Project/Programme Title: "WASH rapid response"

Country: Ukraine, (implemented in: Donetsk and Luhansk oblasts)

Duration of project: 01.04.2019 - 31.12.2019, 9 months

Name Organisation: International Charitable Foundation (ICF) Caritas Ukraine

1. Introduction/Background

The International Charitable Foundation "Caritas Ukraine" calls for tender bids to conduct an external evaluation of the Project **WASH rapid response** which has been implemented in governmental controlled areas of Donetsk and Luhansk oblasts of Ukraine.

The project is being executed by ICF Caritas Ukraine. The overall objective to contribute to the situation when vulnerable conflict-affected people living in the buffer zone of Donetsk and Luhansk oblasts live in a safe, sanitary environment.

The project with the budget volume of EUR 250000 is funded by Caritas Austria (EUR 50000), Caritas Denmark (47000 EUR) and Caritas CH (40000 EUR) and other donors.

The selected company or group of experts will be contracted by ICF Caritas Ukraine, under the legislation of Ukraine.

Project outcomes:

- To improve access to drinking water in the affected settlements through rehabilitation of existing water supply infrastructure and construction of new water supply sources (drilling new wells)

- To improve access to existing water supply in the affected settlements through legal assistance.

- To ensure people affected by conflict-related disruptions of water supply systems have access to safe drinking water (emergency assistance; humanitarian response to shelling of central water supply systems)

The expected results of the project are:

Result 1. No less than 6,000 inhabitants of the buffer zone will improve access to safe drinking water through renewal of existing water systems and construction of new ones in 5 locations.

Result 2. No less than 3 communities will be provided with legal assistance to access water supply in their settlements.

Result 3. No less than 2,500 people affected by interruptions of water supply systems can access drinking water (emergency assistance)

Project activities (inputs):

For Result 1:

- 1.1. Identification and selection of settlements affected by water shortage.
- 1.2. Informing of local government bodies and locals about the project activities.
- 1.3. Investigation of available water sources (quantity, reliability, and quality of used water).

1.4. Selection of intervention strategies based on the assessment results for every single location (drilling of new wells, repairs/improvement of existing water sources, modernization of existing equipment).

- 1.5. Preparation of project documentation and terms of reference for WASH expert.
- 1.6. Conducting tender procedures for the selection of the WASH expert.
- 1.7. Performance of technical tasks by selected WASH expert.
- 1.8. Carrying out engineering work.
- 1.9. If necessary, installation of pumping and filtering equipment.
- 1.10. Preparing the for the handing over of equipment to Communal enterprises.

For result 2:

2.1. Selection of target locations.

2.2. Assessment of the current situation with water supply in selected locations, problems and challenges.

- 2.3. Assessment report.
- 2.4. Development of methodology and response action plans.
- 2.5. Implementation of response action plan.
- 2.6. Monitoring and evaluation of activities.
- 2.7. Development of reporting documentation.

For result 3:

- 3.1. Quick assessment of humanitarian situation in case of emergency.
- 3.2. Mobilization of resources to respond to the emergency.
- 3.3. Communication with other humanitarian organizations and local authorities.
- 3.4. Post-Distribution Monitoring.

The project is oriented on the buffer zone of Donetsk and Luhansk oblasts. The selection was made based on the high level of vulnerability of population due to the military conflict, problems with access to social services and Caritas strategy of activities in the region. Local CUA partners have offices in the target areas located in the Donetsk and Luhansk regions. Local Caritas partners are currently responding to the humanitarian needs in the surrounding areas.

The project activities will cover several settlements located no less than 20 km from the line of conflict: Netailove, Borivske, Zolote, Novozvanivka, Andriivka, Kamianka, Kodema, Krasnohorivka, Marinka, Novomykhailivka, Novoselivka, Orlivka, Rybynske, Taramchuk, Toretsk, Troitske, Druzhba, Novoivanivka, Popasna.

It is expected that the preliminary list of settlements selected based on the needs assessment might undergo changes depending on the current situation in the contact line, the technical feasibility of the project implementation, and the capacity of communities in the selected settlements to maintain the infrastructure renewed or built within the framework of the project.

