

## **RFP**

### **TRANScend - Impact Assessment**

<b>RFP No:</b>	RFP-2026-27-TRANScend-002
<b>Request for Proposal (RFP):</b>	Impact Assessment of the TRANScend Programme (2016–2025)
<b>Project Title:</b>	TRANScend 1.0: Enhancing Economic-Socio-Legal Inclusion and Acceptance of Transgender Communities in India
<b>General Area of work:</b>	Impact documentation of the program undertaken to enhance socio-economic inclusion
<b>Deadline:</b>	27 <sup>th</sup> May 2026

#### **1. Background**

The Humsafar Trust (HST) is a community-based organisation (CBO) working on the health & well-being of the LGBTQ+ communities since 1994. We currently work in the health, equity & inclusion, research and capacity building of LGBTQ+ communities across India. While our Health vertical focuses on reaching out to 10,000+ community individuals every year with our health, prevention and testing services through offline and online outreach; our Equity & Inclusion vertical focuses on socioeconomic inclusion and well-being of the LGBTQ+ community in the society through projects themed around sensitisation, education, employment, livelihood and crisis management. The Strategic Information and Research vertical at HST focuses on identifying changing trends and needs of the community on health and well-being and generate evidence to inform policy and program that supports community needs. HST also provides capacity building of CBOs working on LGBTQ+ issues across India on delivery of healthcare and support services to the community.

#### **2. About TRANScend**

Since 2016, The Humsafar Trust has been implementing the TRANScend programme, a pioneering initiative aimed at enhancing the economic, social, and legal inclusion of transgender communities across India. The programme has focused on building the capacities of transgender-led community-based organisations (CBOs), facilitating access to entitlements, sensitizing key stakeholders, and promoting inclusion in education, employment, and health systems.

The TRANScend Programme (2016–2025) is implemented by The Humsafar Trust with support from TLG India Pvt. Ltd, represents a comprehensive and evolving response to the persistent socio-economic exclusion of transgender and gender-diverse persons in India. Conceived in the context of progressive legal recognition following the 2014 Supreme Court judgment and subsequent policy developments, the

programme was designed to bridge the gap between legal rights and lived realities. It has since evolved from a pilot initiative into a multi-layered, scalable ecosystem model that integrates community empowerment with institutional reform.

At its core, TRANScend adopts a systems-based approach to inclusion, recognising that sustainable change requires simultaneous interventions at individual, community, institutional, and policy levels. The programme combines capacity building, livelihood support, legal literacy, institutional sensitisation, and digital equity & inclusion to create enabling environments where transgender persons can access opportunities with dignity and agency.

As TRANScend completes nearly a decade, The Humsafar Trust seeks to conduct a comprehensive impact assessment of the programme's interventions, achievements, challenges, and lessons learned.

### **2.1. Geographic Scope**

The TRANScend programme was implemented across multiple locations in India. The primary programme locations over the 2016 to 2025 period include:

- Mumbai, Maharashtra (primary hub, HST headquarters)
- Delhi NCR
- Bengaluru, Karnataka
- Additional locations through CBO partnerships established via INFOSEM network across India

The selected consultant is expected to conduct primary data collection (field visits, interviews, focus groups) in a minimum of three programme locations- virtually or physically. The specific locations will be finalised during the inception phase in consultation with HST and the funding partner. Travel to programme locations is the responsibility of the consultant and must be budgeted within the financial proposal.

### **3. Purpose of the RFP**

This RFP invites proposals from qualified individuals, consulting agencies/ research organisations to undertake an impact assessment of the TRANScend programme (2016–2025). The selected consultant(s) will use appropriate methodologies to evaluate the programme's influence on, socio-economic inclusion, legal awareness, and stakeholder engagement, particularly through the lived experiences of transgender individuals.

#### **4. Objective of the Assignment**

The impact assessment will evaluate the overall design, implementation, and outcomes of the TRANScend programme from 2016 to 2025. The assessment must be structured around the OECD-DAC evaluation criteria (Relevance, Effectiveness, Efficiency, Impact, Sustainability, and Coherence). In addition to the above evaluation criteria, the assessment must:

- Document detailed qualitative changes in the lives of transgender participants and beneficiaries supported through the programme
- Map engagement pathways and outcomes with various stakeholders including educational institutions, corporates, government bodies, and law enforcement agencies
- Highlight success stories, challenges faced, missed opportunities, and lessons learned
- Provide actionable, evidence-based recommendations for future programme planning, design, and investment

#### **5. Scope of Work**

The consultant will be responsible for:

- Designing the study framework and methodology
- Analyse existing program data and conduct interviews and other suitable methods of data collection with various stakeholders such as the following (indicative):
  - Transgender program participants.
  - Leaders of transgender CBOs.
  - Partner institutions, government stakeholders, and employers.
- Reviewing project documents, reports, and communications materials.
- Submitting a comprehensive impact assessment report with findings, case studies, and recommendations for future program planning and intervention.

