



Plan International Moldova

TERMS OF REFERENCE FOR:

Evaluation of Plan International's Ukraine Humanitarian Response, funded by the Disaster's Emergency Committee, supporting children, adolescents and their families in Moldova with child protection, education and mental health and psycho-social support services.

Summary table

<i>Country covered</i>	<u>Moldova</u>
<i>Dates</i>	<u>1 September 2023 to 31 August 2025 (24 months, including evaluation).</u>
<i>Type of contract</i>	<u>Short term agreement.</u>
<i>Overall objective of evaluation</i>	<u>The purpose of the evaluation is to assess the effectiveness and impact of the DEC funded project.</u>

1. BACKGROUND AND RATIONALE

As a member of the Disasters Emergency Committee (DEC), Plan International Moldova has been entrusted with the responsibility to commission and publish an independent evaluation of our response efforts. The summative evaluation will provide an assessment of Plan International Moldova's DEC Phase 2b programming and operational delivery. Recognizing the importance of transparency and accountability, the Terms of Reference (ToR) for this evaluation will undergo a rigorous review process and will be approved by the DEC prior to advertising. This pre-advertisement review ensures that the ToR meets the highest standards of quality assurance, aligning with our shared commitment to effective humanitarian response and continuous improvement within the DEC membership. Plan International values this collaborative approach, reinforcing our dedication to learning and enhancing the impact of our interventions in times of crisis.

1.1. About Plan International

We strive to advance children's rights and equality for girls all over the world. As an independent development and humanitarian organisation, we work alongside children, young people, our supporters and partners to tackle the root causes of the challenges facing girls and all vulnerable children. We support children's rights from birth until they reach adulthood and enable children to prepare for and respond to crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge. For over 80 years we have been building powerful partnerships for children, and we are active in over 75 countries.

1.2. About the Commissioning Office

Plan International Moldova (PIM) focuses on supporting refugee children and adolescents affected by the humanitarian crisis in Ukraine, who fled to Moldova to find here a shelter and protection. The protection of girls and young women, access to education and learning as well as access to mental health and psycho-social support (MHPSS) are the main pillars of the Plan International's Moldova strategy. More specifically, the assessed project is focused on the following areas:

- I. to enhance protection and child protection systems;
- II. to expand availability of MHPSS services;
- III. to ensure continued formal and alternative quality education and learning.

1.3. Project Background

The general objective was to ensure that girls and boys and adolescents (0-17 years old) and their caregivers including households in Moldova and those affected by the full-scale war in Ukraine were protected from violence, abuse, neglect and exploitation through appropriate Child Protection, MHPSS, SRHR and educational services. As of the end of February 2025, the cumulative number of individuals reached through the projects under this program stands at 9,973. Given that project implementation will continue through to the end of August, this figure is expected to increase further.

Outcome A (Implementing partner Ave Copiii): Enhance the provision of quality child protection services by local authorities situated along the border of Moldova with Ukraine and Romania.

Outcome B (Implementing partner CNPAC): Girls and Boys (0-17), caregivers and frontline workers have access to psychosocial support through informal activities to build their resilience

Outcome C: (Implementing partners TMP and AiBi): Parents and caregivers have improved knowledge, confidence and skills to provide gender-responsive education to girls and boys (0-17), in selected regions in Moldova.

Outcome D: (Implementing partner: Ave Copiii). Through the development of a comprehensive SRHR educational manual, vulnerable youth and Roma communities have gained improved knowledge of sexual and reproductive health (SRH), gender-based violence (GBV), and sexual and gender-based violence (SGBV).
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Phase 2b of the Plan International's Ukraine Humanitarian Response project in Moldova, funded by the Disaster's Emergency Committee (DEC), commenced on 1 September 2023, with the ongoing activities until 31 July 2025, and the final implementation cycle until 31 August 2025.

Leveraging expertise and resources to enhance the impact of our initiatives from previous Sub-Phase 2A in this program, Plan International Moldova, initially, transitioned into new Sub-Phase 2B (DEC 2B) with two local strategic partners: the National Centre for Child Abuse Prevention (CNPAC) and AVE COPIII. In 2024 - 2025, three new DEC2B short-term local partnerships were added, as follows: The Moldova Project (TMP), Amicii dei Bambini (AiBi) and the Child Rights Information Centre (CRIC).

