

Terms of reference

Summative External Evaluation

Derna emergency response

DONOR	Multiple donors
PROGRAMME DURATION	September 2023 – July 2024
LOCATIONS	Derna, Libya
OBJECTIVES OF THE EVALUATION	<p>The aim of the evaluation is to assess the mid- to long-term achievements (and shortcomings) of Acted’s humanitarian response activities in Derna, as relates to their relevance, effectiveness, coherence, efficiency, impact and sustainability. The evaluation should provide information that is evidence-based, credible and useful, enabling:</p> <ol style="list-style-type: none"> 1. incorporation of lessons learned into Acted’s future decision-making processes; 2. communication to Acted’s donors and partners on Acted’s achievements
OVERVIEW OF THE METHODOLOGY FOR THE EVALUATION	<p>The external expert will assess the project according to the following DAC criteria: relevance, efficiency, coherence, effectiveness, sustainability, impact. Cross-cutting issues such as gender, environment, accountability and do no harm will also be part of the analysis.</p> <p>The methodology for data collection is to be determined by the consultant with Acted approval. The consultant is expected to work remotely to lead on the evaluation, while data will be provided or collected by Acted. The evaluation should be conducted mainly through secondary data review, focus group discussions, key informant interviews and household-level interviews with a broad range of project stakeholders.</p>
EVALUATION DATES	August – September 2024

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¹ Based on the European Union's ROM Handbook and guidance for final evaluations.

BACKGROUND

Acted has been present in Eastern Libya since 2011, with bases in Tripoli, Benghazi, Derna, and Sebha, and a supporting office in Tunis. In Derna specifically, the organisation has been conducting development and emergency programming since 2019. Before the flooding of September 2023, it focused on implementing protection, education, Quick Impact Projects (QIPs) and cash assistance activities.

In September 2023, Storm Daniel unleashed unprecedented levels of rain, causing heavy infrastructural damage, including road damage and telecommunication network disruptions across eastern Libya. The disaster resulted in over 11,300 fatalities, with a final remaining unclear with 10,000 missing individuals and more than 50,000 displaced. The floods immediately redirected the main efforts in Libya to the northeastern region to address the urgent needs of those affected. Aligned with the broader mission to support long-term livelihood reconstruction and sustainable development, Acted's Libya country team, with remote support from the HQ Emergency Department, mobilised a comprehensive multi-sectoral emergency response by intervening in Shelter, Settlements, Protection, WASH, QIPs, Multi-Purpose Cash and Livelihoods.

Following the flooding and supported by a budget of approximately \$4.6 million through standalone institutional grant agreements from humanitarian donors (e.g. BHA, ECHO, and CDCS) and smaller donations from Acted's "Stratégie France" network, Acted provided an integrated response focused on vulnerable disaster-affected communities, providing the following in Northeastern Libya:

- Emergency Relief, through the distribution of essential supplies, including hygiene kits, household water trucking and the installation of water tanks for affected households
- Restoration of Essential Services, through both repair and rehabilitation of critical infrastructure, such as water supply systems, schools, electricity and roads
- Provision of Cash Transfers, by offering cash transfers to affected families to support their immediate needs and enable them to rebuild their lives.
- CCCM/UDOC, supporting community committees, identification and training of community champions, focus group discussions on community services and priorities, awareness raising sessions on key topics identified by the communities, and community-led initiatives addressing community needs such as access to clean drinking water, sewage maintenance, street cleaning and well digging. Protection, through protection monitoring and protection hotline, psychosocial support (PSS) in group for women and for parents, and cash for protection.
- Child Protection activities included: Mental Health and Psycho-Social Support (MHPSS) recreational, structured and individual targeting child and Positive parenting sessions targeting parents. Child Protection Case Management (CP CM) and cash for CP). Trainings to different stakeholders on CP CM, MHPSS, Psychological First Aid. All activities included internal and external referral.

Today, almost a year from the onset of the crisis, Acted plans to assess the quality of its Derna emergency response and document key lessons learned to support future crisis interventions through an externally-led evaluation.

The evaluation will focus on key emergency response activities, particularly where multiple activities across different sectors are implemented in the same locations. The rationale is to assess to the fullest extent the multi-sectoral nature of the response in Lybia, while at the same time limiting data collection efforts and inefficiency.

