

Terms of Reference

Impact Assessment UNHCR Refugee Affected and Hosting Areas (RAHA) Program

BACKGROUND:

The Government of Pakistan and its people have been generously hosting Afghan refugees for 40 years. Presently, some 1.3 million registered Afghan refugees still reside in Pakistan constituting the world's largest protracted refugee situation under UNHCR's mandate. The majority of Afghan refugees (69%) live outside of the refugee villages in urban and rural areas along with their Pakistani host communities and are therefore largely dependent on access to national services and local labor markets.

Recognizing the generosity of the People and Government of Pakistan alongside a global UNHCR policy to invest in public facilities rather than create parallel facilities, in 2009, the Government of Pakistan, through the Ministry of States and Frontier Regions (SAFRON) and the Economic Affairs Division (EAD), in partnership with UNHCR and a consortium of other UN agencies, initiated the Refugee Affected and Hosting Areas (RAHA) Programme. The RAHA Programme constitutes the cornerstone of the implementation of the multi-year regional Solutions Strategy for Afghan Refugees (SSAR) in Pakistan and remains the principal responsibility-sharing platform for maintaining temporary protection space, mitigating the impact of the protracted refugee presence, promoting social cohesion and enhancing the community acceptance of Afghan refugees in Pakistan.

The overall objective of the RAHA programme is to improve livelihoods, rehabilitate infrastructure (education, health and WATSAN) and enhance social cohesion and peaceful co-existence between Afghan refugees and their Pakistani host communities. The Refugee Affected and Hosting Areas (RAHA) seeks to (a) increase tolerance towards Afghans in Pakistan; (b) improve social cohesion to promote co-existence; (c) provide both the host Pakistani communities and Afghans with development and humanitarian assistance; and (d) empowering youth in assisting them to make their own decisions.

To achieve these objectives and building upon last evaluation covering the period from 2009 - 2016, the aim for the current evaluation is to examine the past 6 years (2017 – 2022) of implementation. The Chief Commissionerate for Afghan Refugees (CCAR) and UNHCR through the RAHA programme implemented more than 230 humanitarian and development projects in the sectors of health, education, livelihoods, water, infrastructure, energy and social protection in all four provinces of Pakistan. This includes projects aimed at improvement and/or construction of additional public-school facilities and infrastructure, enhancement of public health care services, provision of medical equipment to health facilities, provision of clean drinking water, rehabilitation and/or construction of streets and roads, construction of flood protection walls, social protection projects, and provision of technical and vocational skills trainings and livelihoods interventions.

RAHA's objectives fully align with the 2030 Sustainable Development Agenda, in particular its overarching commitment to leave no one behind; as well as the Global Compact on Refugees which calls for greater and more equitable responsibility-sharing by the international community, including through additional investments into inclusive national public service delivery systems that benefit both refugees and their host communities.

Objectives of the Impact Assessment:

Since its launch in 2009, RAHA underwent two programme document reviews as well as several evaluations and lessons learned processes carried out jointly by relevant stakeholders. Given the passage of time during which important developments, including the adoption of a progressive comprehensive policy on the management of Afghan nationals in Pakistan by the Government in 2017 have occurred, now is an opportune time to conduct a comprehensive impact assessment of the RAHA initiative to inform future policy formulation and overall programme guidance and design. The findings of the assessment will further help improve the performance and quality of delivery; assess sustainability and better align the programme with the joint efforts of the stakeholders to support the efforts of the Government of Pakistan to pursue the 2030 Sustainable Development Agenda.

The assessment will guide Ministry of SAFRON through Chief Commissionerate for Afghan Refugees (CCAR), Government of Pakistan and UNHCR Pakistan in prioritizing future projects based on their impacts on the host communities as well as the refugees. The evaluation should provide recommendations that will improve the quality and cost-effectiveness of the RAHA Programme.

This Terms of Reference will guide the evaluation team and inform key stakeholders about the process, objectives, and intended results. The key stakeholders include the beneficiaries of projects, implementing partners, Chief / Commissionerate Afghan Refugees, UNHCR staff, concerned provincial government departments. The evaluation is expected to produce one country-level evaluation report.

Methodology and Scope of the Impact Assessment:

Against this background, the impact assessment will:

- Undertake an overall socio-economic analysis of the programme as a whole and of its sectoral interventions bringing out tangible impacts on beneficiaries during the period 2016 - 2022.
- Assess a minimum of 40% of the projects implemented from 2017-2022 and record its impact on the Afghan refugees as well as host population,
- Assess the overall impact of the RAHA programme on (i) social cohesion between Afghan refugees and their Pakistani host communities; and on (ii) attitudes by various Government stakeholders at federal and provincial levels toward the Afghan refugee presence in Pakistan.
- Assess the impact of the RAHA programme on improving access of beneficiaries (including both Afghan refugees and their host communities) to national public service delivery systems with emphasis on education and health; and determine the extent to which RAHA interventions helped to enhance the quality-of-service delivery.

