



# **Tender document for the evaluation of the DEC Turkey-Syria Earthquake Appeal, Islamic Relief Turkey, October 2024 .Ref. No. Consult 08NOV24- HQ0202124102**

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## ISLAMIC RELIEF TURKEY

About İslamic Relief Türkiye:

İslamic Relief Türkiye (Uluslararası İslami Yardım Vakfı “ÜİYV”) is an international aid and development charity, which aims to alleviate the suffering of the world's poorest people. It is an independent Non-Governmental Organization (NGO) found in Turkey in 2018.

As well as responding to disasters and emergencies, İslamic Relief Türkiye promotes sustainable economic and social development by working with local communities - regardless of race, religion or gender.

Our vision:

Inspired by our Islamic faith and guided by our values, we envisage a caring world where communities are empowered, social obligations are fulfilled, and people respond as one to the suffering of others.

Our mission:

Exemplifying our Islamic values, we will mobilize resources, build partnerships, and develop local capacity, as we work to:

Enable communities to mitigate the effect of disasters, prepare for their occurrence and respond by providing relief, protection and recovery.

Promote integrated development and environmental custodianship with a focus on sustainable livelihoods.

Support the marginalized and vulnerable to voice their needs and address root causes of poverty.

We allocate these resources regardless of race, political affiliation, gender or belief, and without expecting anything in return.

İslamic Relief Türkiye endeavours to work closely with local communities, focusing on capacity-building and empowerment to help them achieve development without dependency.

## ISLAMIC RELIEF IN SYRIA

İslamic Relief Türkiye (Uluslararası İslami Yardım Vakfı “ÜİYV”) is based in Istanbul, from where we are providing support and aid to the Syrian people inside Syria.

İslamic Relief Türkiye is sending more life-saving aid supplies to Syria in response to the escalating conflict and mounting numbers of casualties.

The expected outcomes of this project are to provide a healthy and safe environment for the local community and the displaced, and to facilitate their access to their places of residence.

This activity is part of a major emergency relief and development program that has now provided millions of pounds worth of assistance to the people of Syria. Food, non-food, shelter, medicines and medical devices have been delivered deep inside Syria in recent months, and people in dire need have now been able to gain steady access to lifesaving services. People in need of humanitarian aid have now received assistance, food, shelter, clean water and other services.

## PROJECT BACKGROUND

On February 6, 2023 southern Türkiye and northern Syria experienced unprecedented earthquakes in recent history in terms of magnitude and coverage. Two major earthquakes hit Türkiye, with the epicentres in Pazarcık (Mw 7.7; focal depth: 8.6 km) and Elbistan (Mw 7.6; focal depth: 7 km) districts of Kahramanmaraş, at 04:17 and 13:24 local time, respectively. On February 20, 2023, another earthquake with a magnitude of Mw 6.4 occurred, with the epicentre of Yayladağı, Hatay, at 20:04 local time which caused massive scale of destruction effecting housed, government infrastructure, telecommunication, banking system, accessibility to major provinces such as Hatay province in Turkey.

In Türkiye the earthquakes caused nearly 50,000 deaths and 3.3 million people have been displaced; almost two million people are being sheltered in tent camps and container settlements. Apartment towers and village houses lie in ruins across a vast territory of 110,000 square km, the earthquakes caused major devastation in a total of 11 provinces.

In Syria, the magnitude of the earthquake has affected north, central, south, and the coastal parts of Syria. Severe human and material damages occurred, mainly in Aleppo, Hama, Idleb, and Lattakia Governorates, and impacting almost every person living in north-west Syria. More than 5,791 people have reportedly been killed and 10,041 injured in addition to more than 1,700 buildings have been completely destroyed and more than 5,700 buildings have been partially destroyed in north-west Syria.

As a part of IR Türkiye, IR launched a two phase response funded by the DEC (Disaster Emergency Committee). The first phase was focusing on humanitarian assistance as a response to the aftermath of the earthquake and the second phase of the response focused on early recovery activities.

