

## Terms Of Reference

### **External evaluation of Support to most vulnerable children and youth through One-Stop-Shop “Hudhan Centers” in Baghdad and Anbar Governorates**

October 2023

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## Acronyms

Tdh : Terre des hommes

ISIL: Islamic State of Iraq and the Levant

WASH: Water, Sanitation and Hygiene

OOC: out of Camp

IDP: internally displaced person

NGO: Non-Governmental Organization

KM: kilometers

UN: United Nations

OCHA: Office for the Coordination of Humanitarian Affairs

CM: case management

ICRS: Information Counselling and Referral Services

PPT: PowerPoint presentation

TOR: Terms of Reference

ID: identity

CSP: Child Safeguarding Policy

PSEA: Prevention of Sexual Exploitation and Abuse

SOP: Standard operating procedure

## I. TERRE DES HOMME

Terre des hommes Foundation – Helping Children Worldwide (Tdh) started its operations in Iraq in December 2014, responding to needs of children and youth between the age group of 9-22 years, affected by the ISIL-driven crisis of 2014-2017. Tdh is currently working in 22 districts within 6 governorates (Anbar, Kirkuk, Ninewa, Diyala, Baghdad and Salah al-Din), providing humanitarian and development assistance in the sectors of Child Protection, Juvenile Justice, Education and WASH through a NEXUS approach.

During October 2022 – December 2023 Tdh and its implementing local partner, Tajdid Iraq Foundation for Economic Development (Al-Tajdid), with the support of The French Embassy / The Crisis and Support Center, sought to deliver child and youth-friendly protection services to the most vulnerable OOC IDPs and returnees in the hard-to-reach, underserved, and crisis-affected host communities of Al Tash and Al Humayra districts, and Abu Gharib district in Anbar and Baghdad, respectively.

The primary goal of the project was to enhance the resilience, protection, and dignity of the most vulnerable children and youth from families affected by the ISIS crisis. The project aimed to contribute to reducing child protection vulnerabilities through the facilitation of access to services as well as the provision of direct services by Al Tajdid local NGO, government social workers, and community volunteers.

Moreover, to ensure local ownership and sustainability of the proposed interventions, Tdh tried to strengthen the capacity of the government social workers and the community-based volunteers in delivering Child Protection services.

## II. INTRODUCTION

Terre des hommes Foundation is seeking to contract a consultant to conduct an external evaluation for the project “Support to most vulnerable children and youth through One-Stop-Shop “Hudhan Centers” in Baghdad and Anbar Governorates” implemented since October 2022 – 31st December 2023 under funding from the crisis and support center of the French ministry of foreign affairs.

## III. PROJECT’S BASIC INFORMATION

|                           |                                                                                                                                                     |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Project title             | Support to most vulnerable children and youths in hard-to-reach districts of Baghdad and Anbar Governorates through One-Stop-Shop “Hudhan Centres”. |
| implementer               | Terre des hommes Fondation - Iraq                                                                                                                   |
| Partner                   | Tajdid Iraq Foundation for Economic Development (Al-Tajdid)                                                                                         |
| Active Geographic Regions | Al Tash and Al Humayra Districts in Anbar Governorate; Abu Gharib District in Baghdad Governorate, Federal Iraq                                     |

|                                 |                                                                                                                                                                                                             |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start Date                      | 10 <sup>th</sup> of October 2022                                                                                                                                                                            |
| End date                        | 31 <sup>st</sup> of December 2023                                                                                                                                                                           |
| Goal                            | Vulnerable out-of-camp internally displaced persons and returnees are supported to access quality essential services                                                                                        |
| Objective 1                     | Community-based Child Protection services, structures, and systems are strengthened in Al Tash and Al Humayra districts of Anbar Governorate and Abu Gharib district of Baghdad Governorate in Federal Iraq |
| Outcome1<br>Outcome2            | 1. Protection vulnerabilities are reduced through increased access and availability of direct services<br>2. Government public service centers have increased capacity in delivering the services           |
| External Evaluation Focal point | Asim Ghasan Ali<br>Email: Assim.ghassanali@tdh.org                                                                                                                                                          |

#### IV. Program Overview

Residents in Al Tash, Al Humayra, and Abu Gharib Districts were stigmatized by the impact of ISIL and subsequent military operations. Abu Gharib is situated approximately 33 km from urban Baghdad. According to mayoral reports, it is estimated that there were about 10,400 crisis-affected families and their children, 1,360 returnees, and 2,720 IDPs in need of humanitarian assistance. According to the Inter-Agency Assessment report by UN OCHA in August 2021, at least 9,942 returnees live in Al Tash and 20,000 returnees live in the neighbourhoods of Al Humayra, with a host population of 4,500 to 5,000.

