Project Name : Implementation of Social Accountability Framework (ISAF) Phase II

Program : Ethnic Minority Women Program

Project Code : KHM243

FC or T2 Code : KH403

**Schedule A**

Commencement Date : May 2020

Completion Date : July 2020

Include contact / senior program manager here.

The Consultant will report directly to Mr. Jan Noorlander, Deputy Country Director Programs, CARE’s principal contact/s for this consultancy, working in close collaboration with relevant persons below:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Job Title | Telephone | Email |
| Jan Noorlander | Deputy Country Director Programs | 089 496 969 | jan.noorlander@careint.org |
| Phoeurn Sokchan | Senior Program Manager-ISAF | 092 831 286 | sokchan.phoeurn@careint.org |
| Aun Hemrin | Technical Adviser-MEL | 012 984 151 | [hemrin.aun@careint.org](mailto:hemrin.aun@careint.org) |

**Schedule B**

**Fee for Service**

The Consultant is entitled to be paid fees as follows:

XXX USD lump-sum of service for develop evaluation strategy, develop data collection tools, training data collector to do data collection, conduct field data collection, conduct data analysis, and prepare the report. The proposed consultancy is outline with delivered outputs and schedule below, and expect to be conducted between May 2020 and July 2020

At completion of the Services subject to receipt of approved final report (or other output as per ToR), tax invoice and timesheet confirming days worked.

|  |  |  |
| --- | --- | --- |
| **Date** | **Key Activities** | **Location** |
| 2 days | * Review project proposal, impact evaluation, midterm review, guideline, materials, strategy and related documents | CARE Phnom Penh Office |
| 3 days | * Develop the proposed evaluation strategy (inception report) including tools | Phnom Penh |
| 2 days | * Conduct training/guidance to data collectors for data collection, including testing the data collection tools | Phnom Penh |
| 20 days | * Conduct field data collection | Ratanak Kiri, Mondul Kiri, Koh Kong, Kratie, Stung Treng. |
| 7 days | * Conduct data entry, data cleaning, data analysis, and prepare evaluation report including one or two page summary of evaluation result | Phnom Penh |

**Method of payment:**

The Consultant shall receive the following payment upon completion of the outputs as specified in the ‘OUTPUTS’ section above and as listed below:

Bank transfer fees and foreign currency conversion fees will be the responsibility of the Consultant.

|  |  |
| --- | --- |
| Output & Date | Fee payable |
| Nominate output (1) and date (May 2020)  Submission of Evaluation Plan including data collection tools | Instalment (1) 20% of total among |
| Nominate output (2) and date (June 2018) a set of clean data both qualitative and quantitative. | Instalment (2) 40% of total among |
| Nominate output (3) and date (July 2018)  Submission of final report of End of Project Evaluation including a summary page | Instalment (3) 40 % of total among |

**Schedule C**

**Additional Expenses to be met by CARE**

Additional expenses will be paid on a reimbursement basis, subject to receipt of invoice and should be supported by receipts and supporting documentation, including the basis for any exchange rate used. Additional expenses are limited to the amounts shown below unless otherwise approved in writing by CARE.

The Consultant must submit original invoices and original receipts with the Travel Expense Report for each expense in excess of USD 10. The TER shall be approved and signed by the CARE officer responsible for supervising this Consultant.

The consultant is required to cover the accommodation, Per diems, transportation and foreign currency conversion fees by his/her own. All payment should be consider to add on proposal when submitted applicant.

**Schedule D**

**Terms of Reference**

**CARE International in Cambodia Overview**

CARE is an international development organisation fighting global poverty with a special focus on working with women and girls to bring sustainable changes to their communities*.* CARE founded in 1945, today CARE works in **100 countries** around the globe*. In 2019,* CARE supported **1036 poverty**-fighting development and humanitarian aid projects to reach more than **68 million people directly and 400 million indirectly**. We work with partners to achieve lasting results for marginalised communities. CARE has been working with Cambodian since 1973. Today, CARE focuses on empowering particularly marginalized and vulnerable women in Cambodia. CARE reaches each year over 175,000 people in Cambodia, particularly women who have migrated to urban areas, women and girls from ethnic minorities and rural women who are denied multiple rights.

