

TERMS OF REFERENCE

Third Party Monitoring & Evaluation of HelpAge’s German Federal Foreign Office funded project in Lebanon and Northwest Syria

Summary Table

Countries covered	Lebanon (Beirut, Mount Lebanon, and South) and Northwest Syria (Idleb and Aleppo)
Dates	01 January 2025 – 30 September 2025
Type of contract	External consultant/consultancy firm contact
Budget	35,000 EUR
Overall objective of the monitoring and evaluation	To monitor and assess the relevance, effectiveness, and impact of the health, protection, and mental health services provided to the most vulnerable Syrian IDPs, refugees, and host community members in targeted locations, focusing on older people, individuals with disabilities, and survivors of gender-based violence.

Introduction

HelpAge International is seeking a Third-Party Monitoring and Evaluation service provider for its project titled “Inclusive health and protection intervention, for Syrian IDPs, refugees, and host-community members in Idleb and Aleppo, Northwest Syria, as well as in Beirut, Mount Lebanon and Southern Lebanon.” This project is funded by the German Federal Foreign Office (GFFO) and aims to provide essential health, protection, and psychosocial support (MHPSS) services to some of the most at risk populations, including older people, individuals with disabilities, and survivors of gender-based violence.

The consultancy will commence on 1 January 2025 and is expected to be completed by 30 September 2025. The maximum budget allocated for this third-party monitoring and evaluation is 35,000 EUR.

About HelpAge

HelpAge International is a global network of more than 170 organisations operating across 90 countries. HelpAge works to support older people to live dignified, healthy, and safe lives. The organisation focuses on ensuring the inclusion of older people in humanitarian and development initiatives. Since 2013, HelpAge has been active in Lebanon, addressing the needs of older persons, refugees, and host communities in collaboration with local partners. In response to the 2023 earthquake, HelpAge extended its emergency response efforts in Northwest Syria.

About HelpAge Partners

Hope Revival Organisation (HRO): HRO is a local NGO based in Gaziantep, Turkey, authorised to operate in both Turkey and Syria. Since 2013, HRO has been providing humanitarian support, focusing on internally displaced persons (IDPs) and refugees. Its key areas of work include mental health and psychosocial support (MHPSS), protection, and child protection, as well as peacebuilding and community resilience.

Institute for Development, Research, Advocacy and Applied Care (IDRAAC): IDRAAC is a non-profit organisation based in Beirut, Lebanon, with expertise in mental health and psychosocial support services. For over ten years, it has delivered MHPSS services to Syrian refugees and vulnerable Lebanese populations. IDRAAC is also involved in research, training, and capacity building, particularly in strengthening community-based rehabilitation systems.

About the Project

HelpAge International, in partnership with HRO and IDRAAC, is implementing a humanitarian project aimed at addressing critical gaps in health, mental health, and protection services for **47,800 Syrian refugees, internally displaced persons (IDPs), and host communities** in both Lebanon (5,000 beneficiaries) and Northwest Syria (42,800 beneficiaries). The project focuses on particularly vulnerable groups, including older persons, people with disabilities, and survivors of gender-based violence.

Key Activities:

1. Mental Health and Psychosocial Support (MHPSS)

- Target: 14,400 beneficiaries (3,200 in Lebanon, 11,200 in Syria)
- Activities: Mental health consultations, home visits, 24/7 hotline in Lebanon, and group sessions in Syria.

2. Protection Services

- Target: 21,105 beneficiaries (2,505 in Lebanon, 18,600 in Syria)
- Activities: Intergenerational support groups, case management, legal assistance, cash distribution, and assistive product distribution.

3. Inclusive Healthcare via Mobile Teams

- Target: 30,180 beneficiaries (Syria only)
- Activities: Mobile clinics, home-based consultations, medication distribution, and health awareness sessions.

4. Capacity Building

- Target: 200 participants (100 in Lebanon, 100 in Syria)

- Activities: Training for caregivers and service providers on inclusive practices for older people.

5. Geographical Coverage

- **Lebanon:** Beirut, Mount Lebanon (Aley, Chouf, Maten, Jbeil, Keserwen), South Lebanon (Saida, Sour, Nabatieh, Jezzine).
- **Northwest Syria:** Aleppo Governorate (A'zaz, Suran), Idleb Governorate (Harim, Kafr Takharim, Jisr Ash Shugur).

