TERMS OF REFERENCE

Global Information Management Plus Support Program to the United Nations and international Non-Governmental Organizations through the Standby Partnership Program

BHA project evaluation – 2023

EVALUATION SUMMARY

Project Title: Global Information Management Plus Support Program to the United Nations and international Non-Governmental Organizations through the Standby Partnership Program

Timing of Evaluation: October to December 2023

Purpose: The evaluation aims to assess the overall responsiveness and impact of USAID's BHA-funded iMMAP Inc. SBP contributions to UN partner operations. It will seek to identify the extent to which the SBP has enhanced the capacity of the UN field operations as they respond(ed) to crises and identify weaknesses in the current mechanism that might be addressed to improve the mechanism's responsiveness, efficacy, and efficiency.

Type of evaluation: End of project evaluation

Evaluation Manager: Nour Khalil, M&E officer for iMMAP Inc. global surge team

OBJECTIVES OF THE EVALUATION

The objectives of this end-of-project evaluation are based on the DAC/OECD standard evaluation criteria with a focus on efficiency, relevance, impact, and sustainability. The key objectives are summarized as follows:

- To evaluate the efficiency of the iMMAP Inc. Standby Partnership Program (SBP) in delivering information management support to UN partner operations.

- To assess the relevance of the iMMAP Inc. SBP contributions to UN partner operations. Additionally, it should assess sustainability to ensure the continuation of the work after the deployment is complete.

- To measure the impact of the iMMAP Inc. SBP contributions to UN partner operations in enhancing the capacity at the field level, including but not limited to improvement in information management, decision-making processes, and overall operational effectiveness.

- To identify any unintended consequences or potential improvement areas and provide specific, practical, and actionable recommendations and future programming.

CONTEXT AND BACKGROUND

Each year the United Nations [UN] is responsible for responding to various natural and man-made emergencies ranging from localized events to large-scale crises. However, the UN faces challenges due to the uncertainty surrounding these responses, such as the lack of reliable data for decision-making. This data deficiency can misallocate resources, hinder effective project management, and impact the lives of the people affected.

To address this specific challenge, deploying skilled Information Management Officers [IMOs] and specialists is crucial in improving the quality and timeliness of the data provided. However, within the UN's emergency response mechanism, timely deployment of skilled personnel presents its own challenges as human recourses policies often delay recruitment and deployments as IM capacity is often not prioritized in funding efforts.

To address this challenge, the UN uses the Standby Partnership Program [SBP], a mechanism active since 1991, to provide external surge capacity. The SBP Network draws on more than 60 organizations that can rapidly provide personnel, at no cost to the UN agencies, for an average deployment time of six months. iMMAP Inc. has been a member of the SBP network since 2012 and currently has partnerships with 12 UN agencies and one iNGO.

iMMAP Inc. provides information management [IM] services to humanitarian organizations, enabling partners to make informed decisions. In addition, iMMAP Inc. maintains IM and GIS rosters with over 200 vetted skilled IMOs ready to respond when needed. These rosters and the deployments are managed through the iMMAP Inc. global surge program. Since 2012, and through the iMMAP Inc. global surge program, more than 400 deployments have been completed.

Through this BHA-funded project, iMMAP Inc. provides critical information management support by selecting and deploying skilled IMOs to various emergencies based on requests made by the UN partner organizations through the SBP. The specific project objectives are:

1. SBP program IM support to UN cluster lead agencies and cluster co-lead International NGOs at the country level
2. Capacity strengthening of global cluster partners, including UN lead agencies and cluster co-lead international NGOs.
3. Improving iMMAP Inc.'s surge roster management

SCOPE OF THE EVALUATION

The evaluation will cover specific activities and deployments implemented between August 2022 and December 2023 for the BHA-funded project. The evaluation will focus on the thematic areas and address specific questions about the deployments' efficiency, impact, relevance, and sustainability. The evaluation will seek to engage the UN agencies that have requested or received support from iMMAP Inc. global surge roster

during the project timeframe.

Travel to up to three duty stations is mandatory as part of the evaluation. This will include at least one hardship environment. Further details will be discussed during the inception phase.

The evaluation will not seek to assess any technical areas related to information management but rather look at the relevance and impact of the work developed by the IMOs in relation to wider cluster and UN partner agencies' objectives at country and global levels.

EVALUATION QUESTIONS

The focus and questions for this evaluation are based on the DAC/OECD standard criteria for evaluation with a focus on a) Efficiency of the operational component of the SBP response mechanism, b) Relevance and impact of the deployments, and c) Sustainability of the deployments.

The key evaluation questions under each evaluation criteria are further detailed below:

Efficiency of the operational component

1. To what extent has iMMAP Inc. SBP been able to deploy the right person at the right time (with the proper range of technical and interpersonal skills) to support the requesting agencies?

