

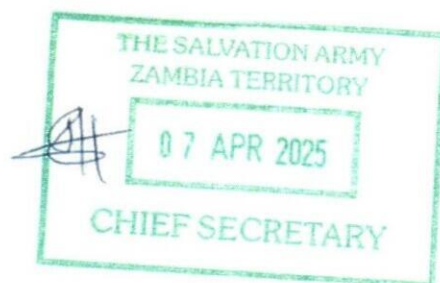
THE SALVATION ARMY ZAMBIA TERRITORY



TERMS OF REFERENCES (TOR)

FOR

**END OF PROJECT EVALUATION UPSCALLING WATER, SANITATION AND HYGIENE
SERVICES PHASE II PROJECT**



1. PROJECT BACKGROUND

The Phase II to Upscale Water Supply Sanitation and Hygiene Services project in Zambia is implemented with funding from the Salvation Army Switzerland, Austria and Hungary Territory in three Salvation Army operational sites. The project is implemented in response to the findings and recommendations of the endline evaluation conducted at the end of the phase one implemented from 1 January 2018 to December 2021. The project targeted to benefit 70,000 direct beneficiaries in three sites namely Chaanga Section, Kafue District and Mapangazya Division. They included 17,300 learners from 31 schools and 52,700 community members from 10 local government wards.

i. Project Description

The project targeted school communities, villages and wards, working through already existing structures that it helped strengthen and create. The structures included WASH rights committees, School WASH clubs, Ward Development Committees (WDCs), Sanitation Action Groups (SAGs), Area Pump Menders, Community Champions and healthcare facilities. At the district level, the project collaborated with the Chikankata, Chirundu and Siavonga District locals, Chikankata, Siavonga and Chirundu District Education Boards including Chikankata and Siavonga District Health Offices (DHOs). The project through the Salvation Army Zambia Territory participates in national partnerships and has membership with the NGO WASH Forum and has recognition by the ministry responsible for water development, sanitation and environmental protection. The project is fostering a strategic partnership with the Southern Water and Sanitation Company (SWSCO) to facilitate technical support for the operational and maintenance O&M) of water infrastructure.

The identified district and community-based structures would receive prior orientation or training in skills of coordinating the project at community level and to agree on a feasible work plan that will culminate in the commencement of project implementation at community level. These activities are held in each project site to ensure that the project's responses are context-specific and have the buy in of communities. Meanwhile, the health facilities in the project area, sanitation volunteers underwent training, supervision through the Environmental Health Officer in each area of their jurisdiction with the project's support.

ii. Project Goal and scope

The overall objective of the project is to expand access to inclusive WASH services, improved sustainable management of WASH services and increase citizen participation through the awareness of rights to water and sanitation in selected villages of three TSA ZAM sites of Chaanga, Mapangazya and Kafue.

iii. Project Specific Objective

The following project objective are expected to be achieved by the end of the project:

- i. To facilitate the development of new, and rehabilitation of existing, WASH infrastructure.
- ii. To build community capacity to maintain healthy standards for local water, sanitation and hygiene resources.
- iii. To facilitate dialogue between communities and civic leaders for improved financing and service delivery.
- iv. To facilitate strategic partnering processes for learning, sharing of good practices, capacity building and O&M for improved WASH governance.

2. DESCRIPTION OF ASSIGNMENT

i. Evaluation Objectives

This evaluation will assess the project's overall performance, document lessons learned and make recommendations to guide future programming for the Zambia Territory. The evaluation should assess how well the project was delivered and implemented (project management), document project progress against planned deliverables, and make recommendations for future efforts, with a particular emphasis on sustainability and opportunities for disseminating knowledge and experience.

ii. Evaluation Questions

The evaluation will answer the following questions in relation to, achieving project results, relevance of project interventions and sustainability.

