**Terms of Reference**

**End-of-the Project Evaluation**

**Position:** Consultant or consultancy agency for conducting end-of-project evaluation

**Place of work:** Republic of Moldova

**The project:** „Age inclusive assistance and protection services for older personsaffected or at risk of violence in Moldova„ funded by BMZ (Germany) and implemented by HelpAge International

**The expected duration of the evaluation:** December 2023 – February 2024

**The inquirer:** HelpAge International, Moldova

Chisinau 2023

Contents:

[Background and Rationale 3](#_Toc25158119)

[Purpose, Objectives and Use 4](#_Toc25158120)

[Scope of Work 4](#_Toc25158121)

[Relevance (are project goals and targets in line with the partner country's needs?) 5](#_Toc25158122)

[Effectiveness (how have targets been reached or why have they not been reached?) 5](#_Toc25158123)

[Efficiency 5](#_Toc25158124)

[Impact 6](#_Toc25158125)

[Sustainability 7](#_Toc25158126)

[Cross-cutting issues 7](#_Toc25158127)

[Methodology 8](#_Toc25158128)

[Timing and location 9](#_Toc25158129)

[Outputs and Deliverables 9](#_Toc25158130)

[Expert Profile of the Evaluation Team 10](#_Toc25158131)

[Application process 11](#_Toc25158132)

# Background and Rationale

Moldova, a small country in Europe, is progressing towards establishing democratic system and socio-economic development. Despite some progress in fighting poverty and monopoly within the state, Moldova is one of the poorest countries in Europe. Globally Moldova is ranking 107 in the Human Development Index (out of 189), with little advancement in later years, that puts the country in the high human development category. Nevertheless, the country has lost growth potential due to persisting inequalities, where for the most disadvantaged, the intensity of deprivation in Moldova is 37.4% and 0.9 percentage points of population is experiencing multidimensional poverty.

In a difficult situation are people living in older ages, which represent 23.8% of the Moldova total population, as per National Bureau of Statistics data for 2023[[1]](#footnote-1).

Older people are considered to be the most disadvantaged and deprived group of the population, where costs for food, commodities and communal services, take up the largest part of the pensions they receive. Older population is the group most affected by poverty, with the absolute poverty rate of 41.1 in 2020, where their mains source of income is pension: the minimum pension for standard retirement age pensioners is 2620.6 Moldovan lei (about 137 Euro) for the year 2022. According to the general population perception, older people are the most discriminated group of population in Moldova, with 43% answers of respondents, followed by people with disability (41%) and people affected by poverty (33%).

HelpAge International is a global network of organisations promoting the rights all older people to lead dignified, healthy and secure lives. In Moldova HelpAge is working with and for older people, covering the area of health, social protection, promotion of volunteering and advocacy through mobilisation of older people and making their voices heard. The Government of Moldova has prioritized the need to promote opportunities for people to be able to age actively and adopted a National Programme in this regard in 2014 and following one in 2023, tackling areas of security of older people and the development of social services. The Government measures to fight against domestic violence and protecting women included the creation and consolidation of the National Referral System and adoption of National Strategy in this area. The existent studies, data and social services at national level do not exclude old age population, but are limited and the main focus is still on children and women of young and adult ages. Therefore, certain data collection and analysis was covered by HelpAge and the work in target communities was aimed to collect more evidence on causes and effects of elder abuse. The organisation partnered with two social services – centers that offer assistance and protection for domestic violence survivors and provided them technical expertise and infrastructure adjustment and equipment, in order to be age friendly and provide tailored support.

The first specific study on abuse and violence against older people in Moldova, produced in 2015[[2]](#footnote-2), revealed that more than every 4th older person (28,6%) was affected by at least one form of abuse and 38,3% of them, didn’t tell anyone about this problem and did not address for support. A new study is to be conducted during 2023-2024 within the respective project by HelpAge in order to collect data and assess the evolution of the situation comparing the years 2015/2023. In this context, HelpAge through a three-years project funded by BMZ The German Federal Ministry for Economic Cooperation and Development, based in Chisinau and implemented as well in 12 sites across Moldova, is contributing to different level of intervention to accumulate evidence on elder abuse, to build community level support networks, to improve capacity of service providers for better response to older people affected by abuse and to raise public awareness on elder abuse, gender-based violence and ageism.