## Intervention Phase 1

Outcomes	
A	Improved accessibility to timely and quality food through vouchers, food parcels and ready to eat food items for affected persons
B	Access to health services and reduction of crisis induced health and Nutrition risks through provision of medicine, medical disposables and baby formula to health facilities.
C	Increased support to earthquake affected families in meeting their basic needs through the provision basic NFI items and shelter assistance.
D	Access to improved hygiene practices through provision of dignified and culturally appropriate hygiene/dignity kits

Outputs	
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Output A 1.1	Immediate food items distributed to 26,790 Individuals within the affected areas of Gaziantep, Hatay, Kahramanmaras, Kilis and Sanliurfa provinces. (Turkey)
Output A 1.2	Unconditional Vouchers distributed to 10,000 HHs of earthquake effected households within the affected areas of Gaziantep, Hatay, Kahramanmaras, Kilis and Sanliurfa provinces. (Turkey)
Output A 1.3	Emergency food parcels distributed to 3,316 HHs over two months (Syria)
Output A 1.4	Emergency food parcels distributed to 4,400 HHs in rural areas of Gaziantep, Hatay, Kahramanmaras, Kilis and Sanliurfa. (Turkey)
Output B 1.1	Medicine and medical disposables distributed to 8 health facilities that provide healthcare services to 20,000 earthquake-affected people. (Syria)
Output B 1.2	Three (3) referral vehicles supported to increase access to healthcare and protection services for 5,100 individuals of PWDs and women affected by the earthquake in NWS. (Syria)
Output B 1.3	Baby formula distributed to 4,000 earthquake-affected children in NWS. (Syria)
Output C 1.1	Non-food items and kits (mattresses, blankets, plastic sheets, and tents) distributed to 1,948 of earthquake-affected HHs (1,748 separate NFIs + 200 NFI kits). (Syria)
Output C 1.2	Non-food items (blankets) distributed to 2,010 of earthquake-affected HHs. (Turkey)
Output D 1.1	Dignity kits distributed to 5,000 women and girls affected by the earthquake in NWS. (Syria)
Output D 1.2	Gender-sensitive hygiene kits distributed to 5,000 HHs in Gaziantep, Hatay, Kahramanmaras, Kilis & Sanliurfa provinces. (Turkey)

## Intervention Phase 2

Outcomes	
E	Improved livelihood security of medium and small scale earthquake affected farmers in NW Syria through production and livestock breeding support

Outputs	
Output E 1.1	Agricultural inputs and technical support provided to 900 medium and/or small farmers in Aleppo.

Output E 1.1	Agricultural inputs and technical support provided to 800 medium and/or small farmers in Idlib.
Output E 2.1	Agriculture kits provided to 310 of medium and/or small scale farmers growing summer vegetable crops in Aleppo.
Output E 3.1	Agricultural vouchers provided to 310 medium and/or small scale farmers growing summer vegetable crops in Aleppo.
Output E 4.1	Fodder distributed to a total of 2,000 small-scale 1,350 sheep breeders in Aleppo
Output E 4.1	Fodder distributed to a total of 1,250 small-scale 1,000 sheep breeders in Idlib
Output E 5.1	Vaccinations provided to 100,000 ewes (owned by about 5000 breeders) in Aleppo against Enterotoxaemia and Foot Mouth Disease
Output E 5.1	Vaccination provided to 100,000 ewes (owned by about 6500 breeders) in Idlib against Enterotoxaemia and Foot Mouth Disease
Output E 6.1	Veterinary kits distributed to 2,000 livestock breeds in Aleppo
Output E 6.1	Veterinary kits distributed to 2,600 livestock breeds in Idlib
Output E 7.1	6,000 livestock breeders in Aleppo receive preventive and curative mobile veterinary services to prevent the prevalence of diseases, disseminate good practices and increase livestock production levels
Output E 7.1	10,000 livestock breeders in Idlib receive preventive and curative mobile veterinary services to prevent the prevalence of diseases, disseminate good practices and increase livestock production levels
Output E 7.2	Capacity building activities were provided to 650 cow breeders.

## OBJECTIVES OF THE EVALUATION

Islamic Relief Türkiye has commissioned this evaluation in line with agreed internal policies (IR MEAL framework) and external policies (Evaluation Policy in DEC Accountability framework). The purpose of this evaluation is to assess the overall performance of the project with reference to the outcomes and outputs, focusing on the effectiveness of the intervention, suitability of the humanitarian response and early recovery sectors in terms of design, inclusivity, cultural norms and other related aspects. The purpose is to also draw lessons for future programmes. This evaluation should take into consideration the OECD/DAC Evaluation Criteria to assess the performance of the project, as well as use the Core Humanitarian Standard (CHS) to evaluate the quality of the interventions and the aspects of accountability.

The focus is on:

1. Assessing the extent to which planned outputs and outcomes have been achieved using the OECD DAC criteria for evaluating humanitarian responses: relevance, coherence, effectiveness, efficiency, impact and sustainability.

2. Evaluating the appropriateness and extent of application of various guidelines, standards and protocols e.g. clusters, task forces, working groups, IASC and other local and international guidelines and standards e.g. CHS, SPHERE, LEGS and MERS etc.
3. Identifying lessons and good practices from the project to inform Relief Türkiye's future regarding the Humanitarian response and early recovery activities (livelihood sector).

