

CARE France

Evaluation of Ukrainian crisis response in Romania and Moldova

Terms of Reference

INTERNATIONAL EVALUATION SPECIALIST

Introduction

The Ukrainian refugee crisis started late February 2022 after Russia invaded Ukraine. More than 7 million people fled the country with more than 3.1 million entering Romania and 800,000 entering Moldova until April 2023. As of 9 April 2023, 104,823 Ukrainian refugees were registered in Romania and 106,485 in Moldova.

CARE and SERA started an immediate response to support those who crossed the border and stayed in Romania and Moldova plus organized cross border shipments of food and non-food items. Since we are over a year into the response and given the protracted character of the war, CARE and SERA, along with other 32 local partners in Romania and Moldova, has adapted its strategy and are now more focused on recovery and support to the integration of the refugee into the host community.

This evaluation is commissioned to provide an externally assessed perspective on the results and changes contributed by the response. The external evaluation will serve information purposes for response stakeholders and will also serve as a learning venue for next phases of the response strategy and future programming in the country and beyond. The scope and focus of this Terms of Reference builds on consultation with country office teams and partners. This document provides general information about the response, key questions to be answered by the evaluation and implementation modalities for data collection and analysis.

Response background

Within a year of the response, CARE and SERA, along with other local partners, reached over 90,000 beneficiaries in Romania and Moldova. The program delivered an integrated emergency response including NFIs/shelter, health, WASH, food, and protection response to people displaced in places such as border crossings, transit hubs, and collective centers in Romania and Moldova. In phase I (6 months) of the response strategy, the intervention has been focused on the basic needs of refugees, as well as their safe arrival and transit. In phase II (6-24 months), the program increased its focus on refugees that remain settled in host countries including for language, education, livelihoods (if permitted), and community integration and access to health, education and social services.

The strategic priorities for the intervention are as indicated in the table below. As the needs of the beneficiary population change constantly, the priorities are being updated and adjusted accordingly. Thus, CARE maintains a flexible approach in the selection and implementation of activities.

Table. Strategic priorities

Romania	Moldova
Objective R1: Increased ability of refugees and host community members to meet their basic needs and to ensure a safe and dignified arrival, transit and/or stay in Romania.	Objective M1: Increased ability of refugees and host community members to meet their basic needs and to ensure a safe and dignified arrival, transit and/or stay in Moldova.
Objective R2: Increased access to protection, psychosocial support, and community integration services for refugees, host communities and vulnerable persons.	Objective M2: Increased access to protection, psychosocial support, and community integration services for refugees, host communities and vulnerable persons.
Objective R3: Improved social, health, and protection services, including by the General Direction of Social Assistance and Social Protection and the Direction of Child Protection	
Objective R4: Emergency relief supplies for conflict affected areas in Ukraine with high displacement through cross-border humanitarian convoys.	

In the context of the ongoing Ukrainian crisis response in Romania and Moldova, CARE is vigorously putting to test its *Framework for Partnering in Humanitarian Action and Localizing Aid*. As part of this effort, CARE is not just partnering with local actors but empowering them to take the lead in humanitarian response. This aligns with our commitment to ensure that local and national entities are at the forefront, driving the actions to tackle emergency situations. To live up to the pledge of localizing aid, a shift has been initiated in the way CARE funds, invests, and engages in humanitarian action. It entails providing a significant proportion of our humanitarian funding directly to local actors, in line with the agreements we have endorsed. This approach enables the people closest to the crisis - those delivering and receiving aid - to take ownership of the humanitarian response. We're striving to reinforce, not replace, local capacities, and ensuring that local actors are the first responders and direct receivers of funding.

Under this framework, CARE delivers all activities in collaboration with 30 local partners in Romania and 3 in Moldova. CARE maintains the primary responsibility of providing technical advice and monitoring throughout the process. CARE's main partners for the response are SERA and the Federation of Child Protection NGOs (FONPC). They ensure the delivery of the emergency and protection assistance, as well as shared and enabling services for member organizations (i.e., coordination, engagement with local authorities and emergency units, comms, advocacy, and

capacity building), with specific areas of intervention supported by individual members based on operational footprint and areas of expertise. Implementing partners are responsible for identifying locations and infrastructure (in close coordination with local authorities), distributions and execution of works. All activities are closely monitored by CARE's field teams and technical advisors based in Bucharest.