The evaluation is to be conducted at the final stage of the project implementation and is intended to assess the progress towards achieving the project objectives and overall goal, to document the lessons learnt, and to assess effectiveness of the methods used at various levels of interventions. In a broader context, since the area of elder abuse is little researched and addressed in Moldova and globally, the evaluation will also assess strong points of the project and will trace out further directions of work and intervention. In the context of the increasing population ageing trends, with every forth Moldovan with the age 60 and above, a priority is to ensure a secure and independent living for people in older ages and those at risk. The evaluation will assess the work of HelpAge International in Moldova as main implementer, the work of local implementing partners (NGOs) and the partnerships established with two Centers that provide assistance to persons affected by domestic violence and other partnerships with local level actors. Data will be collected to measure the impact on target group of beneficiaries and the measures directed towards increasing general population level of information and perceptions about elder abuse, human rights, ageism. It will also evaluate if target beneficiaries and local implementing partners are better informed about the protection measures in cases of domestic violence and abuse.

The results and findings of the end-of-project evaluation will serve both for the implementing parts to document key learnings and for the donor BMZ, to measure efficiency of the intervention and the extent to which the project contributed to provision of age inclusive assistance and protection services for older persons affected or at risk of violence and better protection of their rights. The gaps identified at the level of legislation, service provision, prejudicial social norms and attitudes towards age, gender and domestic violence will be basis for further advocacy work of HelpAge and for informing decision makers on the existing challenges. Data and findings will also contribute to design key advocacy messages to be advanced for claiming respect for human rights of older persons.

# Purpose, Objectives and Use

The purpose of the evaluation is to assess and document the impact and effectiveness of project interventions to render accountability to donors and also to provide feedback to the HelpAge implementation team. The evaluation is expected to provide data on the performance, impact and sustainability of project interventions, by both qualitative and quantitative data collected, as part of the exit baseline exercise. The findings and recommendations will contribute to a learning process for HelpAge International Moldova office and inform other country offices or network partners working in the area of service provision for older persons affected or at risk of domestic violence, prevention and combating elder abuse and gender-based violence. The lessons learned from the project experience will contribute to improve the response to population affected by abuse, discrimination and violence and to reshape the public policies to the identified needs, as part of the continuous advocacy work and work on human right promotion of HelpAge and the Platform on Active Ageing (a project actor, informal alliance of NGOs working to represent the interests of older persons).

At the same time local level organisations and their teams will have on track their model of community-based support for older people at risk, where they can improve the work and strengthen the sustainability. The recommendations will serve for further consolidation of local NGOs interventions and for integrating further directions of work into the organisational strategy for the next years.

The evaluation will also help to assess the effectiveness of beneficiary accountability system and mechanisms that were used during the project implementation period.

Independent, external consultant or agency will be contracted to assess the performance and results against the mandate that was set in the project design. The report of the evaluation and the relevant accompanying documents will serve as credible evidence to the donor organisation on the efficiency of interventions in the specific project framework. External evaluation will bring a viewpoint from outside which can bring a different perspective to the actors involved in the interventions and to other relevant parties will be perceived as more credible, unbiased and objective.

# Scope of Work

It is important the evaluation to be guided by the principles of independence, transparency in disseminating assessment result, ensure participation of relevant partners and actors, that will bring credibility and make best use of recommendations and findings. The evaluation will employ six specific evaluation criteria: efficiency, effectiveness, impact, sustainability and relevance (according to standard OECD/DAC recommended criteria, to be found [here](The%20evaluation%20criteria%20can%20be%20found%20here:%20https:/www.oecd.org/dac/evaluation/daccriteriaforevaluatingdevelopmentassistance.htm)). Additional criteria can be agreed with the consultant upon the approval of methodology of the evaluation.

**The following key questions will guide the end-of-project evaluation:**

### **Relevance**

### (are project goals and targets in line with the partner country's needs?)

* + To assess how appropriate is the project design and activities in addressing the issue of poor realization of human rights for older people in Moldova and understanding the needs for a better protection against violence;
  + To what extent did the project achieve its overall objectives?
  + To what extent were the results (impacts, outcomes and outputs) achieved?
  + Were the inputs and strategies identified, and were they realistic, appropriate and adequate to achieve the results?
  + Was the project relevant to the identified needs of project stakeholders and target beneficiaries?
  + How did the project respond to the needs of project local partners and two partner centres that provide assistance and protection to persons affected by domestic violence?
  + Did the activities and their quality, delivered by project, meet the needs and expectations of the beneficiaries?
  + To what extent was the project able to adapt and provide appropriate response to context changes and emerging needs?
  + To what extent was the project participatory in all the project cycle?
  + Did the project managed to establish collaboration with key stakeholders in the area at national, or local levels, that was necessary for the establishment of the project framework?

