

UNICEF Country Office in Turkmenistan

Terms of Reference

International Individual Consultant for Evaluation of the Joint SDG Fund Programme “Improving the system of social protection through the introduction of inclusive quality community-based social services”

Turkmenistan

Duration: 1 March 2021 – 15 July 2022 (57 days)

Location: Out-of-country, in case if lockdown restrictions are reduced, one visit to Turkmenistan to be planned (Ashgabat city and selected velayats)

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Background

Turkmenistan took a range of important steps to harmonize the national legislation in line with the provisions of the Convention on the Rights of Persons with Disabilities (CRPD). Nonetheless, given the general lack of data, it is difficult to assess the impact of the social protection mechanisms and services, in particular those related to children and families and hence to develop policies that will “leave no one behind”.

The existing system of formal social services has not changed substantially since Soviet times and is highly centralized with most services provided by state institutions. The social protection system in Turkmenistan includes state guarantees for pension insurance for citizens, social allowances for specific categories of citizens, as well as social assistance measures for veterans and people with disabilities. Since 2017, the state implements a programme on housing construction for the most vulnerable groups of population, including people with disabilities to ensure their full inclusion into all facets of society.

Understanding the deep need in Improving the system of social protection, a Joint UN Programme was initiated in 2020 and aimed at introduction of inclusive quality community-based social services. The programme was jointly prepared together with the national stakeholders, and UN Agencies (UNICEF, UNDP, UNFPA, and UNODC). [The Joint Programme \(JP\)](#) started in January 2020 and will be completed in 2022. The Joint SDG Fund Programme “Improving the system of social protection through the introduction of inclusive quality community-based social services” (UN JP) covers the period from 2020-2022. The geographical scope of the joint programme is nationwide with the community based social services being piloted in all regions of the country and 12 specialized social services being piloted in the capital and 2 other regions (Lebap and Mary velayats). It is based on the Joint Programme Document and the Theory of Change (attached in Annex A) and the associated Workplan 2020-21. The workplan was partially modified in 2021 due to the extension of the programme until June 30, 2022.

Under the Joint UN Programme, an Inventory of social services was conducted as a baseline assessment¹ by UNDP in 2020 in order to identify the types of social services and coverage that was available before the start of the programme. The assessment established that there were existing social services delivered under the Ministry of Education, Ministry of Health and the Ministry of Labour and Social Protection of Population. It was confirmed that only the territorial social assistance centres owned by the Ministry of Labour and Social Protection have the non-institutional care services available to a limited number of adults with disabilities and older people. Availability of non-institutional care services for children and families is even more limited. Some alternative social services have been developed by Civil Society Organisations (CSOs) - services for victims of human trafficking and migrants, advisory services for vulnerable people and families, services for women victims of domestic violence, services for children and adults with disabilities and persons with disabilities on a small scale and with limited availability outside

¹ JP Inventory of Social Services, 2020, UNDP within the framework of the SDG Fund Joint Programme “Improving the system of social protection through the introduction of inclusive quality community-based social services”

the main cities. In looking at other available services for children the recent child protection system assessment² identified that residential care institutions are the most commonly available social services, and that despite commitments to family care in the legislation there has been an overall increase of 6% in the number children living in institutions from 2017 to 2020. This rate is more than double for children with disabilities where a 13% increase is recorded.

Within the framework of the Joint programme, the model of community-based inclusive social services started emerging across the country. With the technical support provided by the UN Agencies, the Ministry of Labour and Social Protection of Population established social work practice in the field liaising with the local authorities and allied workforce representatives to identify the most vulnerable among the JP target groups. Social work specialists conducted individual and complex assessments, developed individual support plans for connecting the vulnerable population to the existing services in 20 districts of the country. This resulted in over 500 cases covering over 800 households concerning 2335 people including 934 children, 362 people with disabilities and over 200 older people. Based on the analysis of the findings, a variety of scenarios for integration of a model of inclusive community-based services in the existing social protection system was presented at the Quarterly Working Group meeting in May and at the Third High-Level Steering committee session in June 2021. The analysis also set the ground for the launch of 12 specialized social services, piloting the new services for the children at risk of separation from parents or without parental care, children with disabilities, youth at risk (including adolescent girls, graduates of residential care institutions, and those in conflict with the law), women facing gender-based violence, families with substance use abuse, people with disabilities, and older persons in need of support with basic everyday care. The evidence generated from the pilots and social work assessments continues feeding in the ongoing data analysis to determine the optimal structure for the inclusive community based social worker service and the specialized services.

To ensure that the developed model is viable, sustainable and can be smoothly integrated into the system, the legislative review was conducted simultaneously with the model rollout. A team of international and national consultants worked on the revision of the Social Protection Code, introducing the new concept of inclusive and community based social services into the revised drafts. Considering that the scope of information to be introduced and amended exceeded 30% of the Social Protection Code original content, Mejlis Milli Gengesh (Parliament) together with the working group members agreed on extracting the new concept into a separate Law on Social Services, that was adopted in December 2021.

Meanwhile, advocacy efforts of the established government inter-sectoral coordination mechanism for the Joint Programme resulted in the Cabinet of Ministers' Resolution to allocate state budget to cover the salaries of 45 social workers in 2022.

Detailed Service Specifications, Terms of References, Ethical Code, Staff training plans have been developed for each of the 12 pilot specialized services; the instructions for preparation of the minimum

² Child protection functional assessment, 2021, UNICEF within the framework of the SDG Fund Joint Programme "Improving the system of social protection through the introduction of inclusive quality community-based social services"

standards and operational manuals, including job descriptions and operating procedures are being prepared as the services are piloted by the Participating UN Agencies (PUNOs) represented by UNICEF, UNDP, UNFPA, and UNODC (see detailed information in the Table 1. *Key Stakeholders*).

The overall impact of the JP is expected, that people who are left behind now, and who are isolated in their homes without support of family, experiencing violence, neglect or abuse or languishing in residential or hospital care because there are no community based social services to support independent living in the community, will contribute to the design of services that can meet their needs. They will receive information and services, will be empowered to participate in community life and the economy and will be supported to overcome barriers to access other services such as health, education, social assistance and employment. New professionals with competencies in professional social work will appear, where there are currently no professionals currently able to work with the most vulnerable and left behind. The government will be equipped and prepared, by the end of the JP, to go to scale and accelerate considerably the pace for achieving SDG 1.3 and coverage with social protection of the most poor and vulnerable.

It is expected that in 2022, children with disabilities, children without parental care, children at risk of separation from parents, people with disabilities and older persons in need of support with basic care, women facing gender-based violence and youth at risk in the focus areas will have access to quality community-based social services managed by the professional social workers and qualified service providers in the country to address their individual needs and ensure their social inclusion.

The JP implementation is expected to create a multiplier and catalytic effect on the CSOs development in the country, which currently face significant barriers for registration and operation in the country. Engagement of the CSOs in the JP implementation will demonstrate their important role in reaching out to the vulnerable groups and addressing their needs and help expand the space for CSOs as social providers in the country and ensure their financial sustainability. It will also create an opportunity for systemic and accelerated change for the SDGs implementation in the country. Particularly, through costing and budgeting of social services, the JP will help the UNCT to engage with the Ministry of Finance and Economy of Turkmenistan on strategic discussion regarding the SDGs integration into the national budgeting process which has been identified by the MAPS as the key bottleneck for the SDGs achievement in the country. The JP will also address the issue of data collection for the missing SDG indicator 1.3 and coverage by social protection system of the most vulnerable groups of population.

Evaluation Rationale, Purpose and Objectives

Rationale: The Evaluation will be conducted by the end of the UN JP and will provide the guidance and recommendations for further development of social services in Turkmenistan. Since the Programme will be completed in June 2022, beginning of the Evaluation in March 2022 will bring efficient results in developing the National strategic document for further reforming the system of social service provision in the country. The timing of the evaluation is critical as UN was requested by the Government to support with the development of a Road Map further reforming the system of social service provision in the country.

Moreover, Government initiated development of new Socio-economic Strategy until 2052. Thus, the evaluation, which will be the first independent assessment of the JP, will help to shape the programming and policymaking.

