

# HELPAGE INDIA Service for End-Term Evaluation Study – Astitva Phase III (RFP)

## HELPAGE INDIA

### Request for Proposal (RFP)

**Dated: 11.10.2024**

#### **I. About HelpAge India**

Help Age India is a non-profit organization dedicated to serving the elderly population in India. It was established in 1978 and has since been actively involved in various initiatives aimed at improving the quality of life for senior citizens. HelpAge India runs various programs and services to address the needs of older persons. These include Shelter support for destitute elderly, healthcare services, elder helplines, livelihood support, advocacy for elder rights, and disaster relief efforts tailored to the elderly population.

HelpAge India invites bids for “**End-Term Evaluation Study**” for the **4 Project locations in INDIA** as per details, terms and conditions given below:

#### **Background**

The Astitva Project, initiated in 2014, is in its third phase (since 2022). This project focuses on integrating elderly individuals into their communities socially, financially, digitally, and through improved healthcare. It is being implemented in Khandwa (MP), Puri (Odisha), Supaul (Bihar), and Virudhunagar (TN). The project’s goal is to empower elderly people through sustainable interventions that address poverty, isolation, and neglect.

#### **Purpose**

This evaluation is focused on capturing real benefits along with the community and beneficiary perceptions of the programme’s impact on their lives. Special attention will be given to how the elderly and community members perceive the effectiveness of interventions in social, financial, digital, and health inclusion. The feedback will directly shape the future planning of the project.

The study will focus on gathering feedback from beneficiaries and community members, ensuring their voices shape future programming. Additionally, a review and planning workshop to discuss the findings of the report and plan for the next phase of the project.

#### **Objectives of the Impact Assessment Study:**

1. **Assess the Programme's Outcome:** Assess the real benefits and impact of the project and gather insights from the beneficiaries regarding the programme's impact in social, financial, digital, and health aspects, including how these interventions have improved their livelihoods.
2. **Capture Community Priorities:** Identify key community priorities and areas of improvement as communicated by the elderly and their families.
3. **Gather Feedback:** Understand the community’s perception of the programme's effectiveness, particularly focusing on the sustainability of the interventions in the absence of continuous external support.
4. **Review of Inclusivity and Equity:** Ensure that the social and gender inclusivity aspects are upheld and evaluate the experiences of marginalized groups within the elderly population.

#### **Scope of Work**

1. **Sample Sites:** Conduct the evaluation at the four project locations, ensuring representation across different regions. Feedback should be gathered from representative areas to ensure a balanced perspective.
2. **Sample Frame:** The sample frame will include diverse project locations and communities to capture varying levels of social, financial, digital, and health inclusion. It will utilize appropriate data collection methods, such as random, cluster, or quota sampling while prioritizing gender representation through gender-balanced sampling and mixed-methods approaches.
3. **Community Feedback:** The evaluation will centre on interviews and group discussions with beneficiaries (elderly people and their families) and community leaders to assess the relevance, efficiency, and sustainability of interventions.
4. **Workshop for Future Planning:** Facilitate a feedback and planning workshop with HelpAge India staff, donor and selected community members. This workshop will allow for the presentation of community feedback and the joint development of actionable recommendations for the next phase of the project.

5. **Consultant Time Allocation:** A total of eight weeks will be dedicated to gathering community feedback, conducting site visits, and analysing the collected data, report writing and report submission.
6. **Review of Programme Objectives, its effectiveness, and impact:** Evaluate the effectiveness of the project in enhancing social, financial, digital, and health inclusion for older people. Evaluate how effectively the project augments worked in social, financial, digital, and health inclusion in Phase III, with a particular emphasis on the views and experiences of older people and communities participating in the project
  - **Social Inclusion:** Assess how the project has impacted the social status of the elderly in the community and whether their inclusion has improved over time. Evaluate the project's effectiveness in promoting gender inclusion and integrating marginalized groups within its target areas.
  - **Financial Inclusion:** Gather feedback on whether the financial interventions (e.g., micro-enterprises, livelihood programs) have resulted in tangible income and security improvements for the elderly.
  - **Digital Inclusion:** Review how the elderly and their families are utilizing the digital resources provided and assess the role of digital literacy in enhancing their social and financial well-being.
  - **Health Inclusion:** Evaluate the accessibility and effectiveness of healthcare interventions, particularly homecare services for bedridden and vulnerable elderly.
7. Evaluate social acceptance, income improvements, livelihood conditions, digital inclusion outcomes, and health improvements among older individuals and bedridden and assisted elderly.