### 

### **Effectiveness**

### (how have targets been reached or why have they not been reached?)

* + Describe the management processes and their appropriateness in supporting delivery of project activities.
  + Was the project intervention in line with other country level strategic policies in this area?
  + Was the project effective in delivering desired/planned results? To what extent have the project activities contributed to the overall goal?
  + To what extent have the planned objectives been reached, per indicator, disaggregated by gender and age?
  + To what extent did the project monitoring and evaluation mechanism contribute in meeting project results?
  + How effective were the strategies and tools used in the implementation of the project and coverage of beneficiaries?
  + How effective has the project been in responding to the needs of the beneficiaries, and what results were achieved?
  + What are the future intervention strategies and issues?
  + Did the project had additionally or complementary interventions that were not planned, but added value the project objectives and results?
  + Has the project put in place risk management tools, beneficiaries’ security and confidentiality measures, ethical behaviour of project staff and volunteers?

### **Efficiency**

* + How efficient was the delivery of project in terms of expenditures and in terms of implementation of activities?
  + Did the project address an uncovered area and problems of a certain group of populations? Were there any duplications with other interventions? Could a different approach have produced better results?
  + Was the project activity implementation cost-efficient considering the implementation methods and activities selected to reach the desired results? Specifically did the actual or expected results (outputs and outcomes) justify the costs incurred? Were the resources effectively utilized?
  + What efforts were made in terms of collaboration to ensure efficiency in the project implementation – collaboration with Government institutions, collaboration with local public authorities and local level service providers, other relevant actors? What challenges have been met and how these have been addressed?
  + How was timing managed in the project implementation and was time enough for the achievement of the intended objectives and outputs?
  + How efficient were the management and accountability structures of the project? Was there enough staff, of appropriate competency, for the achievement of the intended objective and outputs?
  + Did the project financial management processes and procedures affect project implementation? To what extent?
  + Did staff succeeded to efficiently manage timing, communication, coordination and logistics for activities and processes within the project?
  + What is the overall quality of the implementation?
  + Did the activities and the support offered meet the needs of beneficiaries and what is their satisfaction level? What are other needs or expectations not covered by the project?
  + How appropriate was the entry baseline survey for the identification of needs and measurement of results/impact?
  + How do the two partner centres for assistance and protection of persons affected by domestic violence appreciate the level of support in the project compared to their needs for creating more age-friendly services?
  + To what extent, did the project interventions contributed to build community capacity – local partner NGOs and their groups of volunteers, to work with marginalized and at risk older persons and contribute to their social participation?
  + To what extent, was the project participatory in all the project cycle?
  + What are the strengths, weaknesses, opportunities and threats of the project’s implementation process?

### **Impact**

* + Has the project reached the intended impact? What are the positive and negative, intended and unintended, changes produced by the project?
  + What real changes has the intervention made to the beneficiaries? What changes have been made at society level and policy level?
  + Is population more aware of the violence in later life issues, ageism, gender equality and support services available?
  + How likely is it that any positive changes may be sustained in the short- and medium-term?
  + Do partner NGOs and other organisations have broader understating and openness to further work in the area of social reintegration of older persons, violence prevention and combating in older ages, ensuing information and awareness-raising?
  + Did the two partner centres for assistance and protection of persons affected by domestic violence managed to become age-friendly? Did they assist older persons at risk or affected by domestic violence during the project lifetime and how?
  + Was it possible within the project life to measure impact at all levels? What future long-term impact can be estimated as a result of project completion?

