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Myanmar-Thailand Regional Programme
Disability and Social Inclusion (DSI) Project
End of Project External Evaluation

1. Background

1.1 About HUMANITY & INCLUSION (HI)

HANDICAP INTERNATIONAL (hereafter referred to as HI) which runs program under its operating name HUMANITY & INCLUSION (HI) is an independent and impartial international aid organisation working in situations of poverty and exclusion, conflict, and disaster. HI works alongside persons with disabilities and other vulnerable populations such as refugees. Our actions and testimonies are focused on responding to their essential needs, improving their living conditions, and promoting respect for their dignity and their fundamental rights. As of 2021, HI is currently implementing 250 projects in 46 countries worldwide, including Thailand.

1.2 Context in which the project takes place

Thailand has a long-standing history in receiving refugees from neighbouring countries even though Thailand is not a signatory to the 1951 Refugee Convention or its 1967 Protocol and does not have a formal national asylum framework. Myanmar refugees have been hosted on the Thailand-Myanmar border nearly four decades. Currently, approximately 91,000 refugees live in nine temporary shelters also known as refugee camps.

Prolonged stay in temporary shelters with limited education, livelihood and other opportunities all contribute to a difficult social environment with protection concerns such as domestic violence including Sexual Gender Based Violence and exploitation and substance abuse.

Refugees with disabilities often remain excluded from mainstreamed humanitarian services including general information and protection measures in the temporary shelters. The current funding reduction further compromises the protection environment of already very vulnerable refugees. The voluntary repatriation process facilitated by UNHCR has started in 2016. Nevertheless, this process is still very incipient and being put on hold due the on-going internal conflicts in Myanmar following the coup d'état since February 2021. This puts a lot of uncertainty regarding their safety and future in their motherland.

1.3 About HUMANITY & INCLUSION (HI) in Thailand

HANDICAP INTERNATIONAL (hereafter referred to as HI) runs its Myanmar – Thailand programs under its operating name HUMANITY & INCLUSION (HI) and started working in Thailand since 1982 with its first focused on the delivery of mobility and assistive devices to Cambodian and Burmese landmine victims where lower limb prostheses were crucially needed. In 1998, the scope of HI's projects broadened and started providing physical rehabilitation services to persons with disabilities, as well as promoting inclusion within mainstream service providers. So far, HI's interventions focused also on livelihoods, shelters and vocational training actors.



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In Thailand, HI currently implements three projects:

- **Explosive Ordnance Risk Education (EORE):** conducted towards the overall community, with a focus on at-high risk groups including refugees willing to return in Myanmar implemented across all 9 temporary shelters;
- **Physical rehabilitation (Rehab):** Physiotherapy and occupational therapy-based services and provision of assistive technology; implement across 5 temporary shelters in Tak and Mae Hong Son provinces;
- **Disability and Social Inclusion (DSI):** Inclusion of disability into mainstream livelihood, vocational training and protection services providers, support of Self-Help Groups of persons with disabilities and physical accessibility and Mental Health and Psychosocial Support (MHPSS) implement across 5 temporary shelters in Tak and Mae Hong Son provinces;

1.4 The project to be evaluated

Project name	Disability and Social Inclusion (DSI)
Implementing locations	Three temporary shelters (Mae La, Umpiem, and Nu Po) situated in Tak Province along Thailand-Myanmar Border.
Target groups (Beneficiaries)	<ul style="list-style-type: none"> - Persons with disabilities (including Self Help Groups) - Caregivers of persons with disabilities - Mainstream service providers and community leaders - DSI camp-based staff
Funding	The project is supported by the Bureau of Population Refugee and Migrant (BPRM) which covers all 3 temporary shelters in TAK province
Funding Start date	15 September 2019
Funding End date	14 September 2021
Length of the project	36 months
Global budget	15,000 USD

Project Goal:

The project’s goals are to support the inclusion of persons with disabilities and encourage for safer mine/ERW practices along the Thai Burma border. The project objectives are to focus on the inclusion of persons with disabilities through the empowerment and closer collaboration of Self-Help Groups’ (SHGs) with mainstream service providers with particular focus on the Voluntary Repatriation (VolRep) process run



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by the UNHCR where the process was carried out in close collaboration with Camp Based Organizations (CBOs).

In late December 2019, the COVID-19 pandemic started to occur in China. Until 15th April 2020, Thailand and the rest of the world were in crisis and had to lockdown. This lock down situation resulted to all the temporary shelters to be locked down. All humanitarian NGOs have been coping with the ever-evolving situations of camps access restrictions. Until presently, COVID-19 continues to destroy many lives.

