

12/04/2023

Terms of reference for final evaluation of Strengthening Resilience for a Pro-Poor Basic Water Sanitation and Hygiene Service Delivery System in South Sudan' Project

Project Period: 1st October 2020 – 31st July 2023

1. About Amref Health Africa in South Sudan

Amref Health Africa has a long history in South Sudan, from 1972 in what was then the southern region of Sudan. Over the decades, Amref Health Africa has played critical role in planning and developing the country's health care system. Working with South Sudan's Ministry of Health, Amref Health Africa has helped to create a national health care plan, train health care workers as well as develop and implement life changing scalable WASH models. Working together with communities to improve health, particularly in rural and remote areas where health care is nearly impossible to access.

2. Project Background and Description

Earlier in 2016, 2017 and 2018, Amref implemented two phased GIZ-funded WASH programs in Equatoria Region, which documented great evidence of success in the targeted project sites of Yambio and Torit. This current third phase builds on the results of the previous programs and includes two new sites (Yei and Gumbo). Prior to the start of the third phase, Amref Health Africa conducted a household water, sanitation and hygiene (WASH) baseline survey aiming to provide a detailed assessment and contextual understanding of Gumbo Shirikat, Rajaf County in Central Equatoria State of the Republic of South. It is targeted to cover four sites across three states in the country aiming to increase WASH awareness on Household level. Overall, the project targets to reach a total of 24,000 households in the three states, directly benefit over 168,000 beneficiaries with differentiated WASH service packages

This project is implemented in selected urban communities of Gumbo, Torit, Yei and Yambio municipalities to strengthen the knowledge and capacity of households to implement and sustain Safe Water Chains and practice proper hygiene at the household level to avoid and prevent waterborne diseases. The project uses the Safe Water Champions (SWCs) Approach, which involves recruitment and training of women and girls from the community on basic knowledge on Water, Sanitation and hygiene. The trained and equipped SWC are assigned 20 HHs in their neighborhood to reach them on weekly basis with awareness messages on safe handling and storage of water, proper hygiene practices and now with COVID 19 preventive measures

messages for a period of 3 months (12 weeks) per cycle. Through this approach, the capacity of the SWC is strengthened to take lead in creating awareness on safe water and sanitation access, water handling and storage and health monitoring. This would help reduce on the occurrence and prevalence of water borne diseases in the communities and improve the WASH practices with regards to the current Covid-19 pandemic. Local community health monitoring systems has also been initiated and strengthened. Specifically, the project focuses on monitoring household-level WASH-related disease prevalence and facility reported WASH-related case management, on top of establishing of monitoring systems on household level as a way of ensuring that water, sanitation and hygiene knowledge is utilized. Culturally acceptable communication messages on all the information about prevention and management of Water borne diseases will also be created and shared with the SWCs. Overall, the proposed project ultimately aims to lead to Improvement of safe water handling and proper hygienic behaviors at household level.

The project targets to; increase the proportion of households who access water from water vendor Kiosks and boreholes that are considered to be safe sources for use in Gumbo, Yambio, Yei and Torit municipalities; lead to improvement in the use of clean water transportation (jerry-cans) and storage containers, increase proportion of households (HHs) using latrines, practicing improved hygiene, including hand washing behavior.

The SWC model was introduced in Gumbo and Yei for the first time, and consisted of a full SWC Cycle. In Yei and Gumbo, there were four cycles conducted, each cycle consisted of 3 months (12weeks). 200 SWCs (100 SWCs in Yei & 100 SWCs in Gumbo) were recruited and trained in the two locations with each SWC reaching 20 HHs per cycle. On the other hand, Amref reactivated preexisting SWC structures and refreshed the WASH knowledge and practices in Yambio and Torit in two cycles comprising 200 SWCs (120 SWCs in Yambio & 80 SWCs in Torit). Alongside the education on safe water handling and good hygiene practices and behaviors at the HH level, SWCs were trained to conduct disinfection of water storage containers at the HHs and water points to ensure that clean water is stored in clean water storage containers. Disinfectants were equally trained and stationed at Water kiosks in Yei, Yambio and Torit to conduct water transport container disinfection to ensure safe water chain. The SWC model was designed such that each cycle will have a break of a month and during the one-month break, the SWCs, the project team and community leaders will identify a number of HHs in each location per cycle that have significantly excelled and are enhancing safe water handling and good hygiene practices at the HHs. Award ceremonies were organized by Amref Health Africa in each cycle per location and municipality/county staff to award the best performing HHs interms of behavior change and best WASH practices.,. Prices

