

REQUEST FOR PROPOSALS

OCTOBER 2019

Funding opportunity: Evaluation of the Freedom Fund's "Pathways" Case Management Project – improving care for survivors of trafficking in India

Summary

The Freedom Fund (freedomfund.org) identifies and invests in the most effective frontline efforts to eradicate human trafficking. Over the past five years, the Freedom Fund has been working with local partner NGO's in the Indian states of Bihar, Uttar Pradesh, Tamil Nadu and Rajasthan to address the systemic causes of bonded labour and trafficking. In collaboration with Praxis India and with funding from the UK Home Office, the Freedom Fund is currently developing a digital case management system for survivors of human trafficking. The Pathways case management system, developed and trialled over two years, will support partner organisations in providing integrated care to survivors and at-risk communities.

The aim of this evaluation will be to assess the impact of Pathways on the capacity of partner organisations to provide preventative and restorative services to people at risk of, or exiting, conditions of trafficking and bonded labour. A baseline qualitative study during the pilot phase of the Pathways project will assess the difficulties of NGOs in moving from current systems tracking support of clients to the Pathways digital case management system. Findings of this baseline study will inform the wider roll out of the Pathways system. An endline qualitative study will assess the impact, efficiency and sustainability of the Pathways project.

The Freedom Fund anticipates this to be a combined 8-month project, with baseline research commencing in December 2019, and final reports for the endline due March 2021.

Eligibility

Organisations and consortia are invited to submit proposals for this evaluation research. The lead applicant must be a legally registered entity according to the laws of the country in which it operates.

Budget

Approximately USD 25,000 has been made available for this evaluation. Budgets will be reviewed with respect to the strength of the proposal in meeting the project objectives in a cost-effective manner, we do not simply prioritise the lowest budget.

Proposal deadline

Proposals should be submitted via email to Euan Mackay (emackay@freedomfund.org) no later than 6th November 2019, 10am UK time. **Applicants are strongly encouraged to request an informal discussion prior to submission. Proposals should be no more than 3 pages, plus CVs and annexes.**

Background to the Freedom Fund the Pathways project

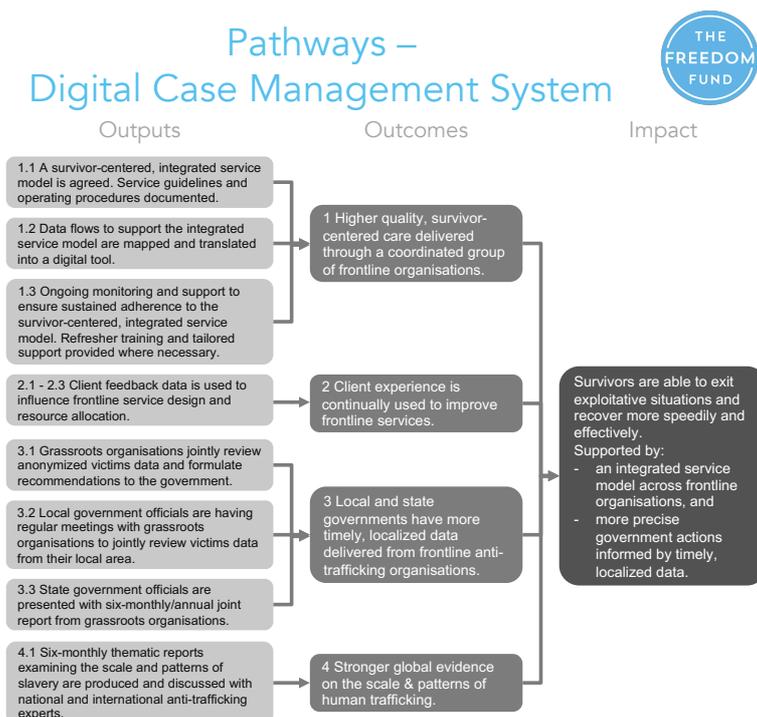
The Freedom Fund identifies and invests in the most effective frontline efforts to end human trafficking. We select key geographic areas – our hotspot projects – known to have high rates of trafficking, and where our interventions are most likely to be impactful. The Freedom Fund invests in local partner organisations in northern India (Bihar, Uttar Pradesh), southern India (Tamil Nadu) and Rajasthan who provide services to individuals and communities affected by human trafficking, child labour and forced labour. Our partners provide a wide range of services, including:

- Rescue, recovery and rehabilitation
- Access to education and medical care
- Registration for social support schemes
- Legal aid
- Community organising

However, recording and tracking of these activities is often compartmentalised, usually in forms/methods that are time intensive for partners to input and difficult to access later. This can limit partners in their ability to provide timely, integrated and responsive care to clients.

