



Terms of Reference for project evaluation

Language for Resilience programme in Argentina, 2017-2020

The British Council seeks the services of a skilled evaluation consultant to undertake an evaluation of their three-year programme. The overall aim of the programme aims to support the social and linguistic integration of refugees in Argentina, through the remote teaching of Spanish as a second language. Evaluation of the programme is needed before the end of December 2020 to inform our decision makers the future of the project in Argentina, considering whether the project has external funding attractiveness and potential to scalability.

Location: Argentina

Apply by: 6 October 2020

Start date: 8 October 2020

End date: 16 December 2020

About the British Council

The British Council is the UK's international organization for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust. We work in over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body. The British Council conducts a wide range of projects within its English Language, Education and Society (ELES) portfolios in the Americas that impact a range of audiences, such as teachers, community and movement leaders, women and girls, students and other young people in 13 countries.

Project Summary

[Language for resilience](#) is the British Council's programme that aims to support the social and linguistic integration of refugees and asylum seekers around the world. Particularly in Argentina through the remote teaching of Spanish as a second language.

With the deepen of the refugees crisis after the Syrian war, Argentina became a preferred destination for non-native speaker asylum seekers. In this sense, refugees in Argentina face several barriers in terms of their integration into the local community. Of course, one of the most significant of these is that of language, which affect their socio-economic integration into the country.

This programme aims to provide groups of refugees with remote classes of Spanish in small groups, to help them to overcome these initial barriers and be better equipped for life in Argentina. Materials have been specifically developed by qualified Spanish teachers with experience of this context.

The added value of remote teaching is that in partnership with Argentinean government and UNHCR we could implement a federal public policy that provides a language solution to refugees and asylum seekers that are not only located in Buenos Aires but other cities around the country.

The programme so far has reached more than 500 refugees and asylum seeker spread around Argentina. Although the programme originally focus on Syrian refugees, we now have students from more than 10 different nationalities such as Senegal, Nigeria, Haiti, Russia and Afghanistan.

Evaluation Stakeholders

The results of this evaluation are primarily intended for internal use by the British Council to inform decisions for the future of the programme and improvements needed but it has also the potential to serve for transfer learning across the programme's partners network. Results and findings will also be shared with selected partners.

Objectives of the Evaluation

The objectives of this evaluation are to:

1. Undertake an evaluation to assess the project's:

- a. Relevance – the extent to which the objectives were consistent with stakeholders' needs and priorities
- b. Effectiveness – the extent to which the targeted project objectives were achieved (or are expected to be achieved)
- c. Efficiency – how economically resources/inputs were converted into results
- d. Sustainability – the extent to which the benefits are likely to continue after the project
- e. Impact – the long-term effects produced by the project (directly, indirectly, intended and unintended).

The evaluation should assess the above in relation to two central broad questions:

- I. *What* changes / outcomes / achievements have taken place?
- II. *How* have these changes / outcomes / achievements been brought about?

In relation to this, the evaluation should consider the following sub-questions:

What?

- What have been the unintended and unexpected outcomes of the project activities (e.g. benchmarking, top of mind)?
- Who has benefited (men, women, youth), in what ways?
- Have any changes been achieved in relation to policy / practice / attitudes of decision makers / policy makers etc. in the territories where the project is working?
- Have any changes been achieved relating to broader national and international policies, conventions, targets etc. in the areas where the project is working?
- To what extent has the achievement of the changes / outcomes been influenced by external / other factors? To what extent are changes attributable to the project activities?

How?

- How accurate is the global 'theory of change' in relation to the context that the project is delivered in Argentina? Is it effective, where were the gaps, how should it be adapted and improved for the future?
- What were the most efficient approaches to bring about change? What worked, what didn't, and why? How has the remote teaching component played a part in the delivery of the programme?
- What overall lessons have been learned?
- How have relationships between partners helped or hindered the 'delivery of changes / outcomes'? How can these relationships be improved?
- Has the project delivered 'value for money'?

2. Provide recommendations for continued project interventions and scale-up.

As mentioned above, learning from this evaluation should feed into decisions on whether we will continue with the project delivery in Argentina and if so, plans for expansion and scale-up of this project.

Learning can also be applied to inform other projects and programmes across the organisation. The evaluation should be strongly focused on recommendations for improvement relating to the central questions outlined above, and in particular – if and how activities could be adapted to better meet the needs of the stakeholders.