This report will be externally published.

## THE SCOPE OF THE EVALUATION

The scope of the evaluation should cover the various activities funded through DEC Phase 1 and Phase 2 allocations. The geographical scope of the evaluation includes Southern Turkey and northwest Syria (NWS).

The technical scope of the evaluation is to:

- Examine the response's relevance and appropriateness, with specific reference to the design of the project and the progress in achieving the planned objectives (i.e. the outcomes and outputs).
- Uncover the gaps in provision or unintended positive or negative impacts and provide commentary on the primary and secondary effects of the intervention, along with any direct and indirect contributions, including changes to the policy and political environment.
- Analyze the coherence with other actors and the extent of engagement and collaboration with stakeholders, and the strategic linkages made.
- Review the effectiveness (financial and programmatic) and efficiency of the mode of operation.
- Examine the strategic value addition and distinctive contribution of IRW and Islamic Relief Türkiye.
- Identifying lessons learned and good practices, improving current operations and marking the way forward for future programming.

**In addition, Islamic Relief is a certified CHS agency and therefore uses the CHS standard as the foundational approach to undertake evaluations, which ensures that we focus on communities. We believe this can be integrated with the OECD/DAC (relevance, coherence, effectiveness, efficiency, impact, and sustainability) where the CHS standards can be embedded in the OECD/DAC criteria in the following way:**

### Relevance

- CHS Commitment 1: People and communities in situations of crisis and vulnerability can exercise their rights and participate in actions and decisions that affect them.

### Coherence

- CHS Commitment 6: People and communities in situations of crisis and vulnerability access coordinated and complementary support.

### Effectiveness

- CHS Commitment 2: People and communities in situations of crisis and vulnerability access timely and effective support in accordance with their specific needs and priorities.
- CHS Commitment 4: Access support that does not cause harm to people or the environment.
- CHS Commitment 5: Can safely report concerns and complaints and get them addressed.
- CHS Commitment 8: Interact with staff and volunteers that are respectful, competent and well-managed.

### **Efficiency**

- CHS Commitment 7: People and communities in situations of crisis and vulnerability access support that is continually adapted and improved based on feedback and learning.
- CHS Commitment 9: People and communities in situations of crisis and vulnerability can expect that resources are managed ethically and responsibly.

### **Sustainability**

- CHS Commitment 3: People and communities in situations of crisis and vulnerability are better prepared and more resilient to potential crises.

**For more guidance on CHS evaluation questions, [Refer to APPENDIX 1](#).**

## **METHODOLOGY AND APPROACH**

We are looking for an evaluation team to meet the above objectives and scope through a mixed method (quantitative and qualitative) approach of:

- Desk review of secondary data and Islamic Relief Türkiye project documentation.
- Household surveys of a statistically representative sample with a minimum 95% confidence level and 5% margin of error.
- FGDs with communities – with proportionate sampling.
- Key informant interviews with IR staff, peer agencies, technical staff, UN, and government authorities (local and national).
- Case Studies to see the most significant change in the rights holder's life and livelihood.

**We would like the evaluators to outline their proposed methodology and requirements for this particular consultancy.**

## **REQUIRED COMPETENCIES**

The successful team will have the following competencies:

- Demonstrate evidence of experience in evaluating humanitarian action/ early recovery and development projects and programmes.
- Possess sectoral experience and knowledge in evaluating Humanitarian response and early recovery activities and the related sectors including NFI, FSL, CVA, and livelihood, and good knowledge for all relevant technical guidelines for such a complex context.
- Possess deep knowledge and practical experience in using quality standards such as CHS and Sphere.
- Possess deep and strong statistical/quantitative and qualitative research skills.
- Have excellent written skills in English.
- Have the legal right to travel to southern provinces in Türkiye and Northwest of Syria (NWS) in accessible areas in Idlib and Aleppo governorates and/or have national counterpart consultants appointed in Türkiye and Northwest Syria.
- Be able to communicate fluently in English and the local languages (Turkish and Arabic). If local translators are required, this should be budgeted.
- Deep Working experience and knowledge about the context in Türkiye and Northwest of Syria (NWS) a presence/representation in Türkiye and Northwest of Syria (NWS).

The chosen evaluation team will be supported by Islamic Relief Türkiye's country and IRW Regional team and IRW Programme Quality (PQ) and Global MEAL team.

