

# **Terms of Reference for Consultant/s to conduct external final evaluation**

Of

“Community-Based Services for Children with Disabilities” Eastern European  
Regional Project

July 2018

## PROJECT SUMMARY

<b>Type of evaluation</b>	External final evaluation
<b>Name of the project</b>	Community Based Services for Children with Disabilities
<b>Project Start and End dates</b>	01 January 2016 – 31 December 2018
<b>Project duration</b>	3 years
<b>Project locations:</b>	Yerevan and Armavir (Armenia), Durrës and Vlorë (Albania), Tbilisi and Kazreti (Georgia), Gjakova and Ferizaj (Kosovo), Bihac and Cazin (Bosnia and Herzegovina).
<b>Thematic areas</b>	Child protection and Education
<b>Sub themes</b>	Inclusive Education, Family Strengthening and Alternative Care
<b>Donor</b>	Margaret A. Cargill Philanthropies
<b>Estimated beneficiaries</b>	1,500 Children with Disabilities and their families
<b>Overall objective of the project</b>	Save the Children aims to establish 10 high-quality childcare centres in five countries in Eastern Europe that provide opportunities for rehabilitation and integration for children with disabilities, through early detection, individual rehabilitation, and holistic guidance and support services for family members.

# INTRODUCTION

Save the Children is the world's leading independent organization for children. Its vision is a world in which every child attains the right to survival, protection, development and participation. Its mission is to inspire breakthroughs in the way the world treats children, and to achieve immediate and lasting change in their lives.

Save the Children is announcing the recruitment of an individual(s) or a company (hereinafter referred to as "the Consultant") external to Save the Children to perform a final evaluation of Eastern European Regional Project "Community Based Services for Children with Disabilities". The offer is open to all qualified evaluators world-wide.

The overall objective of the evaluation is to assess and present results (output, outcome), conclusions, lessons learnt and recommendations.

This document provides Terms of Reference for the final evaluation; project background, intended methodology and timeframes for its implementation are provided in the sections that follow.

Save the Children launched this regional project in January 2016 aiming to address systemic gaps by establishing 10 high-quality childcare centers in 5 countries in Eastern Europe (Albania, Armenia, Georgia, Kosovo and Bosnia and Herzegovina). The centers intend to provide opportunities for rehabilitation and integration of up to 1,500 children with disabilities and their families, through early detection, individual rehabilitation, and holistic guidance and support services for family members.

There are three main components of the project: 1) Provision of direct services for children with disabilities, 2) Supporting families of children with disabilities so that they can advocate for their children, and 3) Increase capacity of relevant government authorities. Save the Children established sustainable, context- and needs-based services for children with disabilities, strengthened families and empowered state authorities and local NGO actors to deliver, sustain and replicate these services beyond the project life.

## PROJECT BACKGROUND

### Overview

Children with disabilities represent one of the most marginalized groups in Eastern European countries. These children and their caregivers are facing stigma, discrimination, and marginalization in their communities on a day-to-day basis. Frequently deprived of education, services and other basic rights, they are significantly more vulnerable to violence, abuse and exploitation. There are about 297,000 children with disabilities in following 5 Eastern European countries - Albania, Armenia, Bosnia and Herzegovina (BiH), Georgia and Kosovo combined – approximately 8 percent of the mentioned sub-region's children. All countries face a shortage of well-trained professionals and insufficient allocation of state resources to care for children with disabilities. Without adequate and appropriate community-based services, many families are unable to support their children's psychosocial development, physical rehabilitation and inclusion in schools and community life. As a result, children with disabilities are routinely institutionalized and marginalized.

To address the problem, Save the Children in these 5 countries initiated a 3-year project by establishing 10 high-quality community-based service centers for supporting children with disabilities and their families.

The Centers are envisaged to be free of charge and to serve as models of all other community-based services for children with disabilities in this region. Most importantly, the methodology of piloted centers will be documented and handed over to the relevant authorities in each country for continuation of services and replication in other communities. This three-year initiative, supported by Save the Children US, represents the first regional project in Eastern Europe with participation of five Save the Children’s Country Offices. Rich experience of five implementing countries in the area of inclusive education and social protection is intended to enrich our endeavors in the region and to complement efforts of each country project team.

### Partners

In the majority of cases the community based centers are run by local partners. In the case of BiH it is run by cantonal government and local municipalities.