The project will aim to provide a rapid reaction to the interruption of water supply systems, providing citizens with free access to drinking water sources through the restoration of existing water supply systems and the construction of new ones through well drilling in Volnovakha, Mariinka, Yasynuvata, Bakhmut, Popasna regions of Donetsk and Luhansk oblasts. Target areas were selected based on the assessment on the status of water supply systems and of the actual needs in each of these locations. Also, the choice was made on the basis of information on how the process of decentralization is progressing in the regions. The transfer of equipment to local communities will be provided only for local communities which have established communal enterprises that generate funds to maintain community infrastructure, or to communities where the process of creating such communal enterprises is in progress. Working in the buffer zone from 2014 Caritas Ukraine covers with its activities more than 65 settlements. The organization has a database of beneficiaries with the description of the basic needs and criteria of vulnerability of people as well as basic data on the humanitarian, military and security situation in the region, contacts with representatives of local authorities, humanitarian international organizations, as well as with local activists and volunteers.

Assistance in providing of free access to drinking water sources will be provided to all residents of selected settlements, without discrimination on social, religious or any other grounds. Particular attention will be paid to providing access to drinking water to the population with disabilities using the support of local volunteers and in coordination with other Caritas projects targeting the same locations.

In coordination with other Caritas projects working on the mobilization of local communities, work will be undertaken to attract local resources, including volunteers, to maintain renewed or newly created water sources. Also, methodological and legal support will be provided to the locations wishing to participate in the national program "Drinking Water of Ukraine"

Context of intervention:

Despite of some stabilization in terms of military activity, the situation with covering of the basic needs in the buffer zone and NGCA did not undergo significant changes in 2019. According to the latest OCHA situation report civilian casualties due to the conflict decreased in 2018, but their number is still significant. A sharp increase in casualties among water workers was documented in the last 12 months – more than during the two previous years. The WASH Cluster reports that 12 workers of "Voda Donbasu" were injured during 2018 (total 50 from 2014). The shelling of human settlements, including with the use of heavy weapons, continues. The latest OCHA Humanitarian Snapshot (20.03.2019) states that critical civilian infrastructure on both sides of the 'contact line' continued to come under shelling, other conflict-related incidents led to temporary stoppage of water, gas and electricity supply to hundreds of thousands of people. Meanwhile, security incidents affecting water workers became more frequent. In February, a vehicle carrying some 15 water workers came under fire on its way to a pumping station. While no lives were lost, this was a reminder of the lethal risks the civilian utility workers face every day to carry out their tasks, while ensuring that water continues to is provided to millions of people.

The problem of vulnerability of water supply systems due to constant shelling I remains a substantial problem. In 2018, the WASH Cluster recorded 89 incidents with water infrastructure in Donetsk and Luhansk oblast on both sides of the contact line. There was a decrease in the number of incidents from 135 in 2017, however, the geographical hot spots remained constant. In some settlements, the water supply system did not work for up to 75 days with up to 70 000 people affected. According to the WASH Cluster people are almost always affected on both sides of the contact line wherever incidents occur, due to the shared nature of water systems. Ceasefires seem to be effective only for short periods of time.

The situation in the buffer zone, where no less than 435 000 people live, remains very complicated on both sides of the contact line. Despite the fact that humanitarian organizations have made great efforts to improve people's ability to withstand the crisis and to improve their living conditions, they still have limited access to life support facilities including water, electricity, food, fuel for heating and cooking, social and medical services. There is practically no free access to drinking water in the region. As of now the central water supply system of the buffer zone is at risk of being disconnected from the power supply. De facto authorities are attempting to nationalize infrastructure located in NGCA.

Provision of inhabitants with drinking water and related sanitation and hygiene problems turned out to be their priority need together with the problems of winterization. According to REACH research in 85 Locations in the buffer zone, 72% of them have no access to water supply systems. Caritas also has data on 23 local communities, which receive water exclusively in the bottled form supplied by humanitarian organizations. Caritas provided samples of water from local sources in 27 Locations for laboratory analysis, as a result none them were evaluated as suitable for drinking. In addition to chemical pollution associated with agricultural and industrial activity in the region, the samples contained strong biological pollution associated with the lack of access to waste disposal services and sewage disposal.

