SOS Children’s Villages international

Request for proposal

Social impact assessment

FEBRUARI 2019

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# Background information

## About SOS Children’s Villages

SOS Children’s Villages International is the umbrella organisation for the global federation of 118 national SOS Children’s Villages associations, working in more than 2000 programme locations worldwide. We work together with a single vision: every child belongs to a family and grows with love, respect and security.

Uniquely, we provide long-term [***family-like care***](http://www.sos-childrensvillages.org/what-we-do/alternative-childcare) (FLC) for children who have lost parental care. This usually takes the form of SOS family care, organised in the form of a cluster of SOS families, where each SOS parent cares for a small group of children.

We also work with vulnerable families and communities to help [strengthen](http://www.sos-childrensvillages.org/what-we-do/family-strengthening) them and prevent child abandonment (***family strengthening***, FS).

## Social Impact Assessment at SOS Children’s Villages

In order to stay healthy as an organisation, it is essential that we are able to clearly show the outcomes and impact of our work. Without this, it becomes increasingly difficult to continuously improve the quality of our programmes, to ensure that we achieve maximum impact, as well as to attract and retain significant funding from donors and sponsors. It is also required for accountability to the children, families, communities and governments with whom we work, as well as to the donors who are funding the programmes.

It is expected that social impact assessments are carried out within SOS Children’s Village programmes, as part of a broader *results-based management* (RBM) system. However, it should be noted that they are not to be carried out in all programmes in all MAs world-wide, but rather in selected ‘sample’ MAs and in other MAs according to need. This shall be done on an ongoing basis in the ‘sample’ MAs and so provide a basis for improving the quality of our programmes, strengthening our credibility and accountability, as well as building more sustainable fundraising.

Going forward, it is desirable to give more attention to impact and to look beyond the programme participants, to the broader effects of our work on wider society (“Social Impact”). Also, it shall be useful to consider the extra-financial value created by our programme, relative to the resources invested. This is known as the social return on investment (SROI).

With this in mind, an approach to assessing the impact of our programmes has been developed, as elaborated in the accompanying documents:

* *Social Impact in the SOS Children’s Village Programme: Our Approach to Impact Assessment*: This provides the overall conceptual frame for social impact assessments
* *Assessing Social Impact in the SOS Children’s Village Programme: ‘How to’ Research Guide*: This ‘unpacks’ the required methodology.

## Background information on location(s)

The SOS Children’s Village Flores is located 14 km westward of Maumere, in north coast of the Island of Flores. It is about 1.000 km west of Bali, or about 2.000 km from our National Office in Bandung. The SOS Children’s Village is located in a very poor and dry area, where the rain falls only 3 months per year. The population of Flores is 3 million, and Flores is a Portuguese colony and most of the population is Catholic (90%).

1. Family-like Care service - SOS Children's Village Flores  
   15 SOS families, 183 beneficiaries, 41 co-workers  
   In operation since: 06/01/1995   
   2 Youth Facilities, 29 beneficiaries, 2 co-workers

In operation since: 01/07/2001 (Boy Facility) and 01/10/2015 (Girl Facility)

Semi-Independent Living program, 40 beneficiaries

Extent: 15 family houses, 2 Youth Facilities, SOS Aunts House, Village Director's house, Educator Houses, Guest’s House, Administrative Building, FS Office, village's hall, library, computer room, Kindergarten, Playground

Current capacity: 160 children, young people and Semi-Independent Living of young people

1. Family Strengthening service Flores

Food assistance, educational scholarships, literacy classes, and renovation of shelters, individual and communal food production and other income generating activities.

643 families, 2.095 beneficiaries (1.452 child and young persons and 643 parents and family members supported), 24 co-workers (9 social workers, 15 volunteers)

In operation since: 08/09/2005

Extent: Provision of strengthening support for families at risk of breaking down. SOS Children’s Villages works directly with families and communities to empower them to effectively protect and care for their children and to prevent separation, in cooperation with local authorities and other service providers.