- Formulate recommendations on policy and/or operational readjustments that could help enhance impact on both social cohesion and access to quality services.

Methodology:

Applicants are expected to outline the proposed methodology in their technical offers submitted against the call for proposals pertaining to this assignment. The methodology should be based on a combination of desk-based research and primary data collection in the field. The company/institute should adopt a consultative and participative approach towards data collection and field work, including visits to project sites and discussions with communities/project direct beneficiaries in the identified districts (attached); as well as with other stakeholders (UNHCR, UNDP, RAHA Secretariat, SAFRON, CCAR/CAR offices, provincial line departments, implementing partners and district authorities, etc.)

The RAHA Secretariat and UNHCR will provide the selected company/institute with access to available data, information and documentation, including the RAHA Project Document, project reports and monitoring and evaluation reports.

Duration: The duration of the assignment will be 6 months starting on the day of the signing of the contract, as per the timelines in the below table.

Population location and details: Primary data collection will involve field-visits to project sites in Balochistan, Khyber-Pakhtunkhwa, Punjab and Sindh Province. The exact number of data points will be determined during inception in consultation with UNHCR and RAHA Secretariate. The units of analysis for this evaluation will be 40% of 240 projects implemented country wide during the years from 2017 – 2022.

A. IMPACT ASSESSMENT:

Kick off meeting: the first kick off meeting will be held with the selected company / firm in order to further clarify the roles and responsibilities and the objectives of the impact assessment.

Desk Review: UNHCR Country Office Islamabad and the CCAR - RAHA secretariate will provide the winning company with necessary documentation for their review and further understanding the RAHA programme. Will also share the detailed list of projects with the consultant / firm, which they need to visit each one of them.

Inception Report: After initial meeting with project stakeholders and review of available project documents, the selected company/institute shall submit an inception report, within 1 month of the award of the contract, which will include a detailed description of the methodology to be applied throughout the assessment process, along with a work plan and proposed formats for reporting. The inception report will be submitted as per following:

- Clearly mentioning the methodology, time frame and other relevant information.
- Submitted soft / digitally
- 1 copy printed version

Questionnaire / Impact assessment tool: develop the questionnaire based on the kickoff meeting and the documents shared with the consultant. The questionnaire will be shared with CCAR and UNHCR for inputs and finalization before actual data is collected from ground. The questionnaire must be approved from UNHCR.

Survey / data collection:

The consultants will require to visit each and every project and collect the information as per the developed / approved questionnaire. The travel will include to all 4 provinces of Pakistan. All the traveling will be on the consultant.

Draft study Report: The draft report should be logically structured. It will contain the evidence-based findings, conclusions, lessons and recommendations and should be free of information that is not relevant to the overall analysis. The company/institute will be required to present the preliminary study findings to UNHCR/RAHA management for feedback/comments. The final report will be submitted as per following:

- Clean copy without any errors,
- The document must be professionally designed,
- High quality (non-compressed) soft / digital document (it can be in PDF / word)
- 2 copies printed version

High quality impactful pictures

During the visit to the sites of the projects the consultant firm will need to hire a professional photographer and take pictures at each of the project site. Per project a minimum of 5 quality pictures must be taken at each project site. Some of the portrait photos of refugee must be taken for spotlight or future story capturing his daily life and activities. High-quality color photos edited with embedded caption information. The photographer is responsibility for getting consent (on the UNHCR provided consent form) from the person who is being profiled. The consent form is extremely important and must be filed with the photos. The pictures will need to be submitted to UNHCR in a non-error / non-corrupt (USB / Hard drive).

Final Study Report: Based on comments received from Chief Commissionerate for Afghan Refugees and UNHCR, the report will be finalized and submitted. The final report will be submitted as per following:

- Clean copy without any errors
- The document must be professionally designed
- High quality (non-compressed) soft / digital document (it can be in PDF / word)
- If the document is designed on adobe (or any other document) the original source document also to be submitted
- 500 copies printed version (printing will only take place after the approval from UNHCR)

Copyright: UNHCR will own the copyright. The photographer must get permission from UNHCR to publish material. The photographer must also receive permission from UNHCR to give any images to their agency or publish images in the media. All images must always be credited UNHCR / photographer's name regardless of use. The photographer and her/his photo agency can never sell the work to UNHCR's competitors, including any other UN agencies as well as non-governmental organizations.

Time Frame:

Timeline	Deliverable
July 2023	Target start date of assessment
August 2023	Submission of the inception report (incl. workplan and detailed methodology)
August – Oct 2023	Data collection
October 2023	Submission of the preliminary findings to UNHCR for review and agreement on finalization
November 2023	Submission of draft report
December 2023	Submission of the final report

Additional desired qualifications:

- Working experience in the refugee/displacement context and experience with working in challenging security environments
- Knowledge of the regional, local and institutional context
- Experience in working with international organizations (UN system, development agencies, etc.)
- Working experience in Khyber Pakhtunkhwa, Punjab, Balochistan and Sindh.

