



Terms of Reference (ToR): Impact Study of the Child Protection Hub for Southeast Europe

Terre des hommes is seeking a qualified lead evaluator and several country evaluators to conduct a study on ChildHub's impact between 2015-2021 in Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo, Moldova, Romania and Serbia – see [this below ToR](#).

At the same time, Terre des hommes is also conducting a final project evaluation on its ChildHub project's second phase (2018-2021) in Kosovo and Moldova. In case you are interested, see separate ToR [under this link](#).

Project Title: Child Protection Hub for Southeast Europe (ChildHub)

Countries: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Hungary (project coordination work only), Kosovo, Moldova, Romania and Serbia

Project Number: 8309-00/2018

Name of Organisation: Terre des hommes Hungary

1. Context and Background

About Terre des hommes

Terre des hommes (Tdh) is the **leading Swiss organization for children's aid**. In 2019, our **health, child protection and emergency programmes** have supported over four million children and members of their communities around the world through innovative and sustainable solutions.

In **Europe**, Tdh helps children who are affected by migration, who come in contact with the law as a victim, witness or offender and who need general protection including from the risk of abuse, trafficking or exploitation. In 2020, more than 39,600 children and 6,570 parents benefitted from Tdh's support and over 20,700 child protection professionals were trained in Europe.

Tdh's key activities include, among many others:

- developing and strengthening comprehensive and well-coordinated child protection systems;
- building the capacities of professionals working for children;
- mobilising communities and educating families to create safe and nurturing environments for children and youth;
- empowering and increasing the resilience of children through mental health and psycho-social support and self-led art initiatives.



For more information about Tdh globally and in Europe, visit our [global website](#) and [European website](#).

About the Child Protection Hub

The **Child Protection Hub** (in short **ChildHub**) is an **interactive and innovative network of child protection professionals** in Central, East and Southeast Europe. ChildHub promotes the **sharing of knowledge and good practices**, offers specific **professional trainings and skills development** opportunities and informs and **advocates with policy-makers to influence policies and practices** related to child protection. ChildHub ensures a space for constant learning and communication with the opportunity for professionals to become part of a strong regional community of practice. The **online platform of ChildHub** is available in nine languages and is open to a range of professionals from social and healthcare workers through justice and law enforcement professionals to policy-makers. For more details about the ChildHub platform, read this [project summary](#) or visit [the platform](#) itself.

Key project information: ChildHub was **set up in 2015** with funding for the first three years (**Phase 1**) from the Austrian Development Cooperation/Austrian Development Agency (ADA) and the Oak Foundation as well as using Tdh's internal resources, having a total project budget of EUR 1,696,000. Currently, ChildHub is in its **Phase 2 (2018-2021)** co-funded from the same three sources **until 30 November 2021**, with a total project budget of EUR 1.77million.

ChildHub conducts activities in **Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Hungary** (only project coordination work), **Kosovo, Moldova, Romania and Serbia**. The project is coordinated by Terre des hommes' Regional Support Hub Budapest (located in Hungary), with dedicated local project associates/coordinators in Terre des hommes country offices in Albania, Kosovo, Moldova and Romania, and in the external partner organizations of Brave Phone in Croatia, the Center for Youth Integration in Serbia, the Know-How Centre for the Alternative Care of Children of the New Bulgaria University, and Save the Children North-West Balkans in Bosnia and Herzegovina.

ChildHub's overall objective (as a long-term vision) is to contribute to the realization of children's fundamental rights across the region, in particular the right to be protected from abuse and violence. **ChildHub's mid-term objective** is to contribute, together with child protection actors, to a functional child protection system and exert influence on the development of policies, structures, and accountability mechanisms for child protection. The project has **three particular purposes**, namely:

- 1) Key child protection stakeholders apply their competencies to prevent and address violence against children in the region;
- 2) Key child protection stakeholders support regional cooperation through cross-learning and exchange of experience;
- 3) The ChildHub community initiative and resource centre becomes increasingly sustainable and demonstrates measurable impact on the quality of care delivered by professionals and on the lives of children.