Objectives & Scope of Work

Third Party Monitoring (TPM):

- **Verify Beneficiary Reach and Targeting:** Ensure that the project reaches the intended at-risk groups, including older persons, people with disabilities, and gender-based violence survivors in Lebanon and Syria.
- **Monitor MHPSS Service Quality:** Assess the quality of mental health services, ensuring the effectiveness of hotline services, and group sessions.
- **Monitor Protection Services:** Ensure protection services are effective and accessible.
- **Monitor Mobile Healthcare Services:** Verify that mobile clinics are providing inclusive healthcare services, including consultations, medication distribution, and health awareness.
- **Monitor Capacity Building:** Ensure that the training delivered to caregivers and service providers meets project goals and enhances knowledge.
- **Establish a collaborative relationship with partners:** Foster a collaborative relationship with partners by ensuring objectives are clearly understood and mitigating potential tensions that could impact monitoring quality.

Final Evaluation:

- **Assess Project Performance:** Evaluate how effectively the project meets its objectives based on the DAC criteria (relevance, coherence, effectiveness, efficiency, impact, sustainability).
- **Identify Lessons Learned:** Document key lessons learned and best practices to inform future project design and implementation.
- **Develop SMART Recommendations:** Provide specific, measurable, achievable, relevant, and time-bound recommendations to enhance future project outcomes.

Methodology

The consultant or firm will be allowed flexibility to design their own methodology, but HelpAge expects the approach to include the following elements:

1. **Desk Review:** Review relevant project documentation, reports, and selection criteria.
2. **Beneficiary Surveys:** Conduct surveys to measure satisfaction, reach, and impact.
3. **Field Visits:** On-site verification of project activities such as mobile clinics, consultations, and group activities.
4. **Procurement Assessments:** Review procurement processes to assess compliance with established guidelines, operational transparency, and alignment with project goals.
5. **Focus Group Discussions (FGDs):** Conduct qualitative discussions with beneficiaries and a range of stakeholders.
6. **Key Informant Interviews (KIIs):** Interviews with project staff, partners, and key stakeholders. This should also include interviews with external stakeholders to verify activities and support with final evaluation.
1. **Final Evaluation Surveys:** Conduct final surveys to assess overall project performance and sustainability.
7. **Lesson Learnt Workshops:** Organize and conduct two separate in-person lesson learnt workshops for both IDRAAC and HRO. This is to validate evaluation findings and develop SMART recommendations.
8. **Presentations:** Present findings and recommendations of final evaluation to key stakeholders from IDRAAC, HRO, and HelpAge International through tailored presentations

Deliverables

1. **Inception Report (January):** Develop an inception report collaboratively with HelpAge and partners outlining the methodology, budget, work plan, timeframe, and risk and mitigation matrix.
2. **Monitoring Reports (Monthly):** Produce monthly reports to assess progress on the project's targets and service quality.
9. **Lesson Learnt Workshops (August):** Organize two separate lesson learnt workshops for both IDRAAC and HRO.
3. **Final Evaluation Report (September):** Develop an evaluation report (30-page max) including findings and SMART recommendations, with versions available in both English and Arabic.

4. **Final Presentations (September):** Undertake several presentations of the evaluation findings and recommendations to senior staff at HelpAge, IDRAAC and HRO.

Budget and Payment Schedule

HelpAge will provide a maximum budget of 35,000 EUR. This cost is to cover all costs incurred by the firm/consultant during their monitoring and evaluation exercises.

The budget should be detailed, and must include the following:

- Fees and per diem
- Travel expenses to project locations in Lebanon and Northwest Syria (cover travel only from and to project locations)
- If any, accommodation within project locations (cover accommodation for consultants only in project locations)
- Communication costs (internet connection, mobile credit)
- Workshop or meeting organization and logistics (only in relation to the deliverables)
- Staff salaries
- All Taxes (if/when applicable)

Any other relevant cost related to and required for the proper conduction of the monitoring and evaluation as per all the objectives and requirements detailed in the present ToR.