The UK Home Office is funding the Freedom Fund, in collaboration with the Praxis Institute for Participatory Practices, to develop over a period of two years a digital case management system for local frontline NGOs to use in their provision of care to individuals and communities affected by trafficking. A pilot phase of this project has begun, where 10 NGO partners across northern and southern India, and Rajasthan, are selected and will have their current case management processes and records transferred onto the Pathways digital case management system. The pilot phase is running from September 2019 to March 2020. From March 2020 a further 15 partner organisations will be transitioned onto the Pathways system over the course of a year for a total of 25 organisations at the end of the project in March 2021. The goal of this project is to ensure survivors of trafficking receive integrated care and to provide robust data to aid in design of anti-trafficking interventions.

The desired outcomes of the project are as follows:



Background to this evaluation

Objective

This evaluation will focus on the objectives as set out at the program's inception, namely: create a survivor-centred digital case management system; ensure higher quality survivor centred-care; facilitate better monitoring by partners of their caseloads; provide local and state governments with timely localised data on bonded labour and trafficking; and feed high quality anonymised data to international anti-trafficking organisations.

The Pathways project will be assessed on its impact, efficiency and sustainability.

Target audiences

The primary audience for this evaluation is the UK Home Office, Freedom Fund and Praxis India, partner NGOs that are part of this pilot project. The evaluation findings will be used to inform the program development and guide the prioritisation of financial resources and personnel efforts.

As a secondary audience, we also hope to use the findings from this evaluation to inform the monitoring and evaluation efforts of other civil society organisations working to fight trafficking internationally.

Key evaluation questions

The study should **seek** to answer the following questions. As part of the contracting process, the list below will be further reviewed and refined with the research team's advice.

Baseline (pilot phase)

1. To determine the effect of current case management processes on ability of local partner NGO's to provide services to individuals and communities affected by trafficking
 - How do current processes affect partners' ability to monitor progression of clients into less vulnerable life situations?
 - How do current processes affect partners' ability to allocate resources for care provision?
 - How do current processes affect partners' ability to communicate local issues of trafficking and bonded labour to government and other stake holders?
2. To determine efficiency of onboarding participating pilot organisations onto the Pathways digital case management system.
 - What capacity do partners have to transfer cases to the Pathways system?
 - To what extent will transfer to the new system impact resource allocation within partner NGO (time investment, personnel)
 - What gaps exist or are expected in support of partners onboarding onto new system?
3. Current management of survivor/client input into NGOs
 - How is current feedback collected and how is it integrated into service provision?
 - How could current systems of input be implemented by pathways?

Endline (full roll out)

1. To determine the impact of adopting the case management on partners abilities to provide care to clients
 - What proportion of partners' caseloads has been transferred to the Pathways system? (interviews and Freedom Fund/Praxis records)
 - Which aspects of partners' caseload have been transferred to the Pathways system? (forms, planning, scheduling, communication to staff)

- Which members of partner organisations use the system (Director, field coordinator, field worker) and primarily for what purpose?
 - What effect has the system had on partners' data management (recording, monitoring, reporting)?
 - What effect has the system had on resource allocation?
2. To determine the impact of Pathways on quality of client care
 - In what ways may Pathways have contributed to higher quality, coordinated, survivor centred care?
 - Are there any unintended and/or negative consequences that have resulted from Pathways?
 3. To determine the impact of Pathways on the use of data by government officials
 - In what ways may Pathways have contributed to a more evidence-based discussion between NGOs and government representatives?
 - To what extent do government officials at various levels consider and use the Pathways data that is being shared with them?
 4. To determine the efficiency of the Pathways project
 - How do partners view the value of their time investment into the project, has it been worthwhile?
 - How smooth was the transfer process? What could be done better?
 - What support have partners received during the pathways project?
 - What additional support would partners have required for transfer to the pathways system?
 - What amount of training is required to allow a NGO worker to use the Pathways system?
 5. To determine sustainability of Pathways system past end of UK Home Office funding
 - To what extent has partner organisation's input been integrated into the Pathways service?
 - To what extent has survivor/client input into care provision improved?
 - Do partners expect to continue to use Pathways after the end of the project period?
 - Would partners increase their proportion of cases on Pathways after the end of the project period?
 - What ongoing support would partners require to facilitate continued use and increased reliance on Pathways?