The number of households with perceived affiliation to extremist groups and/or lack of security clearance is comparatively high. The areas are inhabited by members of different tribes, where there are frequent tribal tensions, along with a general feeling of chronic neglect and disadvantage compared to others, which often escalate into conflicts. Moreover, local volunteers express a lack of conflict resolution skills in the younger generations. These lead to several protection concerns, including lack of civil documentation and resulting lack of freedom of movement.

Tdh and its implementing local partner, Tajdid Iraq Foundation for Economic Development (Al-Tajdid), with the support of The French Embassy / The Crisis and Support Center, aimed to establish and sustain three community-based, one-stop shop “Hudhan” (meaning “hug” in Arabic) centers to deliver child and youth-friendly protection services to the most vulnerable out-of-camp (OOC) internally displaced persons (IDPs) and returnees in the hard-to-reach, underserved and crisis-affected host communities of Al Tash and Al Humayra districts, and Abu Gharib district in Anbar and Baghdad, respectively.

The interventions were articulated around two primary outcomes that address the most pressing protection needs of children and youth in the targeted locations, ensuring the link between government public spaces and the community, and supporting direct services, youth engagement, and community protection system strengthening to promote and protect rights of children. The project also contributed in strengthen the institutional and technical capacity of our national (NGO) partner, Al-Tajdid to provide direct protection services and to coordinate

with existing humanitarian actors and government line ministries (for instance, through referral mechanisms to ensure the most vulnerable children and youth receive basic and specialized services). In addition, Tdh and Al-Tajdid built the capacity of government Social Workers and community-based child protection volunteers to deliver a package of integrated protection services for children and youth as the following goal and objectives:

Goal: Vulnerable out-of-camp (OOC) internally displaced persons (IDPs) and returnees are supported to access quality essential services

Objective: Community-based Child Protection services, structures, and systems are strengthened in Al Tash and Al Humayra districts of Anbar Governorate and Abu Gharib district of Baghdad Governorate in Federal Iraq

Outcomes:

- Protection vulnerabilities are reduced through increased access and availability of direct services.
- Government public service centers have increased capacity in delivering protection services.

## V. Evaluation Objective & Questions:

Tdh seeks to have a regular learning process that would be part of each project cycle including a regular quarterly and ad-hoc basis analysis. An external evaluation would be part of the learning cycle that Tdh seeks in order to have different aspects of the projects by complementing the analysis done during the project cycle with the external evaluation.

This project is the first collaboration with this Donor, and Tdh is in the process of proposal submission to another complementing fund this highlights the importance of the results to be used to design the proposed project.

Tdh doesn't aim for a broad general evaluation, rather than a narrow and specific scope evaluation that focus on areas of Impact, and effectiveness. Within those areas, the consultant will have the following objectives:

- Identifying weaknesses and strengths of the interventions
- Documenting lessons learned
- Concrete recommendations for strengthening future programming.

The external evaluation should involve all relevant stakeholders, including program staff, implementing partners (Tajdid), beneficiaries, and others within the evaluation objectives and questions.

After accessing the project data during the desk review and literature reading phase, the evaluator is expected to propose and draft the evaluation methodology that will be reviewed and discussed with the evaluation committee of Tdh.

The evaluator will mainly analyze the following Questions:

- How effective was (CM) including the case identification method and the process?

- How effective was the implementing partner (Al Tajdid)? How was the quality of work done and the management of challenges faced? What are the recommendations for future projects?
- What were the significant achievements resulting from the civil documentation support activity? Were the objectives of this activity achieved?
- How successful was the new curriculum of “move and engage”? what were its strength factors? What were the areas of development?
- What was the impact of the one-stop-shop approach used in this project as a comparison to the regular approach?
- What was the impact of ICRS activity? Did the beneficiaries’ express interest in referrals or accessing support on their own after receiving support?
- How relevant were the capacity-building sessions to the work for the participants? what was the impact of the capacity building?

## VI. Ethical considerations

The evaluator needs to consider ethical and safeguarding considerations including duty of care and Do No harm elements (Confidentiality, Informed Consent, Child safety, etc) The evaluation should also incorporate a gender and diversity approach.

The information collected from the targeted participants of the evaluation could be sensitive due to child protection aspects or the security nature of the participants, this requires an emphasis on the confidentiality of the data collected by the evaluator or enumerators.

