ONE **ASEAN**
ONE **RESPONSE**

TERMS OF REFERENCE

Consultancy	:	**Technical Consultant for the Final ICT Project Evaluation**
Project	:	Establishment of an Integrated Information and Communication Technology (ICT) System to Strengthen the Operation of ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre) – Phase IV
Reporting to	:	ICT Senior Officer of the AHA Centre
Duration	:	5 weeks (in November-December 2021)

BACKGROUND

The AHA Centre's Information and Communication Technology (ICT) infrastructure was first constructed through the AHA Centre ICT Phase I project, which was initiated in 2011. It was then enhanced in 2013 with the implementation of the ICT Phase II project, aimed to connect ten AMS and the AHA Centre through IT systems and solutions. As a result, disaster-related information from AMS can now be shared in a real-time manner, and resulted in the strengthened cooperation and coordination among ASEAN Member States (AMS) and the AHA Centre. The ICT Phase III project began in February 2016 to ensure availability of the system to AMS and continuous operations of the AHA Centre.

The ICT Phase IV project started in September 2018 to enhance the ICT operational capacity of the AHA Centre to enable the AHA Centre to further enhance its disaster monitoring and analysis capability and support a well-informed decision-making process. The ICT projects have been implemented with generous funding support of Japan-ASEAN Integration Fund (JAIF). During the project implementation from September 2018 to December 2021, there are four (4) expected results of the project and its key indicators that have been developed as follows:

Result 1. ICT Infrastructure and System Enhancement for Disaster Monitoring Capability
Indicator:

1.a. The continuity of all ICT services on better reliable cloud system including AHA Centre website, Disaster Monitoring System, ADInet and WebEOC;
1.b. Some new features for ADInet system including disaster monitoring system, disaster database, auto alert to members, disaster registration linked to glide number;
1.c. New notebooks and devices for daily business activity to support operations on AHA Centre;
1.d. Requirement definitions for Social Network Service analysis for disaster monitoring and response.

Result 2. Warehouse Management System
Indicator:

2.a. A new warehouse management system to accommodate 3 DELSA warehouses,
2.b. New hardware and devices for warehouse management system.

Result 3. Knowledge Management System for ASEAN

Indicator:

    3.a. Knowledge management system for coordination, communication, collaboration and knowledge sharing for AMS.

Result 4. Capacity Building

Indicator:

    4.a. AHA Centre staff can provide the technical support and train other staff A to Z on WebEOC, Knowledge Management, and ADInet;

    4.b. AMS have the understanding and familiarity on AHA Centre ICT services and able to use the systems on disaster management.

Result 5. Development of the AHA Centre ICT Roadmap 2025 and Beyond

Indicator:

    5.a. The ICT Task Force is formed and ICT Roadmap workshop is conducted

    5.b. The AHA Centre Roadmap 2025 and beyond document is developed

The AHA Centre is seeking a consultant firm or individuals who will work together with the AHA Centre's team for the ICT Phase IV Project final evaluation.

OBJECTIVES

The main objectives of final evaluation of ICT Phase IV Project of the AHA Centre are as follows:

1. To measure the outcomes of ICT system contributed by the ICT Phase IV Project to add value to the AHA Centre and ASEAN Member States;
2. To determine the relevance, effectiveness, sustainability of the ICT system;
3. To document key lessons learned, success stories of the project, and to formulate recommendations for improvement.

EVALUATION CRITERIA AND METHODOLOGY

The main evaluation question is: To what extend the ICT system has contributed to strengthen the operation of AHA Centre?

In order to answer the main evaluation question and meet the objectives of evaluation, evaluation criteria with main evaluation questions and supported sub-questions are summarised as follows:

Evaluation Criteria	Main Evaluation Question	Supporting Questions
Effectiveness	1. To what extent the project outputs have improved the AHA Centre and AMS? 2. How well were project activities planned and implemented?	1.1 To what extent are the stakeholders satisfied with the ICT system? 1.2 To what extent do the training participants of the ICT courses apply the skills and knowledge they learned from the courses?

