



Terms of Reference (TOR) for:
Programme Evaluation of the Population Movement Operation (PMO)
WASH Program

1. Summary

- 1.1. Purpose:** The Swedish Red Cross (SweRC) Bangladesh Delegation seeks to evaluate the **relevance, coverage, effectiveness, efficiency and sustainability** of the PMO WASH Program from January 2020 to March 2023.
- 1.2. Audience:** The findings will be the basis for the Bangladesh Red Crescent Society (BDRCS), IFRC and Partner National Societies (PNS) to inform continued planning and implementation of the intervention.
- 1.3. Commissioners:** This evaluation is being commissioned by the SweRC Bangladesh Delegation.
- 1.4. Consultant or consulting organisation:** A lead evaluator and optionally up to one additional evaluation team member or a consulting organisation not directly involved with this project. If two evaluators apply jointly, the name of the lead evaluator must be indicated in the application.
- 1.5. Reports to:** The evaluator(s) will report to the Evaluation Management Team (EMT).
- 1.6. Duration:** 4 weeks (including briefings, desktop review, field work (8-10 days least), report writing, presentation, and follow-up). 25-30 days covered by consultancy fees (can be divided between two evaluators if necessary).
- 1.7. Timeframe:** 16 March 2023 – 30 April 2023.
- 1.8. Methodology summary:** Desk review of secondary data and collection of primary data, including quantitative and qualitative research methods. Inception report to include data collection tools and methodology description.
- 1.9. Location:** Remotely, Dhaka and Cox's Bazar, Bangladesh.
- 1.10. Application requirements:** The consultancy for this programme evaluation requires understanding of the International Red Cross and Red Crescent Movement and experience of evaluating emergency operation programmers. The evaluator will be responsible of the outcome of the evaluation.

2. Background

A massive exodus of hundreds of thousand people from Rakhine (*west Myanmar*) to Cox's Bazar (*south-east Bangladesh*) in August 2017, Bangladesh is facing an unprecedented magnitude and complexity of humanitarian needs. This has severely impacted the environmental resources and placed tremendous pressure on public infrastructures and services resulting in sporadic but growing tensions between the host and refugee communities and human-wildlife conflict. International attention and diplomacy have since 2017 been encouraging the Myanmar government to secure a safe, voluntary and dignified return of the Rohingya refugees.

Since the onset of this massive influx into Bangladesh, the BDRCS and its partners responded to the context-based need of the FDMN population (*Forcible Displaced Myanmar Nationals*). Particularly focusing on WASH needs in the camps, 3 main components (*providing drinkable water, ensuring adequate sanitation facilities and treatment, and bringing key hygiene messages*) were implemented while integrating Protection, Gender, and Inclusion elements such as the Menstrual Hygiene Management, safety for women and children using the WASH facilities, etc. More recently (*since 2020*), environmental sustainability (*Green Response*) elements are integrated into each new WASH activity.

SweRC is looking for an individual/firm that can professionally perform a "Programme Evaluation of PMO WASH Programme" by highlighting the background, context, and key achievement applying appropriate and clear branding and marking.

Goal - Reduction in risk to waterborne and water related diseases in targeted communities.

Outcome 1: Women, men, girls and boys (including persons with disabilities [PWD]) have safe access to and use standard sanitation facilities that are adapted to their needs and protection risks.

Output 1.1: Sanitation and bathing facilities for women, men, girls and boys including PwD are repaired and maintained to WaSH Sector standards as a minimum.

Output 1.2: Faecal sludge is managed sustainably in an inclusive and cost-effective manner from point of generation to disposal meeting WaSH Sector standards as a minimum.

Outcome 2: Women, men, girls and boys in Camp 18 have improved hygiene knowledge and practice.

Output 2.1: Hygiene behaviour change promotion activities meeting WaSH Sector standards are provided to target population at individual, communal and school level in line with identified needs and vulnerabilities and adopting a culturally sensitive approach.

Output 2.2: Community led management of WaSH facilities/activities.

