

**REQUEST FOR PROPOSAL (RE-ISSUE)  
FOR  
HIRING ORGANIZATION / CONSULTANT FOR**

**“CONDUCTING FORMATIVE RESEARCH ON SOCIAL  
ACCOUNTABILITY IN DACOPE, KOYRA, SHAYAMNAGAR AND  
KALIGANJ UPAZILLAS OF KHULNA AND SATKHIRA DISTRICTS IN  
BANGLADESH”**

<b>Name of the Purchaser</b>	<b>World Vision Bangladesh</b> Abedin Tower, Level-2, 35 Kemal Ataturk Avenue, Dhaka -1213, Bangladesh
<b>Contact Person</b>	Md. Ruhul Mobin, Supply Chain Manager
<b>Email</b>	Ruhul_Mobin@wvi.org

**RFP Ref No: RFP: WVB-SCM-RFP-C14-04-02/16  
(RE-ISSUE)  
Issued on: June 13, 2016**

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## Section I. Proposal Data Sheet (PDS)

The following specific data shall be provided by the Organization/s or Consultant/s of the services for “Formative Research on **Social Accountability** in Dacope, Koyra, Shyamnagar and Kaliganj Upazilas of Khulna and Satkhira Districts in Bangladesh”

### A. GENERAL

<b>Background of the Research</b>	<p>Social Accountability is approached as the cross-cutting element under this program with a view to improve social accountability of service provision for vulnerable men and women, which will be achieved by increasing responsiveness of market-based local service providers (LSPs) and Local Government structures to meet the needs of vulnerable men &amp; women, one hand and raising demands of vulnerable communities on social and technical services, on the other hand.</p> <p>Nobo Jatra’s social accountability strategy will emphasis on empowering local communities through reactivation/formation of Village Development Committee (VDC) with informed understanding and knowledge about their rights and entitlements in order to increase access to resources and decision-making bodies in local government structures with particular focus on creating an enabling environment for women’s participation, ensuring government quotas on women’s representation is met, and ensuring needs identification processes are inclusive of and represent women. (Please see ‘Section III: Terms of Reference’ for details)</p>
<b>Details of the research</b>	<p>The purpose of this research is to understand the existence and role of UP standing committees and VDCs including LSPs in project locations on the effectiveness of social accountability mechanisms on delivery of social and technical service.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Identify constraint and opportunity in existing practices of selected five UP standing committees (Education, Health and Family Planning(FP); Agri, Fisheries &amp; Livelihood; Wash; and Social Welfare and Disaster Management; and FCRWCA (Family Conflict Resolution &amp; Women and Children Affairs) ) in program areas relating to social accountability of delivering services.</li> <li>• Identify constraint and opportunity in reactivating/formulating VDCs in program areas in terms of their role in making local governance structures accountable and responsive.</li> <li>• Assess community people satisfaction on access to services (UP and LSP) including participation in local government decision making bodies.</li> <li>• Find out present scope/provisions and gaps in bringing LSPs under social accountability mechanism on service delivery</li> <li>• Draw realistic recommendations on (but not limited to)             <ul style="list-style-type: none"> <li>✚ strengthening functions of UP standing committees including inclusive participation particularly women and vulnerable</li> </ul> </li> </ul>