Based on this reasoning, The following types assistance will be assessed:

- **Assistance in schools:** Mental Health Psycho-Social Support (MHPSS) recreational, structured, individual activities, including Positive Parenting session; remedial classes; hygiene promotion, provision of school kits and individual material to children, Quick Impact Projects, capacity building on MHPSS and PFA to teachers.
- **WaSH:** water trucking, provision of water tanks, hygiene kits and hygiene promotion, water test lab, water network rehabilitation
- **Non-Wash kits distribution:** non-food items, winterisation
- **Community initiatives,** including water and sewage rehabilitations, cleanup campaigns, etc.
- **Training of local partners:** Child Protection Case Management, MHPSS, Preventive Care to Frontliners,PFS, site/neighbourhood management training, organisational capacity building

KEY PROJECT STAKEHOLDERS

- Local authorities and local stakeholders, including school principals, school teachers, MoE office in Derna, Environmental Sanitation office
- The Environmental Sanitation Office Manager,
- Community lead Projects (CLPs) for neighborhoods (CCCM). Individuals
- Project beneficiaries
- Community leaders / Community committees
- Acted programme staff
- Acted's partners, including Lybia Red Crescent, CSOs, scouts, etc.

SCOPE AND PURPOSE OF THE EVALUATION

The main objective of this evaluation is to provide Acted with an assessment of its mid- to long-term achievements (and shortcomings) of its humanitarian response activities, to feed into and improve future response planning.

The aim is to determine the fulfilment of programme objectives, with an eye on impact and sustainability, considering the long-term nature of the programming that has been implemented in Eastern Lybia. The evaluation should provide information that is evidence-based, credible and useful, enabling:

1. incorporation of lessons learned into Acted's future decision-making processes;
2. communication to Acted's donors and partners on Acted's achievements

RESEARCH CRITERIA AND QUESTIONS

The evaluation shall use the following DAC criteria and corresponding questions. The consultant will be able to review and revise the questions (not the criteria) in consultation with Acted regional and country office MEAL team, as part of the inception phase of the evaluation, and as relevant.

1/ RELEVANCE²

The extent to which the programme design responded to beneficiaries', global, country, and partner/institution needs, policies, and priorities, and continued to do so if circumstances change.

Note: "Respond to" means that the objectives and design of the intervention are sensitive to the economic, environmental, equity, social, political economy, and capacity conditions in which it takes place. "Partner/institution" includes government (national, regional, local), civil society organisations, private entities and international bodies involved in funding, implementing and/or overseeing the intervention. Relevance assessment involves looking at differences and trade-offs between different priorities or needs. It requires analysing any changes in the context to assess the extent to which the intervention can be (or has been) adapted to remain relevant.

The following questions should be answered:

- 1.1 Were the Derna emergency response activities adequately designed to respond to the needs of the direct beneficiaries?
- 1.2 Was the selection of target areas appropriate for reaching the most vulnerable in need of assistance?
- 1.3 To what extent did the Derna emergency response take into account the needs of different groups (girls, boys, women, men, people with disabilities, etc.)? How were gender, age and diversity considered?

2/ COHERENCE

This includes internal and external coherence, namely the compatibility and complementarity of the different activities between each other and with other interventions in a country, sector or institution.

Note: The extent to which other interventions (particularly policies) support or undermine the intervention, and vice versa. Internal coherence addresses the synergies and interlinkages between the intervention and other interventions carried out by Acted, as well as the consistency of the intervention with the relevant international norms and standards to which Acted adheres. External coherence considers the consistency of the intervention with other actors' interventions in the same context. This includes complementarity, harmonisation and co-ordination with others, and the extent to which the intervention is adding value while avoiding duplication of effort.

The following questions should be answered:

- 2.1 Were there synergies and interlinkages between different activities carried out by Acted in the same area as part of the Derna emergency response?

² All criteria definitions are extracted from the document titled "Better Criteria for Better Evaluation", released by the DAC Network on Development Evaluation in December 2019.

2.2 Where there complementarities, harmonisation and coordination between Acted's Derna emergency response and other interventions carried out by other actors in the same area, for the purposes of:

- Responding to multi-sectoral needs that Acted could not entirely meet, through referrals?
- Avoiding duplication of efforts both in terms of harmonization of response or de-duplication of beneficiaries?

3/ EFFICIENCY

The extent to which the intervention delivers, or is likely to deliver, results in an economic and timely way.

Note: "Economic" is the conversion of inputs (funds, expertise, natural resources, time, etc.) into outputs, outcomes and impacts, in the most cost-effective way possible, as compared to feasible alternatives in the context. "Timely" delivery is within the intended timeframe, or a timeframe reasonably adjusted to the demands of the evolving context. This may include assessing operational efficiency (how well the intervention was managed).