The project's **expected results** are as follows:

- learning happens through active communities of practice;
- continuously developing competences of stakeholders;
- national and regional/cross-border research and exchanges taking place in a multi-disciplinary approach;
- measurable and demonstrable impact on ChildHub's indirect beneficiaries (i.e. children)
- increased sustainability of ChildHub in terms of financial, political and human resource aspects

ChildHub's **target groups** and at the same time **beneficiaries** include:

- at least **4,000 professionals in Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Kosovo, Moldova, Romania and Serbia** involved in child protection, such as statutory social workers (social assistants, child protection unit workers), NGO staff, teachers, school psychologists, justice and law enforcement, and health professionals as well as policy-makers, government officials, academics, community leaders who are made aware of the professional development and learning opportunities available through the existence of ChildHub;
- **at least 600 child protection professionals** who benefit from specific trainings;
- **at least 300 child protection resource persons** (from different disciplines) who act as enablers of peer support, exchange of innovation and good practices, policy and service improvement;
- at least **80,000 visitors** (over three years) to the ChildHub online platform including children, among them children with disabilities;
- at least **50,000 children as ultimate and indirect beneficiaries** who benefit from ChildHub`s work being at risk of or victims of abuse, exploitation, trafficking and other forms of violence in the implementation countries. Special attention is placed on vulnerable groups, such as Roma, Ashkali, and Egyptian children and children facing multiple forms of discrimination (e.g. girls from vulnerable families, girls with disabilities etc.)

All **key and relevant project documents** will be available for the selected evaluator for desk review upon signature of the contract. These will include the following:

- 1) original project proposal
- 2) project theory of change and log frame
- 3) all donor reports submitted as of the start of the evaluation (including results of interim project reviews and online surveys on the level of participation, knowledge and attitude of ChildHub members and training attendees)
- 4) research conducted by ChildHub, including ToRs and reports
- 5) results of Organizational Capacity Assessment (conducted by Tdh)
- 6) sustainability model and business plans prepared or coordinated by the ChildHub project team.

2. Purpose and objectives

The project concept and logical framework of the ChildHub project includes the conduct of a specific **impact study at the end of the project**.

This study will:

- 1) measure **the impact of ChildHub as a Community of Practice on the quality of the work of professionals who work with children in the eight project countries AND who have benefitted from ChildHub activities during Phase 1 & 2** (i.e. over the six years since ChildHub exists);
- 2) explore **what impact ChildHub has had on the child protection system in the eight project countries through its capacity-building efforts, including its impact on policies, structures, processes, capacities and accountability mechanisms**.

The specific objectives of the impact study are:

- **Organizational knowledge and learning:** The impact study will help to understand if and how capacity-building and skills development activities and access to and participation in Communities of Practice influence the work of professionals who work with children including their professional knowledge, attitudes and practices. Also, it will help to understand how this work influences the functioning and strengthening of child protection systems in the specific countries.
- **Steering and ownership:** The learning and evidence collected by the impact study will inform the work of ChildHub in potential future phases and the design of specific capacity-building programmes and schemes. It will also inform and enhance ChildHub's – and the project partner organizations' – advocacy efforts targeting policy- and decision-makers regarding the linkages between professional learning, development and networking opportunities and the quality of protection work with children and state of child protection system in country.
- **Accountability and credibility:** The impact study will help to ensure that ChildHub is accountable, first and foremost to children who are to ultimately benefit from the capacity-building efforts provided to professionals. In addition, it will ensure ChildHub's accountability towards the direct beneficiary professionals as well as all other stakeholders, donors and the project team itself, assessing and communicating what impact the six-year work has had or may not have had on the quality of professionals' work and the child protection system in the eight countries.

The results of the impact study will be used by the:

- **ChildHub project team** – including project stakeholders, such as **in-country resource people and national government representatives** – to reflect on and learn from what impact ChildHub has delivered and in what ways across Phase 1 & 2 and how this can be replicated in potential future similar projects.
- **senior management teams of Tdh and the partner organizations** to make strategic decisions regarding potential follow-on phases of ChildHub and to use key and impactful results for external communication and advocacy purposes.
- **ChildHub's donors** to assess how the project they have supported has performed and how their funding has contributed to strengthening child protection work and professionals' capacities as well as child protection systems in the implementation countries.