The best possible way to overcome these challenges during COVID-19 pandemic is to keep closer communication with the community and beneficiaries to ensure that persons with disabilities and their caregivers receive information and not feeling excluded from the community or facing with any amounting depression and stress as the situation continue unrecovered.

Within this framework, HI promotes closer collaboration with leading mainstream CBOs and community leaders to support persons with disabilities and their caregivers to include them in the community and able to equitably access the services in the camps. Under this project, the initiative for Self-help Groups (SHG) is proving its efficiency and reliance for the community to further its status to be recognized as an entity in the camp same as a camp-based organization (CBO). To ensure that this initiative is sustainable, the stronger afford is made to improve, strengthen, and promote inclusivity for the Self-Help Groups. The ultimate goal is that the group members uphold their self-esteem and ensure their capacity to manage their own governance.

To help with the process, HI provided training for the Self-Help Groups on

- a) capacity development on technical needs,
- b) Self-Help Groups' organizational needs,
- c) implementation and operationalization.

On a rolling basis, currently the Self-Help Groups members have been able to take part and co-facilitate with HI camp-based staff to raise awareness on inclusion awareness training and provide such training to the community leaders and sectors actors. It is aimed that by the end of the project, SHGs members are to have their knowledge increased on Disability Inclusion Fundamental Rights. So that they can also expand the knowledge to their peers and others who live in the same community.

With that said, HI provides **3 approaches** to include persons with disabilities into their community.

- i. Empowerment the Self-Help Groups to able to provide support to other persons with disabilities
- ii. Ability to provide direct support to persons with disabilities
- iii. Ability to raise awareness in the community on Disability Inclusion Fundamental Rights/knowledge



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1.5 Justification for calling upon a Consultant/External Evaluator

As this project is ending on 14 September 2021, a final external evaluation is required to measure the achievements of all indicators, outputs, and impacts of the intervention. By analysing the actions implemented, their outcomes and the objectives reached over three years in the three refugee camps and then measuring the gains, it will enable HI to make more relevant decisions about the approaches to adapt and the actions to implement in the future.

In this External Evaluation Survey, HI looks to receive recommendations towards the sustainability and long-term effectiveness of the project activities. Following the recommendations, HI also aims to develop and to ensure the good quality of Disability and Social Inclusion services to be continuously provided to the temporary shelters on Thailand – Myanmar Border in Thailand.

2. SCOPE AND OBJECTIVES OF THE SURVEY

2.1. Objective of the evaluation

The objectives of the evaluation are in three folds:

2.1.1 To identify outcomes/impacts of Disability and Social Inclusion Project intervention for all target beneficiary groups:

- Persons with all types of disabilities/impairments and their Self-Help Groups (including women & children with disabilities, accessing services provided to the three target temporary shelters in Mae La, Umpiem & Nupo;
- The family member/caregivers of persons with disabilities living in the three target temporary shelters in Mae La, Umpiem & Nupo;
- Mainstream Service Providers;
- HI Camp-Based Staff (social facilitators)

2.1.2 To evaluate the effectiveness of the initial methodology & sustainability of the project design within the Inclusion service internally; by strengthening processes and pathways with stakeholders externally; and by assessing the way resources have been mobilized and the extent to which these resources were adapted appropriately to the context.

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2.1.3 As part of knowledge management, identify success stories based on the evaluation process and individual cases studies and lessons learned and make recommendations which can be shared with stakeholders and wider HI Myanmar - Thailand Programs.

2.2 Expected results of the assignment

- An assessment of the overall project results is carried out considering the context, the proposal and the monitoring and evaluation framework of the project.
- Strengths and weaknesses of the project's methodology and implementation process are identified and analysed, with a view to increase impact and sustainability in the other province of intervention.
- Practical recommendations are formulated regarding the process used by the project to support intervention and follow-up on referrals.
- The evaluation will cover all of the project's components at temporary shelter level.

2.3 Evaluation questions / criteria

The consultants will articulate their analysis around a set of evaluation questions. Some questions are listed below. These questions are not exhaustive and will be reviewed by the consultants at the beginning of the inception report stage and planning. The following criteria should be looked into, though other criteria can be suggested by the evaluator:

Relevance

- Does the project meet the needs of the target population?
- Is the project design appropriate to the specific context?
- Are the mechanism and approaches developed in coherence with existing plans and policies of HI?
- Is the training provided appropriate to the context and needs of the target groups?
- Are the educational materials provided appropriate and relevant to the needs of the target groups?

Effectiveness

- To what extent does the project achieve the expected results?
- How does the team adjust the project and its methodologies to the constraints faced during the implementation phase to achieve the expected results?
- More specifically, Does the current system for provision of Inclusion services in the temporary shelters effectively meet the needs of persons with disabilities and considered best practice (within context constraints)?
- Are the methodologies and tools appropriate to meet the project's objective?
- Do the project's activities designed and implemented address the needs of both men and women on an equal basis as well as the needs of all persons with disabilities in the camps?