### **Sustainability**

* + To what extent are the benefits of the projects likely to be sustained after the completion of this project? What mechanisms have been put in place to ensure continuation beyond the life of the project?
  + What is the likelihood of continuation and sustainability of project outcomes and benefits after completion of the project? Refer specifically to capacities of local partner NGOs, community-based support models created, training programme elaborated in the project for specialists of MDTs (Multidisciplinary Teams), awareness raising activities and products.
  + Did the project had specific approaches regarding state actors or other players to take over?
  + How effective were the phase out assistance provided by the project to ensure continuation of interventions and application of project products?
  + What is the situation of livelihoods activities developed in the project? What were the opportunities for older women in generating more income and be empowered?
  + Describe key factors that will require attention in order to improve prospects of sustainability of project outcomes and the potential for replication of the approach?
  + How were capacities strengthened at the individual and organizational level (including contributing factors and constraints)? Refer to capacities of partners as well, the staff of two partner Centers, media agencies targeted by the project, etc.
  + Describe the main lessons that have emerged?
  + What are the recommendations for similar support in future?

### **Cross-cutting issues**

Assessment of the project with regard to country National Development Strategy ”European Moldova 2030” and the Sustainable Development Agenda 2030 of UN (17 SDGs)

* + How well the conception of the project differentiated target groups, analysing their risks, vulnerabilities and exposure to poverty? Did the project contributed to reducing inequalities and poverty?
  + Did the project include the participation of population groups in certain socio-economic areas?
  + Did the project objectives align to vulnerable groups identified by the country National Development Strategy and to which SDGs did the project actions referred to?
  + Did the project promote basic rights and contribute to focus on ”those left behind”?

Assessment of the project with regard to the promotion of gender equality

* + Was the conception of the project gender-differentiated and how men and women have been covered by the action?
  + Do women and men equally benefit from the project?
  + Did the project contribute to gender equality promotion?

Assessment of the project with regard to the promotion of the environment

* + How was environment interconnected in the project intervention, and if so, what actual or expectable positive and negative effects are foreseeable on it?
  + What protection and monitoring measures were applied and how effective were they?
  + Where protective measures of environment followed in the project to protect miss-use or harm to resources?

Assessment of the project with regard to social sustainability

* + Was there offered support for cooperation between various actors, networking development?
  + Have the needs and priorities of various groups in terms of gender, disability, ethnicity, age, religious affiliation and other, been respected, promoting equality and antidiscrimination?
  + Has the project facilitated access to education and skills training?
  + Has the project actions contributed to reducing poverty and social exclusion?

The project overall objective is: A contribution has been made to improving age-inclusive and integrative policies, systems and services to ensure protection against violence in old age.

The specific objectives / output of the project are:

* + Output 1: The Platform on Active Ageing is strengthened by the end of the project.
  + Output 2: By the end of the project, a barrier-free virtual knowledge database and communication platform for older people on the topic of violence against older people will be operational. 5 media agencies operating at national level are sensitised to the issues of age and violence against older people and report more about them.
  + Output 3: 2 care centres in the north of Moldova have been selected and converted into barrier-free crisis centres for older people affected or threatened by violence. They are testing a nationally reproducible model concept.
  + Output 4: In 10 project communities in northern Moldova, one CSO each has been selected by the end of the project, who, together with volunteers, will strengthen psychosocial and legal support services for older people affected or threatened by violence on a long-term basis.
  + Output 5: In Northern Moldova, the economic security of older women affected and threatened by violence has improved in 10 communities.
  + Output 6: By the end of the project, HelpAge Moldova (HAM) is recognised as a local, independent organisation.
  + The legislative and policy framework around preventing and fighting gender and age based violence are applied and are supplemented by legislative changes as a result of increased advocacy and campaigning by the key civil society players.
  + Civil society organizations are campaigning against violence and abuse on the grounds of age and gender and achieve a better sustainability of their activities.

# 

# Methodology

The methodology and the relevant tools will be proposed by the consultant (consultancy agency) at the application stage and will be further subject to discussion and approval together with project implementing part. The evaluation should follow a collaborative and participatory mixed methods approach that draws on both existing and new quantitative and qualitative data to answer the evaluation questions. The consultant will include in the methodology the conducting of the Exit Baseline data, that measure project intervention, based on Entry Baseline. At the same time methodology will be guided by and will include criteria and aspects described below.

The methodology will include desk review of project documentation: description of actions, logframe with indicators and outcomes, progress reports and monitoring data, project evidence documents, training programmes conducted for project partners and other actors, entry baseline report, needs assessment and desk review of researches, government policies and legislation in the area of violence prevention, gender equality and ageing.

