

SROI-Based Impact Evaluation of Adult Education Centres in Armenia and Georgia

Terms of Reference

Background information

DVV International is the Institute for International Cooperation of the *Deutscher Volkshochschul-Verband e.V.* (DVV), the German Adult Education Association. DVV represents the interests of the approximately 850 adult education centres (*Volkshochschulen* - VHS) and their state associations, the largest further education providers in Germany.

As the leading professional organization in the field of **adult learning & education (ALE)** and development cooperation, DVV International has committed itself to promote the right for lifelong learning worldwide and has been implementing country programs of development cooperation in Africa, Asia, Latin America, and Europe for more than 50 years. DVV International strengthens national ALE-systems in partner countries and provides support for the establishment and development of sustainable structures for youth and adult education. The project approach of DVV International targets improved conditions in policy, legislation, and financing, as well as promotion of professionalization in practice and theory of ALE and requires cooperation both with government institutions such as ministries as well as with civil society organisations, universities, and other educational providers. By supporting our partners (usually, adult education centres), in developing and piloting exemplary concrete learning offers, especially for disadvantaged population groups, we create best practice and evidence of the benefit of ALE.

DVV International Armenia was founded in 2002, becoming a key player in the advocacy for and implementation of ALE in Armenia through ALE research and support to sectoral policies, ALE institutional and professional capacity building as well provision of ALE courses for thousands of beneficiaries through 6 ALE centers supported by DVV. Each of the centers has its unique model (e.g. Community Non-State Organization, Community Center with several functional areas including ALE, an NGO-municipality partnership, etc.). Sisian Adult Education Center (selected for this assignment) is unique among the supported centers, since it was founded as an ALE provider in 2013-2014 and in the past decade has predominantly implemented ALE courses/interventions (with the exception of a few other-donor funded projects) and is perceived by the city residents as such.

DVV International Georgia as established in 2003 and works to strengthen the non-formal Adult Education system in Georgia by combining institutional development of the sector with direct programme implementation at community level.

DVV International Georgia has supported the establishment of Adult Learning and Education (ALE) Centres across the country. Currently, 15 independent centres operate in all regions of Georgia.¹ These centres promote

¹ These Centers are established in the following municipalities of Georgia: Lagodekhi, Bolnisi, Tetrtskaro, Marneuli, Mtskheta, Akhaltsikhe, Akhalkalaki, Kaspi, Kharagauli, Ambrolauri, Khoni, Senaki, Tsalenjikha, Keda, and Chokhatauri.

lifelong learning, socio-economic integration, and active citizenship through vocational training, skills development, civic education, and community-based initiatives.

ALE Centres prioritise inclusion of vulnerable and marginalised groups, including internally displaced persons (IDPs), women, older adults, unemployed persons, ex-convicts, and other socially disadvantaged groups. Between 2006 and 2025, more than 280,000 individuals have participated in activities delivered through these centres.

DVV International Georgia also supports the Georgian Adult Education Network (GAEN), which contributes to the development of a lifelong learning system tailored to national and local needs.

Context

In Armenia, the supported ALE centres are mostly community-based organizations with ties to local authorities that support them to a different extent. To illustrate, while the municipality of Sisian provides annual funds from its budget that have increased over the years from 2,000 Euros to 9,000, in other locations the support is limited to provision of space, utility payment, etc. However, there is high appreciation for the services provided both by the local residents and the municipalities/local authorities. With respect to national level regulation or support, it should be noted that in the recent 2-3 years understanding for the need of and benefits from non-formal ALE is growing, which is reflected in some national strategies, normative acts, etc. To illustrate, the Employment Strategy adopted in 2025 focuses on ALE as a key tool for upskilling and reskilling, while the government decision to allow reimbursement of non-formal education fees from the tax returns (social credit) is a tangible tool for incentivizing the general population. These positive developments do not directly affect the ALE centres so far, but the tendency is favourable

The operating environment for civil society organisations in Georgia has undergone notable changes in recent years. Regulatory developments and evolving administrative requirements have increased the complexity of the operating framework for civil society actors, including partner organisations of DVV International Georgia. In this context, some organisations have adjusted the scale, visibility, or format of their activities, while others have reduced or suspended operations due to heightened legal, administrative, and reputational considerations.