**OVERALL PURPOSE OF THE CONSULTANCY**

**BACKGROUND**

The Implementation of the Social Accountability Framework (ISAF) in Cambodia aims to empower citizens, strengthen partnerships between sub-national administrations (SNAs) and citizens, and leverage enhanced accountability of SNAs to improve local service delivery. The ISAF was introduced as a platform for coordinated action by The Government of Cambodia and Civil Society Organisations to operationalize the Strategic Plan on Social Accountability for Sub-National Democratic Development adopted by the Royal Government of Cambodia (RGC) on July 2013. The Strategic Plan and ISAF are important elements of the RGC’s broader democratic development agenda, as implemented through the second (2015-2017) and third (2018-2020) 3-Year Implementation Plans (IP3). This agenda, in turn, implemented in the context of the RGC’s national development vision, as outlined in the fourth Rectangular Strategy (2018 – 2023), which calls for the development of social accountability mechanisms in pursuing overarching national goals of growth, employment, equity and efficiency.

ISAF Phase II Implementation Plan (2019 to 2023) has been prepared through a consultative process with government and civil society. The goal of ISAF Phase II is to establish permanent systems, within both government and civil society, to ensure that this annual cycle of social accountability activities can be sustained long term. To support the implementation of this Plan with key dimensions of this new five-year phase of ISAF include:

* Expansion of ISAF coverage to all rural communes.
* Extension of ISAF activities to district administrations (DAs).
* Developing and applying adapted ISAF methodologies in select urban areas.
* Use of ICTs to extend ISAF outreach (i.e. sharing of I4Cs data, JAAPs and updates on JAAP implementation).
* Measures to enhance government responsiveness to JAAPs and increase JAAP implementation.
* Institutionalization and enhanced sustainability of ISAF processes (including the establishment of a national CAF volunteer network). (Refer to ISAF Phase II Implementation Strategy 2019-2023)

The overall objective for this Action is to develop effective, accountable and transparent institutions at all levels and ensure public access to information and fundamental freedoms. The overall objectives will be achieved through activities, which empower young ethnic minority community citizens to demand the government for more participatory, transparent, responsive and accountability in leveraging digital technologies. The action will be implemented in Ratanakiri, Mondulkiri, Koh Kong, Kratie and Stung Treng provinces.

CARE will work through a partnership with 14 Local NGOs over the next four years from 2020-2023 to Implement I-SAF Phase II in the above five target provinces. The first year start from March – December 2020. CARE will function as the lead agency in this partnership. API will lead on capacity building of the implementation of social accountability of the selected NGOs, and InSTEDD will lead on capacity building and development of a digital I4C (Information for Citizen) and CSC (Community Score Card) applications.

The selected local NGOs will work in collaboration with API and InSTEDD to deliver the results as outlined below:

* Component [1: Transparency and access to information](#_Toc471226373)
* Component [2: Citizen monitoring](#_Toc471226373)
* Component [3: Joint action](#_Toc471226373)
* Component [4: Capacity building](#_Toc471226373)
* Component [5: Program management, monitoring and evaluation](#_Toc471226373)

Expected Outcome and the four output of project below:

To empower young ethnic minority citizens to make government more participatory, transparent, responsive and accountable, including by leveraging digital technologies

Output 1.1. Improved public access for our target groups to information and open budgets

1.1.1. Work together with InSTEDD, government and civil society actors to develop digitized youth-friendly Information for Citizens (I4C) packs

1.1.2. CSOs prepare and update simplified audio-visual budget information and CAFs conduct outreach activities to enhance budget literacy for citizens

1.1.3. CSOs disseminate digitized youth-friendly I4C packs and CAFs conduct outreach activities to raise citizen awareness

Output 1.2. Increased capacities of civil society actors, CAF’s, and local government, in facilitating dialogue between local authorities and youth