Factually, it is impossible to trace the epidemiological situation in the region, because the majority of the population in the affected locations has limited access to the medical institutions, partly because of the high cost of medical and transport services in the region. On the other hand, 39 from 81 medical institutions in the buffer zone of Donetsk and Luhansk oblasts were damaged during shelling and need reconstruction.

According to the recent needs assessments (UNCHR, ICRC, PIN, WFP, NRC, Dorcas, Shelter/NFI cluster) and Caritas' own assessment, more than 435,000 of buffer zone residents remain extremely vulnerable due to the cold seasons, the effects of hostilities in the zone of conflict, and unstable access to social services, water, gas and electricity.

2. <u>Purpose</u>

The external final project evaluation is expected to provide a base for an informed follow-up planning of the project activities for the remaining months. By taking into account projects' best practices and lessons learned the evaluation will contribute to better planning of new interventions. Beyond that the evaluation and its related recommendations are important measures to feed into the internal learning process of the organization as such. In case similar interventions will be planned in other projects the experiences from the evaluation will be available for improved activities.

Also, final evaluation is aimed to develop recommendations and tips for developing Caritas Ukraine humanitarian response activities in the future.

Finally the evaluation serves as an important step not only for learning but also for accountability towards donors and projects' participants.

3. Objective

The objective of the evaluation is to assess:

- a) To assess the relevance, effectiveness, coordination, efficiency and accountability of the programme.
- b) Assess the effectiveness of the leadership of Caritas Ukraine in coordinating the activities of the local Caritas organisations in the project.
- c) The extent to which cross-cutting issues (gender equality, social inclusion and environmental protection) were applied.

the best practices and lessons learned from the program and recommendations to inform future program design

The evaluation will be conducted based on the three OECD evaluation criteria and standards relevance, efficiency and effectiveness.

4. Subject and Focus

The evaluation supports to assess the design and coherence of the project/programme including the design of the log frame matrix/programme theory and present the underlying theory of change and its assumptions.

The evaluation will encompass up to 6 days field visit to all three project locations in government controlled areas of Donetsk oblast.

It is a time-engagement of working 20 days in general foreseen in a time period from January 2019 to beginning of March 2019.

Key informants for the evaluation must include as a minimum the project beneficiaries and representatives of authorities and local water supply services from the main project locations with a special regard to cover both IDPs and local citizens; the Caritas project teams, as well as local activists.

5. <u>Specific Evaluation Questions</u>

Relevance/appropriateness

- Did the assistance provided by Caritas (name) meet the needs of the affected population? Were the persons most in need identified, selected, and supported by the programme?
- Were activities aligned with the affected population's needs and priorities?

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Effectiveness

- To what extent has the program achieved its expected outcome?
- What were the major factors influencing the achievement or non-achievement of the outcome(s)/expected results/outputs? (Also consider any which are beyond the control of the project).

- Was the project/programme effectively managed? If not, what issues occurred and why? Which mitigation and/or steering measures have been taken by the programme management?
- To what extent have all project/programme stakeholders collaborated as planned? Was the program effective in promoting gender mainstreaming? Was the program effective in promoting environmental mainstreaming?
 <u>Accountability</u>
- To what extent has the affected population been involved in the design or implementation of the programme?
- Were appropriate systems of downwards accountability (participation, information sharing and feedback/complaints), put in place and used by project participants? Were project participants aware of the feedback/complaints mechanism?

Coordination

- How effective was Caritas Ukraine coordinating internally and with external stakeholders such as other agencies, organisations, the local and national government?
- Has the Caritas response strengthened local capacities?
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<u>Efficiency</u>

- If applicable, to what extent were all items/equipment purchased, used and/or installed as planned under this project/programme?
- Was the project/programme implemented in the most efficient way (time, personnel resources)? Have any issues emerged, if so which ones and why?

6. Approach and Methods

The evaluation consists of the following phases:

- (a) <u>Contract and Kick-off meeting</u>: Contract is signed and a discussion of the assignment takes place. First documents, including available project data (project proposal, Logframe, progress reports), are provided to the evaluation team.
- (b) <u>Desk Study</u>: The evaluation team studies all necessary project/programme documents; reconstruct and analyse the intervention logic/programme theory and theory of change and its assumptions. Existing data needs to be analysed and interpreted.
- (c) <u>Inception-Phase:</u> In the inception report the evaluators will describe the design of the evaluation and will elaborate on how data will be obtained and analysed. The use of a data collection planning worksheet or a similar tool is required. First key informant interviews can take place.