<b>Albania</b>	<b>Armenia</b>	<b>Georgia</b>	<b>BiH</b>	<b>Kosovo</b>
“Help the Life” Association	“Armavir Development Centre” NGO	“Anika” Association	Multipartite Memoranda of Cooperation have been signed with Ministry of Education, Science, Culture and Sport of Una Sana Canton (USC), Ministry of Health, Labor and Social Policy of USC, Health Institute of USC, and 8 municipalities in the canton	“HandiKOS” NGO

### Success to this date

After two and a half years of project implementation, Save the Children managed to establish 10 high-quality and comprehensive community-based services centers for children with disabilities. Another field/soon to be CBS center is established in Artashat city in Armenia. The complete list of centers and cities they are established in is below:

<b>Albania</b>	<b>Armenia</b>	<b>Georgia</b>	<b>BiH</b>	<b>Kosovo</b>
Durres Vlore	Yerevan Armavir Artashat (field office)	Tbilisi Kazreti	Bihac Cazin	Ferizaj Gjakova

Centers are providing vast array of different services for children with main focus on improving the quality of life and providing skills of independent life and include physiotherapy, developmental, behavioral and occupational therapy, psychological counselling, independent living skills building, facilitating access to other relevant services, support in education enrolment and after-class education support, vocational education and other. Guarantee for the service quality lies in comprehensive and

contemporary capacity building program organized for the centers' staff that presents combination of well-known international approaches, including successful Save the Children's approaches and specifically tailored trainings based on existing capacity needs. Since centers' establishment comprehensive set of services have been provided to 1351 (90% of target 1500 children) children with disabilities living in these 5 EE countries!

Apart from children, centers also anticipate parents, caregivers and family members as direct beneficiaries of their services. Families of children with disabilities are facing numerous challenges on macro and micro levels that are affecting their economic situation, internal dynamics, interpersonal relations and general frustration levels, which all leads families to a great risk of dysfunctionality and separation. This is why families having child with disability need all the support they can get. SC centers are the only ones that have recognized this need and started offering variety of services to help them learn about their child's condition and abilities, available services, theirs and their children's rights. They are being supported in accessing services and are also being provided with individual or group psychosocial support and counselling to overcome daily challenges they face as family with disabled child. So far, 1131 parents and caregivers have directly received some of the centers' services<sup>2</sup>.

Apart from children and families, centers are also very well received by authorities and institutions with several of them becoming members of referral systems and networks. Some of them already became part of institutionalized service provision system and are being fully (Bihac and Cazin centers) or partially (Vlore, Durres and Kazreti centers) funded by the state<sup>3</sup>. Efforts for ensuring sustainability of remaining centers continues, however support they have been provided so far is significant. Hence majority of them obtained either free of charge premises (Ferizaj, Yerevan and Tbilisi centers) or authorities participated in procuring or constructing service buildings (Gjakova and Armavir centers). In all 10 centers Save the Children funded renovation and equipment of premises in line with accessibility and child safeguarding standards.

## SCOPE OF EVALUATION

### WHY:

One of the main objectives of the evaluation is learning from experience: with interpretation of successes and failures. Based on these experiences, the next phase of this projects can be informed and improved. Another aim is accountability to donors and beneficiaries that funds were used effectively and efficiently.

### WHAT:

The project has been implemented for 30 months (January 2016-June 2018) and will continue another 6 months till the end of December 2018. This end of project evaluation focuses on the entire implementation period. The entire project should be evaluated, including project outcome indicators, specified in the Annex I. M&E Plan.

The evaluation is summative focusing on the impact as well as on the outcomes of the project. At the same time, it will capture effectively lessons learnt and sustainability of the project.

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<sup>1</sup> Data concluded with March 31, 2018

<sup>2</sup> Same as above

<sup>3</sup> All 3 will be fully sustainable as of January 2019

The evaluation should assess project's Theory of Change<sup>4</sup>, design, scope, implementation status and the capacity to achieve the project objectives. It will collate and analyze lessons learnt, challenges faced and best practices obtained during implementation which will inform the programming strategy in the next programming phase 2019-2021 in response to the priorities.

### WHO & HOW:

The results of the evaluation will draw lessons that will inform the key stakeholders of this evaluation who are the Donor and Save the Children, as well as children with disabilities. The evaluation will generate knowledge from the implementation of the project by the various implementing partners in collaboration with Save the Children and reflect on achievements, best practices, challenges; lessons learnt and propose actionable recommendations for future programming.

Within this project mid-term review has been conducted by all 5 Country Offices. At the initiation stage of the project KAP<sup>5</sup> survey was implemented by countries to serve as baseline data. The baseline data was collected for all outcome indicators, if applicable (Annex I. M&E Plan).

