

MINISTRY OF WOMEN AND CHILD AFFAIRS

TERMS OF REFERENCE

CONSULTANCY – DESIGN, DEVELOPMENT, INSTALLATION AND IMPLEMENTATION SUPPORT OF WEB-BASED MONITORING, EVALUATION, ACCOUNTABILITY AND LEARNING (MEAL) SYSTEM FOR CHILD PROTECTION SERVICES PROVIDED BY THE MINISTRY OF WOMEN AND CHILD AFFAIRS AND FEEDBACK SYSTEM THAT IMPROVES THE QUALITY OF SERVICES TO CHILDREN & COMMUNITY IN SRI LANKA.

BACKGROUND

The Ministry of Women and Child Affairs being the key institution in promoting and protecting the rights of children and women, provides a range of services for the wellbeing of children and women in order to create an enabling environment for children and women in Sri Lanka. The Ministry has three main Departments and Statutory Institutions that delivers services in child rights promotion, child protection and child development- the Department of Probation and Child Care Services, the National Child Protection Authority and the Children's Secretariat. There are several field officers working in a children and women development unit attached to each Divisional Secretariat under these three Institutions namely, Child Rights Promotion Officers, Child Protection Officers, Early Childhood Care & Development Officers and Psychosocial Officers etc. Efficient and effective systems and services delivered by these officers' plays a major role in creating an enabling environment for the children in the country. Therefore, in order to address the gaps identified in existing monitoring & evaluation systems, it is important to establish a consistent and relevant Monitoring, Evaluation, Accountability, Learning (MEAL) and feedback mechanism that improves the quality of services delivered to children and communities adhering to national and international standards so that child protection services are within the guiding principles of the CRC and the ethics and protocols of protection.

PURPOSE

The general purpose of the assignment is to developing a online Monitoring, Evaluation, Accountability and Learning system for the institutions that function under the MOWCA by reviewing and assess the existing monitoring and accountability system in the three main agencies that provide child protection services and processes of services delivered by the CRPOs/ Child Protection Officers and ECCD Officers, Psychosocial Officers within the scope of their mandate as well as national and international standards and developing the feedback mechanism that improves the quality of services delivered to children and communities.

OBJECTIVES

General Objective of the project:

To develop sustainable well-managed, functional online monitoring, evaluation, accountability and learning mechanism to child protection & child rights promotion.

To develop feedback mechanism that provides evidence based information to improve and revise a range of services and policy.

Specific Objectives

- 1) Review and assess the current systems, duties & responsibilities and practices used by CRPOs, ECCD Officers, Psychosocial Officers and Child Protection Officers to monitor, review and evaluate their services at National, District & Divisional level
- 2) To identify the gap & develop proper MEAL mechanism for CRPOs, ECCD Officers, Psychosocial Officers and Child Protection Officers to monitor, review and evaluate their services at National, District & Divisional level.
- 3) To develop/reorganize the MEAL framework against the broad parameters of national and international standards of child protection
- 4) To apply MEAL mechanism for the programme officers of all projects which are being launched by the Ministry & Institutions under the Ministry to ensure reporting the results of implemented programmes as a part of routine works. (For full commitment and optimal functioning of the officers).
- 5) To design accountability mechanism to receive and respond to feedback by children community, officers and other relevant stakeholders for all projects / Programmes which are being implemented by the Ministry & other Institutions under the Ministry.
- 6) To technically support the MOWCA or implementation partner to transfer MEAL mechanism to database. Moreover the system will has opportunity for citizen to forward their comments.
- 7) To assess the performance, reliability & protection of the MEAL and feedback mechanism.
- 8) To develop MEAL approach and mechanism for the Ministry that would contribute to a transition from social welfare to social protection services in child protection by the end of 2018 with utilizing the recommendations made by the study.
- 9) To build the capacity of the relevant staff to make them understand about the entire MEAL framework & Process.

OUTCOME

- 1) A group of competent, knowledgeable officers from top to bottom who are well aware of the Monitoring, Evaluation, Accountability and Learning (MEAL) mechanism.
- 2) Incorporate learning's from the application of MEAL mechanism to existing projects /programmes to future projects/programmes, staff and processes of the Ministry & Institutions under the Ministry.
- 3) Incorporate learnings from application of feedback system to existing projects/programmes to all upcoming projects, systems and processes of the Ministry Institution under the Ministry.

