



**Terms of Reference**

**EXTERNAL EVALUATION OF BPRM PROJECT - September 2022 to  
August 2023**

**PD REF: PD-UKHI-00734**

## 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 Director, 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, 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 BPRM funded Project

The BPRM funded project titled "Inclusive Specialized Services for Vulnerable Persons, including Persons with Disabilities in Cox's Bazar Rohingya Camps and Host Communities" has three main objectives. The first objective is to enhance the quality and timely access to comprehensive functional rehabilitation and healthcare services through mobile units, static points, and targeted health facilities in camps and host communities. The second objective is to improve the protection environment and increase resilience of persons with concerns, particularly persons with disabilities, older people, and other vulnerable individuals, among the Rohingya community through equitable access to life-saving protection and mental health and psychosocial support (MHPSS) services and strengthening community-based protection mechanisms. The third objective is to promote the inclusion of persons with disabilities and older people in the overall Rohingya humanitarian response, including disaster risk reduction and preparedness services in camps and host communities. The first of the project is from September 2022 to August 2023.

Since the influx in August 2017, HI has established emergency mobile teams that consist of a team manager, a project officer for beneficiary identification and referral pathways, rehabilitation staff, a nurse for basic healthcare and referrals, a protection officer for case identification and external referrals, two MHPSS officers for individualized services and referrals to specialized mental health services, and an inclusive sports and recreational officer for facilitating sessions with children and adults.

HI operates eight teams in Ukhiya and Teknaf Upazillas covering 14 camps, providing adapted and comprehensive assistance to vulnerable individuals including persons with disabilities. HI also provides rehabilitation services in 5 hospitals and clinics. Door-to-door home-based rehabilitation services are provided in Jaliapalong union under Ukhiya Upazila and through mobile van approach in Whykong, Baharchharha, Sabrang unions under Teknaf Upazilla, and Jaliapalong Union under Ukhiya Upazila through its partner CDD.

Additionally, HI supports two camps in Ukhiya through CDD, which provides similar assistance to vulnerable individuals through Static Points and door-to-door home-based services.

### 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 Mobile Units 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 **Effectiveness, Efficiency, Accountability to populations and Partnership.**

The evaluation aims to assess the project's effectiveness, efficiency, accountability to populations, and partnership by reviewing the following criteria:

- 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)
- The project's mechanisms to involve the populations (Accountability to populations)
- The involvement of operational partners in each phase of the project cycle (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

Criteria	Evaluative Questions
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>• How effective are the project activities in contributing towards the achievement of its objectives, as per the principles of results-based management? [Results]</li> <li>• To what degree do the project achievements meet the expected level of quality, in accordance with HI and/or international technical standards, as an indicator of effectiveness? [Technicality]</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• Does the project have the necessary resources for implementation and manages them in an optimal way? [Optimisation]</li> </ul>
<b>Accountability to populations</b>	<ul style="list-style-type: none"> <li>• To what extent people involved in the decision-making processes that affect them throughout the project cycle? [participation]</li> <li>• How appropriate are the spaces or means of expression for the population (satisfaction measurement, feedback mechanisms, etc.)? [ Expression]</li> </ul>
<b>Participation</b>	<ul style="list-style-type: none"> <li>• To what extent operational partners are being regularly informed and involved in decision-making processes in each cycle of project management?</li> <li>• How well did the project develop thoughtful, relevant and effective operational partnerships in a collaborative manner? [involvement]</li> </ul>
<b>Relevance</b>	<ul style="list-style-type: none"> <li>• Does the project meet the demands and needs of beneficiaries and contributes to achieving priorities of other stakeholders (authorities, partners, donors etc.)? [Needs]</li> <li>• Does the project adjust its action according to the context of intervention (socio-cultural and historical determinants, security, logistical constraints, regulatory ...) and its evolution? [Context]</li> <li>• Does the project learns from experience throughout the project cycle to continuously improve the intervention [Lesson Learn]</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 BRPM funded project implementing areas in Cox's Bazar district covering both Ukhiya and Teknaf Upazilas including camps/ Refugees and host communities. The camps include 1E, 1W, 2E, 3, 4, 9, KTPRC, 2W, 20, 12, 14 and 17 under Ukhiya Upazila and 22, 26, 27 and NRC under Teknaf Upazila. Host community should cover from surrounding camps and government health facilities.

#### 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, 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

Party	Roles & Responsibilities
Steering Committee (OM/AM, TUM, CMM)	<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></ul>

	<ul style="list-style-type: none"> <li>• Validate the final report using the HI quality checklist provided in the annexes.</li> </ul>
<b>Operations Team (Area Manager, and Project Managers)</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>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 Unit Manager)</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 (Country MEAL Manager)</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> <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).

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

Ethical Risks	Mitigation Measures
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> <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 evaluation of the project the criteria of **Effectiveness, Efficiency, Accountability to populations and Partnership, relevance** 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 final report should be integrated into the following template:</i>	<i>The quality of the final report will be reviewed by the Steering Committee of the evaluation using this checklist:</i>
 TS8_Template_Final_Report.docx	 TS7_Final_Report_Quality_Checklist.docx

### 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

Phase	Activities	Duration	Start Date	End Date
Hiring Consultant	Advertise the TOR to hire a consultant	3 weeks	26/06/2023	18/07/2023
	Recruitment of Consultant (interview, etc.)	2 weeks	19/07/2023	02/08/2023
Phase-1 Desk Review – Inception Report	Consultant develops Inception Report, data collection tools and presents to the Steering committee	1 week	03/08/2023	10/08/2023
	Approval of tools and methodology	1 week	13/08/2023	20/08/2023
Phase-II Field data Collection	Training of Enumerators	2 weeks	21/08/2023	04/09/2023
	Make appointments with respondents			
	Field Data collection			
Phase-III Data Analysis, Report writing	Data Cleaning, Data Analysis	2 weeks	05/09/2023	19/09/2023
	Draft preliminary report with recommendations.			
	Review and Validation meetings with HI (HQ & Country)	1 week	20/09/2023	26/09/2023
	Finalize on the feedback and share the finale report after within 5 days. Share final report.	1 week	27/09/2023	04/10/2023
Dissemination	Disseminate findings with Stakeholders through a dissemination meeting.	1 week	05/10/2023	12/10/2023

## 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

*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 , Country 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 and MHPSS, which accounts for 20% of the total score.
    - 3 or more related documents: 20
    - 2 Related Documents: 15
    - 1 Related Documents: 10
  - Experience protection and SRH, which accounts for 10% of the total score.
    - 3 or more related documents: 10
    - 2 Related Documents: 5
    - 1 Related Documents: 3
  - Relevancy of the proposed tools/methodology, which accounts for 30% of the total score.
    - 3 or more related documents: 30
    - 2 Related Documents: 20
    - 1 Related Documents: 10
  - Experience on project evaluation of different INGO, UN, which accounts for 20% of the total score.
    - 3 or more related documents: 20
    - 2 Related Documents: 10
    - 1 Related Documents: 5

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.

### **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 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.



#### 7.4 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
- 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 to by **18<sup>th</sup> July 2023**  
BGD 11:59 PM

*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 Evaluation of BPRM project September 2022 – August 2023 (PD-UKHI-00734)**” 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](#), 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.