## VII. Deliverables

The consultant will provide deliverables in a timely manner and in electronic format. Essential deliverables required are:

- The inception report, which will include:
  - the detailed suggested methodology highlighting how evaluation questions will be addressed and to whom.
  - detailed work plan including risks and limitations analysis.
  - draft of data collection tools and the targeted participants and their locations.
  - final report outline.
- Data collection
- Draft final report which will include:
  - An executive summary
  - A table of contents
  - An introduction
  - evaluation methodology
  - narrative report
  - The findings of the evaluation include good practices, lessons learned, and recommendations.

- An evidence-based conclusion
  - Annexes (terms of reference of the evaluation, data collection tools, consent forms, protocols, tables, graphics, list of desk review references, transcripts, PPT presentation of the findings)
  - A PowerPoint presentation of the Report
- learning workshop to share the findings of the evaluation.
  - Final report

Reports must be written and submitted in English. Results of this evaluation will be intended for Tdh, partner and for the donor.

### VIII. Evaluation Timeline and Schedule

the final report should be submitted before 31<sup>st</sup> of December and the total duration of the evaluation process should be 17 days.

### IX. Evaluation Workplan

|                | Activity                                                                                                                                                                                          | Duration      |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>Phase 1</b> | <b>Inception</b>                                                                                                                                                                                  | <b>4 days</b> |
| 1.             | Virtual inception meeting.                                                                                                                                                                        |               |
| 2.             | Desk review to better understand the background and context of the program and the evaluation.                                                                                                    |               |
| 3.             | Inception Report including proposed approach, methodology, data collection tools and final report outline                                                                                         |               |
| <b>Phase 2</b> | <b>Data collection</b>                                                                                                                                                                            | <b>5 days</b> |
| 4.             | Training data collection team, conduct planned data collection.                                                                                                                                   |               |
| <b>Phase 3</b> | <b>Data Analysis and Management</b>                                                                                                                                                               | <b>3 days</b> |
| 5.             | analyse data and information collected. May include follow-up interviews where necessary                                                                                                          |               |
| <b>Phase 4</b> | <b>Report Writing</b>                                                                                                                                                                             | <b>2 days</b> |
| 6.             | Draft report for review, consideration, and feedback                                                                                                                                              |               |
| <b>Phase 5</b> | <b>Learning workshop with Tdh</b>                                                                                                                                                                 | <b>1 day</b>  |
| 7.             | The evaluation team will present their findings, conclusions and recommendations to Tdh program and support staff to provide an opportunity for Tdh to review, discuss, and validate the findings |               |
| <b>Phase 6</b> | <b>Final Report</b>                                                                                                                                                                               | <b>2 days</b> |
| 8.             | Based on the feedback and insight gathered at the Learning Workshop, the Evaluation Team will revise the draft report and submit a final report of the final evaluation.                          |               |

## X. Challenges And Recommendations

### Challenges:

Collecting case management-related information can be challenging due to the sensitivity and confidentiality of the cases. Additionally, reaching these individuals may not always be permissible, as it is essential to respect their confidentiality and best interests.

Considering that these activities were primarily implemented in vulnerable areas with many illiterate and uneducated individuals, expressing the names of the topics, understanding their impact, or understanding the implementation style could be challenging for them. This may lead to irrelevant or inaccurate information.

Sensitivity of time (as the project is in its final stage) is an important factor of the availability of the project's staff that will be one of the aspects of data collection in order to achieve the aimed data triangulation.

### Recommendations:

- These difficulties in the data collection process will require flexibility in the evaluation methodology to change tools, objectives of evaluation, and resources needed. An example could be depending on Tdh staff to collect data in case of difficulties faced by the data collectors in accessing implementation locations.
- Prioritize to collection of any needed documents or data from project staff before the end of the project period.
- It is essential for the data collectors and focal points of the evaluation to have a clear understanding and be accountable for Tdh child safeguarding policies, as well as the beneficiaries' confidentiality. Additionally, consent should be obtained from any beneficiaries who will be part of this evaluation, ensuring that the beneficiaries clearly understand the purpose of this evaluation and how the information will be used.