Purpose: The main purpose of the evaluation is to **generate substantive evidence-based knowledge** by identifying good practices and lessons learned from the implementation of the JP. The results of this evaluation will be highly useful to enable any **adjustment/redirection** necessary for the planning and implementation of the current United Nations Sustainable Development and Cooperation Framework (UNSDCF) 2021-2025 and will provide a basis for the development of the new National Programme in the area of the social protection and facilitate the UN joint advocacy efforts for the national scale up of the new specialized services, also creating enabling political environment for these services. The evaluation findings and recommendations will also contribute to strengthening UNICEF contribution to the realization of child rights and protection of children's access to quality services. The evaluation's findings will also inform the update of the UN Common Country Analysis, the reporting of the country to Convention on the Rights of Persons with Disabilities (CRPD), Committee on the Elimination of Discrimination Against Women (CEDAW), Committee on Economic, Social and Cultural Rights (CESCR) and potentially SDG-related progress reports or other situation analyses.

Objectives: The UN JP evaluation aims to assess the relevance, efficiency, effectiveness, sustainability, coherence and, to the extent possible, impact of the Joint Programme, to analyse remaining bottlenecks and barriers that impact inclusiveness of social protection.

The main objectives of the evaluation are:

- Rigorously assess the relevance, efficiency, effectiveness, sustainability, coherence and, to the extent possible the potential impact of the Joint Programme
- Assess the role of the Joint Programme in establishing the community based social services and provide recommendations for the development of the quality assurance system for social service work with consideration of normative frameworks, system of supervision and support, system for licensing and accreditation and data collection systems.
- Rigorously assess contribution of the UN Joint Programme to SDGs acceleration and UN coherence.
- Assess the role of the Joint Programme in increasing awareness about community based social services among key stakeholders and beneficiaries.
- Assess the extent to which the JP has contributed to achievement of UNSDCF 2021-2025 outcome/s and national development priorities
- Provide recommendations to guide policy level decision-making by PUNOs and the key relevant stakeholders on social services system reform.
- Provide recommendations for integration of the 12 specialized services into the national social and child protection service provision system.
- Provide recommendation on how to better incorporate gender equality and equity issues, including disability into the social services provision reform.
- Identify and document successes, challenges and lessons learnt of the joint programme.

- Assess programme contribution towards sustainability and scale up of the community-based social services, including the development of the National strategic document for further reforming the system of social service provision in the country.

The Object of the Evaluation, its Use and Users

Object of the evaluation is Joint SDG Fund Programme “Improving the system of social protection through the introduction of inclusive quality community-based social services”. This summative evaluation comes at the end of the Joint Programme by June 2022 and will offer the opportunity to critically and rigorously assess the Joint Programme contribution to the system of social protection through the introduction of inclusive quality community-based social services in the country. The purpose of the JP is to make a transformative change in the current system of social service delivery in Turkmenistan, to reach out to the most deprived and vulnerable population and to address their specific needs. The programme designed a new model of inclusive community-based services for children at risk of separation from parents, children without parental care, children with disabilities, youth at risk, women facing gender-based violence, people with disabilities and older persons in need of support with basic everyday care. The programme piloted a community-based social worker model engaged in identification, assessment and case management as well as piloting specialised social services to meet specific needs and support people to live independent lives in their communities. The JP developed a mechanism for social contracting, improved a social work curriculum and supported drafting of legislative amendments and other institutional framework (standards, service specifications). The JP supported establishment of a government inter-sectoral coordination mechanism, as well as support economic analysis and advocate for the new system of community-based social services to be incorporated into the state budget. Designed model was fully taken over by the government in February 2022 and it is planned to be scaled up by 2025 to fulfil the commitments under the existing national development and human rights plans, including on children.

The population group(s) covered under UN JP: children at risk of separation from parents or without parental care, children with disabilities, youth at risk (including adolescent girls, graduates of residential care institutions, and those in conflict with the law), women facing gender-based violence, families with substance use abuse, people with disabilities, and older persons in need of support with basic everyday care

The Key stakeholders:

Table 1: Key stakeholders and their contribution towards the JP

Stakeholders	Contribution towards the activities of the NAP
Ministry of Foreign Affairs	National Coordination body and co-signer of the JP
Ministry of Labour and Social Protection of Population	Lead National Partner on implementation of the JP, and the Sectary of The Joint SDG Fund Programme on the introduction of inclusive quality community-based social services. Key partner, leading in all aspects of the programme implementation and

	reform of the community based social services. Co-Chair of the JP Steering Committee and the Working Group.
UN RC	Coordination body from the UN Side, ensuring the strategic focus and sustainable approach to the JP implementation. Co-Chair of the JP Steering Committee.
UNICEF	<p>Ensure the overall lead on planning, assessment, supporting implementation, analysis and monitoring to the Joint Programme, with the support of the Technical Advisory team to ensure a coherent, consolidated, technical and sustainable approach to developing social work in Turkmenistan.</p> <p>Provide strategic support to the government partners for implementation of the Joint Programme and the resulting social service model. This also includes support to recruitment, deployment, and professional supervision of 45 social workers in 20 districts across the regions of Turkmenistan.</p> <p>Support establishment of theory and practice of social work in Turkmenistan. Develop national standards of higher education, curricula and programs for social work adapted to the national context.</p> <p>Design and pilot new types of social services for children with disabilities, children without parental care, and children at risk of separation from parents.</p> <p>Co-Chair of the JP Working Group.</p>
UNDP	<p>Built capacity of social service workforce by delivering 2500 person days of training up to 400 new and existing practitioners, including social workers, allied workforce professionals, social work managers, social service providers at national, regional and local levels.</p> <p>Conducted inventory of existing social services and assessment of needs of the Joint Programme target groups as part of training of social service workforce and their work in the field</p> <p>Conduct socio-economic analysis of new social services to demonstrate their advantages vis-a-vis the existing model of social service provision and support a case for their introduction into the country's social protection system by the Government of Turkmenistan.</p> <p>Design and pilot new social services to people with official status of disability, elderly people living alone and people with chronic illnesses. In this area, UNDP will lead the work on approbation of a social contracting mechanism to foster civic participation in the social service provision and expand the range of services to the Joint Programme target groups.</p>

UNFPA	<p>Lead the work on the review of the existing national legislation and development new legislation and bylaws to sustain new social services, identifying gaps and making recommendations for creating a legislative and regulatory framework to sustain the proposed new system of community-based social services.</p> <p>Ensure that developed Standard Operational Procedures on addressing gender-based violence and prevention of the unintended pregnancies are introduced into the new social service package.</p> <p>Design and pilot social services to ensure the rights and protection of women and girls facing gender-based violence and various reproductive health risks.</p>
UNODC	<p>Development of training packages on co-dependency and social work with families with substance use disorders.</p> <p>Deliver trainings for social workers and allied professionals on special aspects of working with vulnerable groups such as people with substance use disorders, youth at risk of substance use, youth in contact with criminal justice system and their families</p> <p>Design and pilot services for youth at risk, including those in conflict with the law, and families/parents with substance use disorders, and develop models of parent support to reduce risky behaviours in adolescents</p>
Mejlis (Parliament)	National partner, supporting the legislative review and adoption of the new Law on Social Services together with the MoLSP and with technical support from UNFPA
Ministry of Finance and Economy	National partner, supporting the fiscal space creation for the social services reform. Was engaged in budget allocation for the 45 social work specialists from the 2022 State Budget, together with the MoLSP and with technical support from UNICEF
Ministry of Education	<p>National partner, supporting the creation of Bachelor programme for the Social Work profession. Responsible for identification of the higher education establishment and teaching capacity building with technical support from UNICEF.</p> <p>Represent the state social service providers and referral bodies from the Education sector.</p>
Ministry of Health and Medical Industry	Represent the state social service providers and referral bodies from the Health sector.
Ministry of Internal Affairs	Represent the state social service providers and referral bodies. It has Inspectorate on Minors Affairs which has a strong presence in communities, works closely with pedagogues and families and to an extent performing some of the functions of social workers for child protection services.
Ministry of Justice	Member of the Steering committee and the Working Group

Institute of State, Law and Democracy	Member of the Steering committee and the Working Group
National Red Crescent Society	Represent the social service providers in the CSO Sector. Member of the Steering committee and the Working Group. Partner in piloting specialized social services for people with chronic illnesses together with UNDP.
“Yenme” CSO, Ashgabat	Represent the social service providers in the CSO Sector. Member of the Steering committee and the Working Group. Partner in piloting specialized social services for the people with official status of disability, elderly people living alone together with UNDP and specialized social services for youth at risk, including those in conflict with the law, and families/parents with substance use disorders in partnership with UNODC.
“Keyik Okara” CSO, Ashgabat	Represent the social service providers in the CSO Sector. Member of the Steering committee and the Working Group. Partner in piloting specialized social services to secure rights and protection of women and girls facing gender-based violence and various reproductive health risks in partnership with UNFPA.
“Beyik Eyyam” CSO, Turkmenabat city, Lebap Velayat	Represent the social service providers in the CSO Sector. Partner in piloting specialized social services to secure rights and protection of women and girls facing gender-based violence and various reproductive health risks in partnership with UNFPA.
National Def and Blind Society	Represent the social service providers in the CSO Sector. Member of the Steering committee and the Working Group

The primary users of the evaluation are the Government, represented by the Ministry of Foreign Affairs as the national coordinating body, Ministry of Labour and Social Protection of Population as the Lead National partner, key sectoral ministries and PUNOs. The other relevant stakeholders include other UN agencies, IFIs, CSOs, and line ministries not directly engaged in the Joint programme implementation, as the secondary users.