Output 2.3: *Women and girls are aware of, and have, safe access to appropriate local MHM practices.*

Outcome 3: Women, men, girls and boys have access to and use safe water through well maintained facilities adapted to their needs (including needs of PwD).

Output 3.1: Water meeting WaSH sector standards in terms of access, quality and quantity is available consistently through well maintained infrastructure and is used appropriately.

Outcome 4: BDRCS has adequate capacity and is well equipped to plan, monitor, evaluate and report on the WASH programme implementation in selected camps by the end of 2022 with minimal field level support.

Output 4.1: BDRCS can plan and manage PMO WaSH programmes effectively.

Outcome 5: Communities have increased resilience to the impacts of the climate and environmental crises, through the introduction and piloting of sustainable WASH interventions.

Output 5.1: WASH interventions have increased consideration for a more sustainable use of natural resources through adjustments of existing infrastructure and inclusion of more environmentally friendly solutions.

Output 5.2: Communities are aware of and show consideration to environmental issues that are hazardous in Camp 18.

Output 5.3: BDRCS have increased capacity to effectively plan and integrate environmental considerations into WASH programming and are better positioned to be a 'Green Response Champion' in Bangladesh.

Note: Outcomes and outputs are aligned with the IFRC Emergency Appeal on Population Movement Operation, with the exception of Outcome 5.

3. Evaluation Purpose & Scope

Purpose:

This programme evaluation aims to assess the relevance, coverage, effectiveness and sustainability, of the activities, systems, management, and coordination of the PMO WASH Program responding to the Population Movement in Cox's bazar, Bangladesh.

Scope:

Timeframe: January 2020 – March 2023.

Geography: Camp 18, Cox's Bazar, Bangladesh.

Programmes: BDRCS PMO WASH Program supported by SweRC.

4. Evaluation Criteria and Questions

Relevance and appropriateness

- Were intervention strategies and priorities in line with local customs and practices of the affected population, the priorities of the Government authorities and other key humanitarian actors?
- Was the assistance provided appropriate and sufficient to meet intended needs?
- To what extent are the objectives of the program still valid?
- Is there a need to change program implementation and/or direction for the next program planning?

Coverage

- Is there a need to include any other target groups/ vulnerability criteria in the program?

Effectiveness

- To what extent are the objectives achieved, in relation to set targets?
- What were the major factors influencing the achievement or non-achievement of the objectives and how did the intervention manage these?
- How effective were processes for planning, monitoring and quality management, (e.g. use of assessment data, internal reviews and other quality assurance mechanisms)?
- Were there mechanisms to capture community's complaints/feedback and how accountable was the project in assisting the community to take informed decisions?
- Were gender and diversity aspects considered in programming, monitoring, and reporting?
- Were internal communication and coordination mechanisms between the NS HQ, SweRC Sub Office efficient? Was there a need for adjustments to ensure efficient coordination?

Connectedness and sustainability

- What are the impact and sustainability of the interventions on the National Society's capacities and the level of resilience of the communities in areas covered by the operation.
- How did the emergency response influence the status and external cooperation of the BDRCS in its auxiliary role, and with other organizations within the national context?
- What measures have been taken to ensure that the benefits of the program will be sustained.
- Where there any unintentional positive or negative effects of the intervention?

Evaluation Criteria

The following are the **evaluation criteria** by which this evaluation will be conducted. These criteria should be used as applicable for every question and objective, based on their relevance for the given objective and the questions related to the objective.

Evaluation criteria are key internationally recognized measures endorsed by IFRC for evaluation of its work. They specify the key areas (criteria) by which assessment will be made. ***IFRC criteria are presented in the [IFRC Framework for Evaluation](#), which should be referred to when preparing this section.*** IFRC criteria include: 1) adherence to Fundamental Principles and Code of Conduct, 2) relevance and appropriateness, 3) efficiency, 4) effectiveness, 5) coverage, 6) impact, 7) coherence, 8) sustainability and 9) connectedness.

An Evaluation Management Team (EMT) will manage and oversee the evaluation.