SCOPE OF THE WORK

- 1) **Desk review:** the consultant is expected to conduct a desk review of the documents related to the existing monitoring and evaluation systems such as: organization policies, job descriptions, Monitoring and Evaluation approach of the Ministry and relevant institutions, Monitoring and Review data from Action Plans, good practices, guidelines, national and international standards and other relevant documents related to current practices in MEAL. This would give a broad framework against which actual practice can be compared.
- 2) **Consultation:** a) Conduct structured interviews/Consultations with a sample of officers from the above 3 state institutions to discuss what systems are in place, what works effectively and what does not, good practices, their needs and views on MEAL process and procedure, b) consult sample groups of children, parents and teachers, police officers and other stakeholders through focus group discussions to find out their perspectives on having a space to provide structured and constructive feedbacks about the equity, efficiency, effectiveness and sustainability of the services they receive from above officers and institutions. consultant should encompass a special focus on theory of change and development of specific indicators, along with methodologies for measure.
- 3.) **Consider and Draft:** Draft a report comparing the main findings against the broad parameters of national and international standards of child protection and standard MEAL process and practice. This may draw as appropriate on existing frameworks, but should be tailored to fit the framework of the Ministry's specific mandate in child right & protection.

1. **Workshop:** Conduct a workshop with staff to test and discuss the clarity and feasibility of the recommendations and results of the assessment/review of the MEAL mechanism and conduct another workshop with selected community to test and discuss the clarity and feasibility of the feedback mechanism.
2. **Revise/Finalise:** Finalise the recommendations and guidance in line with feedback received,
3. Changes/refinements to align with the strategy of the Plan of Action and accountability Framework.
4. Transfer the MEAL mechanism to an online system and develop feedback mechanism.

KEY DELIVERABLES

1. Submission of Inception report on MEAL & feedback mechanism within 4 (four) weeks after signing of the contract This should include study design, plan of action and a matrix of details on how the study will be done by whom and when.
2. The submission of the draft deliverables including process and tool within eight (week) weeks after signing of the contract.
3. Submission of the final report before the completion of 12 weeks of signing of the contract incorporating the changes and recommendations after testing the mechanism established. This should be in accordance with the agreed report format and other deliverables specified in the ToR and agreement.
4. Consultant should be work with IT department of the MoWCA (or if outsourced, the relevant organization) to transfer the MEAL mechanism to the database.
5. After completion of the above task consultant should provide initial support to develop training manual/guideline for train the relevant staff for the proposed MEAL mechanism
6. Available well-functioning MEAL mechanism at the ministry
7. Available well-functioning mechanism to receive and respond to feedback from the service beneficiaries of the programmes and projects implemented by the Ministry & it's institute.

PERSON SPECIFICATION

Qualifications

1. Degree in Social Sciences/child development or other relevant field.
2. Post graduate degree preferably in M & E.
3. Excellent computer skills in MS office, SPSS and other statistical packages.
3. Proven track record of developing MEAL systems with experience in developing systems for donor funded projects.
4. Managerial level work experience in the field of child development & community development would be an added advantage.
5. Consultant must be strong in organizational policy development & strategic planning.

Skills

1. Demonstrated expertise in designing tools, collection and processing of quantitative data,
2. Expertise in qualitative analysis skills,
3. Ability to evaluate complex information and synthesize it into meaningful results
4. Ability to train others,
5. A good understanding of MEAL systems and the importance of accountability or feedback systems that inform decision making processes and research
6. A broader knowledge on the results framework and the ability to derive information for the MEAL framework from it.

DURATION: six months

WORK LOCATION AND REPORTING LINE

The consultant will be based at the MoWCA as required and will report to the Secretary of MoWCA

COST ESTIMATE

The consultant is invited to submit a detailed technical and financial proposal. The estimate will be finalized after negotiation with the consultant. The total funding available for the study is SLRs.1000, 000 the payment schedule is as follows:

15 percent on Submission of inception report

20 percent on submission and acceptance of the draft report

30 percent on submission and acceptance of the final report after testing the mechanism (MEAL & feedback mechanism) established

25 percent on support for transferring the MEAL mechanism to the database and support to develop training manuals and guidelines

10 percent retention from the total estimated cost as per agreement for the period of 6 months after completion of the online database.

ROLE OF THE MOWCA

1. Fulfill financial commitments of the consultancy through procurement procedures.
2. Organize the consultation process and other programmes that are required in the process
3. Continuously monitor the performance of the MEAL & feedback system
4. Facilitate with relevant stakeholders & consultant regarding the development of the MEAL & feedback system.

Ashoka Alawatta,
Secretary
Ministry of Women and Child Affairs