Capacity: 60 families, 149 children and young people

The decision to set up SOS Children's Village in Flores taken after a devastating earthquake in December 1992 with tidal waves happening in the island, which took thousands of lives that caused many children became orphaned or displaced. In 1993, SOS Children's Village International gave the permission to build a new Village there, and in 1995 SOS established its operation. The laying of the first stone of the SOS Children's Village Flores development was in January 20, 1995 by Bishop Mgr. Longginus da Cunha, President of SOS Children's Villages International Helmut Kutin, Founder of SOS Children's Villages Indonesia Agus Prawoto, and attended by the Head of Sikka District. The official opening ceremony took place on 7 March 1998 in the presence of President of SOS Children’s Villages International, Helmut Kutin. Kindergarten SOS in Flores inaugurated in 1998. It accommodates around 90 students from SOS Children's Village and surrounding communities. SOS Youth Facility for Boy opened in 1999 and for Girl in 2016.

This earthquakes were quite often occur in Flores, so the SOS Children's Village building is equipped with special earthquake-proof roof construction. And the floors in all buildings have been elevated to be safer from tsunamis. There are 15 family houses, a house for the village leader, a multipurpose hall, a library, a playground, and several administrative areas. Vegetable gardens provided for each family. Fruit trees, such as manga, papaya and tamarind grow in SOS Children's Village Flores.

SOS Children's Village Flores was built on a dry land, where almost no vegetation grew. After several years SOS Children's Village Flores still exists in this area, and every one can see clearly, how SOS Children's Village Flores became very green, as compared to the neighbors. There is no deep well made in the Village, only simple digging wells, were made by the local people. One of SOS Children's Village Flores programmes is to guide the neighboring people on how to have a better life. Many people in this area are slow-moving to work so their living conditions are not feasible. There is enough land to work on, but many jobless people are hanging around. The sea is also very rich, but only few fishers are here. One of the reasons: many children have to stop their education after 6 years schooling. This difficult situation motivates SOS Children's Village Flores Co-workers to become a model for their neighbors, and SOS Children's Village Flores children feel that they really have good opportunities for their future.

In 2018, SOS Children's Villages Flores chosen as the third exemplary champion at the national level for the Child Social welfare Institution. The award given by Ministry of Social of Republic of Indonesia directly. The selection is through district level, province level, and then became representative of NTT province for national level selection. A team from the Ministry of Social Affairs of Republic of Indonesia and local judges visited to see the real conditions in the SOS Children's Village Flores including administration, legality of the institution, organizational structure, partnerships, productive economic efforts, independence, as well as the sustainability of programs and activities.

# Instruction to bidders

## General

The bidders are welcome to compete for a social impact assessment of SOS Children’s Village Programme Flores, Indonesia.

This bid is open to all national and international suppliers (independent consultants or companies) who are legally constituted and can provide the requested services. The bidder shall bear all costs of the bid; costs of a proposal cannot be included as a direct cost of the assignment.

**2.1.1 Language of the bid**

The proposal and all supplementary documents have to be submitted in English. In addition, the bidder has to cover all translation costs related to field interviews.

**2.1.2 Bid currency**

The financial bid needs to be stated in Indonesia Rupiah.

## Process of Submission of Bids

**Proposals should be sent to:**

To facilitate the submission of proposals, the submission duly stamped and signed electronically in PDF format and sent to **Mr. Hasan Asif at *asif.hasan@sos-kd.org***, ‘cc’ to **Mr. Germain Houedenou at** [***germain.houedenou@sos-kd.org***](mailto:germain.houedenou@sos-kd.org)**.**

The titles of submitted documents should clearly state “Technical proposal for impact assessment in SOS Children’s Villages Indonesia by the [company/consultant title]” and “Financial Proposal for impact assessment in SOS Children’s Villages Indonesia by the [company/consultant title]”. Please make sure that the technical and financial proposals are handed in separately PDF files. During the process of evaluation, technical bids would be opened and evaluated first. The financial part of those proposals, which are shortlisted after evaluation of the technical proposal, will then be opened in a second step.

**Documents to submit**

* Bid submission / identification form
* Previous experience format
* Price schedule form (to be sealed in a closed envelope or a separate PDF file)
* Technical proposal
* CVs of the research team member(s) including current geographical location(s)
* Three references
* An example of a recent/relevant evaluation report (if available for public use)

**Deadline for submission**

The proposal has to be received by latest on Sunday, 10th March, 2019, by the end of the day. Proposals received after the deadline will be not be considered.

**Modification and withdrawal of bids**

Proposals may be withdrawn on written request prior to the closing date of this invitation. Any corrections or changes must be received prior to the closing date. Changes must be clearly stated in comparison with the original proposal. Failure to do so will be at the bidder’s own risk and disadvantage.

