



## Terms of Reference

EXTERNAL MID- EVALUATION OF GFFO funded Project

## 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.

HI have a team of technical specialists in areas such as Rehabilitation, Mental Health and Psychosocial Support, Protection, Inclusion Humanitarian Action, and Accessibility. 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 GFFO funded Project

Humanity & Inclusion implementing German Federal Foreign Office (GFFO) funded project titled "**Provision of integrated comprehensive support to persons with disabilities and other vulnerable people while strengthening the capacities of humanitarian actors through inclusive humanitarian action and coordination** at Cox's Bazar " The project providing comprehensive support to rohingya communities and host communities through protection, MHPSS, functional rehabilitation, Stimulation Therapy services . Utilizing a twin-track approach, the project promoting age, gender, and disability inclusion in the humanitarian response through provision of technical support to international and local humanitarian actors, enhancing the capacities of organizations representing persons with disabilities

**The project has three main objectives.**

1. Access to comprehensive protection, health, functional rehabilitation, MHPSS, and early stimulative services is improved for refugees, IDPs, and host communities
2. Promote disability inclusion in the humanitarian response through provision of technical support to international and local humanitarian actors, enhancing the capacities of organizations representing persons with disabilities (OPDs) and taking action to promote protection and inclusion of persons with disabilities.
3. Humanitarian Coordination is improved through continuing analysis, advocacy, assessment of emerging needs and innovative logistics synergies

### 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 the evaluation is to conduct an independent assessment of the project's implementation and intervention and identify areas for improvement/modification/adjustment to make the implementations of the project of high quality and hence ensure better attainment of the program results

#### 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 and Efficiency.**

The evaluation aims to assess the project's changes, relevance, effectiveness and efficiency by reviewing the following criteria:

- The project aims at positive short, medium and/or long-term changes for the targeted populations. (Changes)
- The project meets the identified needs and is adapted to the context of intervention. (Relevance)
- The extent to which the project's objectives have been achieved (Effectiveness)
- The economical use of resources such as human, financial, logistical, technical, etc. to achieve results (Efficiency)

#### 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

Criteria	Evaluative Questions
<b>Changes</b>	<ul style="list-style-type: none"> <li>• To what extent does the project contribute to the achievement of positive and measurable changes for the targeted actors and put in place measures to mitigate any potential negative effects.? [Effects]</li> <li>• How the scenario of continuity beyond the project is anticipated, planned and formulated? [Continuity]</li> </ul>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• Does the project respond to the demands and needs of the population, contribute to the priorities of other stakeholders (authorities, partners, donors, etc.), and is consistent with other ongoing interventions in the area in order to</li> </ul>

	<p>ensure a comprehensive response to the multiple and evolving needs of the target groups. [Needs]</p> <ul style="list-style-type: none"> <li>Does the project learn from experience throughout the project cycle to continuously improve the intervention [Lesson Learn]</li> </ul>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>How do the activities contribute to the achievement of the project's objectives based on results-based management? [Result]</li> <li>Which system is followed for the regular monitoring of project activities and results is in place? (leading to adjustments if necessary) [Adjustment]</li> <li>To what extent do the project achievements meet the required quality, in line with HI and/or international technical standards? [Technically]</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>Does the project team provide the skills needed to implement the project, and roles and responsibilities are clearly defined? [Skills]</li> <li>Does the project have the necessary resources for implementation and manages them in an optimal way? [Optimisation]</li> <li>Is the project deployed in a timely manner and is able to adapt to changes in the context, humanitarian needs, and identified risks? [Responsiveness]</li> </ul>

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

##### 4.1 Data Collection Methodology

###### 4.1.1 Location of Work

The evaluation will cover GFFO funded project implementing areas in Cox's Bazar district covering both Ukhiya, Ramu, Chakaria and Teknaf Upazilas including camps/ Refugees and host communities. Host community should cover from surrounding Union Parishad, Community and government health facilities. For Bhasanchar: 20 bed hospital, government stakeholders and humanitarian actors should cover for this evaluation. Transportation and storage support for humanitarian organization will be include in the study.

Details of project location in Camps and host communities are given as below;

Camp name /host communities	Blocks/Union	Upazila	Main activities	Remarks
Camp 4E	All Blocks (10 blocks)	Ukhiya	<ul style="list-style-type: none"> <li>Home based and static point based MHPSS, Protection, IAR and Functional Rehabilitation services with provision of assistive devices</li> </ul>	
Camp 10	All Blocks (6 blocks)	Ukhiya	<ul style="list-style-type: none"> <li>Home based MHPSS, Protection, IAR and Functional Rehabilitation services with provision of assistive devices</li> </ul>	
Camp 1E	All Blocks ( blocks)	Ukhiya	<ul style="list-style-type: none"> <li>Center based stimulation therapy services for under 05 years SAM and MAM children</li> </ul>	