## KEY QUESTIONS

The following key questions will guide the final evaluation:

<b>RELEVANCE</b>	<ul style="list-style-type: none"> <li>✓ To what extent are the objectives and results of the programme still valid?</li> <li>✓ Are the activities and outputs of the programme consistent with the overall goal and the attainment of its objectives?</li> <li>✓ Are the activities and outputs of the programme consistent with the intended impacts and effects?</li> <li>✓ What have been key challenges?</li> <li>✓ To what extent did the project mitigate the negative effects and risks?</li> </ul>
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<b>EFFECTIVENESS</b>	<ul style="list-style-type: none"> <li>✓ To what extent were the objectives achieved / are likely to be achieved?</li> <li>✓ What were the major factors influencing the achievement or non-achievement of the objectives?</li> <li>✓ How did SC offices coordinate with their partners to ensure effectiveness?</li> </ul>
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<sup>4</sup> Save the Children's theory of change creates noticeable impacts on children's lives by investing in the impact of children by forming together to meet the demanding changes of the world we exist in. This notion is broken down into four pillars of impact. The first pillar consists of being the voice for the world's children. The focus is working toward policy reforms to help promote better child rights, particularly in areas of poverty. This will ensure that no child's voice will go unheard. The second pillar is the Save the Children foundation becomes the pioneer for innovation. This pillar will show the world that there is proof for solutions to helping these children and that it can be done. The third pillar states that building partnerships and collaborating with other organizations of the same interest can help meet these goals faster by getting the word spread to a larger audience. The fourth pillar is the final step. This is the achieved results of policy reforms and also the best patterns possible for implementing the right steps to follow through with, making life better for kids.

<sup>5</sup> KAP – Knowledge, attitude and practice survey

	<ul style="list-style-type: none"> <li>✓ How has the project considered gender sensitivity in its implementation of activities?</li> <li>✓ What are the gender gaps that the project managed to tackle and what remaining aspects need to be considered further?</li> <li>✓ How has the project design and implementation considered child rights approaches? How have the children, their needs and desires been consulted and accounted for in project design and implementation?</li> <li>✓ How has the child safety, for girls and boys, integrated in the project design and the implementation of activities? What aspects of the project make girls and boys feel safe? <ul style="list-style-type: none"> <li>• How has the project assessed the risks for children and do these risks still exist to date?</li> <li>• Have they been reduced, controlled and managed by the minimizing actions?</li> <li>• Are there new risks? What further measures do we need to implement to reduce, remove and control these new emerging risks?</li> </ul> </li> <li>✓ How has the project approached accountability to children, both girls and boys – consultations with children, information sharing, child friendly feedback and complaints mechanisms, etc?</li> </ul>
<b>EFFICIENCY</b>	<ul style="list-style-type: none"> <li>✓ Were objectives achieved on time?</li> <li>✓ Was the project implemented in the most efficient way? Have any issues emerged, if so which ones and why?</li> </ul>
<b>IMPACT</b>	<ul style="list-style-type: none"> <li>✓ What has happened as a result of the project?</li> <li>✓ What real difference has the activity made to the beneficiaries?</li> <li>✓ How many people have benefitted from the project?</li> <li>✓ Which positive and/or negative effects/impacts in terms of gender and environment can be possibly be attributed to the project/programme?</li> <li>✓ Were there positive and negative unintended outcomes and results identified?</li> </ul>
<b>SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>✓ To what extent the continuity of centers operation is ensured after donor funding ceased?</li> <li>✓ What were the major factors which influenced the achievement or non-achievement of sustainability of the centers?</li> <li>✓ What needs to be done and/or improved to ensure sustainability?</li> </ul>

## EVALUATION PROCESS

The Consultant is managing entire evaluation (prepare evaluation protocol, consents/assent forms, data collection tools, field work schedule and similar) remotely from his/her home/work base hence

not be needing to travel in any of the countries. Save the Children country offices will organize and pay for translation of all the tools and forms prepared by the Consultant into local languages. While the Consultant might have several online interviews with key informants, actual data collection field work in project locations in 5 countries will be implemented by local Field Facilitators (FF) contracted directly by Save the Children country offices. The Consultant will develop Terms of Reference for local Field Facilitators engagement defining their scope of work. Country offices may add additional requirements to localize TOR for FFs and announce the call for applications locally in each country. Consultant will then participate in process of final selection of local FFs, however their fees as well as local field work costs will be covered by Save the Children's offices in 5 project countries directly. Field facilitators will work under supervision of the Consultant. Once data is collected country offices will organize and cover for their translation into English before submitting them to the Consultant for further analysis and evaluation report developing.