## EXPECTED OUTPUTS OF THE ASSIGNMENT

The consultant is expected to produce:

- A **detailed work plan and inception report** developed with and approved by Islamic Relief relevant staff and set out the exact methodology, sampling strategy, data collection tools (checklist, questionnaire), data collection protocols/guidelines, and deliverables prior to commencing the desk review.
- The work plan, inception report, draft report, final report, presentation, etc., and **communication language must be in English.**
- Conduct remote/physical interviews with IRW leadership, interview (FGD, KII, etc.) with Islamic Relief Türkiye management, programme team, logistics and procurement team, MEAL team, key stakeholders, community leaders, rightsholders, field staff etc.
- Orient the HH survey team on the HH survey questionnaire data collection process and protocol.
- Develop quantitative data collection tools and checklists (questionnaire) in KOBO, data quality checking, support the data collection team, data quality management, and data editing and analysis.
- Collation and analysis of evaluation data and submission of the first draft to Islamic Relief Türkiye/ IRW for comments and share the initial presentation of findings to Islamic Relief Türkiye, DEC, and IRW division including Global MEAL team, Programme Quality (PQ) team, the IRW Disaster Risk Management Department (DRMD), the IRW Regional team and UNOCHA relevant bodies (e.g. Clusters and taskforces) if required.
- A full report with the following sections:
  - a) **Title of Report: Evaluation of the DEC Turkey-Syria Earthquake Appeal, Islamic Relief Turkey, October 2024**Ref. No. Consult 08NOV24- HQ0202124102.
  - b) Consultancy organisation and any partner names
  - c) Name of the person who compiled the report, including a summary of the role/contribution of others in the team.
  - d) The period during which the review was undertaken.
  - e) Acknowledgements
  - f) Abbreviations
  - g) Table of contents
  - h) Executive summary
  - i) Main report – max 40 pages – (Standard reporting structure will be shared at the inception stage, but the consultant is invited to propose most suitable report structure layout)
  - j) Annexes
    - Terms of reference for the review



- Profile of the review team members
  - Review schedule.
  - Documents consulted during the desk review.
  - Persons participating in the review.
  - Field data used during the review.
  - Additional key overview tables, graphs or charts etc., created and used to support analysis and inform findings.
  - Bibliography
- k) The consultant will be required to communicate Islamic Relief Türkiye and IRW relevant staff and provide feedback on and answer questions about the findings from the desk review. This meeting can be attended remotely by the consultant via video conference in Microsoft Teams, where the consultant is outside Türkiye or based on the request from the consultant.
- l) Consultant will facilitate a findings-sharing meeting with Islamic Relief Türkiye, Islamic Relief Türkiye management and field office staff, and IRW staff.
- m) A further presentation would need to be made on the overall findings and key recommendations to DEC, and IRW global team, IRW division including Programme Quality (PQ) team, the IRW Disaster Risk Management Department (DRMD), the IRW Regional team. Please allow for a maximum of 90 minutes for this session.
- n) For dissemination and learning purposes, a presentation would need to be made on the overall findings and key recommendations to related bodies of the UNOCHA clusters.
- o) Risk assessment (security and access) with proposed mitigation measures related to conducting this evaluation, setting out different contingencies in case of challenges due to security or other issues.

## TIMETABLE AND REPORTING INFORMATION

The evaluation is expected to start by the 20<sup>th</sup> of December 2024 and ending before the 1<sup>st</sup> of March 2025.

Date	Description	Responsibility
<b>8<sup>th</sup> November 2024</b>	Tender live date	Islamic Relief Türkiye
<b>29<sup>st</sup> November 2024</b>	Final date for submission of bid proposal	Consultant
<b>2<sup>nd</sup> – 9<sup>th</sup> December 2024</b>	Proposals considered, short-listing and follow-up enquiries completed	Islamic Relief Türkiye
<b>9<sup>th</sup> – 16<sup>th</sup> December 2024</b>	Consultant interview and final selection (+ signing contracts)	Islamic Relief Türkiye
<b>16<sup>th</sup> – 20<sup>th</sup> December 2024</b>	Meeting with the consultant and agreeing on an evaluation methodology, plan of action, and working schedule	Islamic Relief Türkiye
<b>23<sup>rd</sup> – 31<sup>st</sup> December 2024</b>	Submission of Inception Report (at least seven days before commencing the evaluation)	Consultant
<b>2<sup>nd</sup> -9<sup>th</sup> January 2024</b>	Review and feedback on the inception report	Islamic Relief Türkiye
<b>10<sup>st</sup> – 31<sup>st</sup> January 2025</b>	Evaluation/Data collection	Consultant