Quantitative and qualitative data will be gathered through individual interviews (face-to-face) with project partners and stakeholders, individual or focus-group discussions with target groups (beneficiaries) and implementing staff, as follows:

* + In depth interviews to gather primary data from project partners and key stakeholders using a structured methodology, also from other relevant key informants
  + Individual or focus group discussion with project beneficiaries and other stakeholders.
  + Observations and evidence from field visits, from project management team, etc.
  + Visibility data of information and awareness-raising activities (impact).
  + Data collection and analysis in line with exit baseline requirements (based on the entry baseline available data). *Note: To be coordinated with the baseline and project team.*
  + Data from projects reports, needs-assessment documents and others.

# Timing and location

The evaluation will cover the entire project period (December 2020 – March 2023) and as an end-of-project evaluation. It is expected to start in December 2023 and be finalized not later than end of February 2024. The total estimated number of working days is of 20-25, covering the desk review, field work, coordination with the project team and baseline data collection team, reporting, but not necessarily including the feedback and consultation process.

In terms of location the evaluation will take into account geographic coverage of project work with interventions in the capital – Chisinau and 13 project sites located in various country districts, in line with the methodology to be agreed. The meetings and interviews to be conducted in person, in the location of the project intervention. If for security or protection well-grounded reasons, online meetings are to be accepted.

# Outputs and Deliverables

The consultant is expected to lead, accomplish and submit the following deliverables within the agreed timeframe and budget:

* + A proposed methodology of evaluation, where the consultant will describe the scope of work, the work plan, the tools and approaches used to answer to evaluation questions, included data collection and sources of data.
  + A draft comprehensive report to inform key stakeholders on the evaluation process and findings, and a final version of it, with comments for improvements inserted. The report will be produced in English and if resources will be available, to be translated into Romanian. It is recommended the report to have 30-35 pages, not including the annexes, and to follow the Suggested template (to be offered by the inquirer) for evaluation report, that include (but not limit to):

1. Introduction and short description of objectives and mission of the evaluation
2. Description of evaluation methodology and its limitations (if applicable)
3. General conditions and problems at the start of the project and potential risks
4. Development of the capacities of the project-executing organisation and its Partners
5. Developmental impact in line with the criteria of relevance, effectiveness, efficiency, sustainability and cross-cutting issues
6. Conclusions and recommendations
7. Annexes.

In the main compartments it is preferable to illustrate, where appropriate, the results by graphs, visuals, tables and/or a dashboard with an accompanied explanatory text. It is encouraged to use relevant statements or key phrases of interviewed people that contain key messages and learnings.

* + Presentation (PowerPoint or the like) of the evaluation with accent on the evaluation process, project impact, main findings and recommendations. The presentation will be used for project public key events, for stakeholders and for the project team.

All complementary documents used or produced during the evaluation process will be stored and handed over to the project implementers. The consultant(s) will agree to comply with HelpAge policies, be informed and follow the policies on safeguarding, data protection and code of conduct.

# Expert Profile of the Evaluation Team

**Consultant / consultancy agency selection criteria**

Selection of the consultant will be made by a HelpAge project committee and will be based on the experience of the consultant, the quality and relevance of the expression of interest, and the proposed budget, evaluated according to the following criteria;

1. Technical proposal (35%)
2. Financial proposal (30%)
3. Demonstrated experience in evaluation, analysis and related fields. Experience of work with NGOs and external assistance funded projects. The contactable references. (25%)
4. The overall estimated capability of the consultant or the proposed personnel (the team) to fulfil all requirements of the evaluation process, as a complex and an important resource to be used for current and further programming. Previous reports, analysis and documents provided by the applicant are to be scored here. (10%)

Final negotiated fees and conditions will be specified in the consultancy contract.