3. Scope

The **scope of the impact study** will be as follows:

Scope	IMPACT STUDY
Level of analysis	ChildHub as a 2-phase project
Period	Phase 1 & 2: 2015 - 2021
Geographic level	Eight countries: Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Kosovo, Moldova, Romania and Serbia
Stakeholders to engage	Target beneficiary professionals, key child protection system stakeholders.
Language of communication	English
Share of roles and responsibilities	<ul style="list-style-type: none">• 1 lead evaluator to develop the overall data collection and analysis methodology (with data collection tools) + prepare a regional summary report• 8 country-based, local evaluators to collect data in their respective country (using the overall method and tools developed by the lead) + prepare a basic analysis

Limitations of the research include:

- Since March 2020, the Covid-19 pandemic has severely restricted the possibility of travel and in-person events (including trainings, meetings, interviews etc.). This situation may very well continue throughout 2021, which will mean that some of the data collection (if not all) may need to take place virtually in a remote way. **That said, the ChildHub project team would like to keep the possibility of potential in-person data collection if feasible. The final decision will need to be made during the selection and inception phase based on the (pandemic and international and domestic travel) situation at that point in time.**
- Due to the same reason, and out of considerations for protecting everyone's health, certain beneficiary professionals (including children they work with and for) may not be accessible for data collection, even in a virtual manner.

4. Evaluation/Study Questions

The intended study/research questions will be as follows (across all eight countries):

Impact on beneficiaries:

- *How has ChildHub – as a Community of Practice – impacted on the quality of the work of professionals who work with children and benefitted from ChildHub activities across Phase 1 & 2 in the implementation countries?*
- *How has ChildHub impacted on child protection systems in the eight implementation countries including policies, laws, structures, processes, capacities, and accountability mechanisms?*
- *Which project elements have had the most significant contribution? Which have proven to be less or not effective?*

Sustainability and empowerment:

- *To what extent are ChildHub's outcomes over the past six years appear sustainable in the longer run?*

- To what extent has ChildHub built and empowered local child protection professional communities and networks in continuing project efforts after project-end?

Diversity and inclusion:

- How has ChildHub considered age, gender, disability and other diversity and inclusion aspects during Phase 1 & 2?
- To what extent has ChildHub’s work contributed to promoting equal access and opportunities to the various diversity groups of professionals?

5. Design and Approach

Interested evaluators are invited to propose their methodology for the conduct of the impact study. Ideally, a **mixed-method approach** will be followed **balancing suitable quantitative and qualitative methodologies** and allowing to draw on different sources and triangulating information. Additionally, a participatory approach should be followed throughout the evaluation. **Due to the limitations described above, any methodology proposed should be feasible in an online format as well.**

It is foreseen that the study questions will be possible to be answered through the combination of the following methods:

	Study questions	Potential methods
Impact	<i>How has ChildHub – as a Community of Practice – impacted on the quality of the work of professionals who work with children and benefitted from ChildHub activities across Phase 1 & 2 in the implementation countries?</i>	<ul style="list-style-type: none"> ▪ Focus group discussions with professionals benefitting from ChildHub (as CoP) – composed based on different sub-groups (policy, direct service provision, academia etc.) ▪ Focus group discussions with professionals not benefitting from ChildHub (as CoP) <u>as control group</u>– composed based on different sub-groups (policy, direct service provision, academia etc.) ▪ Key Informant Interviews (individual) with key target beneficiary and non-beneficiary professionals (<i>elaborating further on focus group results and other impact-related aspects</i>).
	<i>How has ChildHub impacted on child protection systems in the eight implementation countries including policies, laws, structures, processes, capacities, and accountability mechanisms?</i>	<ul style="list-style-type: none"> ▪ Key Informant Interviews (individual) with key child protection system representatives/stakeholders ▪ Analysis of system strengthening activities of ChildHub (also to inform above KII).
	<i>Which project elements have had the most significant contribution? Which have proven to be less or not effective?</i>	<ul style="list-style-type: none"> ▪ Targeted questions during focus group discussions and key informant interviews. ▪ Interviews with ChildHub project team for project design & management angle.
Sustainability and empowerment	<i>To what extent are ChildHub’s outcomes over the past six years appear sustainable in the longer run?</i>	<ul style="list-style-type: none"> ▪ Review and analysis of ChildHub’s reported outcomes (monitoring data and progress tracker, donor reports, sustainability and business model etc.) ▪ Key Informant Interviews with beneficiary professionals and child protection system representatives/stakeholders.