**Signing of the contract**

SOS Children’s Villages International will inform the successful bidder electronically and will send the contract form within 3 weeks after closure of the bid submission deadline. The successful bidder shall sign and date the contract, and return it to SOS Children’s Villages Indonesia within seven calendar days of receipt of the contract. After the contract is signed by the two parties, the successful bidder shall deliver the services in accordance with the delivery schedule outlined in the bid.

**Rights of SOS Children’s Villages:**

* contact any or all references supplied by the bidder(s);
* request additional supporting or supplementary data (from the bidder(s));
* arrange interviews with the bidder(s);
* reject any or all proposals submitted;
* accept any proposals in whole or in part;
* negotiate with the service provider(s) who has/have attained the best rating/ranking, i.e. the one(s) providing the overall best value proposal(s);
* contract any number of candidates as required to achieve the overall evaluation objectives

## Evaluation of proposals

After the opening, each proposal will be assessed first on its technical quality and compliance and subsequently on its price. The proposal with the best overall value, composed of technical merit and price, will be considered for approval.

**2.3.1 Technical Evaluation**

The technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) and *‘How to’ Research Guide* as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.

Bidders may additionally be requested to provide additional information (virtual presentation or phone interview) to SOS Children’s Villages International on the proposed services.

|  |  |  |
| --- | --- | --- |
| **1** | **Quality and Relevance of Technical Proposal** | **Maximum obtainable points** |
| 1.1 | Overall quality and relevance of proposal to ToR and the Research Guide | 100 |
| 1.2 | Existence of effective and realistic work plan in accordance with ToR and a Research Guide requirements | 60 |
| 1.3 | Sufficiency of resources (e.g. human resources) and their proper allocation for timely provision of project deliverables | 50 |
| 1.4 | Detailed quality assurance process for all deliverables (e.g. to test consistency of ratings, ensure validity of interviews and statistical data) | 40 |
|  | TOTAL | 250 |

|  |  |  |
| --- | --- | --- |
| **2** | **Qualification and expertise of or organisation/team of consultants/consultant submitting proposal** | **Maximum obtainable points** |
| 2.1 | Reputation of firm/organisation and staff and individual consultant/s (competence and reliability) in carrying out evaluations | 35 |
| 2.2 | Relevance of:  - Specialized knowledge  - Proven expertise in carrying out evaluations | 80 |
| 2.3 | Team leader | 50 |
| Qualifications |
| Relevant professional experience as required by the TOR and the requirements in chapter (3.3.2) |
| 2.4 | Team members | 35 |
| Qualifications |
| Relevant professional experience as required by the TOR and the requirements in chapter (3.3.2) |
|  | TOTAL | 200 |

**2.3.2 Price Proposal**   **50**

The total amount of points allocated for the price component is [**50**]**.** The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/consultants who obtain the threshold points in the evaluation of the technical proposal. All other price proposals will receive points in inverse proportion to the lowest price; e.g.:

**(Max. score for the price of bid) \* (Lowest price)**

**Points for price proposal:** **X = ---------------------------------------------------------------------------------**

**Price of bid**

# Terms of Reference

## Overall objectives and scope of the impact assessment

The Social Impact Assessment has been established as a standard procedure within the SOS Children’s Villages organisation. Approximately 3-6 locations worldwide are assessed per year . For the request for proposal at hand, the above listed programme location will be assessed.

The Social Impact Assessment concept was designed to collect evidence for SOS Children’s Villages programmes contributing to:

1. **Impact on individual level** (non-financial):The *actual* long-term effects of the programme on former-child participants, whether these individuals are still dependent children or already independent adults. Dimensions for assessing individual level impact are (for a description see research guide): care, food security, accommodation, health, education, livelihood, protection & social inclusion, and emotional & social well-being.
2. **Impact on community level** (non-financial):The *actual* long-term effects of the programme on the communities with which the programme has been working. Dimensions for assessing community level impact are: community awareness, community-based support systems, progress towards sustainability, alternative childcare, giving & volunteering, and next generation benefit.
3. **Social Return on Investment** A forecast of the social return that can be expected, measured in monetary terms, for every dollar (or euro) spent in the programme. The following modules are included: individual income, care-giver income, giving & volunteering, next generation benefit, expenses for social benefits, expenses for alternative care, direct impact of local expenditures.

The organisation has developed a *‘How to’ Research Guide* (see document attached) which describes in detail the methodology to be used for the Social Impact Assessment. Please refer to this document for further details.