	<p>communities,</p> <ul style="list-style-type: none"> <li>✚ reactivating/formulation of VDCs in order that they can plan pivotal role to raise the demands of the poor and marginalized in local governance structures, and</li> <li>✚ Sustainability of VDC activities in the community in making the local governance structure accountable after phase-out of the program.</li> <li>✚ engaging LSPs in support of community services and as well as in social accountability mechanisms.</li> </ul>
<b>Expected Deliverables</b>	<ul style="list-style-type: none"> <li>- Provide Inception Report, covering detailed analysis methodology to be used, analysis questions, data collection plans and timeline</li> <li>- Provide draft Report</li> <li>- Provide Stakeholders Consultation Report on the draft</li> <li>- Provide Final Report</li> </ul>
<b>Procuring Entity</b>	<p>Name of Purchaser: World Vision Bangladesh (WVB)</p> <p>Contact Person : Md. Ruhul Mobin, Supply Chain Manager, Nobo Jatra Project Mobile: +8801708-123865 , E-mail: Ruhul_Mobin@wvi.org</p> <p>Type of Service : Formative Research on Social Accountability</p> <p>RFP Ref: WVB-SCM-RFP-C14-04-02/16 (Re-issue), Date: June 13, 2016</p>
<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>• Individual consultant / organization's leads personnel should have advanced university degree (Master's degree or equivalent) in Public Administration, Governance, Social Science or other relevant field.</li> <li>• Five or more years of progressively responsible experience of conducting research in any of the field related to good governance, local government institutions, self-help community group, advocacy and human rights.</li> <li>• List of similar assignment/s conducted with references.</li> <li>• Proficient written and communication skills (in oral and written English and Bengali) together with computer skills and use of relevant software and other applications. Ability to work independently is necessary.</li> </ul>
<b><u>Documents Required</u></b>	<ul style="list-style-type: none"> <li>• Individual consultant / organization must provide information, experience certificate, CVs and documentary evidences to establish that they have met eligibility criteria for this service.</li> <li>• Applicant/s must clearly indicate in their profile's for the past evaluation work they have conducted, with names of references for each.</li> <li>• Acknowledge and complete 'Section IV to section VII'.</li> <li>• Provide legal establishment / registration, VAT, TIN or any other additional supporting documents (if applicable).</li> <li>• Should submit Separate Technical and Financial proposal as per below guideline.</li> </ul> <p><b>A. Technical proposal</b> should set out all the issues stated in Section. II (I. Technical proposal submission format) and Section. III (Terms of Reference)'. Must provide details information in Technical Proposal in light of <b>evaluation criteria</b>.</p> <p><b>B. Financial proposal</b> should set out details breakdown following Section. II (2.Financial Proposal Submission Format) and must provide</p>

	<p>breakdown of Staff Remuneration, Travel and DSAs, miscellaneous, overhead costs (if any), VAT and <b>submit details Financial proposal separately</b>. Total cost of the financial proposal (after correctness and confirmation of arithmetical error, if any) will be considered for financial evaluation.</p> <p><b>NB: The organizations / consultants, who have already submitted proposal in response of previous advertisement, need not re-submit proposal.</b></p>
<b>Proposal</b>	Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Organization/s or Consultant/s is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents (Technical and Financial proposal) will be at the Organization/s or Consultant/s risk and may affect the evaluation of the Proposal. Sending only CV without details Technical and Financial proposal will not be considered as complete proposal.
<b>Validity</b>	The offer shall remain valid for 90 days from the closing date of receiving of Proposal by WVB.
<b>Language</b>	The language of all correspondence and documents related to the proposal shall be in <b>English</b> .
<b>Proposal currency</b>	All prices shall be quoted in <b>BDT</b>
<b>Consultancy Timeframe:</b>	The Organization/s or Consultant/s should complete the deliverables within no more than 75 Calendar days from the date of contract signing with WVB.

<b>Payment Terms</b>	<ul style="list-style-type: none"> <li>- The payment terms should be complied with WVB payment policy. VAT/TAX will be deducted from as per GOB rules against each payment.</li> <li>- Payment shall be made through Account Payee Cheque or Straight to Bank (S2B)/ online transfer after successful completion of services and all deliverables as required and approved by the WVB representatives. The payment will be made according to the schedule as follows:</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Milestone</th> <th>% of Total value</th> </tr> </thead> <tbody> <tr> <td>Submission of inception report</td> <td>15%</td> </tr> <tr> <td>Submission of draft report</td> <td>40%</td> </tr> <tr> <td>Submission of final draft report</td> <td>25%</td> </tr> <tr> <td>Submission of final report</td> <td>20%</td> </tr> <tr> <td>Total</td> <td>100%</td> </tr> </tbody> </table>	Milestone	% of Total value	Submission of inception report	15%	Submission of draft report	40%	Submission of final draft report	25%	Submission of final report	20%	Total	100%
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#### **B. THE RFP DOCUMENTS QUERIES**