The DEC 2B Program were implemented within targeted districts/towns and rural locations across Moldova.

2. OBJECTIVES AND FOCUS OF THE EVALUATION

2.1. Purpose and Focus of the Evaluation

The purpose for this evaluation is to assess the performance of the project and capture project achievements, challenges and promising practises to inform future projects. The evaluation will ensure accountability towards Plan International UK (our supporting National Office), DEC as a Donor of the project, stakeholders and the participants of the project. On the other hand, it offers a learning opportunity for all stakeholders involved in the project, including PIM. The evaluation will also identify key lessons learned, recommendations and challenges and assess the flexibility of the programme to adapt and respond to the changes and sustainability of the project.

3. EVALUATION PROCESS AND METHODOLOGY

3.1. Evaluation Criteria

In order to analyse the achievements and changes brought about by the action in relation to the project objectives, the evaluation will have the following areas of interest:

Evaluation Criteria	Evaluation questions
Relevance CHS Commitment 1 and 2	<p>To what extent did the program suit the needs and priorities of the target group?</p> <p>How were the different needs of the stakeholders taken into consideration in the design and delivery of activities?</p> <p>Were the activities and outputs of the program consistent with the overall goal and the attainment of its objective?</p> <p>Were the activities and outputs of the program consistent with the intended impacts and effects?</p>
Efficiency CHS Commitment 9	<p>Were the program activities delivered on time, to the right people, of the right quality as set out in the program documents and as reported?</p> <p>Were activities cost-efficient?</p> <p>Considering the operational context, including the humanitarian nature of the response and local conditions in Moldova, to what extent were resources used efficiently to achieve the program's objectives?</p>
Effectiveness CHS Commitment 9	<p>What has contributed to the successful/unsuccessful implementation of program activities? What are the lessons learned? What were the major internal and external factors influencing the achievement or non-achievement of the objective, and how did the program adapt to these challenges?</p> <p>To what extent was the project's objectives achieved?</p>

<p>Impact</p> <p>CHS Commitment 4</p>	<p>What real difference/changes have the activities made to the target group? How do the adolescents, caregivers and other activities participants see the impact themselves and how do they describe the changes?</p> <p>What potential positive or negative unintended consequences the program might be generating?</p> <p>How did the program mitigate any unintended negative consequences?</p>
<p>Sustainability</p> <p>CHS Commitment 9</p>	<p>To what extent are the benefits of the program going to continue, or are likely to continue?</p> <p>Were any innovative approaches or practices introduced which contributed to improved sustainability?</p> <p>What were the major factors which influenced the achievement or non-achievement of sustainability of the program?</p> <p>What measures were taken to enhance sustainability, and what further steps could be considered in the future?</p>
<p>Cross cutting issues</p> <p>CHS Commitment 2, 4 and 5</p>	<p>How has gender been integrated throughout the project?</p> <p>How effectively did the project identify and address the specific needs of minority groups and persons with disabilities?</p> <p>To what extent were individuals in remote areas provided with support and actively included in the project?</p> <p>What consultation as well as specific feedback mechanisms were considered and implemented for this project and how effectively did they work (CHS 5)?</p>
<p>Coordination and coherence</p> <p>CHS Commitment 6</p>	<p>To what extent was the relationship between PIM and implementing partners equitable? Were plans for coordination with clusters, DEC members and local NGOs, government services in place, and followed?</p> <p>How did the organisations harmonise and coordinate their interventions with other partners?</p>

3.2. Users of the Evaluation

Plan International have identified three primary areas, in which the end of project evaluation can be utilised by end users:

- **Programme planning:** The development and dissemination of the product on Plan International website to inform humanitarian knowledge and contribute to the humanitarian response knowledge base; including the DEC membership and partner stakeholders working in the region.
- **Global advocacy:** The evaluation will be used for advocacy by Plan International Moldova.
- **Business development:** The evaluation will provide an opportunity for reflection on the strategy and assumption guiding the project and will provide recommendations for adjustments in future project designs.