1.2.1 Support in tailor-made capacity building in financial management

1.2.2 Participate in the training provided by API on access to information, community-led monitoring and selection and capacity development of CAFs

1.2.3 Participate in the training provided by API for local government and service providers on youth engagement, youth and women-friendly services and capacity self-assessment

Output 1.3: Strengthened young citizen voices through a digitized citizen- led service feedback

1.3.1 Work together with InSTEDD to develop a “digitized community score card (CSC)” including a feedback collection mechanism, and dashboard for progress analysis and monitoring

1.3.2 Participate in the training on digital storytelling

1.3.3 CSOs and CAF’s facilitate citizen monitoring of services using digitized CSCs

1.3.4 CSOs and CAFs hold targeted CSC/capacity self-assessment dialogues with youth and service providers

1.3.5 CSOs and CAFs support community members in digital storytelling, which will be integrated into CSC digital dashboards

Output 1.4: Improved youth-friendly service delivery by public service providers

1.4.1 CSOs and CAFs support the production and dissemination of inclusive Joint Accountability Action Plans (JAAPs) and form JAAP monitoring committees with quotas for youth, women and ethnic minorities

1.4.2 Organised youth, women’s groups, and civil society representing disadvantaged groups are supported to influence local communes and district annual planning and budgeting processes, using the JAAPs and citizen generated data.

**OBJECTIVE**

To conduct Baseline Assessment for Implementation of Social Accountability Framework Phase II (ISAF-II).

The overall objective of the baseline of project evaluation is to assess the contemporary situation of impact groups (including women, youth, ethnic minorities and people with disability), their knowledge, degree of satisfaction with public services (including administration, health, education and waste management) and level of dialogue with local government in the old districts and the new districts at the beginning of the project to have a base to compare the Logical Framework indicators from start to end of the action.

**Main Indicators of the action**

|  |  |
| --- | --- |
| **Results chain** | **Indicators** |
| **Impact level** | |
| To develop effective, accountable and transparent institutions at all levels and ensure public access to information and fundamental freedoms (SDG 16) | % of population satisfied with their last experience of public services by gender, people with disability (PWD), youth, Ethnic Minority EM per service provider  % of JAAP action items implemented (solved) within 12 months by EoP |
| Outcome level | |
| To empower young ethnic minority citizens to make government more participatory, transparent, responsive and accountable, including by leveraging digital technologies | % of young ethnic minorities (m/f) participate in development planning (CSC process, interface meetings, digital dashboard)  % of inputs of ideas from participants via digital platforms |
| Output level | |
| Op 1.1 Improved public access for our target groups to information and open budgets. | % of targeted service providers post (and annually update) digitised I4C (including standards, performance data and budget information) via social media  % of target groups understand frequently updated I4C (including standards, performance data and budget) by EoP |
| Op 1.2. Increased capacities of civil society actors, CAFs, and local government, in facilitating dialogue between local authorities and youth | # of local NGOs and CAFs able to apply CARE’s Youth Leadership Index tool after Y1  # of local NGOs completed a training package to support ISAF process after Y1  # of certified CAFs able to lead ISAF process after Y1 |
| Op 1.3. Strengthened young citizen voice through digitised citizen- led service feedback | # of participants in digital CSC process through dashboard, digital platforms by EoP |
| Op.1.4 Improved youth-friendly service delivery by public service providers | % of JAAPs which reflect priorities of young ethnic minorities are linked with Commune Investment Plans and District Integration Plans |

**In addition to the above project indicators, the consultant is requested to propose to some addition relevant indicators in order to measure the result of the expected outcome and output above. See the attached document for your consideration of the previous impact evaluation and process monitoring that conducted during ISAF 1.**

**SCOPE OF THE CONSULTANCY, TASKS**

The evaluation will look at the following areas: project management, project activities, reflection of grant coordination engagement, partnerships with the National Committee for Sub-National Democracy Development (NCDD), partnerships Local NGOs and with other development partners. It will address the results achieved, the partnerships established, as well as issues of capacity and approach.