	<i>To what extent has ChildHub built and empowered local child protection professional communities and networks in continuing project efforts after project-end?</i>	<ul style="list-style-type: none"> ▪ Key Informant Interviews (individual) with key beneficiary professionals/professional community and network participants. ▪ Additional quantitative questionnaire run among the selected respondents to track capacity-building activities and perception of (level of) empowerment.
Diversity & Inclusion	<i>How has ChildHub considered age, gender, disability and other diversity and inclusion aspects during Phase 1 & 2?</i>	<ul style="list-style-type: none"> ▪ Desk review of project documents (monitoring data, gender and diversity-related workshop materials, commitments, reports and annual encounter survey feedback). ▪ Focus group discussions with professionals benefitting from ChildHub (as CoP) – composed based on different sub-groups (policy, direct service provision, academia etc.) combined with (as necessary): ▪ Key Informant Interviews (individual) with key target beneficiary and non-beneficiary professionals (<i>elaborating further on focus group results and other diversity-related aspects as necessary</i>).
	<i>To what extent has ChildHub's work contributed to promoting equal access and opportunities to the various diversity groups of professionals?</i>	<ul style="list-style-type: none"> ▪ Focus group discussions with professionals benefitting from ChildHub (as CoP) – composed based on different sub-groups (policy, direct service provision, academia etc.) ▪ Focus group discussions with professionals not benefitting from ChildHub (as CoP) <u>as control group</u>– composed based on different sub-groups (policy, direct service provision, academia etc.) ▪ Key Informant Interviews (individual) with key target beneficiary and non-beneficiary professionals (<i>elaborating further on focus group results and other diversity-related aspects</i>).

In terms of the project team, ChildHub has a regional project coordinator, a regional project officer, two staff who deal with Quality and Accountability, incl. M&E aspects, a dedicated knowledge manager and eight local project coordinators (national associates) who are expected to be closely involved during the study preparation. ChildHub also has some 160 resource people (all child protection professionals or system stakeholders) in each country who are closely involved in the project as an external contributor. At the same time, they are also semi-internal collaborators and benefit from ChildHub's activities. A sample of the resource people should be considered for involvement in the data collection. A sample of additional professionals who have benefitted from ChildHub activities should also be considered for data collection, access to whom will be facilitated by the national project associates.

Control group: for reasons of results/impact attribution, it is suggested to conduct data collection with both a beneficiary group and a non-beneficiary control group. Applicants are encouraged to detail in their Technical Offer how they would approach the selection of a control group. Through the local presence and existence of the network, the ChildHub project team will help facilitate access to stakeholders and professionals who were not direct beneficiaries of ChildHub activities and could be potentially considered for the control group.

The methodology should keep in mind the following **underlying principles**:

- **equality and non-discrimination** of any individual involved in the data collection and consultation process;
- **participation and inclusion of different diversity groups** to the extent possible, while ensuring that participation and inclusion does not cause any harm or distress to the individual;
- **transparency and accountability** throughout the preparation of the study vis-à-vis all organizations and individuals involved;
- **empowerment of marginalised children** in case children are involved at any point of the process e.g. communication of evaluation findings;
- **confidentiality** must be preserved and names and personally identifiable information should not be collected or, if they are necessary, they should be duly coded and encrypted;
- **informed consent and assent**: should be sought from all participants, including providing them with information on the objective of the evaluation and how data will be used as well as ensuring the opportunity to ask and confirm questions before agreeing to participate;
- **child safety**: whenever children are involved, the researcher(s) and anyone affiliated with the research (assistants, translators) must sign the Tdh Child Safeguarding Policy and Code of Conduct and adhere to its principles.

