To

Ms./Mr. …………………

Individual Consultant

Subject: **Submitting a proposal for Preparing Standard Operating Procedure for Emergency Response ,BRAC International Head Office**

Dear Madam/Sir,

Please note that, Disasters threaten human life and property in worldwide. It is estimated that some 3 billion people were affected by disasters worldwide in the last decade of the twentieth century alone. The exponentially increasing impact of disasters have made better preparedness and effective response even more necessary.

Although BI has its direct presence in more than 10 countries, it does not have adequate capacity to provide effective and timely response to emergencies in these disaster hotspots. The scale and extent of disasters has mostly left BI to improvise at the time of emergency due to lack of preparedness efforts. BI does not have available resources and stocks placed at suitable locations in the countries, and the present logistics procedures are not tailored for emergency response. As a result, BI generally starts its response management only once a disaster has struck, resulting in a delayed response

A **Standard Operating Procedure (SOP) for Emergency Response** will address these gaps and strengthen coordination between BI HO and its Country Programmes. BRAC International seeks to engage a consultant to prepare a Standard Operating Procedure (SOP) on Emergency Response. It is expected that the consultant will define the feasible protocol within the policy framework of BI and identify the gaps, assess the existing policy and their implementation for effective emergency response. The consultant will prepare an overall SOP but should include the roles and responsibilities of all concerned programmes and units of BI. This document will support efforts in enhancing BI’s humanitarian response capacity and establish synergy with the existing SOP of BRAC Bangladesh.

Here we are enclosing the ToR for the consultancy service. We are looking forward to receive (i) CV/ Profile of the Individual or firm with required experience documents (ii) a technical proposal describing the methodology (iii) a budget for the assignment

Please submit the Proposal **on April 18, 2019 by 2.00 p.m.** in the Box No. 1 kept at BRAC Procurement Department or email **procurement@brac.net** to be written on the envelope **“Proposal for Preparing Standard Operating Procedure for Emergency Response BRAC International Head Office”**

**Payment Condition:**

This consultancy is 22 days in total. BI HO will pay the consultant in **four** installments based on the agreed working days mentioned below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No.** | **Tasks** | **Timeline for the Task Maximum** | **Payment after Complete of Each Task** |
| 1 | Desk review and preparation of inception report | 3 days | 1st installment |
| 2 | Field work report | 5 days | 2nd installment |
| 3 | Submission of draft SOP and presentation to BI HO SMT | 9 days | 3rd installment |
| 4 | Submission of final SOP documents after several levels of feedback and inputs | 5 days | 4th installment |

Payment would be made to the Consultant after acceptance/recommendation by the programme through an automatic Bank transfer directly into any scheduled Bank in Bangladesh in favour of consultant. For payment, consultant has to submit an invoice duly describing the agreed accomplishment. It is noted that the Firm must fill up their accounts information as per instruction **i) Account name ii) A/C number iii) Bank name iv) Branch name v) E-mail address.**

**Payments will be subject to deduction of VAT & Tax at source as per Govt. Rule. (If applicable).**

**You are requested to affix 10Tk stamp on the bill.**

Thanking you

Sincerely

Syeda ShahanaYesmin

Sr. Manager, BPD

BRAC Head Office

BRAC Centre, Ground Floor

75 Mohakhali

Dhaka 1212, Bangladesh

# STANDARD REQUEST FOR PROPOSALS (RFP) DOCUMENTS

**Section 4: Financial Submission Form (BPD 5-15)**

To:

BRAC Procurement Department

BRAC Head Office

BRAC Centre, Ground Floor

75, Mohakhali, Dhaka 1212

Date:

Ladies/Gentlemen:

We agree to be bound by the **Letter of Invitation** and we hereby submit our attached Financial Proposal for the sum of:

<*insert currency and amount in both, words and figures*>

The amount is including of local taxes & vat.

We confirm that our Proposal shall remain valid, from the closing date, for the period stated in the RFP.

Our Financial Proposal is binding upon us and shall be subject to any modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

Commissions and gratuities paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

|  |  |  |
| --- | --- | --- |
| Name and Address of Agents/Recipient | Amount and Currency | Purpose of Commission or Gratuity |
|  |  |  |
|  |  |  |
|  |  |  |

We understand you are not bound to accept any or all Proposals you receive..

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Firm’s Seal or Stamp:

Terms of Reference (ToR)

For

**Standard Operating Procedure for Emergency Response**

**BRAC International Head Office**

# Background and Context

Disasters threaten human life and property in worldwide. It is estimated that some 3 billion people were affected by disasters worldwide in the last decade of the twentieth century alone. The exponentially increasing impact of disasters have made better preparedness and effective response even more necessary.