The assessment is expected to adopt a rigorous mixed-methods approach that combines quantitative and qualitative data collection and analysis. The following sets the minimum methodological expectations. Applicants may propose additional or alternative methods with clear justification.

## **Quantitative Methods**

- Survey-based data collection from a representative sample of programme beneficiaries across at least three programme locations
- A minimum sample of 40 to 50 direct beneficiaries is expected, with proportional representation from different programme phases and locations
- The survey instrument must cover key outcome indicators including livelihood status, income changes, access to entitlements, legal awareness, social acceptance, and institutional inclusion
- Statistical analysis of survey data with appropriate disaggregation by location, programme phase, age group, and type of intervention received

## **Qualitative Methods**

**In-depth Interviews (IDIs)** with a minimum of 8 to 10 transgender programme beneficiaries including: (representing different geographies, intervention types, and programme phases)

- Leaders of transgender-led CBOs supported through the programme
- Institutional stakeholders from corporates that participated in sensitization sessions
- Educational institution representatives engaged through the programme
- Government officials or law enforcement personnel who participated in programme activities
- Key programme team members from The Humsafar Trust (current and former, as available)
- Representatives of the funding partner, Publicis Sapient

**Focus Group Discussions (FGDs)** with a minimum of:

- 3 to 4 FGDs with transgender beneficiary groups across different locations
- 1 to 2 FGDs with CBO leaders and community mobilisers

**Key Informant Interviews (KIIs)** with sector experts, policy advocates, and individuals who can provide contextual perspectives on the transgender inclusion landscape in India

## **Document Review**

- Comprehensive review and analysis of all available programme documents, annual reports, MIS data, training records, equity & inclusion records, financial reports, and communication materials as listed in Section 2B
- Comparison of planned versus actual targets across programme phases

## **Case Study Development**

- Development of a minimum of 3 to 5 detailed impact stories representing diverse intervention types (livelihood, legal access, institutional sensitisation, CBO capacity building) and geographic locations
- Each case study should include the individual's context before the programme, the nature of programme engagement, the changes experienced, and the current status, with appropriate consent and anonymisation protocols

### **5.1. Role of Funding Partner**

The TRANScend programme has been funded by TLG India Pvt. Ltd. (a Publicis Sapient entity) under its Corporate Social Responsibility (CSR) mandate since 2017. The funding partner has been actively engaged in programme oversight, strategic guidance, and stakeholder coordination throughout the programme period.

The funding partner will play the following role during the impact assessment:

- Participate in the inception meeting and provide inputs on evaluation priorities and key questions of interest
- Have review and sign-off rights at three stages: Inception Report, Draft Impact Assessment Report, and Final Impact Assessment Report
- Provide feedback on all deliverables within 5 working days of submission (or a mutually agreed timeline)
- Be consulted as a key stakeholder during the qualitative data collection phase
- Have full access to all raw data (anonymised), interview transcripts, survey data sets, and the final report and all associated deliverables

### **Funder-Specific Priorities**

In addition to the overall programme evaluation questions, the assessment should specifically address the following priorities of the funding partner:

- Value for Money: An analysis of the cost-effectiveness of the programme's interventions relative to the outcomes achieved over the 2016 to 2025 period, including a perspective on resource allocation across different intervention types

- **CSR Reporting Alignment:** Findings and data points that can be directly used in the funder's annual CSR reporting under Section 135 of the Companies Act, 2013 or any external media source, including quantifiable outcome indicators and beneficiary numbers
- **Scalability and Replicability:** An assessment of which TRANScend interventions or models have the highest potential for scaling to new geographies or replication by other organisations, and what conditions would be required for successful scaling (if any)
- **Strategic Recommendations for Future Investment:** Evidence-based recommendations on where the funder should focus its CSR investment in subsequent phases, including which interventions to continue, modify, scale up, or discontinue
- **Attribution and Contribution:** A clear assessment of what outcomes can be credibly attributed to or associated with the funder's investment, distinguishing programme contributions from broader ecosystem changes

*The consultant's primary management and coordination will be with The Humsafar Trust (the implementing partner). However, the funding partner must be copied on all milestone communications and invited to all review meetings.*

