
Terms of Reference

Call for Expression of Interest – Consultancy to conduct a qualitative mid-term evaluation

Malteser International (MI) is looking to commission a consultancy (firm/team) to conduct an external qualitative mid-term evaluation of the Nexus Chapeau program “Multi-Sectoral humanitarian aid and resilience building”, funded by both the German Federal Foreign Office (GFFO) and the German Federal Ministry for Economic Cooperation and Development (BMZ). The main components of the project to be evaluated are MHPSS, Relief, First Aid and Social Cohesion.

Background and presence of Malteser International

Malteser International (MI) is the international humanitarian relief agency of the Sovereign Order of Malta. MI works in more than 30 countries in Africa, Asia, the Americas, Europe and the Middle East to provide relief and recovery for people during and following conflicts and disasters – regardless of their religion, origin or political convictions.

Since the start of the war in Eastern Ukraine in 2014, Malteser International has been working with three local partner organizations in the sector of mental health and psychosocial support (MHPSS). As a result of the Russian attack in February 2022, Malteser International has expanded its humanitarian activities in Ukraine with a strong partner focus to include relief distributions in war-affected areas – winterization – a scale-up of Mental Health and Psychosocial support – as well as social support and cohesion.

The program consists of two complementary projects:

- “Immediate emergency aid through stabilizing MHPSS services, first aid training and life-saving humanitarian aid for the war-affected population in Ukraine”, funded by GFFO
- “Rebuilding and strengthening specialized MHPSS services and promoting peaceful coexistence among the war-affected population in Ukraine”, funded by BMZ

Both projects started 01st July 2023 and have a total duration of 36 months until 30th June 2026, implemented through three local partner organizations based in Lviv and Kyiv. The two key objectives are:

- Meeting acute basic needs (incl. MHPSS) of the war-affected population in Ukraine and accompanying organizational development.
- Strengthening the resilience and social cohesion of the war-affected population in Ukraine, including internally displaced persons, returnees and host communities

The program focuses on the following main activities:

- Mental health services in various digital and face-to-face formats, group and family services, individual psychotherapy and counseling services, EMDR (Eye Movement Desensitization and Reprocessing) in 8 MHPSS centers, hospitals and through mobile teams

- Services for the exchange of knowledge and qualification as well as supervision of MHPSS specialists
- Training courses on MHPSS basic knowledge as well as on evidence-based techniques for professionals
- Stress management and burnout prevention services for healthcare professionals
- Medical and psychological first aid courses
- Need-based and seasonally adapted provision of relief supplies (NFI, food, winterization) in Eastern and Southern Ukraine
- Services contributing to social cohesion and reducing tensions between internally displaced persons, returnees and host communities

Key questions and objectives of the consultancy

Malteser International is looking for an evaluation consultancy team/firm for the program implemented in Ukraine to evaluate the coherence and effectiveness of the MHPSS activities and basic needs distributions as well as to gain valuable lessons learnt, identification of needs for partners, reflect on the key results and recommendations from the previous evaluation. The consultancy should also identify the needs for technical MHPSS training and workshops for the partner organizations in a participatory approach.

The evaluation should focus on the project activities implemented by the partners. It should take the experience gained and lessons learned from prior project activities into account whenever this provides for a more comprehensive approach and actionable recommendations for course correction (This includes but not limited to, feedback on current challenges, bottlenecks, and successes, along with suggestions for improving efficiency, effectiveness, and sustainability).

Key evaluation questions in accordance with DAC criteria are:

1. Coherence

- To what extent has local ownership by partners been considered in the implementation of the project?
- Have structures been established, or can they be developed, to ensure that other institutions can take over the project in the future?
- Are the selected approaches and methods still effective, particularly given the volatile context?
- How have changes in context, staffing, locations, and the partner organization's operational model affected the overall project implementation?
- Are the approaches and methods used within the project aligned with similar standards, and are there potential synergies for the remaining project duration?
- To what extent have the project and partner organizations coordinated with other relevant actors (e.g., local authorities, civil society, international organizations) to avoid duplication and ensure complementarity?
- Are there mechanisms in place to ensure that the partner organizations' work is harmonized with broader international standards or sector best practices (e.g., in gender equality, human rights, or governance)?
- Have potential risks due to changes in the social or economic environment been considered in the planning and implementation of the project?