<b>1<sup>st</sup> February 2025</b>	Collation and analysis of evaluation data and submission of the first draft to Islamic Relief Türkiye for comments	Consultant
<b>3<sup>rd</sup> February 2025</b>	Initial Presentation of Findings	Consultant
<b>7<sup>th</sup> February 2025</b>	Islamic Relief Türkiye responses to the draft report	Islamic Relief Türkiye
<b>12<sup>th</sup> February 2025</b>	Final report submitted to Islamic Relief Türkiye	Consultant
<b>13<sup>th</sup> – 21<sup>st</sup> February 2025</b>	Final Presentation with IR key stakeholders (x 3)	Consultant

### Reporting information:

**Contract duration:** Duration to be specified by the consultant.

**Direct report:** MEAL Coordinator

**Job Title:** Evaluation of the DEC Turkey-Syria Earthquake Appeal, Islamic Relief Turkey, October 2024 Ref. No. Consult 08NOV24- HQ0202124102

The consultant will communicate in the first instance with and will forward deliverables to the Islamic Relief Türkiye relevant staff.

### PROPOSAL TO TENDER AND COSTING

The consultant interested in carrying out this work must submit the following items as part of their proposal/bid:

- i. Detailed cover letter/proposal outlining a methodology and approach briefing note
- ii. Résumé(s) or CV(s) outlining relevant skills and experience possessed by the consultant who will be carrying out the tasks and any other personnel who will work on the project
- iii. Example(s) of relevant work done in PDF
- iv. The consultancy daily rate (fill in appendix 2)
- v. Expenses policy of the tendering consultant. Incurred expenses will not be included but will need to be agreed in advance prior to contract award (fill in appendix 2)
- vi. Be able to complete the assignment within the timeframe stated above
- vii. Be able to demonstrate experience of outcome reviews, mapping and impact assessment/evaluation approaches for similar work
- viii. Structure of the company's departments

- ix. Company registration documents
- x. Previous experience with NGO or other.

Please ensure all documents be supplied in PDF format unless specified above.

## TERMS AND CONDITIONS

The consultant would provide financial proposal outlining detailed break up of costs and charges. There would be formal agreement on payment schedule and funds transfer process once the consultant would be selected. Payment will be made in accordance with the deliverables and deadlines for this project so are as follows:

- 20% of the total amount – First upfront payment
- 40% of the total amount – submission of the first draft of the evaluation report
- 40% of the total amount – submission of the final evaluation report including all outputs and attachments mentioned above.

## ADDITIONAL INFORMATION AND CONDITIONS OF CONTRACT

The following additional information will be expected from the consultant and be pursuant to the conditions printed beneath as well as the terms and conditions in the consultancy contract.

- a) The ToR document is between the consultant and Islamic Relief Türkiye.
- b) This document covers the consultancy project identified and described in this document and related correspondence and may not be expended for any other purposes without the prior written approval of Islamic Relief Türkiye, Meal Coordinator.
- c) The consultancy will be carried out under the auspices of the Islamic Relief Türkiye, Programme Quality. The lead consultant will be working in the capacity of a freelance consultant, an individual or for an organisation.
- d) Collected data, information, reports and reference documents should be submitted, along with any audio files and transcripts collected.
- e) Intellectual Property Rights to all research, and data, conducted and collected and the final proposal belongs solely to Islamic Relief Türkiye.
- f) In case of contraventions or breach of any of the terms of the agreement, any outstanding payments to the Lead Consultant or the organisation will be withheld.

During the consultancy period,

*Islamic Relief Türkiye will only cover:*

Consultancy fees

Any travel costs to visit Islamic Relief Türkiye or any of our country offices **if required**.

*Islamic Relief Türkiye will not cover:*

Tax obligations as required by the country in which he/she will file income tax.

Any pre/post assignment medical costs. These should be covered by the consultant.

Medical and travel insurance arrangements and costs. These should be covered by the consultant.

## CONSULTANCY CONTRACT

This will be for an initial period that is to be specified by the consultant commencing in **DECEMBER 2024** (exact date to be mutually agreed). The selected candidate is expected to work remotely and report to the MEAL coordinator.

The terms upon which the consultant will be engaged are as per the consultancy agreement. The invoice is to be submitted at the end of each assignment and will be paid on net payment terms 90 days though we can be flexible.

UIYV pays the consultancy company after the completion of the service and based on the invoice submitted by the consultancy company.

- For Turkish consultancy companies, On the day of the payment, UIYV will exchange the actual payment value from Euro currency to Turkish Lira in the UIYV bank and transfer to the consultancy company bank account in Turkish Lira.

