowed, without prior authorization in writing, to present any of the analytical results as his or her work or to make use of the assessment results for private publication purposes.

# Quality & Ethical Standards

The consultant should take all reasonable steps to ensure that the assessment is designed and conducted to respect and protect the rights and welfare of the people and communities involved and to ensure that the assessment is technically accurate and reliable, is conducted transparently and impartially, and contributes to organizational learning and accountability. The assessment team will also commit to adhering to IRC Way and Code of Conduct.

# Submission Details:

The interested consultant or consultancy firm to submit their proposal with necessary supporting documents mentioned above through email with necessary attachments on or before **10.00 AM of May 23, 2021** through [**bd.procurement@rescue.org**](mailto:bd.procurement@rescue.org)

For any technical clarification, please write to us on **bd.clarifications@rescue.org**

**Technical Proposal:**

* A letter of interest stating why you consider yourself suitable for the assignment;
* Consultant/ team of consultants CV and link of portfolio.
* Work references - contact details (e-mail addresses) of referees.
* Relevant Documents-Business registration, VAT & TIN document, Bank account no (for organization), TIN and Bank account for individuals.
* Filled and signed IRC’s VIF form ([Click here to download](https://rescue.app.box.com/v/VIF-COC-COI-ITB)) or visit:

https://rescue.app.box.com/v/VIF-COC-COI-ITB

**Financial proposal:**

* Provider need to provide financial offer which should be inclusive of all necessary Vat/Tax as per Bangladesh Government regulation.
* All payment will be through bank transfer and after service. Provider can submit proposal for partial payment process after any specific service delivery.

**Mailing Address:**IRC Bangladesh, Sayeman Heritage Residence, Baharchara, Cox’s Bazar.

**Evaluation Criteria:**

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| --- | --- |
| **Criteria** | **Weightage** |
| **Detailed Methodology and proposal:**  Detail methodological/technical aspects of carrying out the study:  Consultant/ organization need to provide details proposal of their understanding on EOI on how they will conduct the assessment.  **Committee will review their methodology and will score out of 20 marks**. | 20% |
| * **Time frame:**   Providers need to provide a detail work plan with timeline on what activity will start when and by when work will be completed.  **Good details with realistic time frame will get highest score.** | 15% |
| * **Experience and skills of consultant/ organization:**   Refers to Bidders ability to demonstrate relevant experience and technical knowledge of relevant sectors in humanitarian contexts including Primary Health Care, Sexual and Reproductive Health, Gender Equality, Community Mobilization, Protection, and Inclusive WASH. Strong knowledge of and familiarity with Bangladeshi humanitarian context particularly the Ramu, Chakaria, Ukhia, and Teknaf.  Gender balanced team (who will be working in this project) with fluency both in Bangla and English. Highest educational background and at least Three Years working experience preferably in Primary Health care, Sexual and Reproductive Health, Gender Equality, Community Mobilization, Protection, and Inclusive WASH services). Only valid proof (**PO/contract, project details /publications reference**) of End Line evaluation experience certificate/ POs will be considered for evaluation scoring.  **More qualified gender balanced team with relevant experience/skills will be scored as highest.** | 25% |
| * **Presentation from consultant/organization:**   Consultant/organization who will score highest on above three criteria (within 60%) will be called for presentation. | 10% |
| * **Financial proposal:**   **Lowest price offer will get highest score.**  (Consultant fees, breakdown of activity costs etc. All prices should be inclusive of Tax/Vat charges as per the government policy and rules). | 30% |

# IRC Core Values & Commitments:

The IRC workers and partners/consultants must adhere to the values and principles outlined in IRC Way - Standards for Professional Conduct. These are Integrity, Service, and Accountability. In accordance with these values, the IRC operates and enforces policies on Adult Safeguarding, Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity Anti-Retaliation and Combating Trafficking in Persons.

IRC is committed to ensuring that consultant is suitable to work with children and women / girls and have the knowledge s/he needs to uphold and abide by the IRC’s Child and Adult Safeguarding Policy.

Level of interaction with clients: Frequent direct contact with clients

IRC recognizes that gender equality is fundamental to the achievement of our organizational mission. As such, IRC is committed to the promotion of gender equality in all aspects of our operations and programs. Our organizational policies, procedures and actions demonstrate this commitment.

**Women candidates and persons with disability are highly encouraged to apply.**

1. EDIG Report No 4 2018, brac blog.net June 2019 [↑](#footnote-ref-1)
2. NAWG. COVID19: Bangladesh Multi Sectoral Anticipatory Impact and Needs Analysis, 2020: <https://reliefweb.int/sites/reliefweb.int/files/resources/COVID_NAWG%20Anticipatory%20Impacts%20and%20Needs%20Analysis.pdf> [↑](#footnote-ref-2)
3. Using phone or any other web-based channel(s) [↑](#footnote-ref-3)