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- Are there any major failures take place during project implementation and, if yes, why did it occur?

Capacities

- Does the organization of the project serve the capacity building goals for all target groups including the Self-Help Groups?
- Have the training and awareness raising sessions been delivered effectively using quality training /facilitation methods and materials?
- Is the focus on training and development of skills specifically for refugee social workers effective? Does it meet the overall aim of improving identification and early management of impairment and streamlining referral mechanisms?
- Is the training provided to caregivers/family members of persons with disabilities useful (from both the perspective of the client and the caregiver)? What do the caregivers remember about the training?

Efficiency

- Is the project team profile and organization efficient for implementing the project in the area covered?
- Are there any barriers to the efficient implementation of the key activities?
- Do the strategy and approaching method enable the achievement of the results in a cost-effective manner?

Change

- To what extent can it be said that the effects/ impacts are attributable to project interventions? Are there other external factors which have played a role in the effects/ impacts during the project period?
- For those effects/ impacts which are attributed to the project, what have been the processes, component or qualities of the project intervention which have led to the change?
- What modification/reorientation should be made in areas of intervention and activities to better achieve the expected the effects/ impacts? The evaluator should consider both the short term and the longer-term directions for future strategy.
- Does the project have any negative impact or is likely to have in future?

Sustainability

- Is the collaboration with temporary shelter committee institutions contributing toward the capacity development initiative for refugee Inclusive team members?
- Is the training of refugees preparing them as a skilled workforce for those willing to repatriate to Myanmar?

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- Are the results achieved of short term, mid-term, or long-term sustainability? Describe how you see them having future positive influence on project's partners, stakeholders, and beneficiaries.
- Do project stakeholders have sufficient capacities and commitment to continue using the project tools?
- Are there any barriers to sustainability? Propose recommendations to address them.

Good Practices / Lessons Learnt

- The evaluator should also identify, if or where they exist, any examples of good practices, which HI, as a key global player of Inclusive in developing countries, can disseminate more widely both within the HI Myanmar – Thailand (MyTh) Programs and beyond.
- These may include tools, publications, lessons learned, training materials, management practices, and etc.
- The evaluator should explain why this is considered good practice and make suggestions on their greater applicability.

3. METHODOLOGY

- **The exact methodology should be proposed by the consultants in their applications.**
- The evaluation should take the opinions of the different actors and beneficiaries into account and compare their views and perceptions of the progress made by the programme.
- The methodology should include but not be limited to the following:

Desk phase

- The consultant (or team of experts) will review existing project documents, projects curriculum (methods, teaching materials, monthly statistics of delivered services, technical missions reports and individual goal plans). On this basis, the consultant will refine the evaluation questions, propose a detailed methodology emphasizing participation of the project beneficiaries and stakeholders as well as define a detailed working plan including the list of stakeholders to meet during field phase. These elements will be combined in an inception report.
- HI team will validate the inception report.

Field phase

- Briefing with Country Manager – Thailand, MEAL officer, Project Manager, Technical Advisor.
- Interviews at head office in Mae Sot and in the field with a selection of personnel having supervised and implemented the project.
- Interviews in the 3 temporary shelters with a selection of stakeholders associated with the project.

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- “Focus groups discussions” with each of the Self-Help Groups and individual interviews with the end beneficiaries.
- Observation of project activities in process including Disability and Social Inclusion services provision and possibly stakeholder training.
- Case studies outcomes.
- Preliminary report writing on findings, analysis and recommendations.
- Submission for initial comments and feedback from HI Mae Sot team.
- Presentation of findings to the project team and the partners with the aim of clarifying details & issues and soliciting further input and feedback.
- Updating & revision of preliminary report.
- Submission of final evaluation report to HI.
- The evaluator will make a detailed methodological proposal in accordance with the time and the budget available.

Analyze phase

- At the end of the field mission, the evaluator will present the initial results and recommendations to the national team for discussion.
- On the basis of these discussions, the evaluator will draft a summary report of 5 pages maximum, excluding appendices, within five working days and send it to the Mae Sot team.
- The HI teams will provide any feedback on this report within five working days.
- The evaluator will submit a final report of 50-page maximum.