2. To what extent has iMMAP Inc. SBP been able to respect emergency timelines when deploying an IMO? What were the bottlenecks to getting people to the ground quickly, and how can they be avoided in the future?

3. To what extent has iMMAP Inc. been able to provide adequate support to the IMO in terms of administrative support and available resources?

4. To what extent was the country or field-level host agency able to provide adequate support to the IMO to integrate the field teams, facilitate the delivery of services, and ensure fast deployments?

Relevance and impact of the deployment

5. What is the added value of having an iMMAP Inc. SBP deployment? What was the agency able to achieve in the operational context that would otherwise have been difficult or impossible to achieve?

6. How did the deployment affect the decision-making process of the organization? Did the iMMAP Inc. SBP deployments have an indirect effect on the affected population?

7. What was critical gaps addressed by the iMMAP Inc. SBP IMO?

8. Were there any unintended consequences or potential areas of improvement to maximize the impact of the SBP deployments?

Sustainability of the deployments

9. How are host organizations ensuring that the IMOs' contribution is sustained?

10. To what extent have the iMMAP Inc. SBP deployments to agencies strengthened the operating systems or models existing in the host organization? This includes improvement in information management decision-making.

11. Did the training provide impact/change in perspective/improvement of capacities within the host UN partners?

12. What are the essential lessons learned and recommendations for continuing the implementation of SBP programming in the future?

EVALUATION DELIVERABLES

- Inception Report presenting:
  - A detailed methodology based on this ToR and initial briefings/desk reviews, including a full rationale for the choice of methods and how they will be used to evaluate the different elements of the project, planned timeframe, list of proposed stakeholders to be consulted, and ethical procedures to be followed.
  - Initial findings based on the review of the project documentation, existing data, and secondary data.
  - An outline of key knowledge gaps not covered by this ToR and any suggested additional/alterations to the proposed evaluation questions and overall ToR.
- Draft and final versions of the evaluation report/outputs. The evaluation report should:
  - Not exceed 15 pages, not including the executive summary and appendices
  - Include an executive summary, a brief of the project background, an outline of the methodology (including limitations), findings, and recommendations by evaluation/review criteria and questions.
  - Ensure the analysis is always back-up with references and relevant data.
  - Ensure recommendations made are specific and include relevant details for how they might be implemented.
  - Include at least the following annexes: (i) Terms of Reference, (ii) Schedule for field visits, (iii) List of documents reviewed, persons interviewed or involved in Focus Group Discussions, and (iv) Data collection tools.
- A presentation for dissemination of the final findings and recommendations

METHODOLOGY

The methodology is expected to adopt a mixed-method quantitative and qualitative data collection approach, including desk reviews, online surveys, KIIs, and field missions.

The consultant(s)/consultancy company is responsible for developing a complete and comprehensive evaluation methodology and needed tools at the inception stage. The main data collection methods that should be included are highlighted below:

- Desk review including project proposal, project documents, and relevant monitoring reports and data, evaluations conducted and completed for similar projects if present.

- Quantitative methods including a statistically representative survey with deployed IMOs and their supervisors.

  o Based on the number of deployments fulfilled by iMMAP Inc. during the reporting period under the award, the external evaluation expert supported by the Global Surge M&E and reporting officer will randomly select a statistically representative sample of deployments completed during the reported year. To the degree possible, each UN lead organization that received support from iMMAP Inc. through this grant should be represented in the sampled population.

- Qualitative methods include key informant interviews and/or Focus Group Discussions [FGD] with main stakeholders within and outside iMMAP Inc., such as UN partner agencies, cluster coordinators, etc.

  o Remote interviews or FGDs are expected to be planned.

  o A single mission to up to three countries is expected to be planned. During the mission, the consultant(s)/constancy company is expected to hold face-to-face meetings with iMMAP Inc. field personnel, supervisors, partners, and cluster coordinators. At least one location will be in a hardship environment.

- Participatory validation workshop with key staff should be included as part of the evaluation to validate findings and develop actionable recommendations.

PROPOSALS

Applications must include the following:

- Curricula Vitae (CV) of all proposed team members, if applicable

- Cover letter outlining how the consultant(s) meet the specifications, confirmation of availability for the timeframe indicated, and contact details.

- Proposal not exceeding 5 pages, outlining a proposed approach and methodology with a proposed time plan based on the timeline indicated above, indicative budget inclusive of travel and accommodation costs, insurance, and other relevant costs within this budget, and outline of the roles and responsibilities of each team member if applicable.

- A sample of a similar piece of work previously conducted.

- Signed copy of CERTIFICATION STATEMENT (attachment II)