3.3. Methods for Data Collection and Analysis

The data collection approach will use a mixed method design, integrating both quantitative and qualitative data collection, they shall aim to use child friendly, age-appropriate approaches where relevant. It is further expected that the consultant(s) will develop a detailed methodology for data collection, data management and analysis methods of data collection in order to inform project indicators. The End of Project evaluation process shall be conducted by an independent consultant who shall develop appropriate tools for data collection with different stakeholders as outlined in this TOR.

The final data collection methods will be discussed and agreed with PIM and the successful consultant, but may include:

- Desk review of background documents (project narrative and financial reports, output tracker and/or logframe, risk register, gender marker etc.)
- Structured surveys
- Key informant interviews
- Focus group discussions
- Child-friendly and participatory methods (e.g. river of life, photo voice).
- Any other method seen fit for this evaluation.

The list of respondents will be developed between the consultant and PIM, but an indicative list is:

- Implementing partners (AIBI, AVE COPIII, CNPAC, CRIC and TMP);
- Community based/ and civil society organisations. Specialized practitioners (Social/ Child Protection workers, psychologists, teachers, animators);
- Plan International Moldova programme team members;
- Project participants;
- Refugees from Ukraine and host communities:
 - Gender: Male, female, other and prefer not to say
 - Age Groups: children, adolescents, youth and adults
 - Persons with disabilities
 - Persons from minority groups.

3.4. Sample

The consultant, in consultation with PIM, will outline the intended sample strategy for each data collection tool, that includes a description of:

- Necessary respondent disaggregation (minimum age and gender, location, refugee status and disability strongly preferred).
- Number and type of locations;
- Sampling approach.

An appropriate and strategic sampling method should be selected for the data collection method e.g. snowball sampling, purposeful random sampling, or mixed purposeful sampling methods.

3.5. Participant selection and recruitment

The End of Project Evaluation participants will be recruited from the target beneficiary population at each evaluation site, implementing partners and community leadership. Our local partners, and Plan International Moldova will support in recruiting evaluation participants and the selection process for the external evaluation. Their responsibilities will include identifying potential participants from the diverse range of participants impacted by the project. Ensuring the recruitment process is inclusive and including participants from marginalised groups. Furthermore, local partners will act as liaison focal points, maintaining a strong communication channel between the evaluation consultancy and the project participant networks. Accordingly, it is essential that the consultant includes in the financial proposal an appropriate budget allocation for data collection activities.

During recruitment, a member of the evaluation team will read out the participant information sheet and clarify any questions about the evaluation. Depending on the participant's mother tongue, information will be provided in Romanian, Russian or Ukrainian. The evaluation team member will check understanding of the evaluation, and the information provided. Informed consent for the evaluation will be obtained from eligible participants who agree to participate. Written consent will be sought from all participants. It will be clearly explained to each potential participant in the evaluation that agreement to be recorded during the group discussion is a requirement for participation and that they can refuse to participate if they do not want to be recorded. The people interviewed may suggest other informants who have critical information on the topic studied.

4. TIMEFRAME AND DELIVERABLES

4.1. Key Deliverables

Key deliverables and services will include:

- 1) Inception report, including:
 - a) Evaluation matrix
 - b) Methodology and data collection tools
 - c) Sampling approach
 - d) Ethical considerations, including consent forms, safeguarding risk assessment and referral protocol
 - e) Data assurance and verification process and templates
 - f) Workplan and timeline
 - g) Development of preliminary findings for discussion with Plan and partners in a meeting
 - h) Pilot testing of data collection tools prior to commencement of fieldwork, to ensure feasibility and reliability
 - i) Review and feedback from PIM on tools and piloting results before launching full data collection
- 2) First draft report in English (max 30 pages plus annexes, including raw data (recordings, notes, etc.), executive summary, methodology, main findings (disaggregated) recommendations and lessons learned, conclusion)
- 3) Second draft report
- 4) Final report to be submitted at the end of the evaluation
- 5) Cleaning data in English, code book, consent forms
- 6) Presentation of findings and recommendations at dissemination workshop

4.2. Timeline

This work should be completed by the 10th of August 2025 in line with DEC's timeframe.