4. DELIVERABLES

- Produce an inception report in English, including all proposed tools, to be introduced at the end of the desk phase. The inception report will have to be validated prior launching the field phase.
- Organize a restitution presentation/workshop to HI including an analysis of the project’s achievements against the planned indicators and a set of recommendations addressing each of the project’s components.
- During this workshop, the consultant will also provide detailed explanation of the methodological assessment tools
- A PowerPoint presentation will be produced by the consultant.
- A Preliminary report incorporates the feedback from the debriefing workshop.
- A final report in English.
- The final report will include relevant comments from HI on the draft report.
- The final report should be divided into the following sections:

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- Executive summary of the evaluation findings
- Introduction to the context
- Evaluation methodology, including selection and sampling methods, and mention any constraints and challenges encountered, and strategies used to overcome them.
- Detailed key findings and conclusions related to the main objectives
- Recommendations (including HI Inclusion good practices)
- Annexes – all data collection tools,
- List of persons met during the evaluation process and salient points of the meetings
- All reports will be delivered in English and the report will be introduced in soft copy and 3 hard copies.
- Within the report confidentiality will be respected when representing personal information.
- A consent form needs to be used prior taking any photo used will have HI permission form completed, any inclusion of pictures of children will have the statement within the document... “All names & information about the location of children and family privacy in conformity with HI Child Protection Policy”
- For reasons of confidentiality, the evaluation report remains the intellectual property of HI exclusively.

5. BUDGET

Maximum budget available for the assignment is 15,000 USD.

6. TIMELINE

The evaluation mission should start on 9 August 2021. The final deadline for the submission of the final evaluation report is 10 September 2021 the latest including HI validation.

7. PROFILE OF THE CONSULTANT / TEAM

The evaluation will be carried out by an expert or a team of experts. If a team of experts is selected, the evaluation will be put under the responsibility of one team leader chosen among the team of experts. This person will ensure all communication with HI Thailand office and will be the sole responsible for managing the organization of the evaluation.

The team leader who will endorse responsibility of this assignment should have the following skills, experience, and knowledge:

- Extensive experience, not less than 5 years, in program development/design, program management & implementation, monitoring & evaluation.
- Experience or assignments in project impact evaluation and participatory approaches in data gathering.

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The team of experts (including the team leader) should combine the following skills, experience, and knowledge:

- Background in disability, or other vulnerable or marginalized groups, preferably with a working knowledge on civil society organization.
- Experience in conducting participatory (qualitative and quantitative) evaluation techniques
- Experience working with Thailand actors, stakeholders preferably with actors assigned to temporary shelters along Thai-Burma border.
- Experience and/or knowledge in refugee contexts.
- Excellent spoken and written English.

For NOTE - Camp/ field visit limitations:

- No entry to the camps without camp-pass permission;
- No camp visit during public holiday (26th and 28th July; 12th August);
- No work/interviews on the weekends at the temporary shelter level;
- Mae La is 45 minutes from Mae Sot;
- Umpiem Mai and Nu Po camps are about 2 and 6 hours from Mae Sot
- Accommodation at Umphang (mid-way for both camps)
- HI's guesthouse can be arranged for the consultant and team to stay during the week in order to cover both temporary shelters.

8. FORMALITIES

Proposals from interested consultant(s) should include:

- Proposed evaluation design and methodology based on project needs outlined by this ToR;
- Financial plan for the evaluation. All costs related to the evaluation without exceptions should be figured into the financial plan of the consultant, including consultancy fees, domestic and international travel, visa, accommodation, and per diem;
- Proposed activities and timetable (considering that contextual limitations will later be communicated by project team);
- Curriculum vitae detailing the evaluator's preparedness, experience & expertise in project evaluation and disability work; reference of previous evaluation assignment done, or sample of evaluation work accomplished;
- 3 References of which 2 should be from a previous evaluation experience;
- Registration certificate (copy);
- List of relevant Documents requested for the contractual process in case of selection (Passport, insurance, fiscal registration...).
- The applicant must integrate all expenses related to the study which should include flights, logistics, organization of workshops etc. These should be integrated within the financial application.



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Evaluation of the expression of interest will be made through a selection committee only if complete application is received. Criteria to select the best application will be based on quality of the methodology, human resources dedicated to the study, realistic work plan, previous experiences, demonstrated expertise of the applicant, and competitive financial proposition.

Please submit your proposal to recruitment@thailand.hi.org

The deadline for submission of proposal is 26 July 2021 by the end of business hours (17:00 hrs.), Thailand time.

Only short-listed candidates will be notified and invited for a (phone/skype) interview.

HI reserves the right to contact the consultants for further information before the final selection of the evaluation team.

“Humanity and Inclusion (HI) is committed to be an equal opportunities employer and we are determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race”

“Humanity & Inclusion (HI) is committed to protect the rights of the children and opposes to all forms of child exploitation and child abuse. HI contractors must commit to protect children against exploitation and abuse”.