

## **ATTACHMENT I**

### **TERMS OF REFERENCE**

Assignment: Evaluation of Information Management Support to Humanitarian Responders in Nigeria, between 1 October 2020 and 30 September 2024

Purpose: Project Evaluation

Country: Nigeria

Duration: August to November 2024

### **Background**

Fourteen years into the conflict, the humanitarian crisis in north-east Nigeria remains profound and widespread. Across Borno, Adamawa, and Yobe (BAY) states, over 7.9 million people face severe protection concerns, extreme deprivation beyond their existing poverty levels, and daily threats to their well-being. While the number of people in need has decreased from previous years, the severity and complexity of the needs of affected people has not diminished. Vulnerabilities differ based on location, age, and displacement status, and the interplay of the main drivers of the crisis (conflict and insecurity, the impact of climate change, disease outbreaks, food insecurity and malnutrition, population movement and camp closures, economic factors, and historical underdevelopment).

Since the last independent evaluation (completed in 2020; for the period 2016-2020) the objective of the project has been/is to provide effective information management services to all sector partners in support of the humanitarian response in Nigeria, thus facilitating the inter-cluster/sector coordination and enhancing the response capacity of Nigerian humanitarian actors. Building upon the support provided between 2016 and 2020, and in close collaboration with the Office for the Coordination of Humanitarian Affairs (OCHA), this project has aimed/aims to fill the existing gaps in systematic data collection, data consolidation, analysis, presentation and reporting through visualization to facilitate a better understanding of the needs, response, gaps and important trends. It also aimed/aims to strengthen the capacity of national actors to effectively respond to the crisis, facilitating availability and access to quality, timely data to support the humanitarian coordination mechanism.

### **PURPOSE**

To evaluate the effectiveness and performance of the project, generate lessons learned and recommendations to inform future planning, improve future interventions, and adjust programmatic approaches.

### **MAIN OBJECTIVE**

The overall objectives of the evaluation project are to:

- Assess the extent to which the project effectively achieved its stated objectives and to identify the supporting factors and constraints that led to this achievement or lack thereof.
- Analyze the intervention's impact in terms of its contribution to improved Information Management practices throughout the Humanitarian Program Cycle (HPC) phases.
- Identify lessons learned and potential good practices.
- Provide recommendations to the project stakeholders to promote sustainability.

More specifically, the evaluation team is required to apply the evaluative criteria below and to address the key evaluation questions proposed:

- **Independence:** The evaluation should be external, and measures should be put in place to prevent bias.
- **Usefulness:** Evaluation findings must be articulated clearly and in a way that maximizes the potential for these findings to inform decision-making.
- **Representativeness:** Evaluations should strive to include a wide range of beneficiaries/ stakeholders.
- **Gender Sensitiveness:** Evaluations must be gender sensitive and also, where possible, try to assess the intended or unintended effects of the project on gender relations.
- **Conflict Sensitivity:** Evaluations must be conflict sensitive and also, where possible, try to assess the intended or unintended effects of the project on the conflict.

## EVALUATION QUESTIONS

### Relevance

- To what extent have the project activities addressed the priorities and policies of the target group and donor?
- To what extent was the project approach relevant in enhancing information management practices within the humanitarian community in northeast Nigeria.
- To what extent are the program's objectives relevant to the context?
- To which extent has the approach used in the activities' implementation been relevant to the overall goal and the attainment of the project's objective?
- Provide recommendations on how to improve and make it more relevant.

### Effectiveness

- To what extent has the project met the stated project objectives?
- What were the major factors influencing the achievement or non-achievement of the objectives?
- What unintended results (positive and negative) did the project bring about?
- Were the selected modalities effective at meeting the project objectives?
- Provide recommendations on how to improve effectiveness.

### Efficiency

- Were activities cost-efficient?
- Were objectives achieved as per the expected timeline?
- Was the program implemented in the most efficient way compared to alternatives?

- What possible alternatives approach could have been used for the project?
- Provide recommendations to improve efficiency.

### **Impact**

- To what extent has this project achieved the intended outputs and outcomes?
- What was the performance against the stated output and outcomes as well as outcome indicators?
- What has changed as a result of the project?
- What difference has the activity made to beneficiaries in partner organizations in terms of increased ability to undertake information management and analyses?

### **PROPOSED METHODOLOGY**

The international consultant or organization will propose a methodology in their bid. iMAP Inc. will approve the final methodology with the acceptance of the inception report. The methodology must include the following data sources.

- Desk Review of Secondary Documents
- Remote and/or face to face staff and partner interviews
- Online surveys - Use of global level standard evaluation “Methodology to Assess the Quality and Use of Multi-Sector Needs Assessment Processes” (looking at Relevance, Comprehensiveness, Research Ethics, Methodological Rigor, Analytical Value, Timeliness and Effective Communication”)
- The evaluation must use contribution analysis and theory of change to draw conclusions. Additional approaches are welcome and should be explained in the inception report.

### **DELIVERABLES AND RESPONSIBILITIES**

At the end of the assignment, the following deliverables are expected to be shared and will illustrate the evidence obtained that responds to the purpose, objectives and questions listed in the ToR documents.

1. An Inception Report, outlining the Evaluators’ understanding of the assignment, in line with the Terms of Reference, Purpose, and Scope of Work (within two weeks after commencement of the assignment)
2. Draft and final versions of the evaluation report/outputs, including all datasets and documents developed during the evaluation, such as but not limited to data collection tools, analyzed data (Draft Report: three weeks prior to end of Assignment Period. Final Report: submitted during the last week of the duration of the assignment).
3. A presentation for dissemination of the final findings and recommendations (last week prior to the end of the duration of the contract)

### **REQUIRED COMPETENCIES.**

1. **Communication:** Presents information clearly and concisely, both orally and in writing. Listens to and shows understanding of others’ ideas and views. Adapts the level of

language and/or complexity of content to the audience. Shares information and knowledge with colleagues, staff, and supervisors. Communicates respectfully with all individuals regardless of gender, national and cultural background.

2. **Action Management:** Effectively manages own work across multiple tasks or activities. Recognizes opportunities or threats and acts on them with the approval of the supervisor. Responds quickly to emergencies with a solution or a decision.
3. **Client orientation:** Actively seeks information and opinions from clients to understand their requirements and to identify their needs and expectations. Meets deadlines for delivering products or services to clients. Keeps clients informed of progress or setbacks. Explains rationale for decisions/outcomes to clients. Solicits ongoing feedback from clients.
4. **Flexibility:** Has the ability to adapt to changing circumstances and navigate unexpected challenges that may arise, and to shift priorities while maintaining a structured approach to meeting deadlines and delivering high-quality results.