The following questions should be answered:

- 1.1 What were the external constraints to achieving better efficiency and how well were they mitigated?
- 1.2 Were beneficiaries sufficiently involved in the project implementation? Was there any feedback from beneficiaries to project implementers? How did it feed back into project implementation?

4/ EFFECTIVENESS

The extent to which Acted programmes achieved their objectives, including any differences in outcome achievements across different groups, specifically males and females.

- 4.1 What outcomes was Acted's Derna emergency response able to deliver? Did the response achieve such objectives across both male and female population groups? If there were differences, what were they?
- 4.2 What is the perception of Acted during the emergency response in Derna by affected populations, local authorities, partners and other stakeholders?

The consultant's focus should be on establishing which outcomes the intervention was able to deliver, and their quality.

5/ IMPACT

The extent to which the intervention has generated or is expected to generate significant positive or negative, intended or unintended, higher-level effects.

Note: Impact addresses the ultimate significance and potentially transformative effects of the intervention. It seeks to identify social, environmental and economic effects of the intervention that are longer term or broader in scope than those already captured under the effectiveness criterion. Beyond the immediate results, this criterion seeks to capture the indirect, secondary and potential consequences of the intervention. It does so by examining the holistic and enduring changes in systems or norms, and potential effects on people's well-being, human rights, gender equality, and the environment.

The following questions should be answered:

- 5.1 What, if any, were the impacts of Acted's programmes, both positive and negative? Was the project able to monitor, mitigate and respond to any unintended negative effects?

6/ SUSTAINABILITY

The extent to which the net benefits of the intervention continue, or are likely to continue.

Note: Includes an examination of the financial, economic, social, environmental, and institutional capacities of the systems needed to sustain net benefits over time. Involves analyses of resilience, risks and potential trade-offs. Depending on the timing of the evaluation, this may involve analysing the actual flow of net benefits or estimating the likelihood of net benefits continuing over the medium and long-term.

This criterion will only be assessed for Assistance in schools, water network rehabilitation, community initiatives and Training of local partners.

The following questions should be answered:

- 6.1 What evidence is there to suggest the project's interventions and/or results will be sustained after the project end?
- 6.2 Do relevant authorities and institutional actors have the financial capacity and skills to ensure the continuation of services after the end of the response?

Human, organizational (including policies and institutions) and financial factors, as well as environmental and gender viability, are the main sustainability factors.

EVALUATION METHODOLOGY

The evaluation is expected to be based on the findings and factual statements identified from review of relevant documents including the programme documents, donor reports, MEAL reports and data, including capitalization assessments³ produced for the Derna emergency response. Acted will provide the external expert with all available project documentation at the beginning of the consultancy.

As the consultancy will be fully remote, Acted foresees to implement data collection (directly or through CSOs) on behalf of the consultant, with stakeholders including the target beneficiaries, government officials, etc. Participation of stakeholders in the evaluation should be maintained at all times, reflecting their opinions, expectations and vision. Acted expects that data will be collected from most of the stakeholders listed under section "Key Project Stakeholders".

Acted foresees that the primary data collection conducted for this evaluation will be mixed-method and include Key Informant Interviews (KIIs) and Focus Group Discussions (FGDs). The latter will be used for project beneficiaries, while the remaining stakeholders will be interviewed through KIIs.

³ Acted MEAL team is currently conducting a capitalization exercise whereby Acted project staff is interviewed to collect learnings from projects implemented as part of the Derna emergency response.

Focus group discussions are expected to take place for each of the sectors and activities underlined above within the background section, except for protection activities, due to the sensitive nature of the latter. The evaluator should aim to assess more than one sector as part of the same FGD to limit data collection efforts. Community initiatives, for example, were implemented in entire neighbourhoods, and their residents are likely to also have benefitted from other activities. Limitations and biases linked to such approach should be highlighted in the analysis and final evaluation report.

The methodology must consider participants' safety throughout the evaluation (including recruitment and training of research staff, data collection / analysis and report writing) as well as research ethics (confidentiality of those participating in the evaluation, data protection, age and ability-appropriate assent processes) and quality assurance (tools piloting, enumerators training, data cleaning).

The above-described methodology is indicative, the consultant is expected to provide a detailed methodology and work plan. He/she will also be free to collect additional data in order to respond to all the research questions.

SCHEDULE

This assignment is expected to begin by August 2024 and shall be accomplished no later than end of September 2024. Bidders should provide an evaluation workplan detailing the number of working days required per evaluation activity (see below table).