The findings of the evaluation will be used as a basis for discussions, planning and programming between UN, Government of Turkmenistan and other key national and international stakeholders. The knowledge generated by the evaluation will be used by:

- Ministry of Foreign Affairs as the coordinating body, Ministry of Labour and Social Protection as the Lead National partners, key sectoral ministries to identify and further address existing barriers to support social protection reform agenda and strengthening the system of social service provision in community level to ensure the scale up and coverage of those “left behind”
- PUNOs (UNICEF, UNDP, UNFPA and UNODC) for taking stock of lessons learnt and best practices and informing revision of their respective programmes towards strengthening the social services system as well as to contribute to the relevant knowledge generation and dissemination.

- PUNOs for further sustainability discussions for scaling up the programme results across all the outputs and specialized services supported by PUNOs with lessons learnt and identification of possible adjustments.
- Other UN agencies and relevant development partners to identify potential synergies and avoid overlaps in planning and implementation of interventions in area of social protection
- UNCT to assess contribution to SDG acceleration and to promote the UN coherence.

Scope

Period to be covered: From January 2020 to date.

Geographical coverage: The geographical scope of the evaluation will be in Ashgabat and selected by the Consultant regions (velayats). Specific sites in the regions will be identified for the visit in consultations with the Joint Programme team during the inception stage, as required. In case of the continued lockdown, the visits will be substituted by the online calls.

Programmatic coverage and Theory of Change: The evaluation will cover all Outputs of the UN JP (see Annex 1 for more details). Theory of change presented in the Annex to this ToR.

The JP aims to achieve **one outcome:** *the social protection system is ready to provide inclusive quality community-based social services.*

This outcome makes a major contribution to accelerating achievement of SDG Target 1.3 especially in relation to achieving substantial coverage of the poor and vulnerable. In order to make the necessary changes and reforms to the system so that inclusive, quality, community-based social services can be delivered to the most vulnerable and left behind, **three outputs** must be achieved:

1. A practical model of such services must be developed and tested including all elements needed to prepare for scale up and full national implementation – gatekeeping and referral mechanisms, standards, standard operating procedures (SOPs), service specifications, trained staff etc. The practical model must address multiple vulnerabilities and must be fully adapted for the local community context in Turkmenistan and institutionalised at all levels – district, regional and national. It will also test different modalities of service delivery – through social contracting of CSOs and through state service providers or Khyakimlik/Gengeshlik.
2. The legislative and regulatory framework that can ensure the institutional and financial sustainability of the new model has to be developed, amended and improved to reflect the practical realities and lessons learned from testing the model under output 1 and presented for approval by the Parliament and the Cabinet of Ministers.
3. The social work and social service workforce that can deliver the model of services both during and after the JP has to be created and trained and a mechanism has to be established for ensuring that more social workers and social service workforce personnel can be trained and educated as the system goes to scale.

The Joint Programme has **three components** that serve as its outputs, including:

1. Developing an inclusive community-based social service model with its key elements prototyped;

2. Establishing institutional mechanisms and enforcing legislative and regulatory framework to facilitate the introduction of the new community based social services delivery system;
3. Strengthening the country's social work and social service workforce capacity.

Evaluation Questions/Framework

The questions that will guide this evaluation are aligned with the evaluation criteria developed by the OECD Development Assistance Committee (DAC)³. However, questions may be further fine-tuned during the Inception Phase based on considerations of evaluability, time and resource constraints. The guiding questions for the evaluation against defined evaluation criteria will be further elaborated through evaluation matrix and used as a basis for development of the main data collection instruments (based on online tools for use during face-to-face meetings) such as interviews, focus groups and observations that should be selected considering COVID-19 related restrictions.

Assessing relevance

- How relevant was the JP to priorities/policies at the national level and to the needs of the target groups? More specifically:
 - a) Is the piloted specialized services coherently tailored to the needs of social protection sector at local level and to the reality of the different regions of Turkmenistan?
 - b) are the by-laws, rules, SOPs and job description of social work specialists in the country coherently tailored also to the needs of vulnerable population at local level?
- How relevant were joint efforts in programme design, implementation and management for addressing the country's development priorities and challenges?
- Has the JP been relevant in the context of the COVID-19 pandemic? What adjustments were made to keep it relevant to the changing needs of its target population?

Assessing effectiveness

- To what extent were the objectives and results (outputs, outcomes and impact) achieved as planned? Were there any areas (technical or geographical) in which the pilot intervention was more or less effective in delivering its results (outcome and impact)? If so, what factors could account for the difference?
- To what extent were gender and equity aspects effectively mainstreamed and delivered in the JP?
- To what extent has the JP contributed to accelerating the implementation of SDGs 1.3, 10.4, and 16.1 at the national level?
- To what extent has the JP produced a catalytic effect in terms of generating systems change across sectors to leave no one behind?
- To what extent has the JP contributed to achievement of UNSDCF outcome/s and national

³ The DAC evaluation criteria of relevance, effectiveness, efficiency, impact and sustainability were first outlined in 1991 under the OECD, and they are currently under revision. Please refer to OECD 2019.

development priorities?

- Are the children/families, served get better and more sustainable solutions as per the principles of social work service provision, social benefits, prevention of VAC, health, education, etc.?
- To what extent has the COVID-19 affected the achievement of intended results contributing to/reversing the expected impact of the JP?
- Were there any unintended negative or positive outcomes and, if so, were they appropriately managed?
- To what extent have the vulnerable groups from the 12 piloted specialized social services benefited from the Introduced community based social services model?. What were the enabling factors to respond to the needs of the targeted groups?
- To what extent has the JP contributed to the awareness raising on social services, development of knowledge and its dissemination (guides, tools, country briefs, trainings) among key stakeholders and beneficiaries?

Assessing efficiency

- How efficiently has the JP been managed in terms of its human / financial resources and organizational / governance structure? Were the available financial, material and human resources adequate to meet the set objectives, including in times of the pandemic?
- To what extent did the JP contribute to enhancing UN efficiency (reducing transaction costs, staff enhancement, leveraging investments in development of tools/capacity development, resource mobilization efforts and partnership arrangements, offering multi-partner funding and operations)?
- What is the level of cost-efficiency for the implementation/functioning of the piloted specialized social services and non-pilot system?

Assessing sustainability

- To what extent has the National Social Services Development Programme for 2022-2030 proposed by the JP contributed to sustainability of results, especially in terms of codifying international social services standards into national legislation, policy and practice, ensuring the LNOB principle and enhancing the social protection system?
- To what extent has the JP supported the long-term buy-in, leadership and ownership by the Government and other relevant stakeholders? How likely will the results be sustained beyond the JP through the action of Government and other stakeholders and/or UNCTs?
- What are the existing capacities of regional and etrap authorities to start restructuring the existing system and further scaling up social work specialist positions all over the country?
- What are the major factors which influence the scaling up of specialized social services nationwide and the incorporation of social workers in the official system?
- How services provided through the NGOs would be sustained and scaled-up?
- What is the role of NGOs in provision of social services?

Assessing Impact

- To what extent JP contributed (or is likely to contribute) to possible improvement of the situation of vulnerable groups identified in the JP?
- To what extent were professional social workers and qualified service providers in the country able to address individual needs and ensure their social inclusion.
- To what extent did the JP create a multiplier and catalytic effect on the CSOs development in the country and demonstrated their important role in reaching out to the vulnerable

- groups and addressing their needs
- To what extent was the space for CSOs as social providers expanded in the country and ensured their financial sustainability.