<b>Procurement Queries</b>	Md. Ruhul Mobin, Supply Chain Manager, Nobo Jatra Project Mobile: +8801708-123865, E-mail: <a href="mailto:Ruhul_Mobin@wvi.org">Ruhul_Mobin@wvi.org</a>
<b>Technical Queries</b>	Interested Organization/s or Consultant/s may communicate for technical queries before submission of proposal with: <b>Alison Subrata Baroi</b> , Good Governance and Advocacy Manager, Nobo Jatra, Mobile: +8801708-123877, email- <a href="mailto:alison_subrata_baroi@wvi.org">alison_subrata_baroi@wvi.org</a>

### C. SUBMISSION OF PROPOSAL

<b>Notice for Submission</b>	Interested applicant/s must submit Technical and Financial proposal separately in a sealed envelope to the below address. Mention clearly the RFP reference “ <b>Ref: WV-B-SCM-RFP-CI4-04-02/16 (Re-issue), Date: June 13, 2016</b> ” and Proposal name : “ <b>Formative Research on Social Accountability, Nobo Jatra Program</b> ” on the top of the envelop.
<b>Dead Line for Submission</b>	Deadline for proposal submission is extended to: <b>On or before 3.00 pm, June 26, 2016</b>
<b>Address</b>	The address for proposal submission is:  <b>World Vision Bangladesh, Abedin Tower (Level-3), 35 Kemal Ataturk Avenue, Banani, Dhaka-1213</b>

### D. PROPOSAL EVALUATION

The Proposal Evaluation shall be carried out applying quality and cost based selection (QCBS) procedure based on the following criteria:

<b>Preliminary examination</b>	<p>The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.</p> <p>Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the proposer does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.</p> <p>Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser’s determination of a Proposal’s responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence. A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the applicant by correction of the non-conformity.</p>
<b>Evaluation (Technical &amp; Financial)</b>	<p><b>ONLY SUBMISSION OF CV WITHOUT TECHNICAL &amp; FINANCIAL PROPOSAL WILL NOT BE CONSIDERED FOR EVALUATION.</b></p> <ol style="list-style-type: none"> <li>1) Proposal evaluation committee (PEC) or Procurement committee (PC) set out by WV-B, will review the technical proposal as per Eligibility/Qualification and Technical criteria (mentioned below).</li> <li>2) A financial proposal shall include containing Summary of Costs, Breakdown of Staff Remuneration, Travel and DSAs, miscellaneous, overhead costs (if any). Total cost of the financial proposal (after correctness and confirmation of arithmetical error, if any) will be</li> </ol>