These developments have had implications for programme implementation at the local level. In several municipalities where Adult Learning (ALE) Centres operate, the overall landscape of community-based initiatives has become more limited. As a result, ALE Centres increasingly represent some of the few remaining structured platforms for adult learning, community engagement, and local development activities.

Despite these challenges, ALE Centres continue to function as neutral, trusted, and community-oriented spaces. Their non-political mandate and established presence enable them to maintain constructive engagement with learners, local stakeholders, and community members, and to respond to local learning and development needs.

At the same time, changes in the broader political and donor environment have affected the operational sustainability of ALE Centres. Funding opportunities have become more constrained, reflecting shifts in the donor landscape. In parallel, cooperation with local government authorities has, in many cases, become less consistent than in previous years, when collaboration more frequently included co-funding arrangements, joint implementation of activities, and shared use of infrastructure.

As a result, ALE Centres currently operate under a set of interrelated challenges, including:

- reduced predictability and diversification of funding sources;
- more limited or variable institutional cooperation with local authorities;
- increased operational uncertainty linked to the broader civil society environment;

- growing expectations from communities, as ALE Centres continue to serve as key platforms for local learning and community development.

Objective

DVV International Armenia and DVV International Georgia (hereinafter referred as the Client) aim to contract an external expert **to assess the social, economic, and environmental impact of selected partner ALE Centres in Armenia and Georgia using the Social Return on Investment (SROI) methodology.**

Social Return on Investment (SROI) is an evaluation approach used to understand and demonstrate the value created by a project or an organisation. It looks not only at what activities are implemented, but at what changes occur as a result of those activities for people and communities. These changes may include, for example, improved employment opportunities, increased income, stronger social inclusion, improved wellbeing, or greater community participation.

SROI helps to describe these changes in a clear and structured way and, translates them into monetary terms so that social and economic benefits can be compared with the resources invested. This makes it easier to explain results to decision-makers, donors, and public authorities, and to show the broader value created beyond financial outputs alone.

The evaluation will preferably cover three (3) Adult Learning and Education (ALE) Centres, including one centre in Armenia and two centres in Georgia.

Depending on the proposed budget and available funding, the number of centres to be evaluated may be reduced to two (2) or increased accordingly, subject to agreement with the selected contractor.

The assessment will focus on the most recent two completed calendar years of operation (2024–2025) of the selected ALE Centres. The annual operating budget per ALE Centre ranges approximately between EUR 15,000 and EUR 30,000, providing an indicative scale of investment for the SROI analysis.

The assignment aims to:

- assess and demonstrate the contribution and impact of selected ALE Centres on their local communities, including social, economic, and where relevant - environmental outcomes.
- analyse how different institutional and operational characteristics of ALE Centres influence their performance and impact, including but not limited to:
 - the level and quality of cooperation with local government authorities.
 - organisational and infrastructural arrangements (e.g. operating in own premises versus rented facilities).
 - institutional capacity and organisational maturity of the centre.
- generate evidence to support partnership opportunities with local and central government stakeholders, demonstrating the importance of multi-stakeholder cooperation and public-sector engagement in the development and sustainability of Adult Learning and Education and Lifelong Learning systems.
- inform Client's and partner ALE Centres' strategic planning, partnership models, and future investment decisions, strengthening the long-term sustainability and effectiveness of adult education interventions in Georgia.

Tasks of the Contractor

The Contractor shall provide evaluation in accordance with the Social Return on Investment (SROI) methodology. The assignment shall be implemented in close coordination with the Client and under the overall supervision of the regional project team. The contractor shall:

Task 1. Inception and SROI Framework Development

- develop an SROI-based evaluation framework tailored to Adult Education Centres in Georgia, including a clear impact map (theory of change) linking inputs, activities, outputs, outcomes, and intended impact, together with the assumptions;
- define the scope and boundaries of the SROI analysis (evaluative SROI), including time horizon and stakeholder groups in a transparent and structured manner;
- in close cooperation with the Client, identify and justify key stakeholders to be included in the SROI process;
- propose appropriate data collection methods aligned with SROI requirements (qualitative and quantitative), including outcome indicators and potential financial proxies;
- assess data availability and quality, including limitations related to the availability, accessibility, or reliability of official statistical data (e.g. data produced by the National Statistics Office) and other contextual constraints that may affect outcome measurement or valuation;
- prepare a detailed inception report, including methodology, assumptions, limitations, ethical considerations, data protection measures and a realistic workplan and timeline.