Workplan	Number of days
Desk research, design data collection tools and methodology and develop an inception report (Including a detailed methodology, ethical considerations, data collection tools, data collection plan, timeline, and logistics)	5 days
Internal ethical approval	4-6 weeks
Meet with Plan and partners to discuss inception report & briefing meeting	1 day
Data collection	14 days
Transcription and data analysis	7 days
Report writing - a final report will be submitted to DEC which will include an executive summary, methodology, main findings (disaggregated), recommendations and lessons learned, conclusion.	5 days

4.3. Budget

The external consultant(s) shall lead the field data gathering process and is expected to propose budget that covers all related costs for End-line study (including VAT, taxes, travel cost, insurance, visa cost, per diems as well as translation cost) together with the proposed methodology in the research proposal for this consultancy work.

The budget will be agreed between the consultant(s) and Plan International Moldova. Payments will however be made in phases at the completion of the following phases:

Evaluation Phase	Deliverable	Payment
1. Inception Phase including Data Collection Tools and Consent/Assent Forms Development Phase	Inception Report, Data Collection Tools and Consent/Assent Forms approved by Plan International	10% of total budget
2. Data Collection, Data Analysis, Report Writing and Review of First Draft Report	Reviewed Draft Evaluation Report	40% of total budget
3. Final review of Draft Evaluation Report	Approved Final Evaluation Report incorporating all	50% of total budget

	recommendations and comments	
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4.4. Report Dissemination

Plan International is pleased to announce that the executive summary of the comprehensive final evaluation report, the entire report as well as our management response will be made publicly accessible on both Plan International's official website and the website of the [Active Learning Network for Accountability and Performance in Humanitarian Action \(ALNAP\)](#). We are committed to ensuring transparency and sharing insights gained from the evaluation process. The report will be available for stakeholders, partners, and the public to review and engage with the findings. We aim to publish the report no later than two months after the completion of the evaluation, emphasizing our dedication to timely and accessible information dissemination.

5. SAFEGUARDING AND ETHICAL CONSIDERATIONS

5.1. Ethics and Child Protection

In accordance with Ethical MERL Framework and our Child and Youth Safeguarding Policy, this evaluation will commit to actively safeguard children from harm and ensuring children's rights to protection are fully realized. Plan takes seriously the commitment to promote child safe practices and protect children from harm, abuse, neglect and any form of exploitation as they come into contact with Plan supported interventions. In addition, Plan will take positive action to prevent child abusers from becoming involved with Plan in any way and take stringent measures against any Plan Staff and/or Associate who abuses a child. Our decisions and actions in response to child protection concerns will be guided by the principle of 'the best interests of the child'. As such, the evaluation must ensure appropriate, safe, non-discriminatory participation; a process of free and un-coerced consent and withdrawal; confidentiality and anonymity of participants. The evaluation team shall provide a statement within their proposal on how they will ensure ethics and child protection in the process of data collection and visits. *This must also include consideration of any risks related to the study and how these will be mitigated.* The consultant(s) shall comply with Plan International Global Safeguarding Children and Young People Policy and other required policies. The consultant(s) and all related staff must sign the Safeguarding Policy as part of the contract and commit to adhere to it during the contract period.

Plan international's safeguarding risk assessment must be conducted prior to any data collection taking place.

Furthermore, in line with the guidelines set forth by Plan International's framework for externally published evaluations such as this, it must undergo approval from an ethical review board. While Plan International has its own internal review board, which is our preferred choice, there is flexibility to utilize another certified board if necessary.

5.2. Disclosure of information/child protection

It is understood and agreed that the consultant shall, during and after the effective period of the contract, treat as confidential and not divulge, unless authorized in writing by Plan, any information obtained in the course of the performance of the Contract. Information will be made available for the evaluation team on a need-to-know basis. Any necessary field visits will be facilitated by Plan's staff. The selected consultant will commit to respect Safeguarding Policy and its guidelines to safeguard children and young people from harm and violations as well as Plan International's Code of Conduct.

6. CONSULTANT PROFILE AND ADVERTISEMENT

6.1. Expected Qualifications

The consultant or the consulting firm must have a varied mix of skills and competencies, and they must have undertaken similar works in Moldova in the last two years. The following competencies are mandatory.