Other Requirements

- Get informed consent from all respondents prior to beginning focus group discussions, interviews and or taking photos.
- In a position to get necessary approvals to undertake research from relevant state authorities prior to project initiation.
- Maintain complete neutrality, impartiality and independence in terms of interests, ideologies, relationships and beliefs that could bias the findings of the research.
- Respect local socio-cultural norms.

Payment Plan

The payment plan for the said intervention will be as follow:

Payments	Milestone	Percentage
Payment 1	Submission of the inception report	20%
Payment 2	Data collection and all field visits completed	30%
Payment 3	Submission of draft report	30%
Payment 4	Submission of the final report	20%

Copyrights

The product of this research will be the sole ownership of UNHCR.

Evaluation Team Selection Criteria and Bid Requirements:

Subject to meeting mandatory requirements, technical bids will be reviewed. Technical criteria used to evaluate proposals comprise 70% of the total score while the remaining 30% is based on the financial offer. The Technical offer will be evaluated using the following criteria:

S.No	Description	Criteria Description	Scoring	Scoring Methodology
General Criteria / Compulsory				
1	Company / Firm registered in Pakistan	Company registration certificates Must provide valid company certification	Yes/No	Mandatory requirement
2	Has presence / office in Pakistan	Office Address A letter from firm, clearly mentioning addresses of the firm	Yes/No	Mandatory requirement
3	Acceptance of UNHCR General Conditions	Signed copy of Annex E	Yes/No	Mandatory requirement
Criteria for Impact Assessment survey				
4	Experience of the firm	10 years of demonstrated experience in conducting impact evaluations/surveys/similar tasks List of projects must be presented in the proposal showing last 10 years of projects. With a minimum of 5 evaluation / survey projects with agreements / POs, reference letters etc presented in the submission	20 Marks	At least 5 completed / on-going projects = 3 marks each (max 5 projects could be submitted) Total = 15 marks 10 years of experience = 5 marks
5	Methodology	The methodology portion must be	30	Proposal should contain the following key areas: 1. Deployment plan of resources including staff

	<p>A statement detailing the methodology and tools proposed for this evaluation, important constraints/risks to the evaluations that should be taken into consideration and mitigation strategies, expected level of effort (# of days and team size) and what quality assurance measures would be conducted.</p>	<ul style="list-style-type: none"> • Simple, to the point but with details • Tool which will be used • Type of interventions / assessment used • Approach • Risks • Assumptions • Etc <p>This methodology also must contain components of photography.</p>		<p>supervisors, project managers and materials (5-Score) 2. Implementation methodology (5-Score) 3. Clear understanding of Tools and questionnaire development for data collection (5-Score) 4. Proposed type of analysis for the said study (5-Score) 5. management of risks and assumptions (5 marks) 6. approach in dealing with community and government (5 marks)</p> <p>Excellent = 5 marks Very Good = 4 marks Good = 3 marks Fair = 2 marks Poor = 1 mark Not provided/clear = 0 mark</p>
6	<p>Access to Provinces</p>	<p>The consultant firm provides details and confirmation on the access to Khyber Pakhtunkhwa, Balochistan, Sindh and Punjab.</p> <p>Working experience in Khyber Pakhtunkhwa, Punjab, Balochistan and Sindh.</p>	10	<p>Clear methodology on access and experience in: Khyber Pakhtunkhwa = 2 marks Balochistan = 2 marks Sindh = 2 marks Punjab = 2 marks Islamabad = 2 marks</p>
7	<p>Team composition and strength</p>	<p>Please submit the names and Curriculum Vitae of all proposed members</p> <ul style="list-style-type: none"> • Manager 	10	<p>Manager = 2 marks Team leader = 4 Enumerators = 2 Data analyst = 2 marks</p>

	Bidders should indicate the composition and qualifications of team member; their role and experience working together in carrying out evaluations.	<p>Managing overall project with 10 years of experience</p> <ul style="list-style-type: none"> • Team leader 1 for each province with 5 years of experience • Enumerators Minimum of 5-10 enumerators per province. • Data / analyst To provide quality analyst – 5 years of experience 		
8	Time frame completing the assessment within the specified period.	<p>Provide Gantt chart Clearly mentioning each activity within 5 months</p> <p>This time frame also must contain components of photography, database development and one pager</p>	20	<p>4 Months = 20 marks</p> <p>5 Months = 15 marks</p> <p>6 months = 10 marks</p> <p>7 months = 5 marks</p> <p>8+ months = 0</p>
9	Professional photographer 5 years of demonstrated experience Also share profile of photographer	<p>List of projects must be presented in the proposal showing last 5 years of projects</p> <p>With a minimum of 2 photography projects with agreements / POs etc</p>	10	<p>2 Professional Photographers = 5 marks</p> <p>5 years' experience = 5 mark</p>

Firms must get **70** marks in technical evaluation to qualify for financial evaluation.

The following formula will be used to calculate total scores:

Overall Score= 70% of Technical Score + 30% of Financial Score