## EVALUATION METHODOLOGY

To answer the evaluation's key questions, a participatory, mixed method approach should be used that includes a desk review of project documents, semi-structured interview with key stakeholders conducted F2F or via Skype as necessary, quantitative surveys as appropriate. Child and parent-level findings should include a gender disaggregation. The final evaluation protocol, consents/assent forms, and data collection tools must be submitted to and obtain approval from to SC's Ethics Review Committee before any data collection begins.

The evaluation should also include an online meeting where main findings will be presented and final remarks to conclude report discussed, prior to writing the final report.

The M&E plan attached (Annex I) provides list of outcomes indicators to be reported as part of the evaluation. 'Means of verification' column provides guidance to the data collection methods of outcome indicators.

## EXPECTED DELIVERABLES

- **Evaluation Inception Report** (10-15 pages without annexes), which highlights: Objectives and key questions, Methodology, Data collection methods, sampling considerations, timeline and logistics, etc. Inception Report should also include Terms of Reference for local FFs to define their detailed scope of work including methodology, field work plan and similar). Generic parts of ToR specific for Save the Children will be added to the ToR by Evaluation Committee once scope of work is defined.
- **Data collection tools**: for the data collection of some outcome indicators there are data collection tools which already exist and have been used for baseline and mid-term review data collections. For some of the outcome indicators which should be measured just once at the end of the project the tools do not exist and it is responsibility of the Consultant to develop these and all other tools.
- **Evaluation Final Report**: (25-30 pages without annexes), with the executive summary. The executive summary should summarize key findings and recommendations (three to five pages) and needs to be submitted as part of the final draft report. The findings and recommendations of the final report have to be structured according to the evaluation questions. The draft outline of the report's structure is below and needs to be agreed upon during the inception phase.
- **Presentation of key findings and recommendations in MS Power Point**

### Table of Contents

- List of Acronyms
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- *Conclusions and Recommendations*
- *SCI evaluation response plan (to be done by SCI)*
- *Annexes*
  - o *M&E Plan*
  - o *Evaluation ToR*
  - o *Inception report*
  - o *List of people involved*

#### Quality of reports

The quality of the reports will be judged according to the Evaluation Vetting Checklist criteria developed by Save the Children's Child Protection Initiative. See CPI\_Evaluation\_Vetting\_Checklist\_2012 document attached as Annex 3 to this ToR:

#### Data ownership and protection

All the data collected during the evaluation will be handed over to and become property of the Save the Children. Consultant must, therefore, treat findings in a confidential manner and require advance written approval from the Save the Children for sharing any information with third parties, in whichever form.

## EVALUATION TEAM

The consultancy is open to all qualified evaluators. The Consultant may consist of one person or a team of experts, in the latter case the applicants should propose a team specifying team member's expertise.

As stated in Evaluation Process section, the Consultant is tasked to manage the entire process of evaluation in countries involved in the project implementation. Save the Children Country offices in these countries will hire local Field Facilitators to implement field work while the Consultant will participate in their selection process. The Consultant will agree tasks and timeframe with the FFs, coordinate their work, be responsible for the quality of the deliverables of FFs and accept the deliverables of FFs.

The Consultant will be required to sign SC's Child Safeguarding Policy.

Duty Station of the Consultant can be wherever he/she is based and there is no need to travel to the countries, as local FFs will implement the field work.

**Key Qualifications** of the Consultant should be (whenever the applicant is a team of researchers, the information of Lead Researcher should be presented):

1. Relevant master's degree in Development studies, International Development, Social Studies or any other relevant university degree
2. Previous experience and expertise in the field of children/people with disabilities
3. At least three evaluations in the last five years ideally in the relevant field.
4. At least 10 years of experience in working with international organizations and donors
5. Excellent oral and written English skills
6. Working experience in Eastern European countries is an asset.

# EVALUATION MANAGEMENT

The selected Consultant will report to the Evaluation Committee to be formed to support the evaluation process. The Committee will be composed of Project Coordinators from 5 country offices involved in project implementation and Aida Bekic, Regional Project Manager will chair the Committee. The Evaluation Committee will manage the evaluation and provide logistical support. SCI MEAL (Monitoring, Evaluation, Accountability and Learning) Experts will provide technical guidance on evaluation and review Evaluation deliverables.