- Minimum 2-3 years proven experience in emergency project evaluation.
- Demonstrable approach to assuring quality of data collected.
- Demonstrable ethical approach to data collection.
- Demonstrable experience in leading evaluations of humanitarian programs responding to major disasters, with specific emphasis on child protection, MHPSS and social protection in emergencies.
- Knowledge of strategic and operational management of humanitarian operations and proven ability to provide strategic recommendations to key stakeholders.
- Strong analytical skills and ability to synthesize and present findings, draw practical conclusions, make recommendations and prepare well-written reports on time.
- Demonstrated experience in quantitative and qualitative data collection and data analysis techniques, especially in emergency operations.
- Good interpersonal skills and understanding cultural sensitivities.
- Data visualization skills are highly desirable (Tableau or Power BI).
- Subject matter expertise in child protection and MHPSS.
- Experience working with young people in evaluations and research as key stakeholders.
- Demonstrated experience completing similar assignments.
- Experience working in the Ukraine Response preferred.
- Knowledge of Romanian and English languages, Ukrainian or Russian is an asset.

6.2. Contact

Contact details for Plan International Moldova either for submission of application or for any enquiries Lilit.Hayrapetyan@plan-international.org and Silvia.Gore@plan-international.org

6.3. Applications

Interested applicants will have until **10th of June 2025** to provide a proposal covering the following aspects:

1. Letter of interest.
2. Detailed **technical proposal** clearly demonstrating a thorough understanding of this ToR and including the following:
 - Demonstrated previous experience in coordinating and administering studies of a similar nature, with at least two references of recent work conducted alongside the CVs and profiles of enumerators involved in the evaluation.
 - Proposed detailed methodology for the evaluation.
 - Proposed plan for enumerator training, data collection, data entry, management a detailed financial proposal.
 - Ethics and child safeguarding approaches, including any identified risks and associated mitigation strategies.
 - A proposed timeframe detailing activity and a schedule/work plan (including a Gantt chart).
 - Team composition and level of effort of each proposed team member, if applicable.
 - Previous experience/mandates similar in nature including type of study, sector, organization.
3. A clear and elaborate **work plan**.
 - Outline the major activities involved and specify/link consultancy team members to be involved in each.

- Propose an implementation time schedule, and
 - Prepare a detailed Gant chart and any other relevant illustration of the same.
4. A **financial proposal** with a detailed breakdown of costs for the study
 - Itemized consultancy fees/costs.
 - Itemized field data collection expenses.
 - Itemized administrative expenses.
 - Validity period of quotations.
 - Expected payment plan and method.
 - Copy of registration certificate, VAT and other relevant documents.
 5. Curriculum Vitae(s) of all proposed staff outlining relevant experience
 6. Names and contact information of three references who can be contacted regarding relevant experience
 7. A copy of two previous reports of similar work undertaken on: a) baseline study; OR b) Mid-term Project Evaluation OR end of project evaluation.
 8. A Consulting Firm profile (if applicable).

Annex 1 Final evaluation report structure

Table of contents

Acronyms

Executive summary (2-3 pages)

- Overview of the project
- Evaluation objectives and intended users
- Methodology
- Most important findings and conclusions
- Main recommendations

I. Introduction (1- 2 pages)

- Scope and purpose of the evaluation, intended users, team composition and structure of the report
- Evaluation questions and criteria
- Eventual changes to the initial request (objectives and questions)

II. Methodology (2 pages)

- Description of methods used and rationale
- Limitations and constraints, potential bias and mitigations measures
- International standards used as reference for the evaluation

III. Context (1 -2 pages)

- Analysis of the context

IV. Core sections (10-15 pages)

- Analysis of data by the Organisation for Economic Co-operation Development - Development Assistance Committee (OECD-DAC) and Core Humanitarian Standards (CHS) criteria
- Presentation of the evidence gathered
- Triangulation and findings

v. **V. Conclusions (2-3 pages)**

vi. **VI. Recommendations (2-3 pages)**

- Clear, specific and relevant implementable, linked with conclusions and reflect consultations with stakeholders' recommendations.

vii. **Annexes**

- ToR
- List of groups of people interviewed (anonymized), site visited.
- List of documents consulted, and secondary data used (please provide the sources through WeTransfer or Google docs)
- Data collection instruments
- Evaluation matrix
- PowerPoint presentation of the main findings and recommendations

Annex 2 Checklist for Completeness

Annex 3: Global Policy: Safeguarding Children and Young People

Annex 4: Project Details (logframe etc)

Annex 5: Ethical MERL Framework