Research methodology

The Freedom Fund invites the evaluator to propose methods that are fit for purpose to achieve the objectives of the evaluation. We anticipate that this assessment will rely largely on qualitative feedback from partner organisations as well as their clients.

The proposed methodology should address the following:

- **Data collection phases:** Describe the types of primary and secondary data that will be gathered to inform the evaluation findings, and the sequencing of activities (eg, focus groups followed by in-depth interviews). Please indicate the range of stakeholders and the approximate number of participants who will inform this evaluation (eg, number of interviewees and/or survey respondents, if applicable). Please note that we would expect the project to start with a review of existing program documents before proceeding with primary data collection.
- **Operational and ethical considerations:** Explain where data collection is likely to take place and how the evaluation team will be recruiting and encouraging candid feedback from the participants. Note that we expect the team to implement the evaluation in the local languages (ie, Hindi and Tamil). Highlight potential risk of conducting qualitative research with survivors of trafficking.

Project deliverables and high-level timeline

The timeline is split into the baseline and endline timepoints. A final endline written report is expected by the end of May 2021. This evaluation needs to align with existing funding and contracting cycles, so there is limited flexibility around this date.

Working backwards from May 2021, the anticipated schedule of major deliverables are:

Main deliverables	Proposed timeline
Desk review of project documents and external reports	November - December 2019
Full evaluation design, including methodology, draft interview guides and recruitment letters/scripts	
Mapping of stakeholders who should be consulted on this research	
In-country baseline research in northern and southern India	December 2019 – January 2020
Presentation of preliminary findings for internal review and discussion	February 2020
In-country endline research in India	December 2020 – February 2021
Presentation of preliminary findings for internal review and discussion	March 2021
Draft endline technical report (~20 pages) ready for internal review	April 2021
Final technical report (~20 pages) and summary report (~4 pages) ready for external dissemination	May 2021

In addition to the main deliverables listed above, the research team is also expected to share regular updates with the Freedom Fund on major design decisions, progress of field activities and interim findings.

The evaluation will be contracted by the Freedom Fund US, and supervised by the Freedom Fund's Monitoring & Evaluation Manager based in London. The Freedom Fund and other funders of the hotspot program anticipate working closely with the evaluation team through all stages of the project.

Budget

The Freedom Fund has budgeted approximately USD 25,000 for the evaluation.

As part of the proposal, please prepare a brief budget with the following breakdown:

- Personnel cost
- Travel cost (including international & domestic flights, ground transport, accommodation, per diems, as applicable)
- Field costs for training, focus groups, interviews and surveys (as applicable)
- Overheads

Please note that costs related to report translation, design and printing, and dissemination events will be borne by the Freedom Fund.

Proposal format

Interested parties should prepare a proposal of no more than 3 pages plus annexes. Proposals should contain the following sections:

1. **Short biography of principal investigator(s) and key team members**, outlining relevant subject matter expertise and prior experience leading similar evaluations. CV of the principal investigator should be included in the annex.
2. **Methodology**, addressing the topics listed in the 'Research methodology' section of this RFP.
3. **Team structure**, defining the role and time commitment of key project team members.
4. **High-level work plan** for key project phases and deliverables.
5. **Proposed budget** in USD.

The proposal must be written in English and sent electronically in Microsoft Office or PDF format.

Criteria for assessing proposals

In reviewing proposals, the Freedom Fund will use the following criteria:

Technical criteria	Weighting
a. Contextual knowledge of the research team, including: <ul style="list-style-type: none">- Knowledge of issues relating to human trafficking.- Knowledge of the economic, social & political environment in India.- Knowledge of issues relating to service provision and case management.	30%
b. Technical capacity of the research team, including: <ul style="list-style-type: none">- Understanding of qualitative research techniques and sufficient experience conducting comparable evaluations.- Ability to conduct interviews/qualitative research in both Tamil and Hindi.	40%
c. Team structure and staffing levels are adequate to deliver quality outputs within the desired timeframe.	15%
Financial criteria	
d. Consideration of all potential expenses.	15%
Total	100%

Proposal timeline and submission instructions

24th Oct 2019	Release of RFP.
By 6th Nov 2019 10am UK time	Final proposals due. Please submit all documents to Mr Euan Mackay at emackay@freedomfund.org with "Proposal for Pathways evaluation" as the email subject line.
By 8th Nov 2019	All shortlisted research teams will be notified.
12th Nov 2019	Clarifications/discussions with shortlisted research teams
20th Nov 2019	Contract signed with selected research team.