Methodology

The evaluation should consist of:

(a) Review of project documentation: Review of archived material related to the project. This could include, but is not restricted to: annual and quarterly reports, communications between the British Council and partners, project documents, the global M&E Language for resilience Framework (including data collection tool and report templates), ‘theory of change’, training materials etc. This information will be provided to the evaluator by the project team. Any other relevant statistics and secondary sources should also be reviewed by the evaluator.

(b) Development of an evaluation approach and data collection tools / methods: this should include;

- Detailed timeline and work plan
- Outline of any proposed changes to the scope of the evaluation
- Key interview questions
- Proposed sampling framework
- List of stakeholders to be consulted

The British Council welcomes use of mixed methods, and particularly participatory evaluation methods that are fun and engaging for the youth and stakeholders participating.

Sample size: The exact sampling framework is to be proposed by the consultant. The proposed approach should be submitted to the British Council for approval prior to the start of work.

Stakeholders to be consulted: The consultant should plan to include the following groups of stakeholders in the evaluation:

- Direct project beneficiaries
- British Council implementing staff
- Other relevant British Council staff
- Representatives from past and current partner organizations
- Wider stakeholders (to be defined at evaluation design stage)

(c) Participate in a briefing with the British Council (remotely): This should take place immediately prior to the start of work.

(d) Online interviews: Online interviews might be considered.

(e) Provide a debrief to the British Council: using either a draft set of results or presentation to summarize preliminary findings and recommendations.

(f) Submit an initial findings report: of no more than **25** pages that corresponds to the requirements outlined below in the ‘Deliverables’ section.

(g) Submit a final evaluation report: incorporating any relevant feedback from the British Council including an executive summary with the scope of the evaluation, the main findings and conclusions.

Deliverables

Deliverables should include the following:

- An evaluation work plan, including planned timeline, methodology / approach, planned stakeholders to be consulted and sampling framework, data collection and analysis tools, qualitative and quantitative protocols for data collection and analysis
- Presentation of preliminary findings in English and Spanish (Initial findings draft report submission)
- One (1) electronic file of the clean (final) qualitative and quantitative data collected
- Final evaluation report in English and Spanish that meets the requirements outlined below

The final evaluation report should be jargon free, clear and simply written. The main body of the report should not exceed 25 pages and should include an executive summary, brief project background and recommendations. Technical information should be included in appendices only. Analysis of project achievements should always be backed up with relevant data, with reference to the data source. Recommendations should be specific and include relevant details for how they might be implemented.

The structure of the report should cover the following:

- Executive summary (approximately 10% of the final report)
- Brief project background (approximately 5%)
- Main findings relating to the evaluation questions and including detail of any unintended outcomes that are resulting from project activities (At least 50%)
- Recommendations for future action (At least 25%)

In addition, the final report should contain at least the following annexes:

- Terms of Reference for final evaluation
- List of meetings attended
- List of persons interviewed
- Details of evaluation methodology
- Summary of online interviews
- List of documents reviewed
- Any other relevant material, including data collection tools

Contract and reporting details

Type of offer: Offer letter detailing the activities and deliverables above.

Reporting: The consultant will report to the British Council Project Manager for the programme.

Qualifications, experience, and skills: Preference will be given to applicants with the following:

- University degree and professional training in the social sciences or related. A master's degree in any social science is desirable.
- Fluency in written and spoken English and Spanish. Ability to produce well written, analytical reports in English and Spanish essential
- Proven experience in theory-based evaluations and familiarity with ad-hoc methodologies such as outcome harvesting and contribution analysis, with demonstrable quantitative and qualitative data analysis skills.
- Understanding of the international scenario and perspective related to social and community development.
- Ability to identify priority activities and assignments, allocation of appropriate amount of time and resources for completing work.

- Knowledge of evaluation of capacity building activities and familiarity with the theory of change technique.

Proposals should be no longer than 7 pages, excluding CVs, budget and example piece of work.

Proposals should include:

- An up-to-date CV
- Filled Supplier Response Template (Annex)
- Description of proposed approach
- Detailed quote for the project
- An example piece of work from a similar assignment

Confidentiality

All information supplied to applicants by the British Council, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your tender response) unless the information is already in the public domain or is required to be disclosed under any applicable laws.

General Policy Requirements

By submitting a proposal, applicants confirm that they will, and that they shall ensure that any consortium members and/or subcontractors will, comply with all applicable laws, codes of practice, statutory guidance and applicable British Council policies, including Safeguarding and Equality Diversity and Inclusion, relevant to the goods and/or services being supplied, which can be found on the British Council website (<https://www.britishcouncil.org/organisation/transparency/policies>).