Camp 05	All Blocks (05 blocks)	Ukhiya	<ul style="list-style-type: none"> <li>Center based stimulation therapy services for under 05 years SAM and MAM children</li> </ul>	
Camp Bhasanchar	All Blocks (30 cluster)	Hatia	<ul style="list-style-type: none"> <li>Hospital based functional rehabilitation services with provision of assistive devices</li> <li>Capacity building of humanitarian actors, Health and nutrition volunteers</li> </ul>	
Ramu	Ramu upazila health complex Unions(4): Eidghar, Khuniapalong, Jourari Nala, Dakkhinmithaichari_	Ramu	<ul style="list-style-type: none"> <li>Hospital based functional rehabilitation services with provision of assistive devices</li> <li>Home based MHPSS and functional rehabilitation services</li> <li>Capacity building of organizations of persons with disabilities/Self Help Groups</li> </ul>	
Chakaria	Chakaria Upazila Health Complex Unions(2): Khuntakhali , Dulhazara	Chakaria	<ul style="list-style-type: none"> <li>Hospital based functional rehabilitation services with provision of assistive devices</li> <li>Home based MHPSS and functional rehabilitation services</li> <li>Capacity building of organizations of persons with disabilities/Self Help Groups</li> </ul>	
Ukhiya and Teknaf  Atlas Logistics	Ukhiya and Teknaf  All Camps (32 camps)	Ukhiya  Teknaf	<ul style="list-style-type: none"> <li>Provide storage and transportation support for food and non-food items</li> <li>Capacity building NGO worker/truc drivers , suppliers, daily worker on logistics management and safety security, cyclone preparedness</li> </ul>	
Cox's Bazar	UN agencies/INGO and NGOs staffs		<ul style="list-style-type: none"> <li>Provided training on Inclusive humanitarian action for humanitarian actors at Cox's Bazar District</li> </ul>	

#### 4.1.2 Target Population

The evaluation will focus on the project's stakeholders and beneficiaries. Beneficiaries from both Camps and host communities, hospitals/clinics, partners, service providers, duty bearers such as government officials, humanitarian actors. organizations and volunteers, project staffs and others will be included. It is Recommended to involve at least 50% of person with disability. For Stimulation therapy services, the evaluation will focus on Severe and moderate acute malnutrition children.

#### 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

Actor	Roles
<b>Steering Committee (Operation Manager/Area Manager, Regional MEAL Manager, Regional Technical Specialist, Country Manager)</b>	<ul style="list-style-type: none"> <li>• Review and validate proposed evaluation tools and methodology.</li> <li>• Assist in the recruitment process of the consultants by forming a review committee.</li> <li>• Review the proposal (Technical &amp; Financial) &amp; evaluate the proposal based on the evaluation criteria</li> <li>• Taking interview of the shortlisted firms to finalize the award decision</li> <li>• Participate in various project meetings such as the kick-off meeting and the interview of consultants.</li> <li>• Review the draft report and provide feedback for improvement.</li> <li>• Validate the final report using the HI quality checklist provided in the annexes.</li> </ul>
<b>Operations Team (Area Manager and Sr. Project Manager)</b>	<ul style="list-style-type: none"> <li>• Ensure compliance of implementation with administrative, temporal and financial conditions.</li> <li>• Plan the budgetary needs and process the supply requirements.</li> <li>• Communicate and mobilize stakeholders about the study.</li> <li>• Plan the agenda with stakeholders and beneficiaries as soon as the plan is elaborated.</li> </ul>
<b>Country Finance Manager</b>	<ul style="list-style-type: none"> <li>• Provide guidance on financial aspects of the project.</li> <li>• Share the budget available for the evaluation.</li> <li>• Ensure payment is made to the consultant according to the agreed instalments and terms and conditions.</li> </ul>
<b>Technical Team (Technical Specialists)</b>	<ul style="list-style-type: none"> <li>• Review of analysis tools, including identifying needs and relevant infographics.</li> <li>• Review and provide feedback on data collection tools.</li> <li>• Review and provide feedback on the evaluation report.</li> <li>• Participate in the implementation of evaluation recommendations.</li> </ul>
<b>MEAL Information Management Team (Regional MEAL Manager/Sr. MEAL officer)</b>	<ul style="list-style-type: none"> <li>• Conduct meetings with the consultant to plan and execute the evaluation.</li> <li>• Support in the design and definition of the evaluation methodology.</li> <li>• Assist in the development/adaptation of data collection tools.</li> <li>• Recruit the consultant/firms and supervise their activities.</li> <li>• Monitor the data collection and ensure quality.</li> <li>• Review the analysis tool developed by consultant.</li> <li>• Review analysis and provide feedback on the report.</li> </ul>

	<ul style="list-style-type: none"> <li>Oversee the entire evaluation process.</li> </ul>
<b>Consultant/Firms</b>	<ul style="list-style-type: none"> <li>Prepare an inception report.</li> <li>Design the evaluation methodology, including sampling techniques and data collection procedures.</li> <li>Develop or adapt data collection tools and guidelines.</li> <li>Ensure adequate training of data collectors.</li> <li>Collect Permission from RRRC for camp access</li> <li>Collect both quantitative and qualitative data as per the defined methodology.</li> <li>Organize and monitor data collection to ensure quality and consistency.</li> <li>Develop appropriate tool for analysing the collected data</li> <li>Conduct data compilation and analysis, including both quantitative and qualitative analysis.</li> <li>Present the findings of the evaluation and respond to any questions or feedback.</li> <li>Prepare a comprehensive evaluation report that addresses all evaluative questions.</li> <li>Prepare a draft evaluation report and incorporate feedback from HI.</li> <li>Submit the final evaluation report.</li> </ul>
<b>Logistics Team/HR</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>