6. Workplan

The expected timeframe of the assignment is as follows:

Steps/phases/deliverables	Who	No of days (tentative)	Timeframe/dead-line (tentative)
Starting date of contract/assignment	All evaluators	n/a	1 Nov 2021 (tentative)
Desk review of available documents	Lead evaluator	15 days	By 30 Nov 2021
Development of data collection methods and tools			
Inception report			
Data collection phase	Country evaluators	25 days	Dec 2021 – Jan 2022
Basic data analysis at country level		10 days	During Jan 2022
Preparation of regional summary	Lead evaluator	5 days	During Feb 2022
Presentation of the draft report and preliminary findings	All evaluators	1 day	By 1 March 2022
Finalization of regional summary	Lead evaluator	3 days	By 20 March 2022
Closing date of contract, final administration and payment	All evaluators	n/a	By 31 March 2022

The **final schedule and number of days** will be mutually agreed based on Tdh's expected timeframe (above) and the evaluator's or evaluator team's proposed work plan in the Technical Offer.

7. Evaluation Management Arrangements

Questions relating to the impact study can be submitted to the Evaluation Manager, Marta Bene via marta.bene@tdh.ch at latest by **15/10/2021**, using the subject line "ChildHub impact study –

submission of question". Answers that may concern all applicants will be shared with all applicants as deemed necessary.

Roles and Responsibilities of the Tdh Evaluation Manager representing the project team of ChildHub:

- Manage the administrative tasks of the evaluation process from the advertising phase up to closure of the contract, final reporting and transfer of payment. Liaise with Tdh and ChildHub team internally during these steps as necessary.
- Act as a focal point for the selected evaluators in case of any queries during the administrative phase and the conduct of the evaluator.
- In cooperation with the ChildHub project team, facilitate access to all key project documents (for the desk review), as well as access to key individuals to be involved in the research (for data collection and consultation).
- Communicate key updates from the side of Tdh and the ChildHub project team, if any, as regards timelines, access, project developments and feedback.
- Consolidate and communicate feedback on the deliverables (inception, draft final report and final report as well as briefing on the preliminary results). Communication will mainly take place over online channels (e-mail, MsTeams, Zoom etc.) or occasionally phone or in-person (as relevant and feasible). Face-to-face meetings are expected to be kept at the necessary minimum in case the Covid-19 pandemic situation requires so.
- Communication with the Evaluation Manager will take place in English. No translation services will be provided by the Tdh Evaluation Manager or by members of the ChildHub project team during the data collection.

Roles and responsibilities of the evaluators:

- To carry out the contracted assignment as per the signed contract, Terms of Reference and the mutually agreed Technical and Financial Offer and all relevant annexes, including Tdh policies where applicable (e.g. related to Data Protection and Child Safeguarding).
- To ensure all underlying principles described above are followed during the conduct of the assignment.
- To submit all deliverables as per the list of items and schedule in the Terms of Reference and ensure that the ChildHub project team is duly informed and consulted (through the Evaluation Manager) in case any questions or issues emerge during the preparation of these.
- To immediately inform the Evaluation Manager in case of any questions, issues, delays, and likely changes for mutual discussion and agreement.
- To be available for quick updates requested the ChildHub project team when necessary on the status of the process.
- To generally ensure the confidentiality of the process, information and documents received from the Evaluation Manager in relation to the assignment and people involved at any stage in the evaluation.
- To immediately inform the Evaluation Manager in case of any risk of not being able to comply with any of the above points.

8. Requirements for the evaluators

Tdh will accept applications from **both individual evaluators** and **teams consisting of a lead evaluator and country-based evaluators**.

Evaluators can be a company, an NGO, academic entities or individual consultants registered officially with research/evaluations being part of their registered scope of activities.

In case the evaluator is a team, not individual, the team should be **gender balanced and diverse**, with close attention to **diversity and inclusion considerations**.