Purpose

The main purpose of this evaluation is to assist CARE and its implementing partners in improving the design, performance, and results of the intervention through identifying successes and challenges of the program, extracting lessons, and providing clear recommendations to the stakeholders on an appropriate response aligned to the response strategic priorities. The aim of the evaluation is to identify the status of the program in terms of its achievements, delivery and challenges. The evaluation process will involve the main program decision makers and implementers.

CARE France, SERA, and implementing partners as well as donors will be the final users of the evaluation report and will directly benefit from the evaluation findings and recommendations. Aside from contributing to organizational learning and informed planning, the evaluation will also serve the purpose of engaging the donors.

We aim to understand:

- What was done right and what were the success of the program. This includes the setup and design of the intervention as well as results of the program.
- Is the intervention enough to make difference in lives of the beneficiaries?
- How well was the program implemented and is there better way to do it.
- What are the results achieved?
- To what extent can a given result be attributed to the intervention?

Objectives

The evaluation will cover the 16 months of the intervention in Romania and Moldova and all the activities carried out in the context of the response.

The external evaluation will focus on specific areas:

✓ Relevance:

Appropriateness of the response strategy to the actual needs and priorities of the target groups/beneficiaries taking into the account the circumstances.

- To what extent is the intervention coherently responding to actual needs and priorities of Ukrainian refugees in Romania and Moldova. Is it in complementarity with other ongoing initiatives?
- How adequate is the project design (e.g., logframe coherence, linkages between components and activities) in supporting the activities and expected outcomes?

- To what extent is the project methodology operational, accessible, and understandable and useful to the targeted beneficiaries?

✓ Efficiency:

Measures the outputs - qualitative and quantitative - in relation to the inputs.

- To what extent is the project on track in achieving its target results?
- To what extent is the project making best use of available human, technical, technological, financial and knowledge inputs to achieve its desired results?
- To what extent are the M&E activities (e.g., indicators, guidelines) able to collect the necessary, timely, accurate and comparable data and information?
- To what extent is the project's communication strategy effectively promoting the participation of the targeted stakeholders at all levels, promoting visibility of the project results and providing access to relevant information?
- To what extent were the management/implementing arrangements appropriate to deliver the achieved project results in an efficient manner?

✓ Effectiveness:

Contribution of the response results to the achievement of the response objectives.

- To what extent are the specific objectives achieved / are likely to be achieved?
- What are the major factors influencing the achievement or non-achievement of the objectives?

✓ Impact:

The positive and negative changes produced by the response, directly or indirectly, intended or unintended. Assessment of the impact of the response using a Do-No-Harm lens. Main effects resulting from the response on the local social, economic, environmental and other development indicators. What is the response's likely contribution to the overall objective?

✓ Sustainability:

Analyse to what extent the effects and results of the response are likely to last beyond its implementation period. What was put in place by the response to ensure the sustainability of the expected response outcomes? Assessment of the collaboration with partners.

Methodology

1. **The methodology** for the evaluation will consist of a mix of qualitative and quantitative methods including, but not necessarily limited to a desk review of the relevant legal and regulatory frameworks and project documentation, a beneficiary survey, as well as key informant interviews/focus group discussions with partners, authorities and other stakeholders. The methodology should be participatory, inclusive (consultations with all stakeholders, including those representing gender, age, disability and other vulnerable

populations), sensitive of social norms and practices, and ethical in its data collection practices (privacy, safety, informed consent, etc.).

Triangulation of data and information. The information gathered from each stakeholder will be compared with that gathered from others (or from documents, data or analytical frameworks) for verification purposes. This general process of triangulation will be the basis for all the evidence the evaluation provides. Data triangulation will be used to verify findings from different sources and methods.

The Evaluation Team should provide any additional tools necessary during the development of the methodology.

2. **Confidentiality of information.** All documents and data collected from interviews will be treated as confidential and used solely to facilitate analysis. Interviewees will not be quoted in the reports without their permission.
3. **Communication of Results.** An official report of the evaluation will be prepared. However, this report will be supplemented by a presentation of preliminary findings for key internal stakeholders to both provide immediate feedback and give the Evaluation Team an opportunity to validate findings.
4. **Report.** A concise report with focused practical recommendations will be prepared emphasizing both feedback to area managers/partners and providing replicable lessons to inform emergency response in future. Interviewees will be given an opportunity to comment on the draft reports prior to finalization. The Evaluation Team will retain responsibility for drafting and editing the report.