Assessing Coherence

- To what extent have the participating United Nations organizations (PUNOs) been coordinating the JP with development partners and other UN agencies to avoid overlaps, leverage contributions and catalyse joint work?

Assessing Disability

It is expected that the evaluation will adopt equity-based and gender-sensitive approach to understand whether the undertaken interventions managed to address the needs and uphold the rights of the most vulnerable groups in Turkmenistan as well as the root causes of inequities. This is particularly important as the Joint Programme is designed with a view of strengthening social protection system by introduction of community based social services to address the needs of the most marginalized groups of population.

In line with the Leaving No One Behind principle and the obligations stemming from the Convention on the rights of persons with disabilities, even programmes that do not target directly persons with disabilities should ensure that persons with disabilities within targeted population can access the program without discrimination.

The evaluation will therefore also assess:

- To what extent have the joint programme design, implementation, and monitoring been inclusive of persons with disabilities (i.e. accessibility, non-discrimination, participation of organizations of persons with disabilities, data disaggregation)
- To what extent has the joint programme effectively contributed to the socio-economic inclusion of persons with disabilities by providing income security, coverage of health care, and disability-related costs across the life cycle.

Some guiding questions that may help answering the evaluation questions on persons with disabilities above are provided in the Annex B (attached with this ToR) and could be further elaborated in the evaluation matrix and/or analysis framework.

Methodology of the Evaluation

The evaluation methodology will be guided by the Evaluation Norms and Standards of the United Nations Evaluation Group (UNEG), as well as in line with UNICEF's Evaluation Policy, UNICEF Procedure for Ethical Standards in Research, Evaluations and Data Collection and Analysis and UNICEF's reporting standards as it was agreed among PUNOs based on the UNICEF's lead in the JP evaluation. It will integrate human rights, gender and equity in accordance with the relevant UNEG guidelines and will be conducted in accordance with the UNEG Code of Conduct and Ethical Guidelines for Evaluation. The evaluation will focus on the criteria of relevance, effectiveness, efficiency, coherence and sustainability. The contribution to the impact will also be assessed to the extent possible. The impact of the JP is expected to include that

people who are left behind now, and who are isolated in their homes without support of family, experiencing violence, neglect or abuse or languishing in residential or hospital care because there are no community based social services, are receiving support their independent living in the community thanks services available to them locally that meet their needs.

The evaluation will have a theory-based evaluation design with a rigorous quantitative approach to sampling to allow comparison of sites with and without JP and apply a mixed methods approach. Some questions under the effectiveness criterion may need some sort of comparison between the sites with the JP and without it. The proposals are welcome to make suggestions including using any rigorous and cost-effective ways of sampling sites, households, families and beneficiaries including any innovative methods, means, and/or a rigorous case study approach. Methodological rigor will be given significant consideration in the assessment of proposals. Bidders are welcome to indicate preferred methodologies, and succinctly relate these to the objectives of the evaluation and its questions. All efforts should be made in order to strengthen the data collection and analysis which are at risk of heavily relying on interviews with purposefully selected respondents and sites. Given the complexity of the environments in which the UN JP programme is being implemented a relevant perspective should inform evaluation approaches and methodologies, rather than simple linear causal models. The theory of change should be re-constructed, if required, in a way that shows UN contribution to a Social protection system strengthening through a range of programme approaches. While the evaluation methodological approach will be finalized at the inception phase, initial advice on the comprehensiveness of the evaluation approach is expected at the proposal stage.

Data collection: Relevant data should be collected from programme beneficiaries and key implementation stakeholders and partners (implementing NGOs, partners, the central and local authorities, MLSP, UN, etc.). The consultant should consider conducting a survey among the respondents. For data collection purpose, an international consultant will develop an evaluation design, to undertake interviews and analysis, as well as train Young SDG Ambassadors⁴ to support the Consultant in this process from the regional perspective. The international consultant will work with SDG Ambassadors under guidance of the UNICEF CO and in close cooperation with both Ministries and other partners. Taking into account that Young SDG Ambassadors will be involved in data collection, they will be trained by the international consultant on data collection process and ethics to ensure that all ethical aspects are followed. If focus groups or interviews with children and/or parents, youth at risk, women facing gender-based violence, families with substance use abuse, people with disabilities, and older persons in need of support with basic everyday care will be planned and approved, confidentiality and consent will also be taken into account.

Stakeholders' engagement: While all stakeholders are important, a special emphasis will be placed on direct beneficiaries of the interventions i.e. children at risk of separation from parents or without parental care, children with disabilities, youth at risk (including adolescent girls, graduates of residential care institutions, and those in conflict with the law), women facing gender-based violence, families with

⁴ SDG Ambassadors – competitively selected young advocates on the Sustainable Development Goals, supporting with youth engagement and awareness raising about SDGs ([UN kicks off second SDG Youth Ambassadors Contest in Turkmenistan | United Nations in Turkmenistan](#))

substance use abuse, people with disabilities, and older persons in need of support with basic everyday care). They will be enabled to communicate their priorities and needs, and participate in the evaluation process. This will be important for the assessment of the relevance, effectiveness and sustainability of the JP programme. Children and parents will be invited online to provide their insights through Ministry of Education and Ministry of labour and social Protection, based on identified by the Ministry lists. Youth at risk, women facing gender-based violence, people with disabilities and older persons will be invited by the CSOs.

Location of the Evaluation: online (with potential visits), covering selected velayats, based on the desk review of the International consultant. The final list of sites/ institutions as well as respondents will be defined and agreed between the consultant and UN.

Mode of data collection: Considering, that in Turkmenistan there is no officially COVID registered case, face-to-face data collection gatherings by SDG Ambassadors with potential respondents are possible. However, the requirement is to follow a 2-meter distance, to have protective tools (masks, gloves, sanitizers) and to have a limited number of people, depending on the room size. If COVID related restrictions will remain, all interventions will be conducted online.

Desk review of reference materials, including monitoring reports and other sources providing secondary data, project monitoring and reporting documentation, official and administrative statistics, regulatory framework and other related documents. Evaluations relevant to the UN JP and other similar resources should also be sampled for review and analysis. This is important to understand other initiatives undergoing in social protection area and the role of UN in this process. The evaluation is expected to generate clear outcome descriptions and comparators, and to harvest secondary data and apply some level of analysis at the national and velayat levels. All these materials will be prepared by UN Data Officer. If the volume is too large, the bidders are welcome to suggest approach to select the most appropriate.

The following list includes general information sources related to country context in general and social service provision system in particular that should be used for desk review and further elaboration of methods for data collection:

- UNSDCF 2016-2020
- UNSDCF 2021-2025
- Turkmenistan MAPS Report
- UNICEF Strategic Plans 2018-2021
- UNICEF Gender Action Plans (2018-2021)
- UNFPA Strategic Plan 2021-2025
- Country Programme documents of all PUNOs for 2016-2020 and 2021-2025
- UNCRC, UNCRPD, CEDAW and UPR recommendations;
- MICS 2015-16
- MICS 2019 (TBD)
- National programmes evaluations
- NAP 2018-2022

- NAP on Gender Equality for 2021-2025
- SDG Progress reports
- Assessment of the multi-sector response system to gender based violence
- SitAns on: children and women, PwDs, Youth, gender norms, women with disabilities
- Child protection system assessment in Turkmenistan, 2021
- Documents prepared and developed by the Joint Programme
- Other relevant documents

Data analysis: While evaluation bidders are expected to offer a gender, cultural and linguistic sensitive approach that will include field-based data collection and/or validation of findings from document analyses and survey findings, we propose that two types of analyses be given due consideration: Data analysis must measure the extent to which the UN JP is contributing to the implementation of Social Protection in Turkmenistan and to what extent Social Protection contributed to the implementation of SDGs. The analysis will cover findings according to determined evaluation criteria, yet, should also demonstrate statistical validity between variables such as socio-economic and political issues and any other assumptions and risks that can potentially have effect on changing the course of the expected results.

Evaluation Stages

During the **Planning phase** the Consultant should start with a review of UN and its partners' relevant internal documents, including but not limited to project documents, quarterly reports submitted by partners to UN, sitreps, partners' own internal evaluation reports, and policy notes, assessments, reviews etc related to UN JP.