### Evaluation questions for Social Impact Assessment

**Collect evidence** for the impact SOS Children’s Villages contributed to (please describe findings for questions below separately for FS and FLC):

* 1. What insights on the relevance, sustainability, efficiency and effectiveness (DAC criteria) in general can be described? What is the evidence of contribution of SOS Children’s Villages to the observed impact (making reference to result chain/programme results framework and testing plausibility)?
  2. To what extent can former-child participants meet the targets (scale level 1 or 2) set for the non-financial dimensions for individual impact? What observations can be made in comparing former-child participants with national or community level averages (depending on availability of data within country), or by comparing them to a ‘virtual control group’?
  3. To analyse different reasons for ‘exit’ of former-child participants (both, FS and FLC). Based on existing statistics and interviews with staff please investigate reasons for exit (especially pre-mature or drop outs) and possible mitigation and/or follow-up measures.
  4. To what extent does the programme contribute to a broader impact on the community beyond the individual impact (non-financial perspective)? What is the evidence of contribution of SOS Children’s Villages?
  5. What social return on investment can be forecasted (financial impact)? (for details see *‘How to’ Research Guide*)?
  6. Describe any unexpected (positive or negative) impact.
  7. What differences between family-like care and FS services in terms of individual impact and impact on the broader community, financial and non-financial, can be observed? What conclusions can be drawn for FS and FLC services with regard to question 1.a (DAC criteria and plausibility of result chain)?
  8. To what extent could findings be related to specific SDGs? Please describe verifiable examples?
  9. How can the findings from the Social Impact Assessment be used to improve the programme design and how can lessons learnt be incorporated into daily work (provide recommendations).

### Scope

One FS service and one FLC service with its former participants shall be evaluated. The former participants from family strengthening have to have left between 1 and 5 years ago, and those from family-like care between 2 and 6 years ago. Where necessary, reference shall be made to other SOS facilities, but focus is to be on the above-mentioned services.

For detailed scope and methodology, please refer to the *‘How to’ Research Guide*.

## Methodology and approach

**Some key facts on suggested methodological approach:**

(detailed description to be found in the *‘How to’ Research Guide*)

1. **Impact on individual level** (non-financial): Individual interviews with former-child participants and their care-givers (where applicable), using a semi-structured questionnaire with rating dimensions, form the major part of the data collection process. Two different benchmarks are to be used: 1. Benchmark against the defined rating scales. 2. Benchmark against national/local averages – mainly with regard to dimensions of livelihood and education. For this purpose, additional desk research and/or expert interviews on nationally or locally available statistics and data on the labour market and government services is required. It has to be checked for each individual programme location, what external benchmarks would be available, for which dimensions, and how they could be used for comparison.

**Individual interviews** need to be conducted with the following groups:

1. Former-child participants of family-like care service, who participated when being a child and now either (a) live independently, as *independent adults*, or (b) ahave been successfully reintegrated into their families of origin and are still *dependent children*. In the case of (b), interviews are also conducted with the child’s parental care-giver. This is to complete the assessment of children within the family perspective (e.g. on accommodation, food security, livelihood…).
2. Former-child participants of FS service who participated when being a child and now either (a) still live with their families or alternative care-givers, as *dependent children*, or (b) live independently as *independent adults*. In the case of (a), interviews are also conducted with the child’s parental care-giver. This is to complete the assessment of children within the family perspective (e.g. on accommodation, food security, livelihood…).

To further explore emerging topics and fill any gaps**, focus group discussions** are held with the above stakeholder groups towards the end of the fieldwork phase. While the assessment of the situation of former-child participants is largely based on the rating of the given scales, the ratings themselves are to be underpinned by qualitative information to explain the ‘how’ and the ‘why’ of results. Staff members should also be consulted.