Data triangulation and quality control are very important and need to be discussed in the inception report.

The field trip will only take place upon official approval of the draft inception report by the contractor.

- (d) <u>Field-phase</u>: Data needs to be gathered in the field, analysed and interpreted.
- (e) <u>Presentation</u>: Presentation of key findings (feedback workshop) to key project staff at the end of the field trip.
- (f) <u>Final Draft Report:</u> Submission of final draft report, incorporating feedback from partners and contractor.
- (g) Final Report: Submission of final report, see reporting requirements under point 9.

The evaluation must be conducted using quantitative and qualitative methods.

Possible methods include questionnaires, focus group discussions, key informant interviews, structured interviews with individuals and households, representatives of local authorites etc.

The interviewees should be selected with consideration of gender, age, beneficiaries/non-beneficiaries and geographical spread in the project region.

Methods should be proposed by the evaluator in the offer and finalized in the inception report after approval of the contractor.

It is expected that the evaluation team will present concrete recommendations which are addressed to the specific stakeholders.

The Policy Instruction for Evaluations developed by the UN OCHA need to be considered throughout the entire evaluation process as well as the OECD Guidelines for Project and Programme Evaluations. (See: https://www.unocha.org/sites/dms/Documents/Evaluation%20Policy.pdf and

https://www.oecd.org/development/evaluation/dcdndep/47069197.pdf)

7. Timetable

A total of 31 working days for a team of two experts are currently estimated for this assignment.

Action	Responsible	Date	# Working d Days	Deadlines			
Preparatory Phase							
Submission of bid (electronically)	Contractor	23.01–06.02.2020	0	06.022020			
Contract discussed and signed and documents provided	Contract signed between Caritas Ukraine and expert team	February 07, 2020	0,5	07.02.2020			
Kick-Off meeting	Meeting between contractor and expert team (possibly via Skype)	10-11 February 2020	1	11.02.2020			
	Inception Phase)					
Desk Study KII	Expert team (Consultant) Additional remote exchange with contractor can be organized upon request	12 February – 19 February.	5	19.02.2020			
First draft of inception report	Expert team (Consultant)	24 February – 26 February	2	26.02.2020			
Interviews and field visits	Consultant	02 March – 07 March	6	07.03.2020			
Preparation and presentation of inception report	Expert team (Consultant)	16 March – 18 March 2020	3	18.03.2020			
Feedback to inception report	Caritas Ukraine	18 March – 19 March 2020	0	19.03.2020			
Inclusion of comments in draft report	Expert team (Consultant)	19 March – 20 March 2020	1	20.03.2019			
	Finalization Phas	se					
Submission of draft report	Expert team	23 March 2020	0	23.03.2020			
Feedback by Caritas Ukraine and	Caritas Ukraine &		0	24.03.2020			
Donors	Donors	March 2020					
Inclusion of feedback (Caritas Ukraine and donors) in final draft report	Expert team	25 March – 27 March	1,5	27.03.2020			
Submission of final evaluation report (hard copy and electronic	Expert team	30 th of March,	0	30.03.2020			

copy) to contractor	2020		
	TOTAL working	20	
	days		

8. The Evaluation Team

Key Qualifications to the expert team should be:

- Academic degree
- A minimum of three years' experience and expertise in the field/sector of evaluation of humanitarian projects
- Team leader (if applicable) has led or conducted at least three evaluations in the last five years in this or a related field
- Team member has conducted at least three evaluations in this or a related field
- Proven experience with reconstructing and testing Theories of Change as well as quantitative and qualitative evaluation methods.
- Relevant experience and understanding of local economic and political development context
- Experience in project cycle management
- Knowledge of OECD/DAC criteria
- Experience in evaluation development and /or humanitarian projects, especially in the sphere of WASH
- International experience, especially in the other post-soviet countries will be an asset
- Ability to conduct meetings with senior government, UN and NGO level personnel
- Experience and expertise in evaluating cross-cutting issues
- Excellent oral and written English & Ukrainian skills
- Sound MS Office and IT skills

The consultants must not have been involved in the design, implementation or monitoring of this project.