In their application, each applicant should clearly specify for which part of the assignment and/or country they are applying for as per the following:

- Assignment A – Overall methodology development and regional summary
- Assignment B – Country data collection and basic analysis: Albania
- Assignment C – Country data collection and basic analysis: Bosnia and Herzegovina
- Assignment D – Country data collection and basic analysis: Bulgaria
- Assignment E – Country data collection and basic analysis: Croatia
- Assignment F – Country data collection and basic analysis: Kosovo
- Assignment G – Country data collection and basic analysis: Moldova
- Assignment H – Country data collection and basic analysis: Romania
- Assignment I – Country data collection and basic analysis: Serbia

Required skills and expertise of the evaluator(s):

- At least 5 years of experience in conducting impact evaluations/studies as per the specifications described above. Previous experience in evaluations in the field of child protection and in looking at the impact of online communities of practice on the capacities and the quality of work of professionals is a strong asset.
- Strong skills in developing and using both quantitative and qualitative methods and conducting both types of analysis.
- Strong writing skills and ability to convey technical and complex information in a structured, logical, clear and concise manner for different audiences.
- Full written and oral proficiency in English for the conduct of data collection and production of reports of quality. Knowledge of ChildHub`s languages (Albanian, Bulgarian, Serbo-Croat-Bosnian or Romanian) is an asset, but not required if the evaluator is able to arrange necessary translation resources.
- Strong computer proficiency in producing written reports of adequate quality and including clean visual representation of data and findings.
- Experience in working in or knowledge of the region where ChildHub operates and familiarity with the socio-cultural and political context.
- Master`s degree (or higher) in social sciences, economics, public policy, law, research and evaluation, management or other related field(s) from an accredited university

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

9. Reports and deliverables

The assignment includes the following deliverables based on the evaluator`s role:

Assignment A – Evaluator selected for the overall methodology development and regional summary:

- **Inception report** – in English that includes the following: proposed methodology and data collection tools, evaluation matrix (see mandatory ADA template at Annex 1), schedule and work plan and results of the initial desk review of key project documents.
- **Draft regional summary report** – in English, with the preliminary results of the analysis, for review and feedback by the ChildHub project team and ADA`s Evaluation Team.
- **Presentation of the draft report and preliminary findings** – in English in a dedicated meeting, attended by all evaluators and the project team.
- **Final regional summary report** – in English, with full and final analysis results and incorporating all feedback received on the draft final report.

- **Completed Results Assessment Form (see Annex 2)** – as mandatory annex to the impact study completed partly by the lead and country-based evaluators and the Tdh Evaluation Manager using ADA`s template.

Assignment B - I – Evaluator selected for the country-based evaluation and basic data analysis:

- **Inception report** – in English that describes the schedule and work plan for the country-based data collection and approach to the basic data analysis. Template will be confirmed by Tdh and ADA at the time of contracting.
- **Basic data analysis** – in English, with the preliminary results of the country-level analysis, for review and feedback by the ChildHub project team and ADA`s Evaluation Team and for further usage by the Evaluator selected for Assignment A (informing the regional summary).
- **Presentation of the preliminary findings in the basic data analysis** – in English in a dedicated meeting, attended by all evaluators and the project team. Led by the evaluator for Assignment A with close collaboration and inputs by Evaluators for Assignment B-I.
- **Inputs to the Results Assessment Form (see Annex 2)** – as mandatory annex to the impact study completed partly by the lead and country-based evaluators and the Tdh Evaluation Manager using ADA`s template.

Submission dates are specified in the chronogram in Section 6. It is expected that the evaluators will be available for regular brief check-in calls throughout the assignment as and when required to provide quick updates on the progress and feed in questions to the project team in case any.

The final regional summary report will need to include:

- One **executive summary** (max. 5 pages)
- One **narrative report** (max. 50 pages)
- One **summary table** with the main conclusions and recommendations (separating short, medium and long-term recommendation if any) and lessons learned.
- **Annexes:** Containing the technical details of the impact study, as well as the terms of reference, data collection protocols, tables or graphics, secondary review references, persons and institutions contacted, a PowerPoint presentation of the findings and recommendations, transcripts (rendered anonymous) and the Results Assessment Form (referred above).