2. Effectiveness

- Is there any other implementation strategy that is more efficient? Summarize lessons learned for project adaptation and improved efficiency.
- Does the current M&E system contribute to the project's quality management? Is the M&E system in place appropriate and capable of early identifying changes of the political context, the risk assessment as well as implementation problems? Does it ensure that management decisions are taken rapidly if required?
- How satisfied are key stakeholders, including beneficiaries, partners, and local authorities, with the project's progress and results? Has their feedback been collected and addressed throughout the project cycle?
- How effectively has the project adapted to unforeseen challenges? Has the project demonstrated flexibility in its implementation approach?
- Have project activities been implemented according to schedule? If there were delays, what were the causes and how were they mitigated?

Consulting approach and methodology

The mid-term evaluation focus will be on qualitative data covering relevant stakeholders including project participants, local authorities, both partner and MI staff.

The evaluation consultancy team/firm should adopt a participatory approach with consultative methods, including:

Tasks	Tentative No. of working days	Timeline
Inception (3 days)		
Inception meeting with Malteser International and background research	0.5	January 2025
Preliminary desk review	1	January 2025
Inception report including Data collection Workplan and tools.	1.5	January 2025
Data collection (11 days)		
Desk review of secondary data (previous evaluation, partner reports, etc.)	1	January 2025
Stakeholder online/in-person interviews (partners, local authorities, and Malteser International staff), Focus Group Discussions with project participants,	Up to 10	January/February 2025
Data analysis and reporting (9 days)		
Data processing and analysis	3	February 2025
Elaboration of draft evaluation report	3	February 2025
Addressing Malteser International/partner organizations comments and elaborate final report	2	February 2025
Online debriefing with Malteser International and partner organizations	1	February 2025

Deliverables and deadlines

Evaluation:

- Inception report, including aims and objectives, planned methodology (data collection tools and analysis tools), detailed workplan (max. 4 pages): **January 2025**
- Draft evaluation report: **February 2025**
- Final evaluation report, including executive summary, aims, objectives and scope, methodology, results, conclusions, recommendations, lessons learned, annexes (max. 15 pages, not including annexes): **February 2025**
- Online presentation of evaluation findings with Malteser International and partner organizations: **February 2025**

All deliverables must be written in English and will be delivered directly to Malteser International headquarters. The evaluation team/firm will be bound by confidentiality and all material collected during the evaluation (except personal data gathered during the interview phase) will be handed over to Malteser International with the termination of the contract. The final reports and all reference documentation shall become the property of Malteser International. The evaluation team/firm may not use or publish any analytical results as its own work.

Consultancy profile

MI is seeking a consultancy team/firm, which should include at least one national-level consultant to conduct in-person interviews and focus group discussions (at least in Lviv + Kyiv). He/she primarily serves as a data collector with previous experience in MHPSS and conducting similar studies and assessments.

- Experience in conducting evaluations specifically of MHPSS projects
- Prior knowledge of participatory approaches and workshop facilitation
- Extensive experience in cooperation with humanitarian organizations, knowledge of German donors GFFO and BMZ and their Nexus Chapeau approach is of additional value
- Empirical research skills
- Experience working in Ukraine
- Fluency in English and Ukrainian

Proposal

All applications should include the technical proposal, CVs of the consultant(s), and references from previous work related to this TOR and indicate the breakdown costs. Please send those to Malteser International (MI) via email by **17. November 2024** to

procurement-ukraine@malteser-international.org

Any questions can be referred to Imad Hussien via email to

imad.hussien@malteser-international.org