9. Reports

The consultants will submit the following reports:

an inception report (10-15 pages without annexes),

a final draft evaluation report (about 20-25 pages without annexes), including a draft executive summary (5 pages max.) and the results-assessment form (part of the reporting requirement)

and the final evaluation report (25-30 pages without annexes), the final executive summary and the results-assessment form (part of the reporting requirement)

All reports need to be written in English and Ukrainian. Final Evaluation Report must include:

- ✓ Executive Summary
- ✓ Background✓ Introduction
- ✓ Context
- Description of Methodology
- ✓ Main findings
- ✓ Conclusions inclusive of best practices and lessons learned
- ✓ Recommendations.

The executive summary should summarize key findings and key recommendations (three to five pages) and needs to be submitted as part of the final draft report.

The findings and recommendations of the draft final report and final report have to be structured according to the evaluation questions. An outline of the report's structure needs to be agreed upon during the inception phase.

The quality of the reports will be judged according to the following criteria:

- Is the results-matrix format part of the report?
- Does the report contain a comprehensive and clear executive summary?
- Were the Terms of Reference fulfilled and is this reflected in the report?
- Is the report structured according to the OECD/DAC criteria?
- Are all evaluation questions answered?
- Are the methods and processes of the evaluation sufficiently documented in the evaluation report?
- Does the report describe and assess the intervention logic (e.g. logframe, program theory) and present/analyze a theory of change and its underlying assumptions?
- Are cross-cutting issues analyzed in the report?
- Are the conclusions and recommendations based on findings and are they clearly stated in the report?
- Does the report clearly differentiate between conclusions, lessons learnt and recommendations?
- Are the recommendations realistic and is it clearly expressed to whom the recommendations are addressed to?
- Were the most significant stakeholders involved consulted?
- Does the report present the information contained in a presentable and clearly arranged form?
- Is the report free from spelling mistakes and unclear linguistic formulations?
- Can the report be distributed in the delivered form?

The results-assessment form attached to these TOR needs to be filled in by the evaluator as part of the reporting requirement.

10. Co-Ordination/Responsibility

The evaluator team will be supported by the national project manager. The National Manager will provide support in logistics of organizing the field trip, provide needed background information and organizing key interviews as well as focus group discussions.

The contact person is: Mr. Valentyn Bebik, Project Manager

Contact details: Phone: +380 50 030 1117 E-mail: Valentyn Bebik vbebik@caritas.ua

11. Submission of Offer

The offer should be submitted within the indicated submission <u>date February 05</u> 18PM Ukrainian <u>time</u> and should provide the following details in English:

- Experts' Proposal indicating time-wise engagement of expert team, description of experts' qualification, first outlook on suggested evaluation methods, time-wise availability in the period of February 2020 to March 2020
- Information about professional background:
- o experts' curriculum vitae
- o at least three reference evaluation conducted in a relevant sphere
- o at least three reference contacts
- Budget indicating daily fees per expert, envisaged travel costs, material costs if applicable, other costs. Please prepare the budget in Hryvnia (UAH) and EUR.
- The offers should be send via e-mail to the e-mail address: tender@caritas.ua

12. Appraisal of Evaluation Offers

The offers will be assessed according to the following criteria:

- Quality and price of offer
- Availability of experts in the suggested time period
- Requested professional and regional expertise

→ Please note that only offers will be respected that have been submitted timely and with the full set of requested documents

13. Annexes:

- Results-Assessment Form, to be filled in by the evaluation team
- Guidelines for Project and Programme Evaluations, including format of inception report

Annex 1: Results-Assessment Form for Mid-Term and Final Project Evaluations/Reviews

This form has to be filled in electronically by the evaluator/reviewer. No evaluation report will be accepted without this form. The form has to be included at the <u>beginning</u> of the evaluation/review report.