1. **Impact on community level** (non-financial)**: Semi-structured interviews** with community stakeholders from local government, community leaders, CBOs, local experts, NGOs and SOS co-workers. This may be supplemented by **focus group discussions**. This part would be especially open for qualitative methodology (e.g. most significant changes) and additional suggestions by the external consultant.
2. **Social Return on Investment:** A methodology for SROI calculation has been developed by SOS Children’s Villages. For some of the above-mentioned elements of the assessment, data has to be collected during individual interviews with group 1 (former-child participants of family-like care) and group 2(b) (care-givers who participated in FS). These elements are: individual income, giving & volunteering, care-giver income, and next generation benefit. A list of questions has been developed and needs to be included in questionnaires. In addition, the external researcher is asked to provide secondary data on certain income groups as per national statistics (for ‘virtual control group’). Further instructions can be found in the *‘How to’ Research Guide*. With regard to the other elements mentioned above, the researcher is asked to check for available data, and to provide/validate it if available. The mathematical calculation will be done by SOS Children’s Villages staff together with external researcher/s. The results of the SROI calculation should be incorporated into the report.
3. **Case stories:** In-depth interviews are conducted with three former participants from family-like care and three from family strengthening, who are doing particularly well, in order to highlight what has contributed to their success. Successful case stories from communities which have been positively impacted by SOS Children’s Villages (for example of community-based partner organisations) may also be collected in addition where relevant.
4. **Relevance, sustainability, efficiency and effectiveness of the programme (DAC criteria):** Additional methods defined by external researcherin order to support/validate collected data and in order to check plausibility of programme results framework and on DAC evaluation criteria.

The given methodology is seen as subject to further improvement and development. Recommendations to further work on the *‘How to’ Research Guide* or to adapt concept or design of the social impact assessment are therefore welcome and explicitly included in the assignment.

## Evaluation process and expected deliverables

The evaluation process is divided into four phases. All steps that lead to deliverables are marked in bold. The first phase, the evaluability assessment, has been carried out in advance through an internal assessment and does not need any further activity by the researcher:

1. **Phase 1: Evaluability assessment** (carried out internally as a preparatory work)

Has been conducted in advance and is not part of the assignment.

Following questions have been investigated:

* Number of former-child participants having ‘exited’ FS between 1 and 5 years ago and FLC during between 2 and 6 years ago (please see preliminary information below)
* Detailed reasons for ‘exit’ (please see preliminary information below)
* Files for former-child participants including available baseline and other information (e.g. duration of stay) for 100% of former-child participants
* Programme database (programme monitoring system) in place for target locations

**Exited Participants**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Family Strengthening (FS)** | | | | | | |
| Years when exited the programme | | | 2014 | 2015 | 2016 | 2017 | 2018 | Total |
| Number participants | Families | | - | 17 | 31 | 59 | 4 | 111 |
| Children | | - | 9 | - | 7 | 2 | 18 |
|  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Family-Like Care (FLC)** | | | | | | |
| Years when exited the programme | | 2013 | 2014 | 2015 | 2016 | 2017 | Total |
| Number of Children | | 9 | 13 | 7 | 15 | 21 | 65 |

1. **Phase 2: Prepare finalized data collection methodology and suggest changes** 
   1. Review the *‘How to’ Research Guide* and work on refinements for data collection procedures and evaluation set-up.
   2. Identify and study (desk research, interviews with local contact persons) sources for secondary data necessary for (i) comparison with national/local averages on non-financial information and (ii) ‘virtual control group’ for financial information.
   3. Composition of an assessment team and training of interviewers.
   4. Adaptation of data collection forms (questionnaires, questions for focus group discussions, questions for community stakeholders and SOS staff) for each group of interviewees considering child-friendly methodology where appropriate and making necessary adapattions as per local context.
   5. Plan and organise the data collection process (in collaboration with local SOS staff).
   6. Analyse, verify and start summarizing relevant secondary data
   7. **Submit and secure approval for the refined impact assessment design and methodology in an inception report: document (i) proposed changes to proposed methodological set-up, (ii) locally adapted and proposed data collection tools, (iii) summary of national/local benchmark data.**
   8. Preparation of checklists, participant lists and other management/organisational information for data collection.
2. **Phase 3: Field phase**
   1. Facilitate learning during the data collection exercise.
   2. Collection of data.
   3. Analysis of the data.
3. **Phase 4: Synthesis and presentation phase**
   1. **Preparation of a draft report in English**
   2. **Presentation of the findings to the programme staff / national office staff / international team (face-to-face).**
   3. **After having received feedback from the various stakeholders – finalise the report and submit it in English**

**Deliverables:**

* 1. **Refinement of impact assessment design and methodology in an inception report**
  2. **First draft of the final report in English**
  3. **Presentation of preliminary results to SOS Children’s Villages Indonesia Country and International (face-to-face)**
  4. **Final report in English**

All deliverables need to get approved by SOS Children’s Villages International.