- To what degree is the project relevant to targeted communities and institutions in terms of meeting objectives and contribution to outcomes? (Relevance)
- Factors might have accounted for the results? (Relevance)
- How well is the project managed and implemented? (Efficiency)
- Were TSA management tools, systems and processes effective? (Efficiency)
- Was the project value for money realized? (Efficiency)
- To what extent were the project deliverables and intended outcomes achieved? (Effectiveness)
- What is the community perception on the quality of the project? (Effectiveness)
- Were GESI cross cutting issues addressed including environmental sustainability? (Effectiveness)
- Are there any changes, positive/negative and intended/unintended in supported communities? (Effectiveness)
- Do communities feel ownership of the project interventions? (Sustainability)
- What are the chances project benefits will last for years to come? (Sustainability)
- Will project interventions continue beyond the funding phase? (Sustainability)

3. SCOPE OF EVALUATION

In addition to evaluating the project at the output and outcome levels in the designated areas, the evaluation will also evaluate the organization's project management practices and procedures.

a. Methodology and Approach

It is expected that the evaluation will take a participatory approach in which district stakeholders who

are members of the District Water, Sanitation and Hygiene Education (D-WASHE) will be involve with the Local Authorities taking oversight. A consultant will be hired with competence in participatory evaluation approaches, outcome harvesting and knowledge of data analysis packages preferably NVivo and has experience of the OECD methodology. Approaches for data collection will include key informant interviews with school Council Secretaries, Council Chairpersons, head teachers, facility in-charges, councils, DHOs, (DCs-optional) and DEBS in the districts of implementation. Focus group discussions will be conducted with D-WASHE, WDCs, WASH rights committees, Community Champions, School WASH Clubs, Headmen and Water Management Committees.

It is proposed that the consultant conduct a desk review of project documentation, choose sites to be included in the assessment, gather quantitative and qualitative data, clean the data before analyzing and drafting the report. The data will be rigorously reviewed, and the results and recommendations will be written up in a detailed final evaluation report.

b. Products / Deliverables of the Evaluation

The consulting firm will deliver the following:

Key Deliverables The consulting firm will be responsible for delivering:

1. **Inception Report** (including survey methodology, sampling strategy, tools, and work plan).
2. **Data Collection Tools** (structured and semi-structured questionnaires, focus group discussion (FGD) guides, key informant interview (KII) checklists).
3. **Training and Pilot Testing Report** (outlining enumerator training and testing of survey tools).
4. **Data Collection and Quality Assurance Report.**
5. **Endline Survey Report** (including analysis of all key indicators, disaggregated data, and alignment with project outcome indicators).
6. **Presentation of Key Findings** to TSA and stakeholders.
7. **Final Clean Dataset** (in Excel/SPSS format with proper coding and documentation).

Following data analysis, a draft report will be shared with the TSA ZAM and SWI supporting office staff for their comments and feedback. The draft report will be updated to incorporate comments and suggestions from the client. The final report will be submitted at the end of the assignment. The main body of the evaluation should have the following headings be included as a minimum:

- i. Executive Summary
- ii. Project description
- iii. Evaluation Purpose & Methodology
- iv. Findings in relation to:
 - *Relevance*
 - *Efficiency*
 - *Effectiveness*
 - *Sustainability*

- v. Lessons Learnt
- vi. Documenting good and promising practices
- viii. Recommendations for future WASH projects for TSA ZAM
- ix. Annexes
 - Evaluation TOR.
 - List of key resource persons or institutions interviewed.

All the final deliverables must be submitted to The Salvation Army Zambia Territory and The Salvation Army Switzerland Territory.

4. Structure and process

It is proposed that consultant to follow the following sequence to achieve the desired results

Stage-I: Inception

- i. Internal Based Activities:** Agreeing on contractual conditions, dates and startup formalities
- ii. Pre-Project Inception Meetings:**

At the start of the project, the consultant will meet with TSA ZAM project staff and confer with them as well as the TSA SWISS supporting office. This is an extremely crucial component of the project since the TORs will be thoroughly discussed to ensure that TSA and the consultant have a common understanding of the amount and quality of work expected.