### Evaluation Process and Methodology

- Initial meeting with HelpAge India representatives: A preliminary meeting with HelpAge India will clarify evaluation objectives, scope, timelines, and review existing project data.
- Design the study methodology:
  - Study of project background and status: Review project documents to understand context, objectives, and challenges. Analyse prior reports. Identify key indicators and define target populations, such as elderly beneficiaries
  - Preparation of evaluation tools for qualitative and quantitative data collection: Design and test quantitative and qualitative tools aligned with HelpAge India's objectives to gather relevant data focusing on beneficiary feedback and experiences.
- Data Collection:
  - Visits to project locations with interactions and feedback sessions: Conduct field visits to project locations to observe activities and engage stakeholders through FGDs, interviews, and feedback sessions, gathering insights on challenges, successes, and improvements.
  - Documentation of case studies and success stories: Document success stories highlighting the project's impact on the elderly, focusing on key outcomes, and include visuals for enhanced presentation.
- Data Analysis: Data collation and qualitative and quantitative data analysis exercise will be conducted to consider and look at trends in activities implemented and outputs gained.
- Reporting:
  - Draft report and presentation: A preliminary report providing insights into the findings based on the data collected. The report will include access to raw data, disaggregated by age, sex, and disability, ensuring transparency and the possibility for further analysis. Key findings, initial conclusions, and any emerging recommendations will be presented for review.
  - Submission of the final report: A comprehensive document that includes the evaluation's findings, analysis, community feedback, and conclusions. The report will feature an Executive Summary highlighting key points, detailed recommendations, and conclusions drawn from the data. It will also include case studies to illustrate the findings and provide context, alongside high-quality photographs to support the narrative.
- Workshop to reflect on observations: A well-structured PowerPoint presentation summarizing the evaluation process, key findings, recommendations, and conclusions will be discussed by the evaluation team

### Project Locations

1. Supaul, Bihar.
2. Virudhunagar, Tamil Nadu
3. Puri, Odisha
4. Khandwa, Madhya Pradesh

### Schedule\* and Key Deliverables

ACTIVITY		TIMELINE
1	Briefing Meeting with HelpAge India	November 18, 2024
2	a) Study of project documentation/background b) Study of the overall status of the project c) Preparation of tools and instruments required for data collection	November 19-30, 2024
3	Visit to the project locations Collection of data with various project stakeholders (eSHGs/VLF/DLF). Discussion with HI State teams – Before/after field visits	December 2-14, 2024
4	Data Analysis & Report Writing	Dec 16, 2024 to Jan 10, 2025
5	Draft Assessment and presentation to HI	January 13, 2025
6	Final report (and presentation**)	Week 1 of Feb 2025

\*Note: Changes to the timeline may be communicated to the Head of Programmes at HelpAge India for mutual discussion and resolution.

\*\* Final Presentation to HelpAge India Executive Committee or Governing Board (if requisitioned by HI)

### RFP Guidelines:

1. Please click on the Google doc link to download the RFP document in which the application needs to be filled with terms & conditions and annexures (format for Technical and Financial bid format)

Link: <https://drive.google.com/drive/folders/1gU4S5VLrjS8MTibjRr4yeSYw3NRpvxPp?usp=sharing>

2. Please submit the completed document, along with the filled annexures (technical and financial bid formats) and any other necessary documents, via email to [PROCUREMENT@HELPAgeINDIA.ORG](mailto:PROCUREMENT@HELPAgeINDIA.ORG) by October 31, 2024.
3. Agencies would not be allowed to subcontract, partial/full of the work assigned to them. In such case the Management reserves the right to cancel the contract with the agency.
4. Agency shall bear the Insurance if any taken.
5. The rate quoted by the agency will be valid for **One Year** from the award of the contract