

Terms of Reference (ToR) for Development of Standard Operational Procedure (SOP) Women Learning & Empowerment Centres (WLECs)

Rational & Background:

“Empowering Women and Building Sustainable Livelihood in Urban Bangladesh” is a project led by Oxfam in Bangladesh, funded by John Lewis Foundation (JLF). The project is designed to support vulnerable communities in urban slum areas in Dhaka & Gazipur districts from where John Lewis operate their supply chain operations. The major aim of the project is to **“empower women and girls gradually in urban slums to challenge social norms for their sustainable livelihood”**.

With the support of Oxfam, partner organization “Dustha Sasthya Kendra (DSK)” has established four “Women Learning and Empowerment Centers (WLECs) in four urban slum areas in Dhaka (Kamrangirchar & Bauniabadh) and Gazipur (Board Bazar & Hotapara). These four WLECs will provide direct support to 3000 number of Women Home Based Workers (WHBW) and indirectly to 27000 community people including RMG workers, women, girls, boys etc.

Through these four centres the project will address its major aim that **creation a space for women to empower and gradually to challenge social norms for their sustainable livelihood.**

The Women Learning & Empowerment Centres (WLECs) will provide the following services:

1. WLECs will provide technical assistance (eg. New machine operation, apply for trade licence, develop business plan, application for bank loan etc) and guidance (market assessment, potential suppliers, production quality enhancement, dealing with suppliers etc) for new Entrepreneurs. WLEC will provide these types of technical support and guidance based on the interest of the entrepreneurs. The SOP will describe how WHBWs can accrue these kinds of support from WLECs. What steps should follow by the WHBWs to take technical support and guidance from WLECs, SOP will describe the procedure in details.
2. Centres will provide Competency-based entrepreneurship and technical training for mentors
3. WLECs will be work as One Stop Shop for demonstrate WHBWs product.
4. Support entrepreneurs to build linkage with suppliers, financial institution, training institution and market
5. Centres will equip with Small-scale machineries and technology and WHBWs can receive the product quality development support by using the machineries. WHBWs

can use these machineries and technology by paying fees. The amount will be determined by the WLECs management committee. How WELC management committee will collect the amount/fees would be describe in SOP.

6. WLECs will provides crèche facilities for WHBW and RMG workers
7. Organize training, awareness session for Women about Women Rights, Violence against Women & Girls (VAWG), relevant laws and unpaid care work of women
8. Assist violence affected WHBWs and RMG workers and other women & girls for getting legal aid services from gov't and other Women Rights based Organization (WROs)
9. WLECs will provide business start-up and business promotion support to HBWs, WLECs will provide these support to 2000 women home based workers based on their demand and interest for doing the job. In SOP it will be clearly mentioned that criteria for receiving the facilities from WLECs.

Objective:

The main objective of the assignment is to design and develop standard operational procedure (SOP) which will describe the role and responsibility of WLECs management committee, Women Home based Workers (WHBWs), project staff and different stakeholders to operate Women Learning and Empowerment Centres (WLECs). SOP will provide a complete guidance for better functional of WLECs and effective service delivery to all level of beneficiaries with sustainable measures. The specific objective of development of SOP are as follows:

1. To maintain the regular activities of WLECs
2. To facilitate WLECs activities in the community for growing up WLECs' entrepreneurs to operate business.
3. To support each stakeholder to understand the roles and responsibilities for WLEC operation
4. To make a sustainable mode of WLECs operation system

Methodology:

Consultant will find out the best possible ways of WLECs operation to be functional, transparent and sustainable. To make SOP, consultant will talk with women home based workers, analysis their demand and support Oxfam to make a sustainable WLEC management committee including women home based workers, community stakeholders, John Lewis supplier's factories management, partners and Oxfam.

Review others SOP that are produce by Joyetaa Foundation and others organization to operate similar types of centres. Detail methodology will be described by consultant.

After developing SOP, consultant will give an orientation to WLEC management committee, women home based workers, different stakeholders, project staff about their role and responsibility to make the centres more functional.

Considering the above objectives and WLECs activities, consultant will analyse the demand of Women Home Based Workers, research on the specific location and its surroundings of WLECs (4) and the findings should be present to Oxfam & Partner, based on all facts and findings consultant will develop SOP. SOP will be developed both in English and Bengali language.

Areas of Work:

Scope of work:

Sl. No.	Activities	Remarks
1.	Design and Develop Standard Operational Procedure (SOP) for Women Learning and Empowerment Centres (WLECs)	SOP will be developed both in English and Bengali language.
2.	Organize meeting with Women Home based workers in four WLECs and selection of members who will be responsible to operate WLEC Give them brief orientation on SOP <ul style="list-style-type: none"> Logistics for the training Training report Final SOP 	Consultant will facilitate orientation session. Venue will be 4 WLECs.

Expected deliverables and timeframe

The required outputs of this consultancy will be as follows:

1. A detail work plan & methodology describing how the consultant will design and develop Standard Operational Procedure (SOP) following the objective and timeframe of the assignment outlined by OXFAM. This work plan shall be submitted for review and approval by Oxfam two (2) days after the signature of the contract and before commencement of the study.

District	WLEC Location	Number of targeted beneficiaries
Dhaka	Kamrangirchar	750
	Bauniabadh & Kalshi	750
Gazipur	Board Bazar	750
	Hotapara	750

2. Submission of enumerator's contract to Oxfam for review.
3. Presentation of findings to and facilitation of joint visibility analysis with Oxfam and the project's partner organizations

4. Orientation on SOP among WLEC operating WHBWs and project staff
5. The first draft of the SOP which shall be submitted within seven (15) days after the presentation of findings to Oxfam
6. Final draft of the SOP shall be submitted sent within 4 weeks after signing contact

Consultancy duration

The entire period of this consultancy will be for 1.6 months (06) weeks starting in the 2nd week (22 October, 2017)

The General Terms and Conditions:

- All soft and hard copy of the assignment will be treated as the property of Oxfam
- In any circumstances consultant shall have no opportunity to alter the timeline and planning of data collection and submission of first draft and final report.
- The consultant/consulting organization must maintain the standard quality in data collection, processing and reporting
- The consultant shall have the responsibility to rewrite the report, modification of sections until the satisfaction of quality required by Oxfam.
- In case of any deviation, Oxfam shall have the right to terminate the agreement at any point of the project.
- Consultant/consulting organization shall be bound to pay back the full money to Oxfam given as advance of payment in case of any deviation, dissatisfaction of quality and other point mentioned in the agreement.
- Oxfam GB will deduct withholding tax from the consultancy fees which will be in conformity with the prevailing government rates.

Schedule 2: Ethical declaration

You undertake that you, your parent, subsidiaries and any other organisations with an interest of more than 10%, are not involved in any of the following activities:

- arms manufacture;
- the sale or export of arms or strategic services to governments which systematically violate the human rights of their citizens, or where there is internal armed conflict or major tensions, or where the sale of arms may jeopardise regional peace and security.
- tobacco production and sale;
- the sale of babymilks outside the WHO Code of Conduct;
- pesticide sales outside the FAO guidelines for pesticide retailing;
- extractive industries;
- are seen to be party political;
- any other activities which violate the basic rights of Oxfam GB's intended beneficiaries.