		1.3 What external factors contributing to project implementation and achievement?
Relevance	2. To what extent the project outputs meet the AHA Centre and ASEAN Member States' expectations during emergency response operations?	2.1. How did the project address issues about its relevance to the trends in the future humanitarian landscape?
Sustainability	3. How can the results and benefits of the ICT Phase IV Project be sustained beyond its project life?	3.1 What are contributing factors for the sustainability? 3.2 How do we sustain the results from the ICT Phase IV Project? 3.3 How can we encourage ASEAN Member States to maintain investments to the AHA Centre ICT system?
Lessons learnt	4. Are there any lessons for project in the future?	4.1. What are lessons learnt taken from the project? 4.2. What can be improved from the current ICT system to strengthen the AHA Centre operations?

(The list is not exhaustive and can be expanded/adjusted/revised based on further assessment of the consultant.)

In order to answer all of the evaluation questions, it is preferred to apply qualitative methodology supported by secondary data derived from previous project assessment such as project interim report, meeting notes, project progress and minutes of meeting of the ICT Phase IV Project Project Steering Committee (PSC) meetings.

The consultant is expected to propose evaluation methodology with suggested measurement strategy such as key information interviews, focus group discussions, stories of changes, etc. The consultant has to narratively explain their justification over the proposed evaluation methodology, whether they suggest for qualitative method only or mix methodologies, including the measurement strategy and its benefits for evaluation, analysis plan, and strategy to reduce possible bias.

SCOPE OF WORK AND DELIVERABLES

The selected consultant will be responsible for ensuring that the final evaluation adheres to the evaluation protocol. **The consultant's scope of work includes**:

1. **Conduct document study and evaluation workshop.** The selected consultant(s) are expected to involve the primary audience of evaluation in planning evaluation through a workshop.

2. **Provide a complete Inception Report**, which is the evaluation proposal and tools. The consultant must work with the AHA Centre in finalising the Inception Report that must include minimum essential contents such as objectives of evaluation, evaluation criteria and question, evaluation design and matrix, deliverables, and tools, amongst others.

3. **Develop evaluation matrix and tools** in accordance with the agreed evaluation design (methodology, measurement strategy, and sampling framework).

4. **Lead data collection and coordinate with the AHA Centre throughout the evaluation process.** Arrangement of interviews, group discussions, surveys, and possible meetings to the ASEAN Member States must be discussed and proceeded in close coordination with the AHA Centre.

5. **Perform data management, quality assurance, and data analysis**. The consultant must ensure the quality of (primary and secondary) data collection and perform data verification and triangulation for internal validity. The consultant is expected to provide an update of progress based on the agreed evaluation work plan.

6. **Conduct preliminary results, report writing, and presentation of evaluation results** to the primary audience of the final evaluation.

7. **Provide actionable and contextual recommendations** at a strategic level.

Based on the expected consultant's scope of work above, the consultant's deliverables are as follow:

1. Final Inception Report,
2. Evaluation matrix and tools,
3. Data collection and progress updates,
4. Synthesis of evaluation findings and analysis results,
5. Records of data collection (relevant verbal or written transcript that is sealed or summary of records, signed informed consent), including all materials, data, and information gathered and analysed throughout the evaluation,
6. Draft and final evaluation reports including all annexes,
7. A one to two-page success story, and
8. Presentation slides.

ETHICAL PRINCIPLES OF EVALUATION

The consultant must adhere to ethical guidelines outlined in the Ethical Guidelines for Evaluation (source: http://www.unevaluation.org/document/detail/2866). Below is the summary of ethical principles that are relevant for the conduct of the final evaluation:

1. Integrity

Align with ethical principles, truthful and open communication, professional conduct of evaluation, competent, and avoid conflict of interest.

2. Accountability

Manage ethical complaints, demonstrate professional evaluative judgements, cost-effective and time-efficient evaluation, be aware of ethical misconduct, responsible data management, and adherence to ethical principles.