During the **Inception phase** Consultant should work on the Inception Report which should outline detailed scope, evaluation framework; rigorous methodology; sampling of respondents; involvement of Young SDG Ambassadors as part of the Team in field visits, an approach to training Ambassadors to ensure national and local, data collection methods and mode, timeline for activities and submission of deliverables, dissemination plan etc. The Inception phase will be used as an evaluability phase and the Consultant should collect and review all available evidence. The Consultant also should assess reliability of data with focus on disaggregated data for evidence generation to be in line with "leave no one behind" approach, so that evaluation data is disaggregated by sex, ethnicity, age and other categories, where possible. The consultant shall present preliminary observations from the Desk Review and initial methodology and potential questions for further elaboration during the field work. The consultant is also expected to submit a work plan of assignment and to confirm the evaluation methodology and tools with the UN RCO Data Officer and UNICEF CRM Specialist within the framework of the Inception report development, after careful evaluability assessment and review of available data and information.

During the **Fact-finding phase (field work)** the Consultant will be responsible for collecting data in the field with minimum involvement of partners or UN staff, but with the help of the Young SDG Ambassadors, as a representative of a Team on the ground. However, UN will facilitate the data collection and field work required for this exercise. Data collection instruments should be selected considering COVID-19 related restrictions. While the assessment criteria have been set above, UN would like the Consultant to use the

mix of contribution analysis and participatory evaluation approaches during all the methods adopted for the assessment alongside other more rigorous approaches. Consultant should conduct data interpretation and conceptual work using disaggregated data (by age, by gender, by place of residence (urban/rural), by the type of the provided services etc). The analysis will be built on triangulating information collected from different stakeholders through different methods including secondary data analysis and documentation review. It should critically examine the information gathered from the various sources and synthesize the information in an objective manner. If contradictory information is obtained from different stakeholders, an effort should be made to understand the reasons for such information, including any gender-based differences. The evaluation approach and data collection and analysis methods should also focus on equity, gender and human rights aspects, be responsive and appropriate for analysing the gender equality, human rights issues including child rights issues identified in the scope. **Gender equality, equity and human rights considerations** will be elaborated by the Consultant during this phase and addressed across the final report.

During the **Reporting phase** the Consultant should draft Evaluation Report and pay close attention to formulating good recommendations, clearly prioritizing 3-5 recommendations for concrete actions. The evaluation report to be produced must be compliant with the UNICEF Evaluation standards and GEROS Quality Assessment System. The Evaluation Report will be made available on the UN website and evaluation reports database. The visualization materials will be developed and used as an advocacy tool. Additionally, the Report will be shared among bilateral and development partners.

During the **Dissemination phase**, the Consultant should pay close attention to involving the key stakeholders. The Evaluation Report will be disseminated to the UN senior management, programme specialists/officers, including Field Offices. Findings and recommendations will inform the work planning process, as well as the CO's fundraising approach. The findings/recommendations will contribute to the development of the new further strategic document on Social Protection, as well as Road Map on Social Protection strengthening. Although the results of the evaluation will not be known until its completion, UN together with the consultant will work together to prepare an initial dissemination plan to identify key audiences.

SPECIAL CONDITIONS AND LIMITATION

The following special conditions and limitation are to be taken into consideration:

- Due to Covid-19 situation, no travel is foreseen under this assignment, but support of SDG Ambassadors should help to cover regions.
- Sensitivity of some indicators related to human rights, access to justice, children in conflict with the law and partially on children with disabilities might bring a challenge for evaluators especially during data collection stage, as respondents might not feel comfortable to talk openly.
- Even though all efforts were made to generate and/or access to the needed data, one of the limitations which may also affect the evaluation is the limited availability of data. The available data is not often disaggregated that might hinder assessment, for example, of the gender equality, disability, or equity issues.

- Lack of systematic documentation of the joint programme implementation and key factors that enabled or affected the implementation process could also be a limitation to the evaluation.
- Interviewing government counterparts for the evaluation may depend on their availability especially during the period of the pandemic. Likewise, vulnerable groups and beneficiaries, in particular children and women, might not be reachable at the time of evaluation, especially during the pandemic.
- Most of the documentation and knowledge products prepared by the Joint Programme is in Russian language
- The applicants should discuss the above or other potential limitations in their proposal and propose a methodology mitigating these limitations.

Evaluability assessment will be undertaken during the inception phase based on the data and document review. The identified potential limitations should be closely considered during finalization of the evaluation methodology and data collection tools.

The evaluation report will not be used for academic publishing.

Ethical Considerations

Adequate measures will be taken to ensure that the process responds to quality and ethical requirements. The consultant is responsible to ensure that the process is in line with the United Nations Evaluation Group (UNEG) Ethical Guidelines⁵ and adhere to the UNICEF Procedure for Ethical Standards in Research, Evaluation, Data Collection and Analysis⁶. The bidders should clearly identify any potential ethical issues and approaches, as well as the processes for ethical review and oversight of the evaluation process in their proposal. Taking into account, that participation of children and parents are subject to Government approval, this could be clarified, only once Consultant starts the Inception Phase and proposes intended meetings and focus groups. In this regards, Ethical Review approval will be required for those interventions, that will include children as respondents (Focus groups, Interviews with children or parents).

The evaluator(s) should be sensitive to beliefs, manners and customs and act with integrity and honesty in their relationships with all stakeholders. Furthermore, they should protect the anonymity and confidentiality of individual information. All participants should be informed of the context and purpose of the evaluation, as well as of the confidentiality of the information shared. Interviewees should be protected (e.g. references to information sources should remain confidential and the report will not contain names unless explicit permission is granted).

Evaluation methodology should be based on UNEG Ethical considerations and respond to UNEG ethical guidance to evaluation as guiding principle to ensure quality of evaluation process (<http://www.uneval.org/search/index.jsp?q=ETHICAL+GUIDELINES>) as well as on Standard Operations

⁵ <http://www.uneval.org/document/detail/102>

⁶ https://www.unicef.org/supply/files/ATTACHMENT_IV-UNICEF_Procedure_for_Ethical_Standards.PDF

Procedures (SOP) for Quality Assurance and Ethical Standards in UNICEF-supported Research, Studies and Evaluations (RSEs) towards Measurable Results for Children in the CEE/CIS Region and UNICEF Procedure for Ethical Standards in Research, Evaluation, Data Collection and Analysis.

Ethical clearance will be obtained before the fieldwork starts through the official ethical approval by submission to regional LTA holder.

ROLES AND RESPONSIBILITIES IN THE EVALUATION PROCESS

UNICEF as a lead-agency on JP takes the accountability of the evaluation. The managerial responsibilities for this evaluation will be with UNICEF Child Rights Monitoring Specialist (CRM Specialist) in partnership with UNRCO Data officer and representative of the Ministry of labour and social protection (Evaluation Managers).

The Evaluation Manager and co-managers will have the following responsibilities:

- Lead the management of the evaluation process throughout the evaluation (design, implementation and dissemination and coordination of it follow up);
- Convene the ERG meetings; Facilitate the participation of those involved in the evaluation design;
- Coordinate the selection of the Consultant;
- Safeguard the independence of the exercise and ensure the evaluation products meet quality standards;
- Connect the Consultant with the wider programme units, senior management and key evaluation stakeholders, and ensure a fully inclusive and transparent approach to the evaluation;
- Facilitate the Consultant Team's access to all information and documentation relevant to the intervention, as well as to key actors and informants who should participate in interviews, focus groups or other information-gathering methods;
- Provide the evaluators with overall guidance as well as with administrative support; Oversee progress and conduct of the evaluation, the quality of the process and the products;
- Take responsibility for disseminating and learning across evaluations on the various programme areas as well as the liaison with the UN JP Steering Committee;
- Ensure that the TOR, IR and Evaluation Report are submitted to external QA review conducted by external institution;
- Disseminate the results of the evaluation.

The UN Joint Programme team will support UN RCO Data Officer coordinate with key stakeholders at key milestones such as preparation of terms of reference, inception and data collection stage, report validation and discussion of findings and recommendations. UNICEF CRM Specialist will ensure operational support as required, including support in organizing primary data collection where needed to complement data available from the existing monitoring systems and other documents.

The Evaluation Reference Group (ERG) will comprise of the representatives of the major stakeholders including Evaluation Managers, UNICEF Regional Monitoring and Evaluation Advisor, UNDCO and the Joint Programme team. PUNO are members of this group and participate equally.