Evaluation activities	Suggested Schedule
Review of programme activities and secondary data, based on available documentation	To be filled by bidders
Development of an Inception Report, outlining the methodology for data collection and analysis	To be filled by bidders
Data collection (conducted by Acted under consultant's leadership)	To be filled by bidders
Analysis of programme performance based on the above-listed DAC criteria and the corresponding research questions listed above	To be filled by bidders
Drafting of the Final Evaluation Report	To be filled by bidders
Finalization of the Final Evaluation Report, taking into account Acted comments on its quality and accuracy.	10 days

The consultant will be expected to meet weekly with Acted management staff to provide updates on the evaluation timeframe. This can be done either by phone or in person.

DELIVERABLES

The following deliverables should be provided to Acted's representative in Tunis, who will then circulate them to the relevant Acted departments and partners for feedback.

All deliverables should be in electronic version, Word/Windows compatible format and in English.

Deliverables	Deadline
Inception Report	To be delivered no later than 20th August 2024
Draft Final Evaluation Report	To be delivered no later than 20th September 2024
Final version of the Final Evaluation Report	To be delivered no later than 30th September 2024

For all deliverables, the external expert is expected to underline factual statements using evidence, and to comment on any deviation.

INCEPTION REPORT

The inception report shall include the following elements:

- Detailed description of the methodology for the evaluation
 - o Data collection methods
 - o Data collection tools
 - o Sampling
 - o Approach to quality control
- Data analysis methods
- Justification for revising the Evaluation Questions (if relevant)
- Detailed workplan
- Analysis of anticipated limitations and mitigation measures

FINAL EVALUATION REPORT

The consultant shall use Acted’s Final Evaluation Report template (to be provided at the beginning of the evaluation), including the following elements:

<p>Executive summary</p> <p><i>(2 pages max)</i></p>	<p>Should be tightly drafted, and usable as a free-standing document. It should be short, not more than 2 pages. It should focus on the main analytical points, indicate the main conclusions, lessons learned and specific recommendations. Specific guidance on how to develop the Executive Summary will be provided at the beginning of the evaluation.</p> <p>Note that this section of the template also contains an overview scoring table that should be filled by the consultant in a consistent and sound manner.</p>
<p>Derna emergency response synopsis</p> <p><i>(this section should not exceed 1 page in length)</i></p>	<p>The synopsis serves as an introduction and provides background information, including the rationale that triggered the emergency response, the activities implemented as part of the response, a description of the target groups. The synopsis does not include</p>

	<p>appreciations and observations on issues related to the project implementation.</p>
<p>Methodology <i>(this section should not exceed 1 page in length)</i></p>	<p>The methodology section should detail the tools used in the evaluation; locations, sample sizes, sampling methodology, tools used, dates, team composition, limitations faced and other pertinent facts.</p>
<p>Findings <i>(max. 2 pages per DAC criteria)</i></p>	<p>The findings section should present the results of the evaluation in an objective and non-judgmental way that gives an honest portrayal of the project.</p> <p>Included in the findings should be a discussion of how well the project achieved each of the above-listed DAC criteria.</p> <p>The consultant shall highlight the most important findings relating to the performance of the response and elaborate on them in detail while also pointing out any critical issues and/or serious deficiencies. Findings shall be accurate, concise and direct. They must be based on and coherent with their answers to the evaluation questions.</p> <p>The consultant is expected to provide a self-sustaining explanation of their assessment which must be understandable by any person unfamiliar with the response while at the same time providing useful elements of information to the stakeholders. The consultant should avoid the following weaknesses: not evidence based, lack of technical content (e.g. experts provide an analysis which does not take into account the state of the art of knowledge in a given sector or topic).</p> <p>Full source details (including file name, page numbers...) are always to be included.</p>
<p>Conclusions, Lessons Learned, Best Practices, and Recommendations <i>(max.3 pages)</i></p>	<p>These should be presented as a separate final chapter. Wherever possible and relevant, for each key conclusion there should be a corresponding recommendation. The consultant shall set out the main conclusions and recommendations based on the answers given to the evaluation questions and which are summarized in the findings section.</p> <p>Recommendations should be as realistic, operational and pragmatic as possible and drafted in a way that the stakeholders to whom they relate are clearly identified. Recommendations are derived from the conclusions and address issues of major importance to the performance of the response. They must take in consideration applicable rules and other constraints, related for example to the context in which the response is implemented. They must not be phrased in general terms but constitute clear proposals for solutions and they target the most important issues rather than minor or less relevant aspects of a response.</p> <p>Through conclusions, lessons learned, best practices and recommendation, the evaluation will generate knowledge and support accountability to beneficiaries, the donor, Acted and the overall humanitarian community. It will provide information on the processes or activities that Acted implemented to develop insights, knowledge, and lessons from past experiences so as to improve current and future performance.</p>

Annexes	<ul style="list-style-type: none"> • Terms of Reference of the evaluation • Assessment tools used (questionnaires, checklists, scoring grids, etc.) • List of persons (job titles only, no names)/organizations consulted • List of literature and documentation consulted • Other technical annexes (e.g. statistical analyses and other pertinent elements, graphs, etc.)
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For consortium and/or multi-country projects, a single project-wide report should still be produced, with agency-specific and/or country-specific findings clearly identified.