The Evaluation Management Team consists of the SweRC Country Representative, Head of Operation, PMO, BDRCS, SweRC Programme Manager (PMO), BDRCS PMO WASH Manager. The EMT will ensure coordination with all stakeholders as required. The EMT will support the Evaluator in establishing contact with relevant stakeholders, and with developing modalities to ensure remote and, if feasible, on-site access for conducting the evaluation. The EMT is tasked with reviewing and approving the deliverables listed in section 6.

5. Evaluation Methodology

The evaluator is expected to develop a detailed methodology for this evaluation in the inception report, which needs to be approved by EMT.

The methodology needs to include: review and analysis of key documents, key informant interviews with Host and Partner National Society stakeholders, IFRC personnel, government authorities and other relevant NGOs active in country (FGDs, and individual interviews). The evaluator can suggest other methodologies.

- **Desk review**: Conducting a desk review of documentation, including log frame, Plan of Action, funding proposal, operation updates, M&E data, final reports to back donors, and other reviews and lessons learned papers. Most of this work can be done from outside Bangladesh.
- **Key informant interviews**: the evaluator need to interview a sufficient number of persons having been involved in the operation to have a solid overview of the project phase. This includes persons from BDRCS, IFRC, Partner National Societies as well as authorities and other NGOs engaged in the population movement operation. Online interviews can be arranged if it is a preferred channel and with the persons who have already left the operation.

Authorities: Camp in Charge (CiC)

Community: Maji, Imam, teacher (also with general community)

Volunteers: 3/4 types of volunteers working under the programme

Host Community: Ward level selected member

BDRCS: Head of Operation, PMO; WASH Manager, PMO

SRC: Program manager, HQ based advisors

IFRC: WASH Manager, GRC Project Manager, IFRC HoSD

NGO: DSK/IOM representative

Dhaka Level Officials

- FGD

Community volunteers, WASH committee, tap stand committee, girls, boys, elderly, women, men

- Household interviews

Disabled, elderly, women

- Secondary analysis of quantitative data and data collection tools used in the operation: the data available and collected through KoBo, available on the dashboards, should also be analyzed where pertinent.

The detailed evaluation design will be defined by the external evaluation consultant; however, the following should be considered:

- Data collection methods and pace are to be decided by the evaluator, in consultation with the EMT.
- Case studies, best practices documentation, anecdotes and chronological documentation of the processes will ensure the quality of the outcomes and whether the final products can be published.

6. Deliverables (or Outputs)

- **Inception report** - The inception report should include the proposed methodologies, a data collection and reporting plan with identified deliverables, draft data collection tools such as interview guides, questionnaire, sampling method, a timeframe with firm dates for deliverables and travel (as applicable) and logistical arrangements for the evaluation.
- **Debriefing** - A debriefing will be conducted with the SweRC Country Teams after data collection. The debriefing is to update the progress and initial findings with recommendations of the evaluation.
- **Draft report:** The consultant will produce a draft report (identifying key findings based on facts, conclusions, recommendations, and actionable recommendations for next program planning) which will be reviewed by the SweRC Country and Regional Office teams. The consultant will be given the feedback after 05 working days to incorporate into the final report.
- **Final report.** A Final report highlighting key findings, conclusions and action-oriented recommendations for the next phase of the operation. Will be submitted within 10 days of receiving the feedback from the draft report. Final evaluation report of no more than 40 pages (excluding executive summary and annexes such as copy of the ToR, cited resources, a list of those interviewed and any other relevant materials)

The findings and all products arising from this evaluation will be jointly owned by the Bangladesh Red Crescent Society and SweRC Country Office. The evaluator will not be allowed, without prior authorization in writing, to present any of the analytical results as his / her own work or to make use of the review results for private publication purposes. All case studies, anecdotes, any rough tool used and copies of participatory tools to be submitted to the SweRC teams to ensure scientific accountability and data protection of the evaluation.