ERG will oversee and advise on the evaluation process starting from the development and validation of the present terms of reference, selection of the evaluator(s), act as liaison between the evaluator(s) and partners/stakeholders involved, validate and ensure quality of the report and contribute to the development of management's response to the evaluation findings and recommendations.

The ERG will:

- Provide clear specific advice and support to the Evaluation Manager and the Consultant throughout the whole evaluation process;
- Review the Inception Report and all drafts of Evaluation Report and ensure Final draft meets the UNICEF-Adapted UNEG Evaluation Reports Standards;
- Review and provide comments and feedback on the quality of the evaluation process as well as on the evaluation products (comments and suggestions on the TOR, draft reports, final report of the evaluation).

The Evaluation Consultant will report to Evaluation Managers and conduct the evaluation by fulfilling the contractual arrangements in line with the TOR, UNEG/OECD norms and standards and Ethical Guidelines; this includes developing of an evaluation (implementation) plan as part of the inception report, drafting and finalizing the final report and other deliverables, and briefing the commissioner on the progress and key findings and recommendations, as needed. The final Evaluation Report will be presented to UNCT (the main decision-making structure within the UN) and Steering Committee at the deputy-minister's level. Final report will be approved by the U JP chairs of the Steering Committee.

Work plan of the Evaluation

The evaluation is expected to be completed within 57 days. This might be subject to change depending on the prevailing situation on ground at the time of the evaluation.

The evaluation process at all stages should follow UNICEF Procedure for Ethical Standards in Research, Evaluation, Data Collection and Analysis.

The Evaluation Consultant is responsible to submit the following Deliverables (subject to external Quality Assurance):

Detailed Inception Report (IR) in English and/or Russian (Electronic version to be submitted within two months after signing a contract and initial briefing with the Evaluation Managers and ERG). This report should be 20 to 25 pages in length and should be in line with UN standards for IRs. The IR should outline detailed scope, evaluation framework; methodology; sampling, field visit timing and modality, data collection methods, timeline for activities and submission of deliverables, dissemination plan). The IR should also include initial data and findings based on the documentary review and final evaluation design/plan. This report will be used as an initial point of agreement and understanding between the Evaluation Consultant and Evaluation Managers. A draft will be shared in advance for comments and approved by the ERG. Final inception report will be presented by the Evaluation Consultant to the ERG and JP Steering Committee, Regional Monitoring and Evaluation Advisor and external QA institution.

Draft Evaluation Report in English and/or Russian (Electronic version of the first draft should be submitted after completion of the data collection). The draft report should be in line with UNICEF adapted UNEG Evaluation Report Standards and contain the same sections as the final report and will be a maximum of 60 pages in length (excluding annexes). It will also contain an executive summary of no more than 5 pages that includes a brief description of the context and current situation, the purpose of the evaluation, its methodology and its main findings, conclusions and recommendations. The draft will be shared with the ERG to seek their comments. The drafts report will be quality assured by Regional Monitoring and Evaluation Advisor. The final draft will be quality assured by external QA institution.

Evaluation Report (Final draft) in English and/or Russian. The final report should include all received comments and suggestions provided by QA review providers. The Evaluation Report should systematically answer the key evaluation questions posed. It should fairly and clearly represent the views of the different actors/stakeholders. It should clearly give the conclusions and recommends in a way that is substantiated by evidence. The Final Report should be submitted along with the Power point presentation in English and Russian (electronic version). Presentation should be based on the finalized evaluation report summarizing the entire process, purpose, objectives, methodology, findings and recommendations and conclusions.

Dissemination plan and advocacy approaches should be developed as part of the IR and then discussed/agreed with the ERG. Primarily, the result will be disseminated to the UNCT. The findings will be discussed at the UNCT meetings, programmatic reviews to inform the CO’s programming. The plan for dissemination and advocacy of the Evaluation result will be cleared by the UNICEF Representative and UNRC.

The Evaluation Consultant should propose a timeline to submit the deliverables in their implementation plan (in proposals). Necessary and adequate time (at least two weeks) should be allocated for review and quality assurance processes of the deliverables by the Regional Monitoring and Evaluation Advisor and External Institution.

Below is a suggested initial timeline:

- March 2022 – Finalizing of Inception report with Annexes;
- April 2022- Data collection and presentation of the preliminary findings;
- May 2022 – Processing of data, analysis and submission of the first draft report;
- June 2022 – Feedback on draft evaluation report and validation meeting and submission of final evaluation report and dissemination.

The Evaluation Consultant should produce the above assessment and conduct the meetings for submitting each Deliverable. Deadline for each deliverable to be agreed between the Evaluation Consultant and ERG.

Activities	Timeframe	Location	Deliverables
Inception Phase: 19 working days			
Introduction discussions on evaluation planning and logistics with ERG	2 working days		

In-depth desk review to gather secondary quantitative/qualitative data, evaluability assessment and preparation of the Draft Inception Report including evaluation matrix, data collection and analysis tools and Ethical Review (as required). The consultant shall present preliminary observations from the Desk Review and initial methodology and potential questions for further elaboration during the field work.	10 working days	Home-based	Inception Report, with preliminary observations and data gaps, as well as Questionnaires for Focus Groups to be submitted to Ethical Review, PPT with initial operations form the Desk Review
Consolidating comments and finalizing Inception Report	4 working days		
Train Young SDG Ambassadors to support with the identified Focus Groups	3 working days	Home-based	Training Agenda and Training Materials, Schedule for the Focus Groups, Documents for the Ethical review
Data Collection Phase: 15 working days			
Primary data is collected from target groups and partners based on the methodology described in the inception report.	15 working days (if remotely, then 10 working days should be distributed based on time difference, availability of key informants for interviews and/or FGDs and other possible reasons)	Turkmenistan (or remotely, based on COVID-related travel restrictions)	Presentation of preliminary findings
Analysis and Reporting Phase: 20 working days			
Preparation of draft evaluation report, with draft PPT on the results	12 working days	Home-based	Draft report and PPT
Validation of evaluations findings and recommendations with key stakeholders	3 working days	Home-based	Presentation and validation of findings and recommendations with key

			stakeholders and UNCT
Consolidating comments from ERG, Government, UNCT (translations into English or Russian might take time by the consultant) and preparation of the final report	5 working days	Home-based	Final report and PPT
Develop a Dissemination Plan	3 working days	Home-based	Dissemination Plan

Required qualifications and areas of expertise

UNICEF is seeking to contract an international consultant, corresponding to the following requirements:

The International Consultant should have the following qualifications:

- Advanced university degree, preferably in evaluation, social studies or human rights preferably with multi-disciplinary training. A combination of relevant academic background and relevant work experience may be accepted in lieu of the advanced university degree;
- At least five years' experience in evaluation, including experience of designing and implementing theory based evaluations; experience in social protection and social service provision area; evaluations using experimental and non-experimental approaches; familiarity with UNICEF and the UN system (CVs required);
- Expertise to analyse and solid knowledge of social services provision within the social protection systems;
- Good understanding of child-sensitive, gender-sensitive and disability sensitive social protection issues;
- Familiarity with UNICEF work and procedures (possible but not necessary);
- Strong analytical skills and statistical data analysis experience;
- Ability to produce content for high standard deliverables in Russian and English;
- Experience conducting remote data collection is an asset;
- Sensitivity towards ethics with regards to human and child rights issues, different cultures, local customs, religious beliefs and practices, personal interaction and gender roles, disability, age and ethnicity.

The **Evaluation Consultant** should also adhere to UNICEF's Evaluation Policy, to UNEG's ethical guidelines for UN evaluations and to UNICEF Reporting Standards. Evaluation Consultant members will sign a no conflict of interest attestation.

The **Evaluation Consultant** must demonstrate personal and professional integrity during the whole process of the evaluation. The Evaluation Consultant must respect the right of institutions and individuals to provide information in confidence and ensure that sensitive data cannot be traced to its source. Further, the consultant must respect ethics of research while working with children including using age

appropriate consent forms, age appropriate data collection, and principle of do no harm. Furthermore, the consultant must take care that those involved in the evaluation have an opportunity to examine the statements attributed to them. The evaluation process must be sensitive to beliefs, manners, and customs of the social and cultural environment in which they will work. Especially, the consultant must be sensitive to and address issues of protection, discrimination and gender inequality. Furthermore, the Team is not expected to assess the personal performance of individuals and must balance an assessment of management functions with due consideration of this principle.