The inception report shall be discussed and validated with Client prior to field implementation.

Task 2. Desk Review and Selection of ALE Centres

- Based on documentation provided by the client and other relevant sources, conduct a desk review of existing programme documentation, monitoring data, previous studies, and relevant contextual materials related to ALE Centres in Georgia;
- analyse available information to identify contextual factors, institutional characteristics, and operational models relevant to the SROI analysis;
- in close consultation with the Client, support the selection of at least three ALE Centres for the SROI evaluation, ensuring diversity in institutional arrangements and operating contexts.

Task 3. Data Collection and Outcome Evidence

- design SROI-compliant data collection tools (e.g. interview guides, focus group discussion guides, surveys), subject to prior approval by the Client;
- coordinate and oversee primary data collection with identified stakeholders to capture outcomes, changes experienced, and attribution factors;
 - ensure data collection adequately addresses key SROI elements, including deadweight, attribution, displacement (where relevant), drop-off (where applicable);
- ensure ethical standards are upheld throughout the data collection process.

Data collection may be conducted online and/or in person, depending on feasibility and context.

Task 4. SROI Analysis and Valuation

- analyse collected data to identify and evidence key outcomes for each stakeholder group;

- select and justify appropriate financial proxies for non-monetary outcomes, using recognised databases, national statistical sources, academic studies, and other relevant evidence, supported by transparent assumptions;
- calculate the SROI ratio(s) for each selected ALE Centres individually, clearly documenting all assumptions, calculations, and limitations;
- conduct sensitivity analysis to test the robustness of results.
- conduct a comparative analysis of SROI results across the selected ALE Centres, examining how differences in institutional and operational characteristics- such as cooperation with local authorities, infrastructural arrangements, organisational capacity, and diversification of funding sources may have influenced observed outcomes and SROI ratios.

Task 5. Reporting, Validation and Knowledge Sharing

- prepare a draft SROI evaluation report, including context and scope, methodology and limitations, stakeholder analysis, outcome maps, valuation approach and assumptions, SROI results, interpretation of findings and strategic implications;
- present preliminary findings to the Client for feedback and validation;
- finalise a comprehensive SROI evaluation report, incorporating comments and ensuring clarity, transparency, and usability;
- prepare a short, user-friendly summary report highlighting key findings and SROI results, supported by clear visualisations and infographics.
- The Contractor shall contribute to knowledge sharing and dissemination of the evaluation findings, including the presentation of results at an international conference planned for mid-September 2026. The presentation shall be delivered in person or online, as agreed with the Client. In the event that the final report is not yet completed at the time of the conference, the Contractor shall present preliminary findings and key analytical results based on completed fieldwork and analysis. Any costs related to in-person participation, honoraria, or travel shall be covered separately and are outside the financial scope of this ToR. Participation in the conference shall not constitute a condition for final acceptance or payment under this contract.

Deliverable and Timeframe

The Contractor shall deliver the following outputs in accordance with the SROI methodology and the tasks outlined above. All deliverables shall be submitted in English and are subject to review and acceptance by the Client.

Deliverable 1. Inception Report

Content:

- SROI evaluation framework and analytical boundaries;
- stakeholder identification and justification including direct and indirect beneficiaries, partner organisations, and relevant authorities, conducted in coordination with the Client and appropriate to the SROI scope;
- impact map(s) / theory of change;
- proposed data collection methods and tools;
- assessment of data availability and limitations, including constraints related to official statistical data;

- assumptions, ethical considerations, and risk mitigation measures;
- detailed workplan and timeline.

Timeframe: April-May 2026

Acceptance criteria:

- Methodology is clearly SROI-based and aligned with the objectives of the assignment;
- Scope, assumptions, and limitations are transparently defined;
- Workplan and timeline are realistic and feasible;
- Inception report is validated by the Client prior to field implementation.

Deliverable 2. Desk Review and ALE Centre Selection Note

Content:

- summary of desk review findings based on available documentation and data;
- analysis of contextual, institutional, and operational factors relevant to the SROI analysis;
- justification for the selection of at least three ALE Centres for evaluation.

Timeframe: May-June 2026

Acceptance criteria:

- Desk review demonstrates sufficient coverage and analytical depth;
- Selection rationale is clear, transparent, and agreed with the Client.