### Timetable (Evaluation Work Plan)

|  |  |  |  |
| --- | --- | --- | --- |
| **Activities** | **dates** | **Time frame** | **Location** |
| **Phase 1:** evaluability assessment (internal) | January-February 2019 | - | - |
| **Phase 2:** Refinement of data collection methodology | April 2019 | 2 weeks | Home / programme locations |
| **Phase 3:** Field phase | May-June 2019 | 4 weeks | programme locations |
| **Phase 4:** Analysis, synthesis and presentation | July 2019 | 3 weeks | Home / National or international office SOS |

### Qualification of the researcher / research team

The researcher / team of researchers must have:

* + - * 1. proven competency (record of previous experiences) in project/programme evaluations, including impact assessment or mid-term evaluation
        2. a good understanding of development work in Indonesia
        3. a good understanding of child rights and issues affecting vulnerable children and their families
        4. experience with interviewing children and vulnerable groups
        5. good facilitation, organisational and interpersonal skills
        6. proven experience in participatory processes and data collection methods (including age appropriate data collection methods)
        7. strong skills in coordinating teamwork
        8. strong analytical and conceptual skills
        9. excellent written communication skills
        10. ability to transfer complex concepts and ideas into practical and simple language
        11. experience with Social Return On Investment methodology would be an asset
        12. ideally experience in organising research processes with/for SOS Children’s Villages

### Logistical arrangements

When at the programme location, accommodation and transport to the field will be organised by the member association, including the **full coverage of costs** during the entire stay of the researcher(s) (not to be included into price proposal).

National or location level staff (SOS) will be available to help organizing the interviews including contacting SOS, announcement and local preparation of evaluation, linking to community duty bearers and national authorities if required.

## Duration of the contract and terms of payment

Payment will be made only upon SOS Children’s Villages acceptance of the work performed in accordance with the above described deliverables. Financial proposals should include proposed stage payments. Payment will be effected by bank transfer in the currency of billing and is due 30 days after receipt of invoice and acceptance of work.

**Funding and Payment:** The consultant will be paid by SOS Children’s Villages as follows:

25% on the submission and approval of Technical Proposal

25% on completion of the Draft Report

50% on successful completion of the activities and delivery of the expected outputs

Duration of contract: the contract is effective from the moment it was signed until the acceptance of work by the international project team.

## NOTICE OF DELAY

Shall the successful bidder encounter delay in the performance of the contract which may be excusable under unavoidable circumstances; the contractor shall notify SOS Children’s Villages in writing about the causes of any such delays within one (1) week from the beginning of the delay.

After receipt of the Contractor's notice of delay, SOS Children’s Villages shall analyse the facts and extent of delay, and extend time for performance when in its judgment the facts justify such an extension.

## COPYRIGHT AND OTHER PROPRIETARY RIGHTS

SOS Children’s Villages shall be entitled to all intellectual property and other proprietary rights including, but not limited to, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for SOS Children’s Villages under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for SOS Children’s Villages.

All materials: plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of SOS Children’s Villages and shall be treated as confidential, and shall be delivered only to SOS Children’s Villages authorized officials on completion of work under the Contract. The external consultant is obliged to hand over all raw data collected during the assessment to SOS Children’s Villages.

## TERMINATION

SOS Children’s Villages reserves the right to terminate without cause this Contract at any time upon forty-five (45) days prior written notice to the Contractor, in which case SOS Children’s Villages shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

SOS Children’s Villages reserves the right to terminate the contract without any financial obligations in case if the contractor is not meeting its obligations without any prior notice:

* agreed time schedule
* withdrawal or replacement of key personal without obtaining written consent from SOS Children’s Villages
* the deliverables do not comply with requirements of ToR and research guide.

# Annex

## ‘How to’ Research Guide

## SOS Children’s Villages International Child Protection Policy and Code of conduct

**Child Protection:** SOS Children’s Villages International has a Child Protection Policy and Code of Conduct that all consultants will be expected to comply with and will be required to sign a statement of commitment to the policy.

The Child Protection Policy is binding for all member associations as well as the General Secretariat (GSC). The Policy is applied across the whole organisation at all levels and in all types of programmes.