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	3) Technical proposal will carry 70% weight; and financial proposal will carry 30% weight (Technical Pass Mark is 65%)																																																																		
<b>Evaluation Criteria</b>	<p>The proposal will be ranked according to combined technical and financial score using the weights.</p> <p><b>a. Technical Evaluation Criteria</b></p> <p>Technical Evaluation criteria &amp; allocated points are as follows:</p> <table border="1"> <thead> <tr> <th colspan="2">Evaluation criteria</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td><b>I (1.1+1.2)</b></td> <td><b>Specific experience of the Consultant/s related to the assignment</b></td> <td><b>35</b></td> </tr> <tr> <td><b>I.1 (a+b+c)</b></td> <td><b>Experience of the Consultant/s</b></td> <td><b>20</b></td> </tr> <tr> <td>I.1.a</td> <td>Demonstrated experience designing and conducting research in development fields.</td> <td>5</td> </tr> <tr> <td>I.1.b</td> <td>Experience in working with US government grants</td> <td>5</td> </tr> <tr> <td>I.1.c</td> <td>Experience in conducting research in the area of social accountability and good governance.</td> <td>10</td> </tr> <tr> <td><b>I.2(a+b)</b></td> <td><b>Experience in similar assignments</b></td> <td><b>15</b></td> </tr> <tr> <td>I.2.a</td> <td>Experience in designing and conducting related <i>assignment</i> of USAID</td> <td>10</td> </tr> <tr> <td>I.2.b</td> <td>Experience in conducting similar <i>assignment</i> in Bangladesh</td> <td>5</td> </tr> <tr> <td><b>2 (2.1+2.2+2.3)</b></td> <td><b>Implementation and Quality Assurance Plan</b></td> <td><b>35</b></td> </tr> <tr> <td><b>2.1</b></td> <td>Understanding the assignment, comments and suggestions of Consultant/s on the Terms of Reference.</td> <td><b>8</b></td> </tr> <tr> <td><b>2.2 (a+b+c+d)</b></td> <td><b>Roll out plan</b></td> <td><b>17</b></td> </tr> <tr> <td>2.2.a</td> <td>Team Composition and task assignment</td> <td>3</td> </tr> <tr> <td>2.2.b</td> <td>Roll out plan and calendar</td> <td>4</td> </tr> <tr> <td>2.2.c</td> <td>All proposed activities reflected in the work plan with timeline</td> <td>5</td> </tr> <tr> <td>2.2.d</td> <td>All proposed activities reflecting the assignment properly</td> <td>5</td> </tr> <tr> <td><b>2.3 (a+b)</b></td> <td><b>Quality Assurance Plan</b></td> <td><b>10</b></td> </tr> <tr> <td>2.3.a</td> <td>Monitoring tools</td> <td>5</td> </tr> <tr> <td>2.3.b</td> <td>Monitoring plan</td> <td>5</td> </tr> <tr> <td><b>3 (3.1+3.2+3.3)</b></td> <td><b>Professional qualification and competence for the assignments</b></td> <td><b>15</b></td> </tr> <tr> <td><b>3.1</b></td> <td>Consultant/s educational qualification</td> <td>5</td> </tr> <tr> <td><b>3.2</b></td> <td>Experience in community engagement and participatory research ethics</td> <td>4</td> </tr> </tbody> </table>	Evaluation criteria		Points	<b>I (1.1+1.2)</b>	<b>Specific experience of the Consultant/s related to the assignment</b>	<b>35</b>	<b>I.1 (a+b+c)</b>	<b>Experience of the Consultant/s</b>	<b>20</b>	I.1.a	Demonstrated experience designing and conducting research in development fields.	5	I.1.b	Experience in working with US government grants	5	I.1.c	Experience in conducting research in the area of social accountability and good governance.	10	<b>I.2(a+b)</b>	<b>Experience in similar assignments</b>	<b>15</b>	I.2.a	Experience in designing and conducting related <i>assignment</i> of USAID	10	I.2.b	Experience in conducting similar <i>assignment</i> in Bangladesh	5	<b>2 (2.1+2.2+2.3)</b>	<b>Implementation and Quality Assurance Plan</b>	<b>35</b>	<b>2.1</b>	Understanding the assignment, comments and suggestions of Consultant/s on the Terms of Reference.	<b>8</b>	<b>2.2 (a+b+c+d)</b>	<b>Roll out plan</b>	<b>17</b>	2.2.a	Team Composition and task assignment	3	2.2.b	Roll out plan and calendar	4	2.2.c	All proposed activities reflected in the work plan with timeline	5	2.2.d	All proposed activities reflecting the assignment properly	5	<b>2.3 (a+b)</b>	<b>Quality Assurance Plan</b>	<b>10</b>	2.3.a	Monitoring tools	5	2.3.b	Monitoring plan	5	<b>3 (3.1+3.2+3.3)</b>	<b>Professional qualification and competence for the assignments</b>	<b>15</b>	<b>3.1</b>	Consultant/s educational qualification	5	<b>3.2</b>	Experience in community engagement and participatory research ethics	4
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<b>3.3</b>	List of similar <u>assignment</u> conducted, with names of references for each	<b>6</b>
<b>4 (4.1)</b>	<b>Methodology</b>	<b>15</b>
<b>4.1</b>	Details and quality of methodology proposed for the <u>assignment</u>	<b>15</b>
<b>Total Points</b>		<b>100</b>