All potential applicants must fill in the table beneath in **Appendix 2** to help collate key data pertaining to this tender. The applicant must be clear about other expenses being claimed in relation to this consultancy and these must be specified clearly.

**For this consultancy all applicants are required to submit a covering letter and CV's of all potential consultants including the project leads and relevant staff.**

**A proposal including, planned activities, methodology, deliverables, timeline, and cost proposal (including expenses) are expected.**

**Other relevant supporting documents should be included as the consultants sees fit and this may include examples of similar work done.**

**This consultancy is open to any persons, freelancers, sole traders, research firms, consultants, policy and research think tanks, universities, academics, SME's, large organisations and corporations including NGO's.**

## TENDER DATES AND CONTACT DETAILS

All proposals are required to be submitted by **Friday 30<sup>th</sup> November 2024 at 23:59 Türkiye time** pursuant to the attached guidelines for submitting a quotation and these be returned to;

[Syria.Tenders@islamicrelief.org.tr](mailto:Syria.Tenders@islamicrelief.org.tr)

For any issues relating to the tender or its contents please email directly to;

[Uiyyv.Satinalma.sy@islamicrelief.org.tr](mailto:Uiyyv.Satinalma.sy@islamicrelief.org.tr)

Ensure that the offer submitted by the supplier is valid for a period of 30 days. (The offer validity date is after closing the tender)

Following submission, İslamic Relief Türkiye may engage in further discussion with applicants concerning tenders in order to ensure mutual understanding and an optimal agreement.

Quotations must include the following information for assessment purposes.

1. Timescales
2. Full break down of costs including taxes, expenses and any VAT and be able to demonstrate best value for money
3. References (three are preferred)
4. Technical competency for this role
5. Demonstrable experience of developing a similar piece of work including a methodology

Note: The criteria are subject to change.

All applicants/bidders must also fill in **appendix 3** which is a new mandatory requirement for suppliers to be registered onto our system and for their bids to be accepted and processed.

For any issues relating to the tender or its contents please email directly to;

[Uiyy.Satinalma.sy@islamicrelief.org.tr](mailto:Uiyy.Satinalma.sy@islamicrelief.org.tr) This address is for queries and advice only.

## APPENDIX 1

<b>CHS Commitment 1:</b> People and communities can exercise their rights and participate in actions and decisions that affect them.	
	How are diversity, equity and inclusion considerations are integrated into all aspects of the intervention with attention to the most marginalised groups?
	How was relevant and timely information with people and communities, including on their rights in relation to the commitments and responsibilities of the organization was regularly shared?
	For the project's communication strategies, how were languages and formats selected to ensure they were easily accessible, understandable, respectful, and contextually appropriate for diverse people and communities involved?
	In what ways did the project facilitate meaningful participation of individuals in decisions and actions? How did you ensure that their preferred methods of engagement were respected and incorporated?
	How were communications representing people and communities managed throughout the project, particularly those used for advocacy and fundraising? How was informed consent obtained, and how were accuracy, respectfulness, ethics, and the preservation of dignity ensured in these communications?
	Can you describe the organizational approach used to foster transparent information-sharing, communication, and meaningful participation of people and communities in the project's actions and decisions that directly impacted them?
<b>CHS 2.</b> People and communities access timely and effective support in accordance with their specific needs and priorities.	

2	How did the project incorporate and leverage local knowledge, capacities, and existing initiatives while planning and implementing programs?
	Can you explain the process used to define program criteria and determine the allocation of support to individuals or groups within the organization? How was fairness, impartiality, and transparency maintained throughout this process?
	How was program monitoring conducted to ensure that actions remained timely, accessible, and aligned with the priority needs of the people and communities served? What adjustments were made based on this monitoring?
	How did the project ensure the application of relevant technical standards and best practices in all aspects of its work during the project?
	What procedures were in place to identify and refer unmet priority needs to stakeholders possessing the necessary technical expertise and capacity to address them effectively?
	How was support provided tailored to understand the local context, culture, and the diverse capacities, vulnerabilities, needs, and risks faced by different community groups? What strategies were employed to establish this coherent organizational approach?
<b>CHS 3. People and communities are better prepared and more resilient to potential crises.</b>	
3	Can you describe how community leadership and locally led efforts were supported during the project to strengthen the resilience of people and communities? What specific actions or initiatives were implemented to reinforce community empowerment?
	How did the project contribute to supporting local capacities in anticipating and mitigating potential crises or disasters? What strategies were employed to build resilience at the local level?
	What long-term positive effects have the programs implemented during the project had on people's lives, livelihoods, the local economy, and the environment? Can you provide examples of specific outcomes that demonstrate these impacts?
	How did the project initiate early actions to promote local ownership of resources and decision-making processes within the community? What steps were taken to empower individuals and communities to take charge of their own development?
	How was the organizational approach structured to ensure that the support provided reinforced locally led actions and decision-making processes? Can you explain the strategies or mechanisms employed to align organizational support with community-driven initiatives and priorities?
<b>CHS 4: People and communities access support that does not cause harm to people or the environment</b>	
4	How did the organization identify potential negative impacts of its work on people and communities? What specific actions were taken to prevent, mitigate, and address both immediate and long-term negative effects?