ine er project progra	Title of project/programme (please, spell out):					
Contract Period of project/programme:						
ADC number of proje	ct/programme:					
Name of project/prog	ramme partner:					
Country and Region of		•				
Budget of this project						
Name of evaluation c	ompany (spell out) ar	nd names of evaluato	rs:			
Date of completion of	evaluation/review:					
Please tick appropriate box: a) Mid-Term Evaluation b) Final Evaluation c) Mid-Term Review d) Final Review Image: Specify: Image: Specify: Sp						
Project Outcome (F	Please, include as st	ated in the Logfram	<mark>e Matrix)</mark> :			
For Final Evaluation	/Review ¹ : Project O	utcome: To what ex	tent has the project			
already achieved its						
appropriate box						
Outcomo(s) was/wor						
Outcome(s) was/were Fully achieved:	e: Almost achieved:	Partially achieved:	Not achieved:	7		
Outcome(s) was/were Fully achieved:		Partially achieved:	Not achieved:]		
		Partially achieved:	Not achieved:			
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¹ Please, only fill in in case this is a final project evaluation/review.

² Please, only fill in in case this is a mid-term evaluation/review.

Project Outputs: To what extent has the project already achieved its outputs³ according to the Logframe Matrix ? Please, tick appropriate boxes Output 1 (Please, include as stated in the Logframe Matrix): Output was: Fully achieved: Almost achieved: Partially achieved: Not achieved: Please, explain your assessment: (Please, consider description of output and relevant indicators) Output 2 (Please, include as stated in the Logframe Matrix): Output 2 was: Fully achieved: Almost achieved: Partially achieved: Not achieved: Please, explain your assessment: (Please, consider description of output and relevant indicators) Output 3 (Please, include as stated in the Logframe Matrix): Output 3 was: Fully achieved: Almost achieved: Partially achieved: Not achieved: Please, explain your assessment: (Please, consider description of output and relevant indicators) In case there are more than three Outputs please, state as above. Impact/Beneficiaries: How many women, men, girls, boys and people in total have already benefited from this project directly and indirectly? Please, explain What exactly has already changed in the lives of women, men, girls, boys and/or institutions from this project? Please, explain: Which positive and/or negative effects/impacts in terms of gender can be possibly be attributed to the project? Please, explain: If applicable, which institutions have benefitted from this project/programme and how? Mainstreaming cross-cutting issues: Gender: To what extent was gender mainstreaming included in the project? To what extent were the recommendations - if any- from the Caritas Ukraine internal gender-assessment considered and implemented? Environment: To what extent was environmental mainstreaming included in the project? To what extent were the recommendations - if any- from the Caritas Ukraine internal environment-assessment considered and implemented? Which positive and/or negative effects/impacts in terms of environment can be possibly be attributed to the project? Please, explain Social Standards: To what extent were the social standards monitored by relevant

³ In case there are more than three outputs, please, add them.

partners? Have any issues emerged? Please, explain

Overall/Other Comments:

Annex 2 Format for an inception report

The inception report should contain no more than 20-25 pages.

Introduction

... contains a short description of the background, purpose and scope of the evaluation according to the ToR.

Schedule

The schedule is described and possible deviations and adaptations are explained, as formulated in the Terms of Reference.

Activities

This section contains an overview of the activities already carried out, as listed in the ToR.

Preliminary hypotheses

Presentation of preliminary results on the basis of the five evaluation criteria and evaluation questions respectively, as listed in the ToR.

Methods

2It is recommended to prepare an overview /matrix of the main evaluation questions with all the corresponding sub-evaluation questions, indicators, required data, data source, survey methods and the person in charge. Presentation of the data triangulation, data processing and quality assurance. Methodological details on the formulation of cross-cutting issues (particularly gender) and the extent of which the intervention logic will be analysed in the evaluation also need to be included in the inception report.

Further procedure

In this section, details on further activities, including field trips, interviews, discussions, surveys, reporting etc. are mentioned. The internal division of labour in the evaluation team should be clearly mentioned.

Annexes

Terms of reference, overview of documents used.

1. Major evaluation question	Statement of data required	Data source	Survey method	Name of person who will collect the data	Beginning	End
Subquestion 1						
Subquestion 2						
Subquestion 3						
etc.						
2. Major evaluation question						
Subquestion 1						
Subquestion 2						
Subquestion 3						
etc.						

Annex 3 Format for a data collection planning worksheet