**Pass Mark: 65% points.**

As a part of evaluation process, Organization/s or Consultant/s may be interviewed / asked for presentation on submitted proposal by Proposal Evaluation Committee.

**b. Evaluation of Financial Proposal**

A financial proposal shall include containing Summary of Costs, Breakdown of Staff Remuneration, Travel and DSAs, miscellaneous, overhead costs (if any). Total cost of the financial proposal (after correctness and confirmation of arithmetical error, if any) will be considered for financial evaluation.

**NB: Interested Organization/s or Consultant/s is requested to submit proposals in light of the TORs and set evaluation criteria. Please ensure that all the required information as per eligibility criteria and evaluation criteria are mentioned accurately.**



## E. OTHER TERMS AND CONDITIONS

1. All the columns/requirements in this ToR must be properly completed. Quote for each item separately, and in units as specified. Incomplete offers or offers which do not comply with any of ToR will not be considered.
2. WVB reserves the right to accept the partial or whole or part of your offer. WVB authority reserves the right to impose penalty or cancel the entire or partial purchase order if vendor fails to maintain the quality, specification, and delivery date.
3. WVB authority reserves the right to accept or reject any or all the Proposals in part or full or alter any of the provisions as deemed necessary, without showing any reason whatsoever at any time and acceptance of any liability. WVB reserves the right to accept the whole or part of your offer.
4. Making a payment to any employee as an inducement or any canvassing to enable you wins this service will result in automatic disqualification participating in this tender or any other tenders. Any solicitation/influence/non-compliance of the Terms & Conditions of this Tender, will lead to disqualification of the submitted Tender/Bid and will be treated informal/rejected.
5. Your financial offer should indicate final price, which includes all costs for delivery of final product at WVB, discount, Income Tax and VAT. All kind of charges including applicable Taxes/VAT will be deducted at source from the total bill as per Govt. Rules & Regulations.
6. Organization/s or Consultant/s or an authorized representative of the Organization/s or Consultant/s must sign this form, and all the documents accompanying this bid must be properly rubber-stamped and signed.
7. The work shall be completed in all respects within the completion date mentioned in the contract.
8. If vendor fails to deliver the ordered service within the scheduled time frame penalty will be imposed @ 0.2% of the total contract value for par day of delay and WVB reserves the right to deduct this amount from the total bill for every day delayed from the expected date of delivery till the actual date of delivery.
9. Any late submission of Proposal after the schedule date and time will be rejected.
10. Environmental policy: WVB's policy is to purchase products and services, which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packing, use and disposal of goods form part of WVB evaluation and selection criteria.
11. Terrorists: WVB will not do any business with any known terrorist group or company involved in any way with terrorists. WVB shall therefore not knowingly purchase goods or services from companies that are involved with terrorist groups in any form. If you submit a bid based on this request, it shall constitute a guarantee that neither your company nor any affiliate or any subsidiaries controlled by your company are not involved with any known terrorist group. A contract clause confirming this will be included in an eventual purchase order based on this request.
12. In all cases, the decision of the World Vision Management will be final.
13. The proposer has to submit duly filled up Vendor's Primary Information Collection Sheet (Section-IV).
14. The proposer has to agree to comply with WV Child protection policy and will have to complete CPP Form (Section-V).
15. The proposer has to make a declaration whether the Business Entity has relative or business partner in World Vision Bangladesh (WVB) who can influence the purchase decision or not (Section-VI).

I/We hereby agree to execute the work specified in the above memorandum strictly and fully in accordance with all the terms and conditions of the contract (if awarded) described above and in the annexure hereafter and will abide by and fulfill all such Terms & Conditions.