were given to the HHs that excelled well during the HH visits conducted by the SWCs as a motivation to HHs to continue adhering to Safe Water handling and good hygiene practices at their daily life). To consolidate and complement the work of the SWCs at the HH level, radio talk shows and jingles were conducted at selected community radio stations using local languages and Arabic language to capture a big audience. To strengthen the capacity of the stakeholders in the four project sites to demand and sustain WASH services, capacity building sessions were conducted with community leaders, Women and youth representatives, People with special needs, Public Health/Water & Sanitation Department of the County/municipality, Local Authority officials at quarterly basis. This helped community ownership of the project and sustainability of SWC work at the HHs. To create more public awareness and demand for sustainable WASH services and the importance of safe water, good hygiene and sanitation practices and behaviors, WASH international/Global days like World Water Day (WWD), Menstrual Hygiene Day (MHD), Global Hand Washing day (GHWD), World Toilet Day (WTD) were organized and celebrated and are used as platforms. Finally, Amref Health Africa conducted an assessment on the socio-economic status of households in the Gumbo Municipality, specifically in Lologo periurban area, to inform the design of context sensitive tariffs by water utility(ies) and other water service providers.

Project goal

The aim of this project is to strengthen the knowledge and capacity of selected urban communities of Gumbo, Torit, Yei and Yambio municipalities to implement and sustain Safe Water Chains and practice proper hygiene at the household level to avoid and prevent waterborne diseases, by July 2023.

Project Strategic Objectives

1) S.O. 1: Increase knowledge and awareness of communities on safe water chain practices

- 1.1 Selection and training of 200 Safe Water Champions (SWC) in Gumbo and Yei (100 in Gumbo, 100 in Yei) on SWC model together with PHASE plus model (Recruitment, training and awareness campaigns by SWCs in Gumbo and Yei) to be able to sensitize and create awareness on good hygiene practices and safe water chain management (collection, transportation, storage and use) together with COVID-19 basic preventive messages.
- 1.2 Reorientation of 200 SWCs in Torit and Yambio (80 SWCs in Torit and 120 SWCs in Yambio) on SWC model together with Personal

Hygiene and Sanitation Education (PHASE) plus model to be able to sensitize and create awareness on good hygiene practices and safe water chain management (collection, transportation, storage and use) together with COVID-19 basic preventive messages.

- 1.3 Training of SWC to sensitize targeted communities and individuals on the safe water vending and waste management services so as to create demand for WASH services

2) **S.O. 2: Improved household sanitation and hygiene practices through proper handling of water and supply chain from distribution points to households**

- 2.1 Selection and orientation of disinfection volunteers in Yambio and Torit (14 Volunteer disinfectants in Yambio and 16 Volunteer disinfectants in Torit) to be able to conduct water transport/collection containers disinfection at Water kiosks
- 2.2 Recruitment and training of disinfection volunteers in Gumbo and Yei (18 Volunteer disinfectants in Gumbo and 18 Volunteer disinfectants in Yei) to be able to conduct water transport disinfection at Water kiosks
- 2.3 Training of SWCs in Water storage containers disinfection at HHs in the four project locations.
- 2.4 Train SWCs and disinfection volunteers in conducting water quality testing, including water treatment services, water collection and storage container disinfection services.
- 2.5 Conducting Household campaign in Gumbo, Yei, Yambio and Torit Municipalities
- 2.6 Household water collection and storage container disinfection

3) **S.O. 3: Strengthen Monitoring at HH level on WASH behavior and WASH related diseases**

- 3.1 Close harmonization of data between GIZ and Amref Health Africa.
- 3.2 Conduct quarterly Data Quality Analysis to strengthen data capturing and reporting at community
- 3.3 Collect HH data on WASH behavior and WASH related diseases by SWCs in the four project locations

- 3.4 Disseminate data and information on the activities, achievements and challenges of the project in the four locations with key stakeholders like national, state and county departments of Health, Water & Sanitation and use available opportunities for advocacy on WASH services
- 3.5 Training and capacity development of local authorities i.e. counties/municipalities to advocate for increased access and uptake of WASH services
- 3.6 Two Mid-term surveys
- 3.7 End term survey to assess the impact of the interventions
- 3.8 Conduct an assessment on the socio-economic status of households in Lologo, Tokiman West Boma, Rejaf Payam to inform context sensitive design of tariffs by water utility(ies) and other water service providers

3. End Term Evaluation Object and Scope 1st Oct 2020 – 31st July 2023

The proposed scope of this End Term Evaluation (ETE) will focus on the delivery of the project outcomes against the revised results framework. The evaluation will focus on the period from October 2020 to July 2023.

With this End-term evaluation taking place towards the end of the project, this will mark a key point of learning and reflection on our progress over the the project period. The Evaluator(s) will be invited to work with Amref Health Africa to understand the project's Theory of Change and approach which will further inform the focus and approach of the evaluation.