## Evaluation Timeline

What	Who is responsible	By when
Tender re-announced (online; etc)	Regional project team and Evaluation committee	26 August
Applications received	Procurement	9 Sep
Selection of consultant	Selection Committee	13 Sep
Signing the contract	Regional Project Manager	17 Sep
Inception report with tools - Methodology developed by the external consultant including ToR for local FFs	Consultant	24 Sep
Feedback to inception report sent	MEAL experts and Evaluation committee	26 Sep
Inception report finalized and submitted to the SC Ethics Review Committee	Consultant Evaluation committee	1 Oct
Finalized and published ToR for local FFs for 5 countries	Consultant, MEAL experts Evaluation Committee	1 Oct
Feedback to the inception report by the SC's Ethics Review Committee	SC's Ethics Review Committee	3 Oct
Application from FF received by	Country offices	8 Oct
Opening and evaluating applications	Country offices (including MEAL experts)	10 Oct
Evaluating and selecting final candidates for FFs	Evaluation Committee and Consultant to confirm final candidates	12 Oct
Evaluation field work started	Local FFs under supervision of the Consultant	15 Oct
First draft report of evaluation submitted	Consultant	26 Nov

Review of first draft report	MEAL Experts, Evaluation committee	3 Dec
Online presentation of main findings	Consultant, Evaluation committee, MEAL experts	5 Dec
Final evaluation report including Power Point presentation of main findings	Consultant	12 Dec
Project team meeting to develop Evaluation Response Plan	Evaluation committee	14 Dec
Evaluation final report (together with response plan) posted on OneNet and reviewed	Regional Project Manager	17 Dec

## HOW TO APPLY

Please submit the following documents as part of your application:

- ✓ Personal CV (whenever the applicant is a team of researchers, the information of Lead Researcher should be presented), indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references; Key Qualifications required should be embedded in CV.
- ✓ A Concept Note that clearly presents the evaluation team and their background, the general approach proposed for the evaluation.
- ✓ Specify daily rate, number of days needed to implement the consultancy and total amount of consultancy in USD.
- ✓ At least 1-2 recent evaluation reports
- ✓ Consent form confirming agreement to SCI policies.

Please submit your application to the following email: [scimacp.procurement@savethechildren.org](mailto:scimacp.procurement@savethechildren.org). Please do not copy other emails. The deadline for application is 9<sup>th</sup> September 2018 COB.

You can email your questions/inquiries to Mrs. Gayane Panosyan, Eastern Europe Knowledge Manager at [gayane.panosyan@savethechildren.org](mailto:gayane.panosyan@savethechildren.org) and Aida Bekic, Regional Project Manager at [aida.bekic@savethechildren.org](mailto:aida.bekic@savethechildren.org) between 27<sup>th</sup> August to 7<sup>th</sup> September. Please do not send applications to the latter two addresses as they will not be considered.

## SELECTION CRITERIA

Submissions will be evaluated in consideration of the Evaluation Criteria as stated below: The offer will be evaluated by using the Best value for money approach (combined scoring method). Technical proposal will be evaluated on 60% whereas the financial one will be evaluated on 40%. Below is the breakdown of technical proposal on 100% which will be brought to 60%:

Criteria	Weight	Max. Point
Technical		

At least master's degree in Development studies, International Development, Social Studies or any other relevant university degree	10 %	10
Extensive expertise, knowledge, and experience in the field of Children/people with Disability	25%	25
Overall Concept Note Approach	35%	35
Experience in project/programme evaluation (at least 3 evaluations, ideally in relevant field within last 5 years)	25%	25
At least 10 years of experience in working with international organizations and donors	5%	5
<b>Working experience in Eastern European countries is an asset</b>	Yes/No	

**Particular requirement: No person performing any task for or on behalf of Save the Children must in any way be involved or associated with the abuse or exploitation of children as described in the Save the Children's Child Safeguarding Policy.**

Annexes to the ToR

Annex 1: M&E Plan

Annex 2: Project proposal

Annex 3: Child Protection Initiative Evaluation Vetting Checklist

Annex 4: Save the Children's Policies

Annex 5: Consent form

TOR prepared by: Gayane Panosyan, Eastern Europe Knowledge Manager

Sign off by: Aida Bekic, Regional Project Manager

Technical Review by: Larry Dershem, Senior Adviser, Research, Monitoring and Evaluation, International Programs, Save the Children US

Date of sign off: 16<sup>th</sup> July 2018