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Terms of Reference

External Final Evaluation of the Project:

My Story, My Dignity: addressing discrimination and gender-based violence among women and girls with disabilities and single mothers of children with disabilities

Lead Applicant:

Shoqata e paraplegjikëve dhe e paralizës së fëmijëve të Gjilanit (Handikos Gjilan)

Partner Organizations:

NGO Inkluzioni, Handikos Ranilug, Center for Innovation and Development (CFID)

Location: Kosovo - Region of Gjilan/Gnjilane (*Gjilan, Kamenica, Viti, Klokot, Ranilug and Partesh*), Municipality of Novobërd and Region of Ferizaj (*Ferizaj, Kaçanik, Hani i Elezit, Shtërpca, Shtime*)

Donor: European Commission – EuropeAid (Contract No. EuropeAid/173904/DD/ACT/XK)

Project Duration: 36 months (28.12.2022 – 29.12.2025)

1. Background

The project “*My Story, My Dignity*” aims to empower women and girls with disabilities (WGwD) and single mothers of children with disabilities (ChwD) by improving their access to public and specialized social protection services, strengthening their advocacy capacities, and raising public awareness to combat discrimination and gender-based violence (GBV). The project provides specialized home-based mobile clinic services, facilitates self-help groups, undertakes advocacy actions for policy reforms, and conducts community awareness campaigns across 12 municipalities in Kosovo.

As the project nears completion, an independent external evaluation is required to assess overall effectiveness, impact, relevance, efficiency, sustainability, and to identify lessons learned to inform future programming.

2. Purpose and Objectives of the Evaluation





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The external evaluation aims to:

- Provide an independent, objective assessment of the project's performance against its planned objectives, indicators, and expected impact.
 - Assess the relevance of the project to target groups' needs and EU policy frameworks.
 - Evaluate the effectiveness of project activities including home-based services, empowerment through self-help groups, advocacy, and awareness campaigns.
 - Analyze the efficiency of resource use and project management.
 - Determine the sustainability prospects of achieved outcomes and institutional cooperation.
 - Identify best practices, challenges, and provide actionable recommendations for future initiatives.
 - Assess the degree to which mid-term evaluation recommendations were implemented.
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3. Scope of the Evaluation

The evaluation will cover the entire project implementation period and all Working Packages (WPs):

- **WP0 Inception Phase:** Management structures, coordination, steering group activities.
- **WP1 Identification and Response:** Mapping of social services, outreach plans, mobile clinic home-based specialized services, joint monitoring teams.
- **WP2 Empowerment:** Establishment and facilitation of 8 self-help groups for WGwD and single mothers.
- **WP3 Advocacy:** Development of 3 policy papers, meetings with authorities, podcasts.
- **WP4 Community Involvement:** Multimedia campaigns, documentaries, digital storytelling, media partnerships.

The evaluation will assess:

- Relevance, effectiveness, efficiency, impact, sustainability, and coherence of the project.
 - The quality, inclusiveness, and accessibility of services delivered.
 - Institutional partnerships and networks formed.
 - Visibility and communication of the EU contribution.
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4. Evaluation Criteria and Key Questions





Criterion	Key Questions
Relevance	<ul style="list-style-type: none"> - How well did the project respond to the needs of WGwD, single mothers of ChwD, and families? -To what extent did the project accurately identify and address the specific needs, challenges, and priorities of women and girls with disabilities (WGwD), single mothers of children with disabilities (ChwD), and their families? -How well did the project design and activities reflect the local socio-cultural, economic, and institutional contexts in Kosovo? -Was the project aligned with the European Union’s policies on gender equality, disability rights, and social inclusion (e.g., EU Gender Equality Strategy 2022-2025), as well as with Kosovo’s legal frameworks such as the Law on Protection from Discrimination, Law on Gender Equality, and national GBV strategies? -Did the project respond effectively to any changes or emerging needs during its implementation period?
Effectiveness	<ul style="list-style-type: none"> - Were planned outputs and outcomes achieved? To what degree were the planned outputs (e.g., number of beneficiaries served, self-help groups formed, policy papers developed) and outcomes (e.g., improved access to services, strengthened advocacy networks, increased awareness) achieved? -How well did the project’s core methodologies (mobile clinic delivering home-based services, establishment and facilitation of self-help groups, advocacy meetings with local authorities, media and community campaigns) contribute to the achievement of these outcomes? -Were the interventions culturally appropriate, accessible, and accepted by the target groups? -What challenges or barriers were encountered in implementation, and how were they addressed?
Efficiency	<ul style="list-style-type: none"> - Were resources and time used optimally? - How well was the project managed and coordinated? - Were financial, human, and material resources utilized in an optimal manner to achieve the project objectives within the planned timeframe? - Was the project delivered on schedule, and how were delays or risks managed? - How effective was the coordination among partners (Handikos Gjilan, NGO Inkluzioni, Handikos Ranilug, CFID), including communication, decision-making, and management structures such as the Steering Group? -Were monitoring and reporting systems adequate to support adaptive management?
Impact	<ul style="list-style-type: none"> - What changes occurred for beneficiaries and institutions? - Did the project influence social attitudes and policy? -What tangible changes have occurred in the lives of beneficiaries, including improvements in access to social services, empowerment, well-being, and reduction of discrimination and gender-based violence?