7. Proposed Timeline

Time Schedule	Activities	Deliverables
Week 1	<ol style="list-style-type: none"> 1. Desktop study: review intervention documentation, and related primary/secondary resources for the evaluation. 2. Development of detailed inception report, or data collection/analysis plan and schedule, draft methodology. 	<ol style="list-style-type: none"> 1. Inception report, data collection/analysis plan and schedule, draft methodology.
Week 2-3	<ol style="list-style-type: none"> 1. Data collection according to data collection schedule. 2. Debriefing with initial findings, conclusions, and recommendations before revision and final approval of the final report. 	<ol style="list-style-type: none"> 1. Data collection completed according to data collection plan.
Week 4	<ol style="list-style-type: none"> 1. Preparation of draft evaluation report. 2. Address feedback with revisions in report where appropriate. 3. Revise and submit final evaluation report. 	<ol style="list-style-type: none"> 1. Draft version of evaluation report. 2. Debriefing. 3. Final draft of evaluation report.

8. Evaluation Quality & Ethical Standards

The evaluators should take all reasonable steps to ensure that the evaluation is designed and conducted to respect and protect the rights and welfare of people and the communities of which they are members, and to ensure that the evaluation is technically accurate, reliable, and legitimate, conducted in a transparent and impartial manner, and contributes to organizational learning and accountability. Therefore, the evaluation team should adhere to the evaluation standards and specific, applicable process outlined in the [IFRC Framework for Evaluation](#). The **IFRC Evaluation Standards** are:

1. **Utility:** Evaluations must be useful and used.
2. **Feasibility:** Evaluations must be realistic, diplomatic, and managed in a sensible, cost-effective manner.
3. **Ethics & Legality:** Evaluations must be conducted in an ethical and legal manner, with particular regard for the welfare of those involved in and affected by the evaluation.
4. **Impartiality & Independence:** Evaluations should be impartial, providing a comprehensive and unbiased assessment that takes into account the views of all stakeholders.
5. **Transparency:** Evaluation activities should reflect an attitude of openness and transparency.
6. **Accuracy:** Evaluations should be technical accurate, providing sufficient information about the data collection, analysis, and interpretation methods so that its worth or merit can be determined.
7. **Participation:** Stakeholders should be consulted and meaningfully involved in the evaluation process when feasible and appropriate.
8. **Collaboration:** Collaboration between key operating partners in the evaluation process improves the legitimacy and utility of the evaluation.

It is also expected that the evaluation will respect the seven **Fundamental Principles of the Red Cross and Red Crescent**: 1) humanity, 2) impartiality, 3) neutrality, 4) independence, 5) voluntary service, 6) unity, and 7) universality.

9. Evaluator & Qualifications

The evaluator must have experience or significant knowledge of the humanitarian response mechanisms, specifically interventions in population movement, and have previous experience in conducting evaluations for medium-to-large scale programmes. In case it is deemed necessary, tasks can be divided between a lead evaluator and an evaluation team member

The evaluator will coordinate directly with the SweRC team in Bangladesh.

The evaluator should meet the following requirements:

Required:

- At least 8 years of demonstrable experience in leading evaluations in humanitarian programmes responding to emergency and recovery programs
- Previous experience in coordination, design, implementation and monitoring and evaluation of humanitarian programmes
- Experience in the evaluation of population movement programmes.
- Experience in the evaluation of WASH projects.
- Experience in participatory approaches to evaluations
- Excellent English writing and presentation skills in English, with relevant writing samples of similar evaluation reports.

Desirable:

- Very good understanding of the RC/RC Movement and types of humanitarian response.
- **Knowledge of local language is preferred** (both Bangla and Myanmar)

10. Application Procedures

Applications are to be submitted before 12.00 noon (Bangladesh time) **28 February 2023** to Majid.Khan@redcross.se stating in the subject line: **'Programme Evaluation of the Population Movement Operation (PMO) WASH Program'**.

The following should be submitted with the application:

The application should include:

- Cover letter clearly summarizing experience as it pertains to this assignment, daily rate, and contact details of three professional referees
- Proposal, including budget: A technical proposal should accompany the application, detailing the consultant's understanding of the ToR with a detailed budget to undertake the work and should include a preliminary timeline of activities (specifying what part will be done remotely and in the field).
- Curriculum Vitae (CV)
- Provide samples of previous work (reports of previous evaluations and reviews completed)