Deliverable 3. Draft SROI Evaluation Report

Content:

- description of data collection process and stakeholder engagement;
- outcome evidence and analysis;
- valuation approach, financial proxies, and calculations;
- individual preliminary SROI ratios calculated for each selected ALE Centre;
- initial comparative interpretation of SROI results across selected ALE Centres;
- initial interpretation of findings and emerging strategic implications.

Timeframe: July 2026

Acceptance criteria:

- Draft report reflects the agreed SROI methodology and approved data collection tools;
- Findings are clearly linked to outcome evidence;
- Assumptions, limitations, and calculations are transparently documented.

Deliverable 4. Final SROI Evaluation Package

Content:

- final SROI evaluation report, including:
 - context and scope;

- methodology and limitations;
- stakeholder and outcome analysis;
- valuation approach and assumptions;
- individual SROI ratios for each selected ALE Centre and corresponding sensitivity analysis;
- comparative analysis of SROI results across selected ALE Centres, including interpretation of differences in institutional and operational characteristics may have influenced observed outcomes and SROI ratios.
- conclusions and strategic recommendations;
- short, user-friendly summary report and a presentation highlighting key findings and SROI results;
- visual materials (infographics, charts, and tables) suitable for communication and advocacy purposes.

Timeframe: August-September 2026

Acceptance criteria:

- All comments from the Client are adequately addressed;
- The final report is coherent, methodologically sound, and usable for strategic, operational, and advocacy purposes;
- Summary and visual materials accurately reflect the full report and are clearly presented.

Ethical Standards and Confidentiality

The Contractor shall conduct the assignment in accordance with recognised ethical standards for evaluation and research. This includes ensuring informed consent of all participants, safeguarding confidentiality and anonymity of respondents, and handling all collected data in a responsible and secure manner.

The Contractor shall ensure that participation in interviews, surveys, and focus group discussions is voluntary and that no harm is caused to participants as a result of their involvement in the evaluation. Particular attention shall be paid to working with vulnerable groups.

All information obtained during the assignment shall be treated as confidential and shall not be disclosed to third parties without prior written consent from DVV International.

Data Ownership and Use

All data, reports, analyses, visual materials, and other outputs produced under this assignment shall remain the property of DVV International.

The Contractor may not publish, disseminate, or otherwise use the findings, data, or materials generated through this assignment for external purposes without the prior written approval of DVV International.

The Contractor shall ensure that all raw data and final outputs are submitted to the Client upon completion of the assignment.

Management and Staffing Arrangements

The assignment shall be implemented by an expert or a team of experts with demonstrated experience in Social Return on Investment (SROI) evaluations. The Contractor shall be responsible for the overall management, coordination, and quality assurance of the assignment.

Given that permanent in-country presence of the expert in Armenia and Georgia is not required, the Contractor shall work in close cooperation with local field coordinators to be identified and contracted by the Client, in consultation with the Contractor.

The local field coordinators will support the implementation of field-level activities, including coordination of data collection, stakeholder engagement, and logistical arrangements, under the methodological guidance of the Contractor and in coordination with the Client.

The Contractor shall not include the local field coordinators in the proposed team or in the Financial Proposal. All costs associated with the local field coordinators shall be covered separately by the Client and are outside the financial scope of this ToR.

In-country visit(s) by the international expert may be organised if deemed necessary for the successful implementation of the assignment. Any travel or accommodation costs related to such visits shall be agreed in advance and addressed in accordance with the financial arrangements defined in this ToR.

The Contractor shall ensure clear internal coordination, well-defined roles and responsibilities within the team, effective communication with the Client, and shall remain fully responsible for the overall methodological design, supervision of field activities, quality assurance, and delivery of all outputs under this assignment.

Profile of an expert or team of experts

The assignment shall be carried out by an expert or a team of experts with proven experience in conducting Social Return on Investment (SROI) evaluations or comparable outcome-based impact assessments.

Lead Expert

The Lead Expert shall meet the following minimum requirements:

- demonstrated experience in applying the SROI methodology, including outcome mapping, valuation, calculation of SROI ratios, and sensitivity analysis;
- solid track record in impact evaluation, social value measurement, or results-based evaluation in the fields of adult education, lifelong learning, social inclusion, community development, or related sectors;
- experience working with multiple stakeholders, including civil society organisations, local authorities, and beneficiary groups;
- strong analytical and report-writing skills, with the ability to present complex findings clearly and accessibly;
- experience working in international development cooperation contexts, preferably in Eastern Europe, the South Caucasus, or comparable environments;
- excellent command of written and spoken English.