Indicative schedule of activities

From 8 October to 16 December 2020. This is a service provision contract, and legal deductions apply according to local law. The service provider should be able to issue invoices. It is essential that an initial findings draft report is submitted to the British Council by 30 October 2020.

Applications for this consultancy should be emailed to milagros.mendezprato@britishcouncil.org by **06 October 2020 5PM ARG Time** using 'Language for Resilience Evaluation' in the subject line, containing:

- relevant track record according to the Evaluation Criteria below.
- the proposed budget to carry out this assignment.
- references from at least two clients, with contact details.
- consultancy company administrative details ("razón social" - Constancia de inscripción de AFIP-, company's full address and representative's full name, role, and ID document.

Timescales

Subject to any changes notified to applicants/suppliers of services by the British Council, the following timescales shall apply:

Activity	Date - year 2020
Deadline for asking clarification of questions	30 September
British Council to respond to clarification questions	01 – 02 October
Deadline for submission of proposal	06 October
Selection of proposals	06 – 08 October
Final Decision communicated to winning applicant	08 October
Signing of contract	08 - 09 October
Beginning of consultancy assignment	08 - 09 October
Submission of work plan (Detailed timeline and work plan, outline of any proposed changes to the scope of the evaluation, key interview questions, proposed sampling framework, list of stakeholders to be consulted))	14 October
Initial findings draft report submission (English and Spanish)	30 October
Final report submission (English and Spanish)	4 December
Presentation of key findings at an end of the year online event	10 – 15 December – date to be confirmed
End of consultancy assignment	16 December

The consultant is required to be available for agreed dates from October up to 16 December 2020, for progress review meetings with the British Council project manager.

Budget

We estimate that the approximate budget for this project to be around ARS \$290.000 (including VAT if payable) and should be taken into consideration in your proposal. This is to cover everything as outlined on pages 1 to 6.

Evaluation Criteria

You will have your response evaluated as set out below:

Stage 1: It will be checked if all required documents have been provided according to the specifications.

Incomplete or incorrect submissions will be disqualified and not evaluated further.

Stage 2: The proposal will then be evaluated in accordance with the criteria and weightings set out below. If excluded at this point, they will not be evaluated further.

Stage 3: If passing Stages 1 and 2, an interview could follow and references may be checked.

Criteria	Weighting
1. Methodology and Approach that demonstrates that the researcher understands the request	50%
2. Knowledge of the sector, professional experience, qualifications and competencies.	30%
4. Value for money.	20%

Scoring model for proposals/interviews is as follows:

Points	Interpretation
10	Excellent – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas evidence requested in the level of detail requested. This, therefore, is a detailed excellent response that meets all aspects of the requirement leaving no ambiguity as to whether the bidder can meet the requirement.
7	Good – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas of evidence requested, but contains some trivial omissions in relation to the level of detail requested in terms of either the response or the evidence. This, therefore, is a good response that meets all aspects of the requirement with only a trivial level ambiguity due the bidder’s failure to provide all information at the level of detail requested.
5	Adequate – Overall the response demonstrates that the bidder meets all areas of the requirement, but not all of the areas of evidence requested have been provided. This, therefore, is an adequate response, but with some limited ambiguity as to whether the bidder can meet the requirement due to the bidder’s failure to provide all of the evidence requested.
3	Poor – The response does not demonstrate that the bidder meets the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the bidder can meet the requirement due to the failure by the bidder to show that it meets one or more areas of the requirement.

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Unacceptable – The response is non-compliant with the requirements of the ITT and/or no response has been provided.



Annex: Supplier Response

For the supply of Consultancy services for Monitoring & Evaluation of the British Council Americas' English Language, Education and Society portfolio

Company name (if applicable): _____

Contact name: _____

Contact email address: _____

Contact Telephone number: _____

Instructions

1. Provide Consultant Name and Contact details above.
2. Complete Part 1 (Supplier Response) ensuring all answers are inserted in the space below each section of the British Council requirement / question. Note: Any alteration to a question will invalidate your response to that question and a mark of zero will be applied.
3. Complete Part 2 (Submission Checklist) to acknowledge and ensure your submission includes all the mandatory requirements and documentation. The checklist must also be signed by an authorized representative.
4. Submit all mandatory documentation to Milagros.mendezprato@britishcouncil.org by the Response Deadline, as set out in the Timescales section of the Terms of Reference.

Part 1 – Supplier Response

1.1 Responses will be scored according to the methodology as set out in Evaluation Criteria section of the terms of reference document.