10. Specifications for the Submission of Offers

Interested applicants are invited to submit their application **via e-mail to the following e-mail address: marta.bene@tdh.ch, with the subject line: “ChildHub impact study – submission of offer – assignment XX”, at latest by 23:59, 20 October 2021.**

Applications should include:

- Technical Offer (see indicative content under the assessment criteria) – max. 10 pages;
- Financial Offer – with a detailed line item budget, and indicating costs in EUR. VAT should also be indicated if applicable, separately
- Up-to-date CV of the evaluators/team members – max. 3 pages/CV;
- Example of previous work carried out (if any);
- Contacts of 3 professional references;
- Confirmation of legal registration (e.g. tax number) of the applicant for providing evaluation services and the ability to issue an invoice.
- Declaration of Impartiality.

Applications incl. annexes must be in English. Submissions in other languages will not be accepted. Applications must be submitted as a single application package – documents sent separately will not be accepted. Tdh will confirm receipt of each application within 5 working days.

The Technical and Financial Offer must be signed on the first or last page (as well as stamped if an official stamp is available). Both Offers should contain the name and contacts of the evaluator (or the representative of the evaluator team).

Applications will be assessed based on the following criteria:

Assessment and selection criteria	Max. number of points
Technical Offer – based on: 1) the understanding of the nature and objectives of the assignment; 2) understanding of the ToR; 3) specific schedule, plan and approach proposed for the data collection (incl. methodology development for those applying for assignment A).	40 points
Financial Offer – based on: 1) price-value ratio and demonstration of maximum value for money; 2) completeness of information; 3) consistency with the technical offer and approach.	40 points
Profile and experience of the applicant – based on: 1) submitted CV; 2) submitted previous work.	20 points
TOTAL	100 points

The applications will be **evaluated by an Evaluation Committee** consisting of the Evaluation Manager (ChildHub Regional Project Officer), the ChildHub Regional Project Coordinator, Tdh Regional Quality and Accountability Advisor and the Head of the Regional Office of Tdh.

The application **achieving the highest number of points** will be selected for contracting. In addition to the review of applications, **short interviews may also be conducted** if deemed necessary to clarify details of the offers and motivation and experience of the applicant.

All bidders will be informed of the outcome of the tendering and selection process by e-mail following the closure of the contract with the selected applicant.

11. Payment conditions

The tranches of payment will be as follows:

Steps/phases/deliverables	Timeframe/dead-line	% of total payment
Inception report (upon approval by ADA and Tdh) – by the respective evaluator	30 Nov 2021 (tentative)	30%
Presentation of the draft report and preliminary findings (at regional and local levels)	1 March 2021	0%
Acceptance of final report by Tdh (by 20 March) (incl. approval by ADA)	20 March 2022	70%

Payments will be transferred by Tdh Hungary (Regional Support Hub Budapest) and the eight national partners (depending on which assignment the evaluator has conducted) upon on the submission of the deliverable, acceptance by Tdh (and ADA) and the accompanying invoice issued by the evaluator. Payments will be transferred within a maximum of 30 working days following the receipt of the deliverables and invoice (this will include the time frame for acceptance by Tdh). No advance payments will be provided.

12. Annexes:

- **Annex 1 - Evaluation Matrix** – to be completed by the lead evaluator for Assignment A as part of the preparation of the inception report.
- **Annex 2 - Results Assessment Form** – to be completed by the lead evaluator and country evaluators together as part of the preparation of the basic data analysis and regional summary.
- **Annex 3 – Feedback Matrix template** – which will be used during the feedback process by the Childhub project team to share feedback with the evaluators on the different reports.
- **Annex 4 – Management response template** – *for information only* (As per ADA`s Evaluation Policy and Tdh`s Minimum Requirements for Monitoring and Evaluation, all similar studies, researches, evaluations are followed up by a management response by those commissioning the study within one month of the acceptance of the report to react and take the necessary actions based on the findings and recommendations.)

Upon request, Tdh can also share the **following documents in the application phase to guide interested evaluators** in the preparation of their offers:

- Project Description and Logical Framework
- Project Theory of Change

In case of interest, please e-mail Marta Bene, Evaluation Manager at marta.bene@tdh.ch to request the copies.