The evaluation should follow UN Evaluation Group Norms and Standards (including ensuring that the planned evaluation fully addresses any ethical issues).

Payment schedule

Payments shall be made as follows:

- 30 per cent will be paid upon submission of Inception Report;
- 30 per cent will be paid upon presentation of Draft Report;
- 40 per cent will be paid upon submission of Final Report;

Submission of Proposal and evaluation criteria

The proposal for this consultancy should consist *of technical and financial* parts. While evaluating, 70% will be the share of technical rigor while 30% will be given for budget proposal:

Financial Proposal

Individual consultants applying for the contract are expected to submit a lump sum financial proposal to complete the entire assignment based on the terms of reference. Number of working days for each consultant should be suggested by an applicant. The lump sum should be broken down to show the details for the following:

Items	Number of persons	Unit cost in USD	Quantity	Total
Consultant (45 days in total)				xx
International	xx	xx	xx	xx
Airfare (if COVID restrictions reduced)				xx
International	xx	xx	1 visit to Turkmenistan	xx
In Country	xx	150	2 visits to Velayats	xx
If remote	xx	150	Engage additional support of a Young	xx

				SDG Ambassadors to visit Velayats	
Living costs (in calendar days)	xx	xx	xx days		xx
Other: Specify					
Grand Total in USD:					

Please note that, due to the COVID restrictions travel may not happen, so 2 options need to be specified in the financial proposal with and without travel. If travel is calculated it should include: i) travel costs shall be calculated based on economy class fare regardless of the length of travel and ii) costs for accommodation, meals and incidentals shall not exceed the applicable daily subsistence allowance (DSA) rates, as propagated by the International Civil Service Commission (ICSC). Details can be found at <http://icsc.un.org>

Technical proposal

Each proposal will be assessed first on its technical merits and subsequently on its price. In making the final decision, UNICEF considers both technical and financial aspects to ensure best value for money. The Consultant first reviews the technical aspects of the offer, followed by review of the financial offers of the technically compliant vendors. The proposal obtaining the highest overall score after adding the scores for the technical and financial proposals together, that offers the best value for money will be recommended for award of the contract.

Your technical proposal should address all aspects of the above terms of reference. It will be evaluated against the pre-established technical evaluation criteria. As a minimum, your technical proposal should include the following:

- A cover letter, including
- Assessment of suitability vis-à-vis the requirements of this ToR;
- A summary of experience in similar assignments;
- Links to/attachments of examples of similar work;
- Comments and suggestions on the ToR and proposed workplan and deliverables
- CV of each team member (including qualifications and experience)
- References

Please make sure to provide sufficient information/substantiating documentation to address all technical evaluation criteria. The assessed technical score must be equal to or exceed 70 of the total 100 points allocated to the technical evaluation in order to be considered technically compliant and for consideration in the financial evaluation.

<u>Technical Criteria</u>	<u>Technical Sub-Criteria</u>	<u>Maximum Points</u>
		70
Overall Response.	Completeness of proposal	5
	Tenderer’s understanding of objectives and how they propose to perform the tasks in order to meet the objectives and requirements of the ToR	10
Points		15
Institution & Key Personnel	Range and depth of individual/organization experience with similar projects	10
	Previous experience of work in ECARO region	10
	Samples of previous work	10
	Key personnel: relevant experience and qualifications of the proposed team for the assignment	10
Points		40
Proposed Methodology and Approach	Description of methodology/timeline	10
	Description of approach to ensure quality of services, absence of conflict of interest and respect of ethical standards	5
Points		15

Annexes

Annex A – Joint Programme ToC

Annex B - Guiding questions on Persons with Disabilities

General Terms and Conditions

UNICEF’s general terms and conditions will apply to the contract awarded to the vendor. Please note that, in the evaluation of the technical merits of each proposal, UNICEF will take into consideration any proposed amendments to the UNICEF General Terms and Conditions. Proposed amendments to the UNICEF general terms and conditions may negatively affect the evaluation of the technical merits of the proposal.

UN Joint Programme and the participating UN Agencies retain the right to patent and intellectual rights, as well as copyright and other similar intellectual property rights for any discoveries, inventions, products or works arising specifically from the work related from the Joint Programme. The right to reproduce or use materials shall be transferred with a written approval of the relevant UN Agency based on the consideration of each separate case. Consultants should always refer to UN Turkmenistan support in developing the materials when publishing the results of the research conducted while in Turkmenistan in academic journals, books and websites.

In the event of unsatisfactory performance, UNICEF reserves the right to terminate the Agreement. In case of partially satisfactory performance, such as serious delays causing the negative impact on meeting the programme objectives, low quality or insufficient depth and/or scope of the assignment completion,

UNICEF is entitled to decrease the payment by the range from 30% to 50% of the contract value as decided jointly by the Contract Supervisor and Operations Manager.

Prepared by: _____

Date: _____

Aysenem Agabayeva

Social Policy Specialist

Reviewed by: _____

Date: _____

Aygul Karayeva

OIC Operations Manager

Endorsed by: _____

Date: _____

Furkatjon Lutfulloev

OIC Deputy Representative

Approved by: _____

Date: _____

Alexandru Nartea

OIC Representative

ANNEXES

Annex A. Theory of Change

a) Summary

The purpose of the JP is to make a transformative change in the current system of social service delivery in Turkmenistan to reach out to the most deprived and vulnerable population and address their specific needs. The Government of Turkmenistan has prioritized improvement of social services in its mid-term national development programme and human rights action plans and seeks support of the UN Country Team in implementing the national priorities aligned with the SDGs. The desired change will be achieved by creating a nationally appropriate model of inclusive community based social services, and accelerating achievement of substantial coverage of the poor and multiple vulnerabilities⁷ specifically addressing the needs of children with disabilities, children without parental care, children at risk of separation from parents, people with disabilities and older persons in need of support with basic care, women facing gender-based violence and youth at risk. The prototype model of inclusive community-based social services will promote social protection approaches that empower service users and innovative solutions for addressing at all levels, the multiple vulnerabilities and needs of those currently being left behind. The model will be informed by the results of assessment of the individual needs of the target groups and an inventory of the supply of social services as well as a review of legislative and regulatory frameworks and institutional mechanisms for coordinating delivery of social services. A social service workforce will be created and capacity strengthened to deliver the new model of inclusive community-based social services. The theory of change is underpinned by an assumption that practical development of social work and prototype social services that empower service users will provide evidence to accelerate introduction of new legislation, regulatory frameworks and institutional mechanisms so that the system will be ready to go to scale by the end of the JP.

b) Narrative

The JP is expected to commence towards the end of 2019 and conclude at the end of 2021 and this will ensure that the JP will provide an important milestone for achieving two specific targets of the National Programme of the President of Turkmenistan on Socio-economic development for 2019-2025, namely the development of new social service models and policy-level changes. The following activities and chain of results will be implemented and achieved by the end of the first year in order to then follow through on the ToC in the second year of the JP.

A review of the existing services and support for the most vulnerable in parallel with training of a pool of new practitioners to be deployed as social workers at the community level in all Velayats as well as existing social service workforce decision-makers, managers and practitioners at all levels. Several different types of training packages for social workers, their supervisors and managers, service providers and policymakers will be reviewed, developed and delivered over the full two years of the JP implementation and amended based on evidence from practice towards the end of the JP. A curriculum will be developed for a Higher education degree in social work, building on curriculum development already begun at the

⁷ SDG Target 1.3

level of technical colleges, by a national group of social work educators drawn from further education institutions and service providing CSOs. This will lead to the founding and strengthening of the social work and social service workforce and will create the necessary capacity for assessment of the individual needs of the target groups for support and delivery of inclusive community-based social services. According to the National Plan of action on realization of Child Rights 2018-2022, the introduction of social work as a profession in the higher education system, as well as the development and implementation of training programmes for social workers to provide professional support for the most vulnerable are noted as major milestones to be implemented by 2022.

Individual assessments of target beneficiaries will be conducted by the trained social workers in all five Ashgabat Etraps and in three target Etraps of the other five Velayats – a total of 20 Etraps covering both urban and rural communities. The data gathered through individual assessments will be aggregated to Etrap, Velayat and national level and the specific needs of the target groups for services will be identified and a baseline will be established of the coverage of social system protection disaggregated by sex, age, rural/urban and at-risk groups in the targeted 20 Etraps that can be extrapolated to inform planning at national level. In this way, and through a review of all existing social services across the whole country, the gaps in the system of social service delivery will also be identified by mid-2020, providing a basis for planning and designing new types of services to be prototyped, and for strengthening existing services.