**Signed**

In the capacity of:

Duly authorized to sign the proposal on behalf  
of the applicant Organization/s or Consultant/s

Date:

## Section II. Proposal Submission Format

### I. Technical Proposal Submission Format

(Including description of approach, methodology, work plan, etc. for performing the assignment)

(Organization/s or Consultant/s is required to abide by page limits and formats described below. All attached forms must be completed and submitted with the proposals. Organization/s or Consultant/s are also required to submit their Tech proposals in English (Font – Times New Roman, size 12, page margins – 1” on all sides, A4 page).

- a). Assignment Title : Special Studies
- b). Summary of the Assignment (maximum 15 lines)
- c). Justification (maximum 1 pages) for the proposed methodology
- d). Technical Approach and Methodology (maximum 5 pages)  
Here you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output.

You should highlight the problems being addressed, indicators that will be measured in the survey and their importance, and explain the technical approach you would adopt to address them.

You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach. The methods of sampling, data collection, data analysis, data management should be stated. Both qualitative and quantitative data collection should be undertaken. Attentions also need to be paid on how the lessons learnt to improve the program could be extrapolated.

This chapter should incorporate any modifications to the TOR proposed by you. In case the TOR requires the Organization/s or Consultant/s to provide a quality plan and carry out the assignment according to its provisions, an outline of the quality plan (e.g., its list of contents) should be included in this chapter of the technical proposal including the following methodology:

Approach: Field based in Khulna and Satkhira (For reporting: Dhaka)

Stakeholder consultation, Demonstration, Presentation, Question answer, Handouts, Reports, discussion, upgraded design work through etc.

- e). Detailed Description of Activities (maximum 3 pages) Provide detailed descriptions of key activities mentioned above which are critical for the methodology and approach to be successful.
- f). Assumptions and Risks (maximum 1 page) Describe assumptions which are necessary for the survey to be implemented. Describe any risk/threats which could potentially threaten implementation of the activities and what is or will be done to mitigate these risks.
- g). Monitoring and Evaluation Plan (maximum 2 pages). (In this section describe specific indicators or milestone to be tracked over the life of the Assignment to measure the progress of the survey. The Monitoring and Evaluation Plan should be consistent with the Project Logical Framework).

- h). Work Plan/Logical Framework (maximum 2 pages). Here you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work schedule.
- i). Team composition / Staffing (maximum 3 pages) In this section you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff. The roles and responsibilities of professional staff should be summarized. In case of association, this chapter will indicate how the duties and responsibilities will be shared. The Organization/s or Consultant/s and staffing will be reflected in the Team Composition and Task Assignments.

**NB: This is a general template to submit proposal. However, Interested Organization/s or Consultant/s is requested to submit proposals in light of the TORs and set evaluation criteria. Please ensure that all the required information as per eligibility criteria and evaluation criteria are mentioned accurately.**

## 2. Financial Proposal Submission Format

### Financial Offer: Summary of Cost

**Services/Assignment Name:** “Formative Research on Social Accountability in Dacope, Koyra, Shayamnagar and Kaliganj Upazillas of Khulna and Shatkhira Districts in Bangladesh”

**RFP Ref: WVB-SCM-RFP-CI4-04-02/16 (Re-issue), Date: June 13, 2016**

**Name of the Proposer / Organization/s or Consultant/s :**

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<b>SI</b>	<b>Line Item</b>	<b>Cost</b>
<b>I.</b>	Professional Service Fees (Organization/s or Consultant/s )	
<b>II.</b>	Travel and Per Diem	
<b>III.</b>	Supplies and Equipment	
<b>IV.</b>	General Administrative Costs	
<b>V.</b>	Assignment Related Costs	
<b>Total Cost including applicable tax and others cost as per country law</b>		

We understand you are not bound to accept any proposal you receive.