Roles and responsibilities

CARE France

Being the Budget Holder for the program, CARE France team is initiating the evaluation and should facilitate the link between CARE France, the project team and main implementing partner, SERA. A focal point will be assigned by CARE in charge of the operational support expected from the program and in following up the preparation and adoption of a Management Response to the evaluation report. CARE is responsible for clearing the evaluation final report and coordinating the preparation of the Management Response in consultation with SERA and the project team.

SERA Romania

As the main implementing partner SERA will be responsible for reviewing and giving feedback of the draft inception and final reports. SERA shall provide overall guidance to the evaluation by commenting on the Evaluation Terms of Reference and the in-country program to be followed by the Evaluation Team. SERA will also make arrangements for the successful conduct of the country mission by the evaluators, by making the key informants from within their agencies available during the scheduled interviews and/or workshops, endorsing survey/s that may be launched, and providing the necessary information requested by the Evaluation Team. SERA shall also provide feedback on the findings and the evaluation report. SERA shall support the evaluation process by providing the necessary information and groundwork for the sound planning of the evaluation.

Evaluation Focal Point

The Evaluation Focal Point shall prepare the Terms of Reference, recruit and supervise the evaluators who will compose the Evaluation Team, liaise with the CARE France office and the program implementation team, quality review and clear the Evaluation Tools and the Evaluation Report, follow-up the Management Response to the evaluation report. Once the report has been cleared by CARE, the Evaluation Focal Point can formally request a Management Response. It is the responsibility of CARE France to coordinate the preparation of the Management Response in consultation with the project team.

Evaluation Team

The Evaluation Team, assigned to assess the program as outlined in the previous sections of these Terms of Reference, will consist of two Evaluation Specialists: One International and one National. The Team Leader role will be held by the International Evaluation Specialist.

The Evaluation Team will independently establish the methodology, design, and carry out the evaluation, subject to the approval of the Evaluation Focal Point, and with the support of CARE and SERA. They will also be responsible for drafting and revising the evaluation report. Their participation will include briefing and debriefing meetings, discussions, field visits, and contributing written inputs to the draft and final report. The Evaluation Team will develop the evaluation tools and techniques within the allowed time and resources, adhering to the methodological framework set out in these ToR.

The Team Leader will guide and coordinate the specific work of the National Evaluation Specialist, fostering discussions around findings, conclusions, and recommendations. The leader will also prepare the final draft and report, integrating the inputs from the National Evaluation Specialist with their own work.

The Evaluation Team will draft and revise the evaluation report. The Evaluation Focal Point and CARE France team will undertake Quality Assurance of the evaluation report.

Profile and qualifications of the International Evaluation Specialist

- A university degree or professional experience in a field related to the response (protection, education, human rights, social sciences or related fields);
- At least 7 years of experience in external evaluation, including for EU or internationally funded projects;
- Experience in the evaluation of projects in Eastern Europe would be an asset;
- Fluency in English is required. Proficiency in Russian/Ukrainian would be highly advantageous. Please indicate your proficiency level (speaking/writing/reading) in other languages spoken in the project's countries, if applicable;
- Availability and ability to work independently and on a flexible schedule.

Expected deliverables

- Inception report
- Draft report
- Final report
- Presentation

Period of engagement

August – September 2023

Number of working days within timeframe (tentative)

The number of working days for the International Evaluation Expert is tentatively set at 30 days, while the National Evaluation Expert is expected to contribute approximately 24 working days.

Activities	Number of working days	
	International Evaluation Expert	National Evaluation Expert
Inception meeting and workplan	2	2
Inception report	4	2
Field mission	10	10
1 st draft of report	8	6
Final report	5	3
Presentation	1	1
Total	30	24

Calendar

Activity	Approximate dates	Person(s) responsible
Validation of general ToR and ToR for the evaluation experts	8 May	Evaluation Focal Point
Validation of the composition of Evaluation Team	10 May	CARE France
Advertisement of for international and national evaluator positions	5 July	CARE France/SERA
Recruitment of international and national evaluator positions	16 August	CARE France/SERA
Inception report	31 August	Evaluation Team
Field mission	15 September	Evaluation Team/SERA
Final report	28 September	Evaluation Team
Presentation	29 September	Evaluation Team

Interested individuals are required to submit the following:

- A detailed Curriculum Vitae (CV).
- Daily consultancy fees.
- Understanding of the ToR and proposed methodology.

If you wish to express your interest in this call for tenders, please submit your proposal by e-mail to sanzpascual@carefrance.org before the **15th of August 2023**.