The purpose of the ETE is to help Amref Health Africa and the donor to assess how well the project Theory of Change and results framework have worked to deliver the project and to learn from what works well and less well. The evaluation will be used to inform decisions on how the project results framework may be adjusted and improved future project programming.

The key objectives of the End -term evaluation are:

- To help Amref Health Africa in South Sudan understand progress made towards achieving the overall project outcomes
- To provide Amref Health Africa in South Sudan a set of concrete and actionable recommendations for improvement of the project in future programming
- To assist Amref Health Africa in South Sudan assess the sustainability of the project benefits beyond the life of the project.

The primary users of the evaluation will be GIZ, Amref Health Africa, Gesundes Afrika and other relevant stakeholders.

4. Methodology

The evaluation will comprise two phases:

- 1) **Inception phase:** The Consultant will develop and agree with Amref Health Africa in South Sudan the overall focus and approach to the evaluation, as well as the ETE framework, propose methods/tools to be used, and the final outputs, budget and schedule.
- 2) **Evaluation phase:** Consultant(s) to implement the agreed evaluation framework and finalize and present the ETE report following consultation with Amref on draft findings and recommendations. This will involve some fieldwork in project sites and an ETE findings validation workshop with Amref and stakeholders before the report is finalized – to validate findings and ensure recommendations are practical, relevant and feasible.

Based on this TOR, the evaluator/s shall elaborate on a detailed plan on how to carry out the evaluation during the inception phase with Amref Health Africa. The plan shall include a detailed work- and time plan, and – amongst other relevant matters – an overview of questions, a presentation of the method and basic considerations. The evaluators will carry out tasks using mixed methods, involving:

- Desk-based review and analysis of relevant documents;
- Interviews with Amref GIZ WASH Project staffs;
- Interviews and focus group discussions with project beneficiaries, which should include field visits to the 4 sites (Torit, Yambio, Yei and Gumbo);
- Interview with selected stakeholders, which may include Urban Water company officials/ staff, area chiefs as well as commissioners.

5. ETE Questions

The End-term Review shall address the following categories of project progress and answer the underlying questions. The evaluation questions and scope will be finalized upon discussion with the consultants during inception phase of the assignment.

Relevance:

- Do all aspects of the project design continue to be relevant to its stakeholders in the current context? If not, how could these particular aspects be reviewed and implemented for future programming.
- How well is Amref able to articulate and evidence their approach and success in engaging with their stakeholders?

Effectiveness:

To establish the Effectiveness in delivery of the WASH project as per the design purpose and Objectives. Effectiveness will attempt to answer the broad question of

Has the intervention achieved its objectives?

The Questions will include:

- What progress has the project made so far against the target outcomes and outputs?
- To what extent has the project used evidence to improve programming?
- What are the key drivers and barriers affecting the delivery of results for the Program?
- In what ways has the project worked with others to enable them to effectively deliver their objectives
- What factors might have limited or contributed to the achievement of intended results?
- Have the activities and outputs of the project been consistent with the overall outcomes?
- What key lessons and recommendations can be considered for future programming.

Partnerships and collaborations

- To what extent was Amref's support to project stakeholders useful and effective?
- Has there been any collaborations and networking with the different stakeholders?
- How have the partnerships with stakeholders contributed to the objectives of the program?

Efficiency:

Efficiency will assess the operational efficiency, how well the intervention was managed (management effectiveness). This will help determine whether co-ordination mechanisms have improved coherence while increasing transaction costs.

The specific evaluation questions shall include:

- To what extent did the project deliver activities on time and on budget against agreed plans?
- To what extent and in what ways did the project achieve good value for money?
- To what extent did the project understand their cost drivers and how these relate to performance requirements?
- What was the competitive advantage of the project among other similar sector programs?
- How effective were the measures taken during planning and implementation to

ensure efficient use of resources?

Impact:

This will look at what difference has the project made? What are the intended and unintended, positive and negative, outcomes and/or impacts of the project?

The impact questions shall include

- What difference has the GIZ funding made to the program's delivery of results which provide value for money that would not otherwise have been achieved?
- To what extent has the program built the capacity of the local structures in WASH?
- What is the proportion of people receiving support from the Program that otherwise would not have received support? How many of these people were unintended beneficiaries?
- What are positive and negative impact on the program on the livelihoods, health, social cultural, environment of the beneficiaries?
- How relevant and appropriate have the tools developed for this project for assessing progress and impact been?

Sustainability:

This measures the extent to which the benefits of the intervention continue or are likely to continue after the closure of the program. This will examine the financial, economic, social, environmental, and institutional capacities needed to sustain benefits over time. It will involve analyses of resilience and risks.