Once these steps are completed, a model of prototype community-based services to assess and meet identified needs and adapted to the national context can be designed. The model should reflect the assessed needs and multiple vulnerabilities of the target groups and be person-centred, designed in a way to support and promote the autonomy, agency and ensure the human rights of the target service users. The model will introduce the participation of the service user in the whole cycle of service delivery starting with information provision, individual needs assessment, referral, planning, implementation, monitoring and review. Modelling this approach in practice will lead to a paradigm-shift in the social protection system from a medical and welfare model to a social and rights-based model that will be transformative for the role of service users from objects of care to subjects of rights. All prototyped services will be designed based not only on national/international practices, but on a participatory and empowering approach to tailor services and response mechanisms to women, girls, boys and men in the community context. The model will be designed with modalities for state social service providers and CSOs, including social contracting. International practice and the experience of the countries in the region show that social contracting can be used as a tool for providing sustainable responses to different vulnerabilities through government financing of programmes and activities implemented by civil society. The approbation of social contracting within the model will enhance civic participation in the provision of public services and open a new space for public-private partnerships in the social sector in Turkmenistan leading also to diversification of service provision.

Review of the legislative and regulatory framework will begin from the outset of the JP and draft legislation and regulatory acts will be continuously adjusted to take the emerging model into account. The package of legislative and regulatory documents to be drafted will include amendments to the Code on Social Protection, standards for social services, regulations for community-based social workers to assess needs and manage individual cases, linking service users to services that they need in the community or at Velayat level. A mechanism for social contracting will also be drafted and the institutional architecture will be developed (national, regional, local) defining a multi-level system of social services.

By the end of the first year of implementation an inclusive, integrated community-based social service model will be developed, with all its key elements, including referral and gatekeeping, tested/prototyped to address multiple vulnerabilities of the most in need.

By mid-2021 the prototyped models of community-based services will have been demonstrated, piloted, measured and costed. This will create evidence from pilots and technical support for the government on costing services will enable funding mechanisms to be put in place, facilitating advocacy towards government commitment for allocation of budget to go to scale in 2022 and beyond. Evidence from the prototyped models will also inform improvement of legislation and secondary regulations which will be finalized and submitted to Parliament and the Cabinet of Ministers. The demonstration, and evaluation of the pilots and the communication of the outcomes to all stakeholders, including service users will lead by the end of the second year to increased social service coverage in the pilot areas and the potential of increased social service coverage for all including the most deprived and left behind after the JP is completed. The success of the prototypes will convince national counterparts that the model is feasible and based on experiences from the prototypes, the government will agree to adopt it as a national model and to pass the corresponding legislation and regulations as developed by the JP. This will contribute to the acceleration of SDG Target 1.3 “Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable”.

Once the models are demonstrated by mid-2021, and their effectiveness evaluated, their full country-wide application can take place by 2025 (end year of the Presidential Programme). The proposed model and transformational change can also be integrated across education, health, employment and other public sectors which aim is to provide response to vulnerability and ensure equity. By modelling the new services, important entry points for addressing additional vulnerability may be obtained such as gender-based violence and violence against children.

By investing USD 2.35 million in establishing community-based social services, we aim to equip the government to increase the share of the state budget allocated for social protection and community-based social services by at least 10% annually, and help the Government to reorient some of the resources being spent on inefficient services. It is expected that by 2022, the UN will be able to advocate for large efficiency gains within the existing system and for significant increase of budget allocations for community-based social services. As the UN supports the Government in availability of additional data on vulnerabilities, such as recipients of social benefits, violence, children and women with disabilities, there will be more potential to assess the cost of inaction by 2022.

c) ToC assumptions

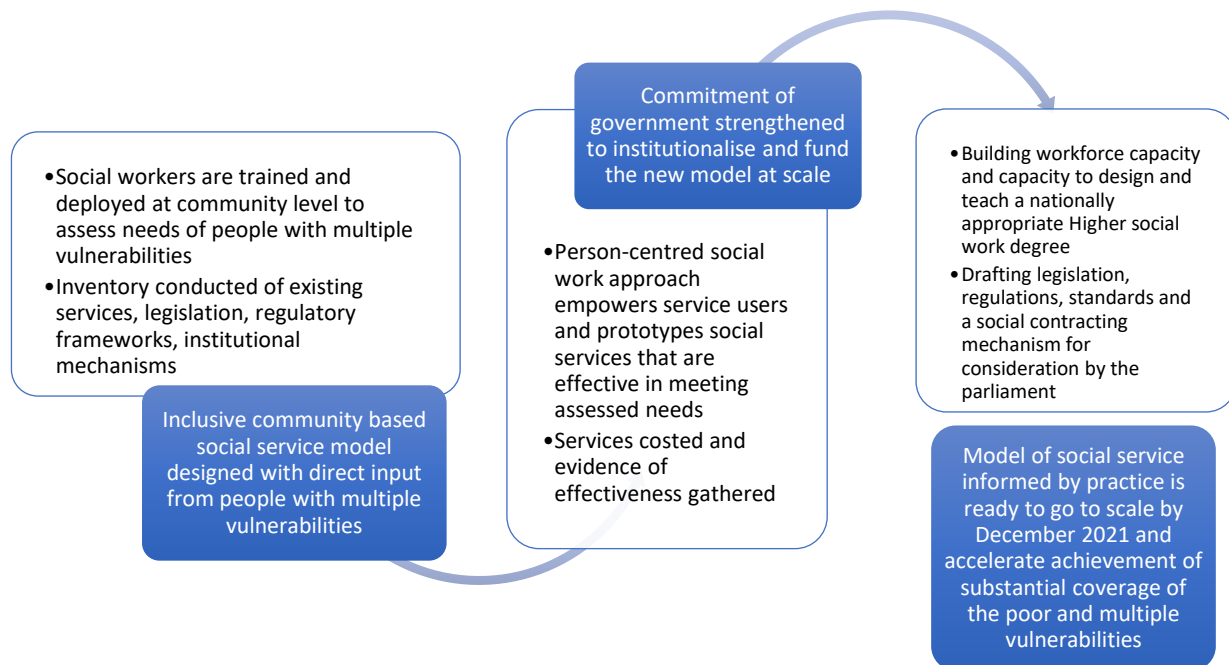
1. An inventory of the existing services together with an individual needs assessments of target groups in pilot communities *will provide evidence for* development and implementation of a new model of social services provision, including all its key elements (legislation, regulatory framework, institutional mechanisms for delivering services, referral and gatekeeping mechanisms) *that will improve the coverage of social services* to left behind populations, the JP target groups, disaggregated by sex, age, rural/urban and at-risk groups;

2. Establishing, training and strengthening the capacity of the social work and social service workforce in Turkmenistan *will create the necessary human resources for* the development in practice of a new model of social service provision and its preparation for full implementation and scaling up;

3. Providing technical support to the government to cost services and put funding mechanisms in place *will equip the government to take decision to allocate budget for provision of the new model of social services at scale.*

4. Introducing a person-centred approach in the design and prototyping of the services and empowering service users *will ensure greater equity, will open important entry points for addressing additional vulnerabilities and will lead to diversification of social service providers* including government contracting of social service delivery by CSOs;

5. Successful implementation of prototype services and models of inclusive, community-based service provision *will convince national counterparts that the model is feasible* and based on experiences from the prototypes, *the government will decide to adopt it as a national model* and to pass the corresponding legislation and regulations as developed by the JP and be in a position to allocate budget to go to scale in 2022 and beyond.



Annex B. Guiding questions on persons with disabilities

1. To what extent did the programme target persons with disabilities?
 - Not specifically targeted
 - One of the groups of direct beneficiaries targeted
 - Main target group for the programme

2. To what extent did the design and implementation of activities of the joint programme supported include disability-related accessibility and non-discrimination requirement?
 - No requirements
 - General reference
 - Specific requirements

3. To what extent have persons with disabilities, in particular children and women with disabilities, been consulted through their representative organizations?
 - Not invited
 - Invited
 - Specific outreach

4. To what extent did support to data collection and analysis, registries, and information system feature disability?
 - No reference to disability
 - Disability included via Washington group short set or similar but no analysis
 - Disability included via Washington group short set or similar
 - Part of general analysis
 - with specific analysis