	<p>Can you describe how the organization identified potential negative environmental impacts of its work? What measures were implemented to prevent, mitigate, and address these impacts in both the short and long term?</p> <p>How did the organization protect and safeguard sensitive data and information that could pose risks to people, communities, and the organization? What practices and protocols were followed to ensure data security in line with recognized good practice?</p> <p>What strategies and approaches did the organization adopt to ensure the safety, security, rights, and dignity of individuals involved in its projects? How was prevention of sexual exploitation, abuse, and harassment by staff and volunteers addressed in accordance with recognized good practice?</p> <p>How was the organization's approach structured to reduce its negative environmental impacts? Can you explain specific initiatives or policies implemented to minimize environmental harm in alignment with recognized good practice guidelines?</p>
<b>CHS 5. People and communities can safely report concerns and complaints and get them addressed.</b>	
5	<p>How did the organization ensure that people and communities understood the expected behaviors of staff and volunteers to prevent harmful actions such as sexual exploitation, abuse, and harassment? Can you describe the monitoring mechanisms used to assess this understanding?</p> <p>How were safe, accessible, and appropriate feedback mechanisms planned and implemented to allow all community groups to provide feedback, report concerns, and make complaints? What steps were taken to ensure these practices aligned with recognized good practice?</p> <p>How was the understanding of reporting procedures for concerns and complaints communicated to people, communities, and other stakeholders? How were these procedures monitored to ensure clarity and accessibility?</p> <p>Can you explain how the organization managed, investigated, addressed, and appropriately referred complaints in accordance with recognized good practice standards? How were transparency and accountability maintained throughout this process?</p> <p>How did the organization apply victim/survivor-centered approaches to investigate and address complaints, particularly those related to misconduct such as sexual exploitation, abuse, and harassment? Can you provide examples of these approaches in action?</p> <p>What strategies were employed to establish a coherent organizational approach that welcomed and promptly acted upon concerns and complaints from individuals and communities? How were timeliness and appropriateness ensured in addressing these matters?</p>
<b>CHS 6. People and communities access coordinated and complementary support.</b>	
6	<p>How was the coordination of the organization's work ensured to be complementary to locally led and community-based actions, as well as the efforts of relevant stakeholders? Can you describe specific strategies used to foster collaboration and alignment?</p>



	<p>How did the organization support its partners in applying commitments to quality and accountability to people and communities throughout all stages of work? What resources or tools were provided to enable this support?</p> <p>How was the quality and effectiveness of relationships with partners regularly assessed during the project? What actions were taken to address any identified issues or challenges in these partnerships?</p> <p>Can you explain the organizational approach used to ensure that collaboration and partnerships were based on equitable decision-making and resource-sharing? How were the characteristics, roles, and responsibilities of each partner respected and integrated into the collaborative framework?</p>
<b>CHS 7.</b>	People and communities access support that is continually adapted and improved based on feedback and learning
7	<p>How did the organization actively listen to and respond to feedback and inputs from people and communities regarding the organization and its work? Can you provide examples of how this feedback was incorporated into decision-making processes?</p> <p>How was disaggregated data collected and utilized for decision-making purposes to reflect the diversity of people and communities served? What strategies were employed to minimize the burden on individuals when collecting this data?</p> <p>How did the organization use data obtained from monitoring, feedback, complaints, and learning to inform decision-making processes and enhance program effectiveness? Can you describe specific instances where data-driven insights led to improvements in the organization's approach?</p> <p>How was the analysis and learning derived from feedback, monitoring, and related changes shared with the people and communities supported by the organization, as well as relevant stakeholders? What methods were used to ensure transparency and accountability in this sharing process?</p> <p>What measures were taken to establish a continuous learning and improvement approach within the organization to better meet commitments to quality and accountability? How were actions and ways of working regularly evaluated and refined based on lessons learned and feedback received from stakeholders?</p>
<b>CHS 8.</b>	People and communities interact with staff and volunteers that are respectful, competent and well managed.
8	<p>What measures were implemented to maintain a safe and inclusive working environment that prioritizes the safety, security, well-being, and dignity of all staff and volunteers? How were these measures integrated into daily operations?</p> <p>How was support provided to ensure that all staff and volunteers possessed the necessary skills and competencies to fulfill their roles effectively and accountably? Can you describe any training or development initiatives that were utilized for this purpose?</p> <p>How was adherence to a code of conduct enforced among staff and volunteers to prohibit exploitation, abuse, harassment, discrimination, and resource misuse? What steps were taken to ensure understanding and compliance with this code?</p>