All employees and associates of SOS Children’s Villages are obligated to report any concerns, suspicions or allegations of any child abuse. Types of child abuse are described in the [SOS Children’s Villages Child Protection Policy](http://www.sos-childrensvillages.org/getmedia/c490b303-02b4-4b17-9434-07c09d771921/ChildProtection-Policy-eng.pdf), along with the mandatory steps to be taken by the employee if a case of abuse is suspected. The policy support document “[**Working** **together** to protect children. GSC roles and responsibilities in child protection reporting and responding](https://intranet.sos-kd.org/areasofwork/PD/Content/Crosscutting/Childprotection/SOSDocuments/150522-GSCRoleinCPRR_FINAL.pdf)“ then defines mandatory steps to be taken by the GSC in regards to the reported child protection cases including those where a consultant hired by the GSC is the alleged perpetrator. The SOS Children’s Villages Code of Conduct underscores that each employee is personally responsible for reporting and further procedures are in place to protect those who submitted the report against punishment or retribution for reporting.

The steps for dealing with reported cases vary depending on the type of abuse, the individual context and the local laws, but each concern or incident reported is taken seriously. Reported case is assessed, managed and documented by the child protection team of the respective member association within the framework defined in the [Reporting and Responding Procedures for MAs](https://intranet.sos-kd.org/areasofwork/PD/Content/Crosscutting/Childprotection/Pages/Guidelines-for-MAs-on-Reporting-and-Responding.aspx); the National Director is ultimately responsible for any decisions and actions taken***.*** In case of conflict of interest which cannot be properly addressed in a particular MA or a GSC office or concrete evidence of negligence on the part of an MA or a GSC office to decisively deal with a reported case, the case needs to be escalated to a higher level of the organisation. First level of escalation is the respective International Office Region (IOR).

The SOS Children’s Villages Child Protection Policy makes no difference between current child protection cases and historical cases of abuse. The member association takes all reported cases seriously, listens to the allegations and takes necessary steps to address the cases. The member association needs to make sure that any child currently under our care is protected from the person alleged to have been an abuser. The member association also seeks to promote the welfare of those adults who allege historical abuse.

However, it may sometimes be difficult to address the root cause of a historical case of abuse, i.e. due to the long period of time passed between the time when the abuse happened and when the case was reported. In such situations, the member association collects all available information about the case and based on thorough assessment of the case, takes necessary preventive measures to ensure that such cases will not happen again.

In addition to the above mentioned Child Protection Policy and Code of Conduct, the following key areas for ethical consideration need to be taken into account: <http://childethics.com/ethical%20guidance/>

Graham, A., Powell, M., Taylor, N., Anderson, D. & Fitzgerald, R. (2013). Ethical Research Involving Children. Florence: UNICEF Office of Research - Innocenti.

Member Associations in which the impact assessment is going to be carried out, have been asked to develop guidelines on how and when SOS would be able to provide support (or to refer to other service providers) in case of any crisis situations coming up during the interviews with either SOS or comparison group. The successful bidder is requested to act in accordance with those guidelines.

The successful bidder is requested to obtain written consent from all participants of the evaluation process and/or their official guardians/representatives (when applicable)!

## Bid submission / identification form

This bid form must be completed, signed and returned to SOS Children’s Villages Indonesia. Bids have to reflect the instructions described in the Request for Proposal.

Any requests for information regarding this Request for Proposal shall be send to Mr. Hasan Asif at *asif.hasan@sos-kd.org*, ‘cc’ to Mr. Germain Houedenou at [*germain.houedenou@sos-kd.org*](mailto:germain.houedenou@sos-kd.org).

The Undersigned, having read the complete Request for Proposals including all attachments, hereby offers to supply the services specified in the schedule at the price indicated in the Price Schedule Form, in accordance with the Terms of Reference included in this document.

Offering service for:

□ SOS Children’s Villages Indonesia

Company/Institution Name/Individual’s Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Address, Country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Website\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Date of establishment (for companies): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Name of Legal Representative (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Type of Company: Ltd. Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. Number of Staff: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. Subsidiaries in the region:

Indicate name of subsidiaries and address

a)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

b)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

c)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10. Commercial representative in the country (for international companies only)

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Validity of Offer: valid until:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

Signature and stamp

## Previous experience form

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N# | Description  (services and products provided to the clients relevant to the current RFP) | Client | Contact person/phone, e-mail address | Date of assignment  (from/to) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Price schedule form

The financial proposal needs to include all taxes.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Activity** | **Staff involved (indicate profile)** | **No of persons** | **No of days** | **Daily rate** | **Price (all incl.)** | **Percentage of total price** |
|  |  |  | **A** | **B** | **C** | **D=AxBxC** | **E=D/F** |
| 1 | Refinement of data collection methodology |  |  |  |  |  |  |
| 2 | Data collection |  |  |  |  |  |  |
| 3 | Presentation on preliminary results |  |  |  |  |  |  |
| 4 | First draft of the final report |  |  |  |  |  |  |
| 5 | Final report |  |  |  |  |  |  |
|  | Total Price (F) |  |  |  |  |  | 100% |

Reimbursement of interviewees to be covered by Member Association, not to be included into price proposal.