## **6. Deliverables**

- Inception Report with methodology, tools, and timeline.
- Field Work Plan and stakeholder engagement approach.
- **Reconstructed Theory of Change:** If a formal ToC was not previously documented, a reconstructed ToC developed in consultation with HST and the funding partner, submitted as part of the Inception Report
- **Research Tools:** All finalised data collection instruments (survey questionnaire, IDI guides, FGD topic guides, KII checklists) submitted as annexures to the Inception Report
- **Raw Data Sets:** Anonymised quantitative data in Excel or SPSS format, submitted alongside the Draft Report
- **Interview Transcripts:** Anonymised qualitative data (interview and FGD transcripts) submitted as a separate annexure
- **Executive Brief:** A 2-page executive summary formatted for inclusion in the funding partner's annual CSR report, including key outcome numbers, highlight stories, and programme contribution statement
- **Infographic Summary:** A visual summary (infographic) in a PPT Deck of key programme impact data suitable for external stakeholder communication

- Complete Impact Assessment Report (with a minimum of 2 revision drafts)
- All deliverables to be submitted in editable formats (Word, Excel, PowerPoint) along with final PDF versions

### **Format Specifications:**

- Final Impact Assessment Report: Maximum 60 to 80 pages (excluding annexures), professionally formatted with clear sections, data visualisations, and an executive summary of no more than 4 pages
- PPT Deck: Maximum 25 to 30 slides or as requested, designed for presentation to senior leadership and external stakeholders
- All case studies to include pseudonyms or anonymised identifiers unless explicit written consent is obtained for real name usage

### **7. Timeline**

The assignment is expected to be completed within 10-12 weeks from the date of signing the contract. The consultant is expected to submit a comprehensive week-wise work plan.

### **8. Eligibility Criteria**

- Proven experience in conducting impact assessment, preferably with marginalised or LGBTQ+ communities.
- Demonstrated understanding of transgender rights, inclusion frameworks, and intersectionality.
- Strong documentation and report-writing skills in English
- Prior experience of working with NGOs, development sector actors, or CSR projects preferred.

### **9. Proposal Requirements**

Interested applicants should submit:

- Technical Proposal (understanding of scope, proposed methodology, work plan).
- Financial Proposal (detailing fees, travel, and other costs) not exceeding INR 8,00,000.
- Profile of the consultant/agency including relevant experience.
- Sample of previous work/assessment reports (preferably involving gender, rights, or LGBTQ+ issues).
- Declaration of Conflict of Interest: A signed declaration disclosing any past or existing financial, contractual, advisory, or personal relationship with The Humsafar Trust, TLG India Pvt. Ltd. (Publicis

Sapient), or any of its affiliates. Applicants with a material conflict of interest will be assessed for independence and may be disqualified

- CVs of All Proposed Team Members: Detailed curriculum vitae of every team member who will be involved in the assessment, with specific roles assigned (e.g., Team Lead, Field Researcher, Data Analyst, Report Writer). At minimum, the Team Lead must have 7+ years of experience in social impact assessment or programme evaluation
- Ethics and Safeguarding Note: A brief note (1 to 2 pages) outlining the applicant's proposed approach to ethical considerations, informed consent, safeguarding, and data protection for this specific assessment
- Professional References: Contact details of at least two previous clients for whom the applicant has conducted similar impact assessment or programme evaluation assignments. HST and the funding partner reserve the right to contact these references during the evaluation process
- Proposed Team Composition and Level of Effort: A table showing each team member, their role, and the estimated number of person-days they will dedicate to the assignment

## **10. Ethics, Safeguarding and Data Protection**

Given the sensitive nature of the study population and the deeply personal experiences that will be documented, the selected consultant or agency must adhere to the following ethical standards and protocols throughout the assessment:

### **10.1 Ethical Approval**

- The consultant must obtain necessary ethics review clearance before commencing any primary data collection involving human subjects
- If the consultant determines that formal clearance is not applicable or required for this type of programme assessment, a written justification must be provided in the Inception Report along with a description of the ethical safeguards that will be applied in lieu of formal approval

### **10.2 Informed Consent**

- The consultant must develop and use informed consent forms for all research participants, available in local languages as appropriate
- Consent must be voluntary, and all participants must be clearly informed of the purpose of the assessment, how their information will be used, their right to decline participation or withdraw at any point without consequence, and any risks or benefits of participation
- For participants who may have limited literacy, verbal consent protocols must be developed and documented

- Separate consent must be obtained for: (a) participation in the study, (b) audio or video recording if applicable, and (c) use of photographs or identifying information in published reports

### **10.3 Confidentiality and Anonymity**

- All personal data must be anonymized in the final report and all deliverables unless explicit written consent has been obtained from the individual for use of their real name or identifying details
- No identifying information of beneficiaries, community members, or sensitive personal details shall be disclosed in any deliverable, presentation, or communication without prior written consent
- All case studies and impact stories must use pseudonyms by default. Real names may be used only with documented, specific consent

### **10.4 Do-No-Harm Principle**

- Data collection methods must be sensitive to the lived experiences of transgender persons and must not cause psychological distress, re-traumatisation, social risk, or safety concerns for participants
- The consultant must train all field research staff on trauma-informed interviewing techniques and culturally sensitive engagement with transgender communities
- Interview locations must be chosen to ensure privacy, safety, and comfort of participants
- Participants must be provided with referral information for support services (counselling, legal aid, crisis support) in case any distress arises during or after data collection