	<p>What provisions were made to establish safe, confidential, and accessible channels for staff, volunteers, partners, and stakeholders to raise concerns and report misconduct? How were individuals reporting protected from reprisal or retaliation?</p> <p>How were incidents of misconduct addressed among staff and volunteers in a timely and appropriate manner, aligning with recognized good practice standards? Can you provide examples of how such situations were managed within the organization?</p> <p>Can you explain the organizational approach used to manage human resources effectively, ensuring fairness, non-discrimination, and transparency in line with recognized good practice? How were these principles integrated into recruitment, retention, and professional development processes?</p>
<b>CHS 9.</b>	People and communities can expect that resources are managed ethically and responsibly.
9	<p>How did the organization ensure it had adequate capacity and resources to fulfill its commitments during the project? Can you describe how resource needs were assessed and met throughout the project lifecycle?</p> <p>How were financial resources managed responsibly in accordance with recognized good practices? Can you elaborate on the strategies used to ensure transparency, accountability, and efficiency in financial management?</p> <p>What measures were taken to ensure that fundraising, resource mobilization, and fund allocations were conducted ethically and aligned with the organization's commitments and values? How were potential conflicts of interest addressed in these processes?</p> <p>How did the organization manage and utilize resources to achieve their intended purposes while minimizing waste and environmental impact? Can you provide examples of sustainability practices implemented to reduce resource consumption and environmental footprint?</p> <p>How were risks identified, prevented, and managed across all levels of the organization, including risks related to corruption, fraud, misuse of resources, and conflicts of interest? What actions were taken when such risks were identified?</p> <p>What organizational approach was established to ensure that resources were managed efficiently, effectively, and ethically? How were policies, procedures, and guidelines implemented to promote responsible resource management and uphold ethical standards throughout the organization's operations?</p>

## APPENDIX 2

Please fill in the table below. It is essential all sections be completed and where relevant additional expenses be specified in detail. In case of questions about how to complete the table below, please contact; [Uiyyv.satinalma.sy@islamicrelief.org.tr](mailto:Uiyyv.satinalma.sy@islamicrelief.org.tr)

<b><u>Tender document for the evaluation of the Improving access to WASH &amp; Education services in Northwest Syria, September 2024</u></b>	<b>Full name of all consultants working on this project</b>
Full company trading name	
No of proposed hours per week	
No. of proposed days	
Preferred days	
Non preferred days	
Earliest available start date	
Expected project finish date	
Day rate (required for invoicing purposes)	€
<b>Total cost for consultancy in EUR (less taxes and expenses)</b>	€
Expenses (flights)	€
Expenses (accommodation)	€
Expenses (transfers)	€
Expenses (in country travel)	€
Expenses (visa)	€
Expenses (security)	€
Expenses (food)	€
Expenses (print/stationary)	€
Expenses other (please specify)	€
<b>Total expenses</b>	€
<b>Total VAT or taxes</b>	€

<b>Total cost for consultancy in EUR (inclusive of taxes and expenses)</b>	<b>€</b>
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**Note**

The applicant is expected to take responsibility for paying full taxes and social charges in his/her country of residence.

**APPENDIX 2**

To express your interest in this tender or to register your interest simply fill in the information in the table beneath and return to [Syria.Tenders@islamicrelief.org.tr](mailto:Syria.Tenders@islamicrelief.org.tr)

The information beneath in **red** is mandatory and must be supplied without fail otherwise you will not be registered on our system. If in doubt contact us on the email address above.

<b>Expression of interest or to your register interest</b>	
<b>Tender name</b>	
<b>Full company name/consultant name</b>	
<b>Full name of contact person</b>	
<b>Full telephone number (including country code)</b>	
<b>Full postal address</b> <b>Property Name/Number</b> <b>Address Line 1</b> <b>Town/City</b> <b>Country</b> <b>Postcode</b>	
<b>Complete email address</b>	
<b>Company VAT number</b>	
<b>Company registration number</b>	