The budget for this consultancy will be finalised during contracting. Payments will be made according to the following milestones:

- **40%** upon submission of the Inception Report.
- **60%** upon submission and approval of the Final Evaluation Report.

Qualifications

The selected consultant or firm should be able to demonstrate:

- **Proven Experience:** Experience in conducting third party monitoring and evaluations of projects of similar nature over the past 2 years in both Lebanon and Northwest Syria.
- **Sector Expertise:** Knowledge of health, protection, MHPSS, and capacity-building.
- **Language Skills:** Proficiency in English and Arabic.
- **Technical Proficiency:** Familiarity with data collection tools (such as KOBO) and experience in qualitative/quantitative data collection and analysis techniques.
- **Financial and Time Management:** Ability to stick to the agreed budget requirements (no hidden costs) and timeframe.

- **Geographical Access:** Ability to conduct site visits within the project targeted locations in Lebanon and Northwest Syria.
- **Experience with Marginalized Populations (Preferred):** Prior experience of engaging with older people and those with disabilities in humanitarian contexts.

Ineligibility and Exclusion Criteria:

- Lacking formal registration.
- Lacking access to both or either of the assignment locations.
- Incomplete applications and applications that do not comply with the ToR.

Reporting and Management

The consultant will report directly to HelpAge's Programme Manager, working closely with local partners HRO (Syria) and IDRAAC (Lebanon) during the course of the consultancy. This will include regular update and joint meetings at regular interval (to be decided during the inception phase).

Security and Ethical Considerations

Security Management:

- The consultant firm is responsible for ensuring the safety of participants, partners, and their staff during fieldwork, adhering to local security protocols.
- Ensure the security and confidentiality of personal and sensitive data. The consultancy must adhere to HelpAge's data protection policies.

Ethical Standards:

- All data collection must follow ethical guidelines, ensuring free and informed consent is being obtained from participants.
- Ensuring a person/community-centred approach proposing methods adapted to the needs of the target population.
- Adhering to HelpAge International's Code of Conduct policy, PSEA policy, anti-fraud and anti-corruption policy.

Safeguarding

HelpAge International is committed to safeguarding the communities with which we work, our partners, staff and any others who we come into contact with. Therefore The consultant must ensure:

- Adhere to HelpAge International's Code of Conduct policy, PSEAH policy, anti-fraud and anti-corruption policy.
- **Guarantee the safety of participants**, partners and teams: the technical offer must specify the risk mitigation measures.

- **Ensuring a person/community-centered approach:** the technical offer must propose methods adapted to the needs of the target population (e.g. tools adapted for illiterate audiences / sign language / child-friendly materials, etc.).
- **Obtain the free and informed consent of the participants:** the technical proposal must explain how the evaluator will obtain the free and informed consent and/or assent of the participants.
- **Ensure the security of personal and sensitive data throughout the activity:** the technical offer must propose measures for the protection of personal data.
- *These measures may be adapted during the completion of the inception report.

Diversity & Inclusion

HelpAge International is dedicated to creating a diverse and inclusive environment for all its employees/consultants while extending the culture of inclusion into our work.

We believe that our workforce should reflect the wide diversity of the communities we serve, and that diverse voices should be elevated and intentionally integrated into our work. We embrace difference and diversity of identity, experience, and thought, and actively strive for inclusive behaviours across our work regardless of gender, race, disability, age, nationality, ethnic/national origin, sexual orientation, religious beliefs, marital status, pregnancy, social status, and political beliefs.

Application Process

Interested consultants are invited to submit the following documents to HelpAge HR Jobs@helpage.org with the email subject: **Consultancy –Third Party Monitoring & Evaluation- Lebanon and Northwest Syria**

The short EOI should include:

- A brief technical proposal of how you will approach the Third-Party Monitoring and Evaluation including proposed methodology and timeline (3-page max)
- Financial proposal including all costs related to the Monitoring and Evaluation including consultancy fees, travel cost, accommodation, and per diem (1-page max)
- CV of independent consultant/consulting firm and key assessment team members
- Contact information for one professional reference for each of the proposed team leads
- An example of a recent humanitarian monitoring report and a final project evaluation report, ideally from either of the project locations.

Applications should be submitted by **Monday, 23 December 2024**.