Team of Experts (optional)

If a team of experts is proposed, the roles and responsibilities of each team member shall be clearly defined. The Lead Expert shall remain responsible for overall methodological coherence, quality assurance, and delivery of all outputs under this assignment.

Contract Duration and Indicative Timeline

the Client intends to contract the selected contractor for the anticipated contract period from March 1st, 2026 to October 30th, 2026. This timeframe is indicative and aligned with the expected delivery schedule of the assignment.

Application and Financial Proposal Requirements

A. Technical Proposal

The tenderer is required to submit a Technical Proposal consisting of the following elements:

- **Concept Note-** describing the proposed approach to delivering the services outlined in the section *Tasks of the Contractor*, including understanding of the assignment, proposed SROI approach, workplan, and team organisation. The concept note shall not exceed five pages and has to be submitted in English.
- **CVs-** of all proposed experts, including the Lead Expert and, where applicable, team of experts. Each CV shall not exceed four pages.
- **Relevant Experience-** At least two examples of comparable assignments previously undertaken, including SROI evaluations or similar outcome-based impact assessments, together with references or sample outputs demonstrating the bidder's competence in the field.

B. Financial Proposal

The indicative available budget for this assignment is up to EUR 8,000 (ten thousand euros) and represents the total estimated cost for the evaluation assignment. Financial proposals are expected to remain within this indicative envelope; however, the final scope of the assignment may be adjusted depending on the proposed cost per centre and available funding.

The Financial Proposal shall be submitted in EUR and presented as a detailed cost breakdown clearly indicating:

- professional fees of the Lead Expert (daily rate and indicative level of effort);
- professional fees of additional team members, if applicable (daily rates and indicative level of effort);
- travel and accommodation costs for in-country visits by the international expert, where proposed, noting that such costs may be subject to revision or agreement after contractor selection;
- any other relevant direct costs strictly related to the implementation of this assignment.

The detailed cost breakdown shall also clearly indicate the estimated cost per ALE Centre evaluated, enabling proportional adjustment of the scope of work.

Costs associated with:

- participation in the international conference; and
- engagement of the local field coordinators

shall not be included in the Financial Proposal and will be covered separately by the Client.

The evaluation is expected to preferably cover three (3) ALE Centres (one in Armenia and two in Georgia). Depending on the proposed cost per centre and available funding, the number of centres may be reduced to two (2) or increased accordingly, subject to agreement with the selected contractor.

The Client reserves the right to request clarifications or adjustments to the proposed budget prior to contract award.

The successful bidder may request:

- one interim payment upon completion and acceptance of the first two deliverables (Inception Report and Desk Review and Centre Selection Note);
- one final payment upon completion and acceptance of all remaining deliverables under this assignment.

Final payment shall not be conditional upon participation in the international event referenced under Task 5.

Evaluation and Selection Criteria

Applications will be evaluated based on the following criteria and weighting:

1. **Qualifications and Experience of the Expert(s) – 40%**

Assessment will be based on the requirements set out in the section *Profile of an Expert or Team of Experts*, including the relevance and quality of demonstrated experience in SROI or comparable outcome-based evaluations.

2. **Technical Proposal – 40%**

Assessment will be based on the requirements set out in section *Application and Financial Proposal Requirements – A. Technical Proposal*, including the proposed approach, methodology, workplan, and staffing arrangements.

3. **Financial Proposal – 20%**

Assessment will be based on the requirements set out in section *Application and Financial Proposal Requirements – B. Financial Proposal*, including cost-effectiveness, transparency, and alignment with the scope of the assignment.

The contract will be awarded to the applicant whose proposal achieves the highest overall score based on the above criteria and weighting.

Deadline and Submission

The deadline for submission of applications is March 8th, 2026, 23:59 (CET).

Applications shall be submitted electronically by email to the following address: info@dvv-international.ge

The subject line of the email shall clearly indicate: “SROI in Armenia and Georgia”

Applications shall be submitted in English and include both the Technical Proposal and Financial Proposal as specified in this ToR.

Requests for clarification may be submitted to the same email address no later than 7 calendar days prior to the submission deadline. Responses to clarification requests will be provided by email.

Late submissions or applications not complying with the submission requirements may not be considered.