Criterion	Key Questions
	<ul style="list-style-type: none"> -How has the project influenced institutional practices, policies, and capacities among public authorities, service providers, and civil society? -Have there been any observed shifts in social attitudes or community perceptions toward women and girls with disabilities and single mothers of ChwD? -Are there any unintended positive or negative impacts attributable to the project?
Sustainability	<ul style="list-style-type: none"> - Are the benefits likely to continue after project completion? - How strong are institutional and community partnerships? -To what extent are the project’s benefits and activities likely to be maintained beyond the project’s funding period? -How strong and resilient are the institutional partnerships and networks established (e.g., cooperation between CSOs, local authorities, service providers)? -Have target groups (WGwD, single mothers, advocacy networks) developed sufficient capacity and motivation to continue their engagement and advocacy independently? What mechanisms or strategies are in place to ensure continuity, replication, or scaling-up of project results?
Coherence	<ul style="list-style-type: none"> - How well does the project align and complement other local and EU initiatives? -How well did the project complement and align with other relevant local, national, and EU-level initiatives addressing disability rights, social protection, and GBV? -Did the project contribute to broader strategic objectives, such as Kosovo’s national action plans on disability and gender equality, or EU enlargement and human rights policies? -Were synergies and coordination with other stakeholders (donors, government agencies, NGOs) effectively leveraged?
Cross-cutting	<ul style="list-style-type: none"> - How were gender equality, inclusion, and human rights integrated? -How were gender equality principles integrated throughout the project’s design, implementation, and monitoring? -In what ways did the project ensure inclusion of diverse groups within the disability community, considering intersectionality such as age, ethnicity, and rural/urban residence? -Were human rights-based approaches upheld in all activities, including respect for dignity, confidentiality, and participation of beneficiaries? -How did the project address potential barriers related to stigma, discrimination, and accessibility?

5. Methodology

The evaluator is expected to propose a mixed-methods approach including:



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- **Desk Review:** Project documents, progress and financial reports, monitoring data, policy papers, mid-term evaluation, visibility materials.
- **Key Informant Interviews:** Project staff, Steering Group, local authorities, service providers, media, beneficiaries (WGwD, single mothers, families).
- **Focus Group Discussions:** Self-help groups, mobile clinic users, advocacy networks.
- **Field Visits:** Observing project activities and service delivery in targeted municipalities.
- **Surveys/Questionnaires:** With beneficiaries and institutional stakeholders.
- **Validation Workshop:** Present preliminary findings for feedback from partners and stakeholders.

6. Deliverables and Timeline

Deliverable	Timeline
Inception Report	Within 10 working days of contract start
Draft Evaluation Report	Within 35 working days
Presentation of Findings	Within 40 working days
Final Evaluation Report	Within 50 working days

The final report should include:

- Executive summary (max 3 pages)
- Introduction and context
- Methodology and limitations
- Findings and lessons learned
- Conclusions
- Recommendations
- Annexes (tools, interview lists, data sources)

7. Qualifications and Experience

The evaluator or team should possess:

- Advanced university degree in social sciences, disability studies, gender studies, or related fields.



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- Experience evaluating projects with special focus on social inclusion, disability, or gender equality.
- Knowledge of Kosovo's social protection system and EU-funded project environment.
- Strong qualitative and quantitative analytical skills.
- Fluency in English; knowledge of Albanian or Serbian is an asset.
- Experience conducting participatory and mixed-method evaluations.
- Proven report-writing and stakeholder communication skills.

8. Management and Reporting

The evaluator will report to the Project Manager and Rehabilitation Supervisor of Handikos Gjilan and coordinate with the Steering Group. The project team will facilitate access to documents and stakeholders. The evaluator is responsible for all logistical arrangements related to fieldwork.

9. Budget and Payment

The financial proposal should include professional fees (inclusive of all taxes), travel, and any other related costs. Payment will be made in two instalments:

- 40% upon approval of inception report and methodology.
- 60% upon acceptance of the final evaluation report.

10. Application Procedures

Interested consultants/companies should submit:

- Technical proposal detailing approach, methodology, and work plan.
- CV(s) of proposed evaluator/s.
- Financial proposal with detailed budget.
- Samples of relevant past evaluations.
- References from previous clients.

The abovementioned documents should be submitted to handikosgjilan@gmail.com and ardiana.bytyci@gmail.com with the subject: **Final Project Evaluation/My Story, My Dignity – [Your Full Name and/or Company Name]**.



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The deadline for application is: **28 July 2025.**

Only complete applications received by the deadline will be considered. Shortlisted candidates will be contacted for further clarification or interview.

11. Ethical Considerations

- Ensure informed consent and confidentiality for all participants.
- Respect the dignity of vulnerable groups, particularly women and girls with disabilities.
- Avoid any harm or distress in all evaluation processes.