#### **Signed**

In the capacity of:

Duly authorized to sign the proposal on behalf of the applicant Organization/s or Consultant/s

Date:

N.B. Please add detailed cost breakdown documents for summery of cost. Above line items are mentioned as example for understanding. Please add separate sheet or more Column & Row for detail information, if necessary.

## Section III. Terms of Reference (TOR)

### Terms of Reference (TOR)

For

### Formative Research on Social Accountability

#### I. BACKGROUND INFORMATION

##### A. Organization and Program background:

World Vision Bangladesh (WVB), a Christian humanitarian organization is dedicated to the wellbeing of children, especially the most vulnerable children, their families and communities. It is committed to serve and partner with people in need regardless of religion, ethnicity, gender and ability.

USAID's Nobo Jatra (NJ)/New Beginning, a Food for Peace (FFP) Program, implemented by World Vision Bangladesh (WVB), World Food Programme (WFP) and Winrock International in partnership with Bangladesh's Ministry of Disaster Management and Relief (MoDMR) is designed to reduce food insecurity and vulnerability for 856,116 direct households in 40 Unions in four Upazilas, Shyamanagar, Kaliganj under Satkhira District and Koyra and Dacope under Khulna District, the Southwestern Coastal area of Bangladesh.

The program is implemented through an integrated approach building synergies across six program elements: Maternal and Child Health and Nutrition, Water Supply, Sanitation and Hygiene, Market-Based Agriculture Production with Natural Resource Management and Income Generation, Gender equity, community based Disaster preparedness, and social accountability of service provision by the Local government bodies.. The Nobo Jatra program is designed to seek and achieve immediate and lasting change in the lives of children. It complements on-going programming of World Vision Bangladesh and its partners. Please visit below link for details of programmatic background:

<http://www.wvi.org/development-food-aid-program-dfap-nobo-jatra>

##### B. Assignment Specific background:

Social Accountability is approached as the cross-cutting element under this program with a view to improve social accountability of service provision for vulnerable men and women, which will be achieved by increasing responsiveness of market-based local service providers (LSPs) and Local Government structures to meet the needs of vulnerable men & women, one hand and raising demands of vulnerable communities on social and technical services, on the other hand.

Nobo Jatra's social accountability strategy will emphasis on empowering local communities through reactivation/formation of Village Development Committee (VDC) with informed understanding and knowledge about their rights and entitlements in order to increase access to resources and decision-making bodies in local government structures with particular focus on creating an enabling environment for women's participation, ensuring government quotas on women's representation is met, and ensuring needs identification processes are inclusive of and represent women.

In addition, effective facilitation will be in place aiming to increase role and responsibility of local government structures, particularly Union Parishad (UP) and Union Parishad standing committees including LSPs related to WASH and Agriculture sectors, provided that they will be supported to improve their capacity so that they effectively and efficiently run their functions with active participation of vulnerable community and women addressing their needs and concerns.

A good number of LSPs in the area of WASH and Agriculture sectors will be associated with Nobo Jatra. They will provide goods/inputs and technical services to meet the local community needs and demands in the project locations. Few of them have already been in the local market but the large portion will be promoted as LSPs through WASH and agriculture sectors interventions such as graduation program, entrepreneurship training, building financial capital, linking or referring them to GoB extension agents. All these LSPs will be approached under the social accountability interventions with close linkage and coordination among all program components under the Nobo Jatra program and relevant government service institutions as well.

The Union Parishad Act of 2009 states that each UP should form Standing Committees to support decision-making and act as a forum for citizen engagement. The program will train UP and selected Standing Committees (Education, Health and FP; Agri, Fisheries & Livelihood; Wash; and Social Welfare and Disaster Management; and Family Conflict Resolution & Women and Children Affairs) on good governance, pro-poor development planning and implementation, resource mobilization and allocation. The training will also include a session on women's leadership to create the enabling environment necessary for women's equitable participation in these structures.