**Consultants’ Qualifications**

The consultant must have undertaken similar assignments in Moldova or elsewhere in the last two years and should have the following competencies:

* Consultant must be a well-grounded scientist or analyst in Social, Psychology or Legal area, and specialist in any related fields with excellent skills in research, monitoring and evaluation, and report writing.
* B.A. or above in a field highly relevant to the nature of the study (community development, social science, economics, gender-based violence, law, ageing).
* A good understanding of the national system for domestic violence prevention and combating and its services is key to understanding the context of the assignment. Knowledge in the area of ageing and psycho-social portrait of older people is an advantage hereby.
* Experience in multi-methodological and interdisciplinary approaches and data collection and analysis techniques in evaluation of development programmes.
* Demonstrable experience (at least 2 years) in research/evaluation of projects related to the sectors, research and analysis.
* Ability to conduct high quality research, quantitative and qualitative analysis, meet deadlines and respond to requests and feedback provided timely and appropriately.
* Ability to generate recommendations and identify learnings and to have a look forward on recommendations for improvements or directions of further work in the area.
* Familiarity with international quality and accountability standards applied in development cooperation.
* General understanding and basic knowledge of inter-sectional areas of human rights, gender equality, ageing and older people, domestic violence.
* Strong analytical and conceptual skills to clearly synthesize and present findings, draw practical conclusions, make recommendations and to prepare well-written reports in a timely manner.
* Excellent facilitation skills, co-ordination skills and oral and written communication skills.
* Excellent written and spoken Romanian and English. Good knowledge of Russian will be an advantage.
* Good computer literacy and familiarity with presentation programmes, visual and design tools (graphic presentation of data with tables, diagrams, etc.), report editing rules, online meetings set-up etc.
* Experience in assessing organizational capacity and gaps and ability to recommend the corrective measures.
* Impartial towards HelpAge and the project to be evaluated.

*Note:* The evaluator / all members of the evaluation team will sign declaration of impartiality and confidentiality within the framework of this assignment.

# 

# Application process

The consultant is expected to submit technical and financial proposals, separately, and include the following components:

* Cover letter: A short cover letter addressing the selection criteria above
* A brief to describe proposed methodology and explain the vision and understanding of how the evaluation will be realized according to the TORs, tools to be applied.
* A proposed work plan with timing and deliverables.
* (for agency) Organizational capacity statement or Company Profile description, referring to company overview, core competencies, range of products/services, previous significant work and projects, management profile, previous collaborations and clients, contacts.
* Curriculum Vitae for consultant(s) and proposed capacity of any complementary staff to be involved in this assignment.
* Financial proposal with cost estimates for services rendered including daily consultancy fees and additional costs (transportation, translations, ect.). The proposal should include detailed description/breakdown of costs, schedule of payments, preferred payment method. It is recommended to express costs in Euro with all taxes included.
* Names, addresses, valid contacts of three persons as professional referees.
* Copies or web links of relevant work undertaken in the last 3 years.
* Full names, post/physical address, telephone numbers, e-mails and contact person of the consultancy firm / consultant.

Offers are accepted from consultants as well as from commercial companies (consultancy firm), NGOs or academics. The duration of the evaluation is estimated at 25-30 working days within a period of 3 calendar months, including the time necessary for consultation with the stakeholders and integrating their feedback into the final report.

Additional information or clarifications can be requested by the selection committee during the pre-selection period. Only the selected candidate will be announced on the committee decision. The selection process will be completed within 10 working days, from the application deadline and is subject to extension if conditions require deadline extension.

Applications to be submitted by 30 November 2023, 18:00:

* online to [officehelpage@gmail.com](mailto:officehelpage@gmail.com), in one zipped folder, indicating in the email the title “Application for MOL062 project evaluation”, with confirmation reply (if not received, to be requested), or
* in person, printed documents for application, to the office address: R. Moldova, mun. Chișinău, str. Bănulescu-Bodoni 57/1, of 431, HelpAge International, with written confirmation of receipt offered by the inquirer.

*Contact person: Dina Ciubotaru, tel: 0 22 225098,* [*dina.ciubotaru@helpage.org*](mailto:dina.ciubotaru@helpage.org)*.*

*Note: Incomplete applications or applications sent after the indicated deadline will be rejected.*

1. The report of the Moldova National Bureau of Statistics [”Older people in the R. of Moldova in the year 2022”](https://statistica.gov.md/index.php/ro/varstnicii-in-republica-moldova-in-anul-2022-9578_60729.html) [↑](#footnote-ref-1)
2. The research ”Discrimination, abuse and violence against older people” - The study report in Romanian <https://bit.ly/2Owm9qc> and the Executive Summary in English <https://bit.ly/2qZwZvZ> [↑](#footnote-ref-2)