### **10.5 Safeguarding**

- The consultant and all team members must comply with The Humsafar Trust's safeguarding policy (to be shared upon contract signing)
- Any safeguarding concerns identified during the assessment must be reported immediately to the designated safeguarding focal point at HST
- The consultant must maintain a zero-tolerance approach to exploitation, abuse, and harassment of any kind during the assessment process

### **10.6 Data Storage, Handling, and Destruction**

- All data (digital and physical) must be stored securely during and after the assessment with restricted access limited to authorised team members only

- Data retention and destruction protocols must be outlined in the Inception Report, including timelines for secure deletion of raw data after project completion
- Data sharing between the consultant, HST, and the funding partner must be through encrypted and secure channels
- Data handling must comply with all applicable data protection laws, including the Digital Personal Data Protection Act, 2023 (DPDPA) and any other relevant Indian legislation

## **11. Submission Details**

Please email your complete proposal (in PDF format) to: [procurement@humsafar.org](mailto:procurement@humsafar.org)

Subject Line: “**RFP-2026-27-TRANScend-002: Impact Assessment of TRANScend Programme**”

- Proposals must be submitted as a single consolidated PDF file with all required documents merged in the order specified in Section 9
- Incomplete proposals or proposals received after the deadline will not be considered
- HST reserves the right to seek clarifications on any submitted proposal before final evaluation
- Deadline for submission: 25<sup>th</sup> May 2026.

## **12. Evaluation Criteria**

Proposals will be evaluated based on:

- Technical approach and methodology (30%)
- Experience and qualifications (30%)
- Budget and cost-effectiveness (20%)
- Quality of past work (20%)

## **13. Intellectual Property and Dissemination**

Ownership of Deliverables

- All deliverables, data sets, research tools, reports, presentations, visual materials, and any other outputs produced under this assignment shall be the joint intellectual property of The Humsafar Trust and TLG India Pvt. Ltd. (Publicis Sapient)
- The consultant shall have no proprietary rights over any deliverable or data produced under this contract

Use and Dissemination Rights

- The Humsafar Trust may use the report, case studies, data, and visual materials for programme improvement, stakeholder communication, fundraising, equity & inclusion, and academic or policy engagement with appropriate attribution
- The funding partner (TLG India Pvt. Ltd. / Publicis Sapient) reserves the right to use the report, executive brief, case studies, infographics, and any visual materials in its CSR annual report, internal and external communications, stakeholder presentations, and regulatory filings under Section 135 of the Companies Act, 2013, with appropriate attribution to The Humsafar Trust
- The consultant may not publish, present, share, distribute, or use any part of the assessment findings, data, or deliverables (in whole or in part) in any format without prior written consent from both The Humsafar Trust and the funding partner
- Any academic publications or conference presentations based on the assessment data must be approved in advance by both parties and must appropriately credit the programme and both organisations

#### Attribution

- All published or disseminated versions of the report must carry the following attribution: "This Impact Assessment was commissioned by The Humsafar Trust with the support of TLG India Pvt. Ltd. (Publicis Sapient) as part of the TRANScend Programme."

### **14. Termination and Cancellation**

#### Termination of the RFP Process

- The Humsafar Trust reserves the right to cancel, modify, or re-issue this RFP at any stage without assigning any reason and without any liability to any applicant
- No costs incurred by applicants in preparing and submitting proposals shall be reimbursed under any circumstances

#### Termination of the Consultancy Agreement

- Either party (HST or the selected consultant) may terminate the consultancy agreement with 15 calendar days written notice to the other party
- In case of termination, the consultant will be paid for deliverables that have been completed and formally accepted by HST and the funding partner up to the date of termination, in accordance with the milestone-linked payment schedule
- Upon termination, the consultant must immediately hand over all data, partially completed deliverables, research tools, and any other materials produced under the assignment to HST

- The Humsafar Trust and the funding partner reserve the right to terminate the agreement with immediate effect (without the 15-day notice period) in case of a material breach by the consultant, including but not limited to breach of confidentiality, ethical violations, safeguarding concerns, or failure to meet deliverable timelines without reasonable justification
- In case of immediate termination due to material breach, the consultant shall forfeit any pending payments and may be required to refund amounts already disbursed for unacceptable deliverables, as determined by HST and the funding partner

**15. Contact for Clarifications:**

For any queries, please write to: [bid\\_queries@humsafar.org](mailto:bid_queries@humsafar.org). The last day to send queries is 20<sup>th</sup> May 2026.

Application Deadline: 27<sup>th</sup> May 2026