Accommodation and local transportation to be covered by Member Association, not to be included into price proposal.

This proposal should be authorized, signed and stamped

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Name of Organisation)

Name of representative

Address:

Telephone/Fax/Email:

## Technical proposal (guideline)

|  |  |
| --- | --- |
| Name of Organisation/Firm/Independent Consultant |  |
| Name of contact person for this proposal (for organisation/firm) |  |
| Address: |  |
| Phone/Fax: |  |
| E-mail: |  |

The technical bid should be concisely presented and structured in the following order to include, but not necessarily be limited to the following information listed below.

**1. Quality and Relevance of Technical Proposal**

* Describe all actions related to all required steps in the phases of Social Impact Assessment including of adaptation of methodology (if required)
* Realistic work plan with time lines in accordance with ToR and Research Guide requirements
* Explain about your suggested training procedures and content for interviewers
* Detailed quality assurance process for all deliverables

**2. Qualification and expertise of organisation/team of consultants/consultant submitting proposal**

* Reputation of firm/organisation and staff and individual consultant/s (competence and reliability) in carrying out evaluations
* Relevance of:

- Specialized knowledge

- Proven expertise in carrying out evaluations

* Proposed Team Structure: The composition of the team which you would propose to provide in the country of assignment and/or at the home office, and the work tasks (including supervisory) which would be assigned to each.
* CVs for key staff

## Proposed structure of the final report

The final impact evaluation shall be a written report oriented on the proposed outline:

**Title page**

Name of the programme, country, date, implementing agency of the evaluation, name of the authors

**Summary of conclusions and recommendations (2 pages max)**

Executive summary (2 pages max, main recommendations)

1. **Introduction (1 page max)**
   1. Description of the objectives and scope of the assessment
   2. Short description of the overall assessment process, the research team and methodologies applied
2. **Programme description (per programme separately, 1 page each max)**
   1. Programme description (location, current status, duration, beneficiaries/participants) and programme results framework (programme goal, objectives, expected results and activities)
   2. Management structure and budget (short description of the management structure and overview of the human resource allocations/staffing patterns, implementation partners, budget)
3. **Evaluation results: Social Impact assessment** 
   1. Key findings on individual impact (non-financial indicators)
      1. Family-like care: Status of former-child participants compared with the defined rating scales and community/national averages. This comparison is underpinned by qualitative information from individual interviews and focus group discussions to explain the ‘how’ and ‘why’ of results. There is also an analysis of different reasons for ‘exit’, and, if relevant data is available, make a comparison with initial and ‘exit’ assessment. Including graphs, text, case studies and illustrations.
      2. Family Strengthening: Status of former-child participants compared with the defined rating scales and community/national averages. This comparison is underpinned by qualitative information from individual interviews and focus group discussions to explain the ‘how’ and ‘why’ of results. There is also an analysis of different reasons for ‘exit’, and, if relevant data is available, make a comparison with initial and ‘exit’ assessment. Including graphs, text, case studies and illustrations.
   2. Key findings on community-level impact (non-financial indicators): Analysis of information from stakeholder interviews, focus groups and secondary data. Including graphs, text, case studies and/or illustrations.
   3. Key findings on the social return on investment.
   4. Overall assessment of evidence of the contribution of SOS Children’s Villages Programme to the above described impact areas (including reference to relevance, efficiency, effectiveness and sustainability of programme, and a reference to programme results framework and organisational theory of change).
   5. Observations that differ between FS and FLC services.
   6. Reference of key findings to SDGs.
   7. Other findings and unexpected topics.
4. **Evaluation results: Refinement of methodology** 
   1. Recommended adjustments to overall evaluation of methodology (if any)
5. **Lessons learnt, Conclusions and Recommendations** 
   1. Conclusions on the Social Impact Assessment results
   2. Recommendations for further action within the programmes (split into FS and FLC section, maybe also cross-cutting): Identify components of the programme that have great potential for further development, but also interventions that need to change radically or even phase out.
   3. Recommendations for future impact assessments: Suggested improvements to methodology.
6. **Appendix**

6.1 Case stories