FEEDBACK ON DELIVERABLES

Please note that both inception and final reports are subject to Acted's approval before they are considered as final deliverables and corresponding milestones payment can be released.

Upon submission of the draft inception report / draft final evaluation report by the consultant, Acted will formulate comments as well as indicate any factual errors, within five working days of reception.

Comments will be formulated on the basis of the Inception Report and Final Evaluation Report Quality Control Checklists that will be provided to the consultant at the beginning of the evaluation.

For the draft final evaluation report, consultants are informed that Acted will provide an opinion on the quality of the evaluation report and each of its components (synopsis, methodology, findings, conclusions and recommendations, and annexes), which should be taken into account by the consultant. For each recommendation, Acted will also state to what extent (Yes, Partially, No) it agrees with the recommendation and accurately reports the opinion of the consulted stakeholders.

All comments should be considered by the consultant before the two reports are considered completed. The consultant shall take note of these comments and decide whether or not to revise the reports and, where appropriate, succinctly explain why comments cannot be taken into account. The consultant submits a revised version of the report to Acted, within five days (Inception Report) / five days (Final Evaluation Report) of receipt of Acted comments. The revised version should clearly highlight all changes made.

EXPERTISE REQUIREMENTS

The consultant should have the following background:

- Post-graduate qualifications in development/humanitarian studies or relevant area
- Experience in project Monitoring and Evaluation, in particular emergency distribution, protection, camp/settlements management and WASH projects
- Strong knowledge and/or demonstrated experience in designing and conducting similar monitoring and evaluation activities in insecure contexts is required
- Excellent knowledge of the Libyan context, especially in terms of security, and culture is required
- Strong knowledge of Core Humanitarian Standards
- Strong analytical skills and ability to clearly synthesize and present findings
- Excellent written and oral English essential

- Good knowledge of the context of Derna/Eastern Libya is an advantage.

The consultant shall identify a focal point for communication and reporting purposes, with appropriate skills and experience. At the briefing session, the focal point should submit a full contact list of all those involved in the evaluation.

APPLICATION PROCESS

Leading consultant is requested to include the following in the application:

- CV of the consultant
- Sample from previous work (max. 10-20 pages) from at least 2 separate projects; description of similar or related past experience
- Technical Proposal including a detailed methodology and work plan
- Detailed Financial Proposal (cost effective and showing unit costs)

Please note that the consultant will have to comply with all government rules and will be responsible for government taxes.

By undertaking this assessment, consultants are expected to abide to humanitarian principles and to ensure the confidentiality of the data collected. It is also demanded that consultants follow at all times Acted's Security Plan and Code of Conduct.

All data collected as part of this evaluation will remain Acted's property. By the end of the final evaluation, the consultant shall submit all Acted-/project-related documentation back to Acted management. The Final External Evaluation Report produced under the present contract shall not be shared externally without Acted's prior written approval.

To ensure equal treatment of applicants, Acted cannot give a prior opinion on the eligibility and selection of bidders. Acted has no obligation to provide clarifications on the call for tender; should Acted decide to provide additional information, it will be published to be available to all potential bidders.

APPLICATIONS' SCORING

Applications will be scored on the following criteria:

I. Technical Proposal		70pts
a.	Technical skills of consultant deployed (CV, experience in conducting similar or related work)	35pts
b.	Context specificity /relevance of Methodology and work plan	20pts
c.	Sample from previous work	15pts
II. Financial Proposal		30pts
TOTAL		100pts

Any offer submitted after the deadline will be automatically rejected. Any missing document will lead to the direct disqualification of the applicant.

Offers that do not comply with the overall length and deadline of the assignment (as provided above) and/or do not plan to assess each of the above-listed DAC criteria will be disqualified.

Any error or major discrepancy related to the instructions listed in the Terms of Reference may lead to the rejection of the bid.

Clarifications will only be requested by Acted to bidders when information provided is not sufficient to conduct an objective assessment of the submitted offer.