1. The consultant will do a thorough literature review of the Project Description, the reports written during the project implementation, the modules, Impact Evaluation, Mid Term Review and End of Project Evaluation (phase I) and other relevant documents.
2. Develop inception report including evaluation strategy, methodology, sampling method and tools.
3. Testing the tool and provide training to data collectors
4. Conduct field data collection
5. Data entry, cleaning, analysing and generate table for key indicators
6. Prepare the draft report
7. Present preliminary result to project team
8. Finalize the evaluation report.

**METHODOLOGY**

The consultant will be responsible for developing an evaluation methodology. This should include:

* A literature review including but not limited to:
  + Project design documents / proposal and work plan
  + Project report – semi-annual and annual report
  + Baseline of Impact Evaluation report
  + Project midterm review report
  + Relevant policy documents, e.g. ISAF implementation framework
* Population base survey with in the five provinces coverage areas.
* Semi-structured interviews and/or focus group discussions with key implementing partners, stakeholders, donors, government officials, partners and beneficiaries.
* Fieldwork will include observation of service delivery.

It is expected that the consultant proposes appropriate and/or innovative, activity-oriented approaches to gaining in-depth understanding of the target audiences. Creative activities should be developed that resonate with the women youth, ethnic minority and ID poor target group in particular and adequate accommodation provided to allow persons with disability to fully take part in the discussions.

**THE CONSULTANCY OUTPUTS**

The Consultant will produce:

1. Final inception report (including evaluation strategy, methodology, sample size and plan included ethic consideration and data quality control measurement) with questionnaire/data collection tools, outline evaluation plan. The inception report and tool need to be approved by CARE before starting data collection.
2. A set of clean data both quantitative and full transcript of qualitative including audio record
3. A report will capture necessary value of indicators of this baseline that will be able to measure changes with midterm review and endline in response to project specific objective and output in response not limited to the indicators in the project logical framework. The final report should include key recommendations for the project implementation.
4. A summary page that will use as communication strategy.

**REPORT CONTENT FORMAT & STYLE**

The final assessment report will be written in plain English so as to facilitate understanding, as well as its translation into Khmer and subsequent dissemination to project stakeholders. Reviews of toolkit should be brief, clear with cogent analysis. The assessment should be evidence based and suggest pragmatic ways to improve the toolkit. The report will incorporate supporting documentation such as case studies and photographic documentation where appropriate.

The report will be no more than 30 pages, plus appendices. Relevant statistical data on project implementation and performance should be included in the appendices. Appendices should be limited to those which are essential for explaining the text.

Draft Template

Front cover

Table of contents

Acronyms

1. Executive Summary
2. Introduction - Basic project data, map(s), background, purpose and methodologies used, data collection
3. Findings (to be structured under each objective, answering key assessment questions)
4. Discussion
5. Recommendations Conclusion
6. Bibliography
7. Appendices

**SELECTION CRITERIA**

**Required**

* At the minimum, master degree in social sciences or other related field.
* Experience in designing and conducting baseline or endline of project evaluation or other evaluation, manage evaluation process using both quantitative and qualitative methods, with capacity to manage quantitative and qualitative data collection, data processing, analyzing, presenting and reporting.
* Experiences working in the field of good governance and social accountability and sub-national democratic development or other social sectors, and understand the Cambodian context.
* Excellent proficiency in English, especially in written form.

**Preferred:**

* Experience of working in social accountability in Cambodia
* Experience in working with government officials
* Experience working with women, youth and ethnic minorities

**WORK ARRANGEMENTS & RESOURCES**

The Consultant is required to:

* Work from his/her home base, may need to travel to CARE office if needed. Accommodation and meal costs while at this base are the consultant’s responsibility
* Provide his/her own laptop computer, equipment and supplies
* Be available to travel to the project sites as required.

Prepared by: Reviewed by: Approved by:

Name: ………………………… Name: …………………… Name: ………………………

Title: …………………………... Title:………………………… Title: ……………………….

Signature:…………………….. Signature:…………………. Signature:………………….

Date:……………………………. Date:…………………………. Date:………………………..