3.   Respect

Inform consent seeking, maintain confidentiality, be inclusive and non-discrimination, show empathy.

4.   Beneficence

Maximise potential benefits to the evaluation, address power imbalance, and do no harm.

All materials, data, information, and report collected and produced throughout the evaluation will be the sole property of the AHA Centre. The consultant must not use the materials, data, information, and report for their purposes, nor license them to be used by others without the written consent of the AHA Centre.

REQUIRED QUALIFICATION & SELECTION CRITERIA

The consultant should have minimum requirements as follows:
- Seven years of experience in leading and conducting evaluation, five of which should be with international organisations;
- Have experience in designing and/or conducting evaluations related to capacity building, project management, disaster response, and system strengthening;
- Have excellent knowledge and skills in evaluation. Be able to demonstrate the evaluation expertise and experience in designing robust evaluation in a complex setting, managing evaluation with diverse stakeholders, and qualitative data analysis;
- Have a solid understanding of ASEAN and experience in implementing evaluation across the region would be an advantage;
- Excellent command of both written and spoken English;
- Ability to be flexible and respond to changes as part of the review and feedback process;
- Ability to meet deadlines and work in a dynamic environment.

Selection criteria
- Qualification – 45%
- Quality of proposal – 15%
- Quality of the sample of evaluation reports – 15%
- Rational timeframe and budget plan – 15%
- Strong interpersonal skills – 10%

PAYMENT TERM

The payment will be made based on quality-based satisfactory deliverables and after approval of the AHA Centre. The consultant has to submit an invoice for the payment.

Payment term:
- 20% after approval of the inception report.
- 40% after approval of the first draft of the evaluation report.
- 40% after approval of the final evaluation report and all deliverables.

As for the final payment, the AHA Centre will issue a completion letter that summarises the consultant's achieved deliverables and meeting the expected scope of work.

INDICATIVE TIMELINE

The timeline for Final Evaluation of the ICT Phase IV Project is within five weeks in November-December 2021.

No	Activity	Timeline (2021)				
		November		December		
		W4	W5	W1	W 2	W3
1	Develop evaluation methodology, includes but not limited to: - Seek input of evaluation methodology from the AHA Centre - Finalise evaluation tools upon clearance of the AHA Centre	X				
2	Perform data collection and analyse quality of data both primary (interview and/or FGD, if required) and secondary		X	X		
3	Draft evaluation report				X	
4	Final evaluation report					X

APPLICATION PROCEDURE

The consultant must provide sufficient information in the proposal to demonstrate compliance with the requirements in the ToR. The proposal shall include, as a minimum:

1.   Consultant profile
This section includes a summary of the evaluation team and all team's members educational backgrounds and relevant working and evaluation experiences. Details of each team member should be summarised in CV.

2.   Evaluation design
This section briefly explains the evaluation design that includes the proposed methodology with justification, analysis plan, and evaluation.

3.   Data management and quality control
This section should explain how the candidates plan to maintain quality of data, data security, confidentiality, and proper data management according to the proposed evaluation design.

4.   Activity plan
Please complete this section with a proposed activity plan. A table that shows activities, estimated days of implementation, and the person in charge is sufficient.

5.   Budget plan
Please provide the budget plan based on the activity plan. The budget plan should inform the consultancy service and operational fee that reflect the level of efforts of each team member and all evaluation process.

6.   Sample of evaluation reports
Please provide a sample of evaluation reports in English that show the quality of the evaluation, covering Executive Summary (two pages), analysis results and key findings (four pages), conclusion (one page), recommendation (one page), and a success story (two pages).

The proposal must be written in English and submitted to procurement@ahacentre.org no later than **24 November 2021** with the **title**: **Technical Consultant for the Final ICT Project Evaluation** in the subject line.

Please label the proposal, CV, and sample of the evaluation reports with your name and document type in the file names.

Only short-listed candidates will be notified and contacted for an interview.

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