Since its inception in 1972, BRAC has played a significant role in the humanitarian sector from its rehabilitation efforts for the war-affected in post-independence Bangladesh to its response to the 2015 earthquake in Nepal. From 2008, BRAC consolidated its humanitarian programme to ensure a multi-sectoral approach and inclusive perspective. BRAC’s interventions have spanned across the humanitarian spectrum, covering emergency response, rehabilitation, disaster risk reduction (DRR), and climate change. In 2002, BRAC, as Stichting BRAC International (BI), expanded its programmes to Afghanistan and now operates in eleven disaster- and conflict-prone countries across Asia and Africa.

In the last 15 years, BI has responded to six major disasters globally, including the 2014-16 Ebola outbreak in Liberia and Sierra Leone, the 2010 Haiti and 2015 Nepal earthquake, 2004 Sri Lanka tsunami, and 2010 Pakistan flooding. Recently, BRAC has given a higher emphasis to humanitarian response based on its experience and learning from the Rohingya Crisis response.

Although BI has its direct presence in more than 10 countries, it does not have adequate capacity to provide effective and timely response to emergencies in these disaster hotspots. The scale and extent of disasters has mostly left BI to improvise at the time of emergency due to lack of preparedness efforts. BI does not have available resources and stocks placed at suitable locations in the countries, and the present logistics procedures are not tailored for emergency response. As a result, BI generally starts its response management only once a disaster has struck, resulting in a delayed response. The whole emergency response process requires standardization with available documents to manage emergencies, and testing in advance. Thus BI will be able to provide necessary technical and logistical support to respond to disasters in BI operating countries and direct response management in other locations in the shortest period of time to ensure more effective impact.

The BRAC Humanitarian Programme (BHP), which is dedicated to implementing activities across the humanitarian spectrum, comprises four teams –the Bangladesh Humanitarian Programme, the Humanitarian Crisis Management Programme (HCMP) for the Rohingya crisis response, the BRAC International Emergency Preparedness and Response Programme (EPRP), and the Humanitarian Leadership Academy (HLA) in Bangladesh. The EPRP of BI is responsible for managing emergency responses, building humanitarian capacity of country programmes and integrating disaster risk reduction (DRR) and climate change adaptation (CCA) in the development programmes of all countries.

A **Standard Operating Procedure (SOP) for Emergency Response** will address these gaps and strengthen coordination between BI HO and its Country Programmes. BRAC International seeks to engage a consultant to prepare a Standard Operating Procedure (SOP) on Emergency Response. It is expected that the consultant will define the feasible protocol within the policy framework of BI and identify the gaps, assess the existing policy and their implementation for effective emergency response. The consultant will prepare an overall SOP but should include the roles and responsibilities of all concerned programmes and units of BI. This document will support efforts in enhancing BI’s humanitarian response capacity and establish synergy with the existing SOP of BRAC Bangladesh.

# Purpose of developing sop

The general purpose of the consultancy is to prepare a Standard Operating Procedure applicable to BI HO programmes and units and provide phase-wise procedural guidance during disasters for timely and effective response.

Specifically, the objective for preparing the SOP include the following:

* To prepare the SOP based on existing practices in BI and considering the humanitarian charter and core standards;
* To establish top-down and bottom-up approaches to communication during emergencies;
* To identify the major stakeholders within BI HO and bind them in a channel providing clear direction from the BI Management Team;
* To define the roles and responsibilities of the Core Emergency Response Team and approvers within BI HO;
* To delineate when and how different levels of roles will be assumed;

# Scope and key Questions

The SOP will be part of BI HO’s policy document to guide the BI HO Senior Management Team (SMT) and the Core Emergency Response Team to act in a timely manner during any large-scale emergency. The document needs to be prepared through consultation at different levels; Executive Directors, Regional Directors, Programme Advisors, Director of Finance, Chief People Officer, Programme Anchors, Heads of Units, Country Representatives, Emergency Preparedness and Response Coordinators and the overall BHP team. Consultants should also work closely with the EPRP that the final SOP document is relevant and realistic.

Below are some sample guiding questions for SOP development which will give intended users of the document the information they seek in order to make informed decisions and take necessary action. These questions include, but are not limited to, the following:

* What are the current practices of emergency response in BI?
* How is the current emergency response system functioning in BI?
* How effective are current systems and approaches for emergency response?
* Who are the current stakeholders and what are their roles in the early warning system?
* What are the gaps and challenges in the systems and approaches of emergency response?
* What are the factors /components that need to be considered for developing the new SOP?
* How will this be made applicable to all concerned stakeholders within BI HO?
* Which stakeholders should play which roles in the SOP?
* What steps will need to be taken to ensure synergy between the BI HO SOP and the BRAC Bangladesh SOP?
* What are the benefits of the SOP and how can the SOP be linked to country level SOPs?

# Process and methods

The ToR suggests an overall approach and method for this assignment that is likely to yield the most reliable and relevant answers for assessment within the limits of available resources. However, the Consultant should feel free to propose a process and method for this assignment but final decisions regarding the specific design and methods for the assignment should be set in consultation with the BHP.