1.2 Please indicate if there is an additional cost implication in meeting a requirement, what this might be and if it has been included in this response.

1.3 If the requirement is partially met, any additional detail provided will enable the British Council to make a fuller assessment on the capability to meet the requirement.

Knowledge and experience (30%)	
ID	Requirement
Q01	Please detail your experience of designing programmes as well as designing, implementing and managing M&E plans, identifying indicators and designing data collection instruments for that type of programme. Highlight any relevant experience that could endorse your expertise in this area (10%) – Maximum 300 words
	Supplier Response:
Q02	Please outline your experience of working with in the areas of social development, or across international development programmes in developing countries. Highlight any relevant experience that could endorse your expertise in this area including any work that you have had using theory based or realistic evaluation approaches (10%) – Maximum 200 words
	Supplier Response:
Q03	Please outline your experience of producing evaluation reports and working for international teams. Highlight any relevant behaviour that you think you can put in practice in working with our teams (10%) – Maximum 200 words
	Supplier Response:

Methodology and Approach (50%)	
Q.	Please detail how you meet the following criteria:
Q04	Please detail your proposed methodology for supporting/and or directly deliver all outputs as specified in the Terms of Reference, including a proposed timeline and activity plan. Please consider the timeframe of 6 months (20%) – Maximum 500 words
	Supplier Response:
Q05	How will your approach and methodology meet the objectives and answer the research questions? (20%) – Maximum 200 words
	Supplier Response:
Q06	What quality control processes do you have in place to ensure that the proposed approach is producing the right evidence and level of analysis? What quality control processes will you follow to meet the deadlines of your timeframe? (10%) – Maximum 200 words
	Supplier Response:

Value for money (20%)
Requirement

It is essential that the British Council enter arrangements where costing is clearly defined and transparent against an efficient and effective approach.

To satisfy this objective, you are requested to use the template below to outline the proposed approach to be used to deliver each of the outputs, budget considerations and pricing structure as described in Annex 2, in terms of cost and value for money considering the budget that has been assigned to this consultancy. You are required to provide the breakdown of costs.

The tender submitted should include a comprehensive financial breakdown to cover all evaluation and consultancy services costs, including planning meetings and regular communication with the British Council team in Argentina.

Suppliers are invited to formulate a proposal that represents value for money. Please provide costs including local taxes (if applicable) in the all-inclusive box at the beginning.

Include staffing roles and times and don't forget to answer Question 7 (Q07) at the end as it's part of this section

Supplier Response:

All-inclusive costing:	AR\$
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Populate table below for breakdown of costing

Output/Activity:	No of days (if applicable)	Unitary Cost	Cost (breakdown)
To be completed by the bidder		\$	\$
To be completed by the bidder		\$	\$
To be completed by the bidder		\$	\$
To be completed by the bidder		\$	\$
To be completed by the bidder		\$	\$
To be completed by the bidder		\$	\$
To be completed by the bidder		\$	\$
To be completed by the bidder		\$	\$

Q07 How are you going to maximize the available budget? – **Maximum of 200 words**

Supplier Response:

Part 2 – Submission Checklist

Insert Yes (Y) or No (N) in each box in the table below to indicate that your submission includes all of the mandatory requirements for this tender.

Important Note: Failure to provide all mandatory documentation may result in your submission being rejected.

Submission Checklist	
Document	Y / N
1. Completed tender response in Annex (Supplier Response) and in accordance with the requirements of the terms of reference	
2. Completed pricing proposal in Annex (Supplier Response)	
3. This checklist signed by an authorized representative	
4. Appendix A to this checklist in relation to information considered by you to be confidential / commercially sensitive	

I confirm on behalf of the supplier submitting the documents set out in the above checklist that to the best of our knowledge and belief, having applied all reasonable diligence and care in the preparation of our responses, that the information contained within our responses is accurate and truthful.

Supplier:	
Date:	
Name (print):	
Position:	
Signature:	
Title:	

Appendix A to Submission Checklist
Table of Information Designated by the supplier as Confidential and / or Commercially Sensitive

This table only needs to be completed if any information inserted as part of your tender response and in any accompanying documents is deemed by you to be confidential and/or commercially sensitive. Please note that the Confidentiality and Information Governance provisions of the RFP apply to any information designated as confidential and/or commercially sensitive.

No	Section of tender response which the supplier wishes to designate as confidential and / or commercially sensitive	Reasons as to why supplier considers this information confidential and/or commercially sensitive and why it should be exempt from disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004 or other relevant laws	Length of time during which supplier thinks that such exemption should apply