## XI. PROFILE OF CONSULTANT

The consultant (team) must have a strong background in the design, implementation, and evaluation of humanitarian projects. Other requirements are:

- Knowledge of the Middle East, especially the Iraqi context particularly Knowledge in protection and child protection.
- Should have an Iraq visa.
- Demonstrated previous experience in leading humanitarian evaluations, using a range of different evaluation methods (impact evaluation, process evaluation, etc.).
- Experience in working in the humanitarian sector, more specifically on child protection, access to child-friendly justice and/or psychosocial programming Expertise in Humanitarian standards and accountability issues.
- Strong conceptual and analytical thinking
- Excellent communication and writing skills.
- Gender mixed team would be an asset.
- Excellent knowledge of English and Arabic (As per the need, the consultant will have to manage a translator).

## **XII. APPLICATION AND MANDATORY DOCUMENTS**

To be considered, the applicant must submit the following documentation:

- Methodological proposal highlighting understanding of the ToR, the context of the evaluation and the proposed approach to the evaluation tasks.
- A detailed quotation including all cost (in Excel format).
- Letter from the bank confirming the bank account information and mentioning the financial standing.
- A Curriculum Vitae (max. 3 to 4 pages highlighting work experience and qualifications relevant to this consultancy)
- Iraq Visa status/residency/on-arrival visa
- Company's registration and License
- ID card of the representative
- Power of Attorney from the owner of the company to the legal representative (if different)
- Updated Tax compliance certificate
- Litigation history of the company (both court and arbitration cases)
- Full contact details of at least two references from recent clients
- A criminal record extract as required for any staff/contractor working for Tdh
- Two sample evaluation reports highlighting previous experience relevant to this evaluation (Mandatory)
- Passport copy of team leader.
- Up-to-date banking details (only for individual contractors)

Please sign and stamp all the documents you provide.

## **XIII. ROLES AND RESPONSIBILITY**

Tdh team will provide support to the consultants in terms of:

- Responding to inquiries and questions about the task
- Briefing about security conditions
- Facilitate contact with / gathering staff and people to be interviewed.
- Providing equipment/space needed for a kick-off meeting and debriefing session in Tdh office meeting room.
- Providing internet access, printer, and office furniture if needed within Tdh office.
- Providing translation if needed
- Reviewing and commenting on deliverables (inception report, draft report)

The consultant will be responsible for:

- Consulting with Tdh for any inquiries/questions
- Ensuring that the consultant team is aware of security conditions as per Tdh briefing.
- Behave in a culturally, gender, and child-sensitive manner.
- Abide by ethical principles when collecting data from beneficiaries, in particular from children and women (informed consent, confidentiality)

- Develop the data collection tools, test them, and review them upon Tdh recommendation, data collection, data quality assurance, and analysis.
- Prepare quality reports and deliver them as planned in the work plan and schedule.
- Consultant is responsible for ensuring all safety and security considerations for their evaluation team.
- Consultant is responsible for managing all travel and logistics of their team.

All consultant team members are required to sign and abide by Tdh CSP and PSEA Policies. The consultant will be required to adhere to and follow Tdh administrative and logistical regulations and procedures.

#### **XIV. Safety and Security**

Everyone is responsible for his/her own safety. Risks can be minimized with some caution and common sense by everyone. However, the Tdh Country Representative has responsibility for security rules. At any given time, all movements and activities outside Erbil must be endorsed by the mission and its security focal points for each sub-office. Visitors and all persons under Tdh contract (employees, trainees, volunteers, contractors, etc.) must comply with the standards and rules of security of the delegation. However, they must also adapt their way of being and acting according to the circumstances to maximize their own safety. They should not rely entirely on the organization: security depends largely on the behaviour of each person. Everyone has an obligation to be consistently informed of the local security situation. In reference to the country security SoPs and security plans for all bases, the evaluator and the evaluation team will be briefed upon their arrival in Iraq and when deployed in Tdh sub-offices. The compliance with Tdh Iraq security rules is mandatory and expected for the entire duration of the evaluation and for every staff, national, and expatriate involved in it.

#### **XV. Modalities of Payment**

Please Consider below information in your price offer that shouldn't exceed 5100:

1. The Payment term (Before service or after service) in your offer.
2. The payment method (Cash, Cheque, or Bank transfer) in your offer.
3. The offer validity in your price offer.

#### **XVI. Application procedure**

The interested applicants should submit to the procurement department at the e-mail: [irq.tenders@tdh.ch](mailto:irq.tenders@tdh.ch)

- A letter of Interest highlighting the experience with services related to the consultancy.
- An updated CV
- Similar related publications/tools that the applicant has developed.

- Financial offer for the consultancy based on the number of days outlined in Annex I and a confirmation of availability for the whole duration of the assignment.
- All the documentation has been mentioned in the article “Application and mandatory documents”.