## 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).

<u>Code of Conduct</u>	<u>Protection of beneficiaries from sexual exploitation, abuse and harassment</u>	<u>Child Protection Policy</u>	<u>Anti-fraud and anti-corruption policy</u>
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### 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:

<b>Ethical Risks</b>	<b>Mitigation Measures</b>
Security of subjects, partners and teams	<ul style="list-style-type: none"> <li>Inform local authorities of the evaluation so that they can provide and guarantee security.</li> </ul>
Obtain the subjects' free and informed consent	<ul style="list-style-type: none"> <li>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 &amp; 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.</li> </ul>

	<ul style="list-style-type: none"> <li>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.</li> </ul>
Ensure the security of personal and sensitive data at all stages of the activity	<ul style="list-style-type: none"> <li>All data collected from respondents are collected in such a way that the respondent will not be harmed.</li> <li>HI can share findings to the public and stakeholders but sharing raw data and personal information outside the organization is strictly prohibited.</li> <li>A Data Sharing Agreement (DSA) will be signed between HI and the consultants.</li> </ul>

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

### 5.3. Participation of Stakeholders and Beneficiaries

For the project's evaluation, using the criteria of Changes, Relevance, Effectiveness, and Efficiency, the evaluation team /consultant will conduct interviews with various stakeholders, including partner organizations, government officials, organizations representing 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 20-30 pages, including a summary and a presentation of findings.

<i>The quality of the final report will be reviewed by the Steering Committee of the evaluation using this checklist:</i>	 TS7_Final_Report_Quality_Checklist.docx
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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/Retro Plan

Phase	Activities	Duration	Start Date	End Date
Hiring Consultant	Advertise the TOR to hire a consultant	12 days	29/07/2024	11/08/2024
	Recruitment of Consultant (interview, etc.)	2 weeks	12/08/2024	26/08/2024
Phase-1 Desk Review – Inception Report	Consultant develops Inception Report, and data collection tools and presents to the Steering committee	1 week	27/08/2024	02/09/2023



	Approval of tools and methodology	1 week	03/09/2024	10/09/2024
Phase-II Field Data Collection	Training of Enumerators	2 weeks	11/09/2024	25/09/2024
	Make appointments with respondents			
	Field Data collection			
Phase-III Data Analysis, Report writing	Data Cleaning, Data Analysis	2 weeks	26/09/2024	10/10/2024
	A draft preliminary report with recommendations.			
	Review and Validation meetings with HI (HQ & Country)	1 week	13/10/2024	20/10/2024
	Finalize the feedback and share the final report within 5 days. Share the final report.	1 week	21/10/2024	28/10/2024
Dissemination	Disseminate findings with Stakeholders through a dissemination meeting.	1 week	29/10/2024	05/11/2024

## 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, MHPSS, Disability, SRH 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

### 7.2 Selection Process

A transparent and competitive process will be followed to recruit the consultant(s) or consulting firm. The call for applicants will be advertised in national/international and websites. A selection committee composed of the Operation Manager, Country MEAL Manager, Technical Unit Manager, and one Project Representative will shortlist and interview the applicants

## 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, persons with disabilities, MHPSS, Protection and SRH which accounts for 15% of the total score. **(Subject to evidence submission)**
  - Relevancy of the proposed tools/methodology, which accounts for 40% of the total score. **(Based on technical proposal)**
  - **Team composition and Qualifications**, which accounts for 15% of the total score. **(Based on technical proposal)**
  - Experience on project evaluation of different INGO, UN, which accounts for 10% of the total score. **(Subject to evidence submission)**

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, SRH, rehabilitation, protection and MHPSS), proposed tools/ methodology, soft skills (communication, English, writing, consortia) and means and planification.
- Final award decision will be made based on the outcome of the interview

### **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 Budget Allocated to the Evaluation**

The Consultant should submit a detailed Financial Proposal clearly outlining technical fees of the Consultant(s) and team per day, number of days spent at each stage of the evaluation, cost of translation (if any), enumerators fees, Logistics (transport costs, stationery costs) etc.

### **7.4 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 30% will be made after the submission and validation of the draft evaluation report. The last payment, which is 50% 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.

## 7.5 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
- 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 in rehabilitation, inclusion, SRH, person with disability, and MHPSS.
- Applicants must provide documents of project evaluation for different NGO or INGO.
- 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 by **11/08/2024 ( 11.59 PM BGD Time)**

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

### 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 Mid Evaluation of GFFO funded project. PD-UKHI-01226**” 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.



Project Quality  
Framework HI PQP

*on which all evaluators must base their evaluation.*

[The Disability - Gender - Age Policy](#), which must guide the approach and the construction of evaluation tools in the technical offer.