The assessment may follow the steps outlined below but need not be limited to them, and should explain proposed processes in their submission:

* Review existing policies, rules, regulations, etc. and other related documents on emergency response in BI and BRAC;
* Identify the learnings and gaps from current practices and approaches;
* Analyse the approved SOPs of different organizations to develop the most appropriate structure for BI HO;
* Conduct consultation meetings with BI Programmes, BHP, selected Country Representatives, emergency preparedness response coordinators, and emergency response focal persons;
* Conduct key informant interviews with Regional Directors, Programme Anchors, and Heads of other unit;
* Present the draft SOP to BI HO SMT and BHP to collect feedback and suggestions on the document;
* Consult with EPRP, Director - BHP, and the overall BHP team following development of the SOP to ensure recommendations can be adopted and included into the final SOP;

# Deliverables

The following are the key deliverables, or tangible products, the Consultant will be accountable for producing.

1. **Inception** report **with a milestone-based action plan;**
2. **Draft table of contents for the SOP;**
3. **List of documents assessed and used in SOP development;**
4. **Draft SOP and a presentation on the SOP;**
5. **A final SOP document incorporating all relevant comments and suggestions;**
6. **A 2-3 pager report on the consultancy work;**

At a minimum, these deliverables include:

* Inception plan: The plan should be prepared by the Consultant before initiating data collection. It should detail the Consultant’s understanding of what the SOP is, how it will be prepared and why, showing how each policy question will be answered by way of proposed methods, proposed sources of data, and data collection procedures. The plan should include a proposed schedule of tasks, activities and deliverables, and designate team members with the lead responsibility for each item. The plan will be reviewed by the Head of EPRP and Director - BHP to ensure that they share the same understanding about the SOP as BI HO and clarify any misunderstandings at the outset.
* SOP document: Prepare and submit SOP documents on Emergency Response for BI HO considering the context. BI HO will review the draft SOP to ensure that it follows the terms of reference, addresses all of the key questions, and follows any agreed-upon format. The Consultant should ensure that there is sufficient time in the timeline to develop and discuss feedback with the above team members.
* Other products: The Consultant should submit supporting documentation or reference materials, such as (Key Informant Interview) KII notes and focus group discussion (FGD) data collected in this process to BI HO. The Consultant should agree to give a presentation on the SOP with BI HO SMT and BHP when and where organized.

# Consultancy Timeline

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Task** | | **No. of Days** | **Dates of Completion** | **Working Days** |
| 1 | Recruitment of Consultant | |  | By 25 April 2019 |  |
| 2 | Desk review and preparation of inception report | | 3 | By 9 May 2019 | Any agreed 3 days before 9 May 2019 |
| 3 | Field work (assessment, consultations, meetings with concerned programmes and units of BI HO) | | 5 | By 26 May 2019 | Any agreed 5 days before 26 May 2019 |
| 4 | Submission of draft SOP | | 8 | By 20 June 2019 | Any agreed 8 days before 20 June 2019 |
| 5 | Presentation on draft SOP to BI HO SMT | | 1 | By 27June 2019 | Any agreed 1 day before 27 June 2019 |
| 6 | Submission of final SOP documents after several levels of feedback and input | | 5 | By 11 July 2019 | Any agreed 5 days before 11 July 2019 |
| Total | | | 22 |  | |
|  | | N.B: 1. Date and time might change based on recruitment.  2. Working days will be agreed by both parties. | | | |

# qualification and Application procedure

The consultancy shall be led by an independent professional or consulting firm with the following qualifications and experience:

* At least ten years’ progressive professional experience in conducting emergency response review, with solid experience in preparing SOPs (CVs will be reviewed);
* Familiarity with global humanitarian architectures, humanitarian response standards, charters, core standards, policies, and strategies;
* Demonstrated capacity to analyse qualitative data in a systematic way;
* Demonstrated ability to present complex information in a concise, clear and accessible way;
* Extensive knowledge of standards and procedures for disaster risk reduction, early warning systems, emergency preparedness and response;
* Demonstrated experience working with international organizations, Red Cross-Red Crescent movement and relevant stakeholders is an asset for this assignment;
* Experience collecting data from individuals is considered an asset, but not a prerequisite for applying;
* Excellent writing skills (in English), and outstanding communication skills;
* Experience and expertise in carrying out assessment of disaster and emergency response procedure is desirable.

Interested consultant/firm are requested to prepare a **Proposal** (not exceeding 5 pages) and provide evidence to support claims of knowledge, skills, and experience. The proposal should include any feedback or comments on this ToR, the proposed plan to fulfil the requirements, as well as a financial proposal (budget) for the work. Please clearly mention the daily payment amount, including local consultancy VAT and Tax. In addition, a CV or resume with references (especially from organizations where similar types of task have been carried out), and a writing sample of a similar type of SOP document is requested.

# PAYMENT Amount and METHOD

This consultancy is 22 days in total. BI HO will pay the consultant in **four** installments based on the agreed working days mentioned below:

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| --- | --- | --- | --- |
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