The evaluation questions shall include

- To what extent has the Program leveraged additional resources (financial and in-kind) from other sources? What extent has this had on the capacity of the Program to deliver their activities?
- To what extent did the Program engage with other actors to ensure their interventions complement existing activities?
- To what extent are the activities and benefits realized by the Program sustainable? To ascertain exit strategies; community ownership and participation, quality of work, operation & maintenance arrangements, activity of management structure and technical expertise have been successfully attained in the program.
- To what extent have capacities and structures been developed to perpetuate the benefits of the program?
- To what extent are the results and achievements expected to be sustainable after Amref's intervention has ended in the 4 municipalities/counties?
- To what extent is Amref able to sustainably generate, share and use learning across

the project to strengthen capacity and improve results delivery across its strategic goals?

- What can be done by Amref to improve the sustainability of the project's benefits?

Learning:

- What key lessons have been learned by the program during design and implementation?
- What good practices have been identified?
- What should be done differently in a similar program?
- How can this learning be used in future programming?

The evaluation should be conducted in a gender-responsive manner, inclusive of all stakeholders, and be mindful of differences in culture, customs, religious beliefs and practices of stakeholders.

6. Conditions and details of assignment

a. Time Schedule and budget

The End-term evaluation must be completed by 9th June 2023 and shall take not more than 22 Days

b. Timetable:

Closing date for submission of proposals: 14th April 2023

Evaluation determination process to be concluded: 28th April 2023

Notification of contract awarded: 3rd May 2023

Start of work: As soon as possible after 8th May 2023

Final date to complete the evaluation: 9th June 2023

c. Deliverables

The following deliverables are expected (in English language):

- Inception report, which includes methodology and workplan based on discussion with Amref Health Africa and to be finalized with approval from Amref and GIZ
- In-country field visits to 4 implementation sites. The length of stay and other logistical details are to be finalized based on discussion with Amref
- Draft End-term evaluation report, which should not exceed 20 pages (excluding annexes) and is expected to include the following sections. The draft report will be reviewed by and finalized with approval from Amref.
 - o Executive summary
 - o Introduction
 - o Methodology
 - o Findings
 - o Evaluation conclusions
 - o Lessons learned
 - o Recommendations, which are concrete and actionable for improvement of the project over the remaining duration of the project
 - o Annexes including List of people interviewed, list of documents reviewed, etc.
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- Final End-term Review report, addressing any feedback from Amref and GIZ. The final report must be proofread and presented in a way that enables publication without further editing.

Please note that all reports are to be submitted in digital form (in both Word and PDF versions).

d. Evaluation team qualification and competencies

This End-term evaluation will be undertaken by a team of one or more independent consultants (National or international) with the following expertise and qualifications. One of the evaluatorsshould act as the team leader with overall responsibility of the whole evaluation.

- At least 7 years' experience of carrying out evaluations of large WASH Programmes demonstrable academic and practical experience in evaluation design and implementation
- Knowledge of major evaluation methodologies (e.g. qualitative, mixed method, etc.)
- Relevant experience of evaluating complex multi-year WASH projects in Fragile and Conflict affected environments.
- Relevant experience of working with INGOs, human rights organizations and/or civil society organizations
- Relevant experience conducting evaluations for development-funded projects
- Excellent written and verbal communication skills in English.
- Master's degree in Public Health, Environmental Science, Economics, Evaluation, social sciences or related subject and practical knowledge of conducting evaluations
- Familiarity with use of data collection and analysis tools such as Kobo, Stata, SPSS, etc.

e. Quotation requirements

Interested consultants are requested to submit a proposal, not longer than 10 pages, covering both technical and financial areas, and should include the following:

- An Expression of Interest detailing interpretation of the TOR, an outline of proposed methodology to answer evaluation questions, including methods for any data collection. The chosen method should be described and justified.
- Detailed workplan or schedule for the evaluation with breakdown of activities and timeline.

Financial quotation or proposed budget in USD (inclusive of VAT and all costs.

In addition, please provide the following with your quotation:

- Copies of all relevant Curriculum Vitae (CVs)
- Two professional references (including one from a previous client)
- Examples of similar evaluations undertaken by the consultants

7. Project Documents

Amref Health Africa shall avail to the consultant the following documents for reference and review.

- Project proposal
- Revised Results framework for the project
- Baseline assessment Data and reports for the 4 sites
- Household Monitoring Data covering period of implementation
- Annual workplans
- Safe Water Champions Pre and post-training feedback reports
- End Term Evaluation Reports for the previous Phases
- Mid Term Evaluation Report

8. Application process

Submissions

Technical and Financial proposals should be submitted by **close of business Thursday, 27th April 2023** through Tender.SS@Amref.org