5. Development & Finalization of Study Design

The project team will create a thorough work schedule and survey design, which will be finalized with the consultant based on input from project personnel. The detailed plan will outline specific tasks and a completion schedule. The ZAM TSA Development and Project Manager will approve the work plan.

6. Development of Methodology

The consultant will conduct a thorough desk review of the existing project literature, that is the project proposal, reports, detailed implementation, baseline or endline reports, and other relevant documents and reports prepared by ZAM TSA about the project. The project staff will give the consultant with all essential project documents.

Based on the literature review, the consultant and the project team will develop a plan for primary data collection in line with the key project performance indicators and the objectives of the study. Data collection tools and guidelines will be finalized and agreed with ZAM TSA. In terms of approach, ZAM TSA and the consultant will agree to include qualitative or quantitative questions or both.

Stage-II: Data Collection Process:

a. Field based activities

The consultant will with the project team select sites to be included as survey sites.

b. Sampling:

During the initial process of reviewing literature, the consultant will suggest and develop the criteria to select sites where data will be collected.

c. Finalization of Data Collection Plan

A timeline and specifics of field visits and interviews will be part of the data collection plan. ZAM TSA will be closely consulted during the finalization of the field work plan. FGDs, KIIs, and interviews will be used to begin the qualitative and quantitative data gathering process in accordance with the established work plan. While the local authorities will oversee all field data collection procedures, the consultant will assist with the overall management and execution of the evaluation project.

Stage 111: Data Management

Data analysis and report writing

The endline evaluation will take a mixed-methods approach, combining quantitative and qualitative data collection techniques. Specifically:

Quantitative Survey: A household survey to collect data on water access, sanitation and practices. Qualitative approaches include focus groups and key informant interviews with local authorities, community leaders, and beneficiaries.

Desk Review: A review of existing reports and government information including other secondary data sources

Sampling Strategy: Use representative sampling to ensure age, gender, and disability inclusion.

Data Collection Methods: Digital data collection tools (such as Survey CTO and Kobo Toolbox).

Data quality control includes spot inspections and triangulation to assure accuracy.

Data gathering and analysis will take place simultaneously. At the conclusion of the analysis period, a draft report will be prepared and provided to ZAM TSA and SWI for comments and suggestions. The report will be done in an agreed-upon format and updated considering comments and feedback from the project team and other stakeholders.

4. REPORTING

The consultant will report to ZAM TSA and TSA Switzerland.

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- Experience and qualifications (40%)
 - Financial proposal (20%)
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- Timeliness and feasibility (10%)

Required:

1. Interested and qualified consulting firms or associations to submit their EXPRESSION OF INTEREST to conduct the study
2. Technical proposal (approach, methodology, work plan, and team composition).
3. Financial proposal (budget breakdown, including professional fees and logistics).
4. Organizational/individual profile with relevant experience.
5. Provide proof/evidence of having conducted a similar study within the last 3 years
6. A timeline or work plan for the exercise

Intellectual Property

The information generated during this process belongs to the Salvation Army and any copy either is soft or hard copy which the consultant will use or come in contact during this assignment will remain property of the Salvation Army. All exclusive rights over use of these copies remain that of the Salvation Army.

The information shall only be used for the purposes of this assignment. No information shall be disclosed to the public nor used in whatever form without written permission of the Salvation Army in line with the national and International Copyright Laws applicable.

Remuneration will be paid in 3 agreed instalments at inception, submission of draft report and at final payment upon submission and acceptance by ZAM TSA and TSA SWI of the final evaluation report.

All applications should be sent to: ebenish.kabulo@zam.salvationarmy.org by ^{16th} April 2025. Quoting "CP22-ZAM/2484 Phase II to Upscale Water Supply Sanitation and Hygiene Services Project Evaluation" in the subject line of your email.

CC : alfred.bandia@zam.salvationarmy.org
erou.zebedee@zam.salvationarmy.org