In cases where key standing committees and governance structures are not activated, the Nobo Jatra program will facilitate their activation through mobilization and establish quotas to ensure representation of women and other priority groups, since experience has shown that Standing Committees work best when they have a mixed representation of men and women with various ethnic and social backgrounds.<sup>1</sup> Building on Tetra Tech's work in Satkhira under the USAID funded "Strengthening Democratic Local Governance" project, UNDP's "Upazila Governance Program" (UZGP), and the "Union Parishad Governance Project" (UPGP) in Khulna, the local partner will support upazila and union governance structures to better meet the needs of the vulnerable. This will be accomplished through direct engagement with the Upazila Nirbahi Officer (UNO) and the Upazila Development Co-ordination Committee (UDCC). Performance tracking of government mandated structures, including the extent to which gender quotas are met, will take place by the local partner staff using CVA (Community Voice and Action)<sup>2</sup> social audit tools.

Nobo Jatra plans to conduct a formative research to determine the existence and role of VDCs and Standing Committees including LSPs in project locations. The study will include a participation profile that examines the quantity and quality of women's representation in addition to current coverage and capacity. Since a range of institutions and organizations have undertaken programs to build community awareness and strengthen local institutions in Khulna and Satkhira, the assessment will ensure proposed advocacy activities not only build on what has already been accomplished but also leverage existing structures. Nobo Jatra will work on reactivation/strengthening/formation of VDC, building awareness and capacity of VDC members and provide technical assistance to them in order that they can develop a Community Development Plan that outlines the community development needs

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<sup>1</sup> Sharique Manual, 2015 *Supporting Local Governments and Citizen Practice Pro-Poor Good Local Governance: A Handbook based on the Experience of the SDC Local Governance Programme Sharique in Bangladesh*  
[http://assets.helvetas.org/downloads/sdc\\_local\\_governance\\_programme\\_sharique\\_handbook.pdf](http://assets.helvetas.org/downloads/sdc_local_governance_programme_sharique_handbook.pdf), 2015

<sup>2</sup> CVA is a social accountability process, which is described in the following section.

and solutions. Based on lessons learned in other VDC programming in Bangladesh, VDCs will be representative of vulnerable groups including the extremely poor, women, youth and disabled but also allow for sufficient participation of the community's elite. The VDC will also be the point of linkage between the village and union and upazila governance structures including the UPs and Standing Committee systems.

In each targeted Unions the program will utilize CVA (Citizen Voice of Actions) to undertake four key steps: (1) enhancing citizens' understanding about their rights; (2) enhancing citizen's ability to productively engage with local government; (3) creating an environment for ongoing dialogue; and (4) increasing duty bearers' responsiveness by improving linkages between lower and higher levels of government.

## 2. HYPOTHESIS, PURPOSE AND OBJECTIVES

**Hypothesis:** The research will be based on the proposition that the local government's structures (particularly Union Parishad Standing Committees) and market based local service providers (LSPs) are responsive to ensure equitable and productive services to the local communities within the accountable mechanisms while local community groups (particularly VDCs) are empowered to raising their voices collectively.

**Purpose:** The purpose of this research is to understand the existence and role of UP standing committees and VDCs including LSPs in project locations on the effectiveness of social accountability mechanisms on delivery of social and technical service.

### Objectives:

- Identify constraint and opportunity in existing practices of selected five UP standing committees (Education, Health and Family Planning(FP); Agri, Fisheries & Livelihood; Wash; and Social Welfare and Disaster Management; and FCRWCA (Family Conflict Resolution & Women and Children Affairs) ) in program areas relating to social accountability of delivering services.
- Identify constraint and opportunity in reactivating/formulating VDCs in program areas in terms of their role in making local governance structures accountable and responsive.
- Assess community people satisfaction on access to services (UP and LSP) including participation in local government decision making bodies.
- Find out present scope/provisions and gaps in bringing LSPs under social accountability mechanism on service delivery
- Draw realistic recommendations on (but not limited to)
  - ✚ strengthening functions of UP standing committees including inclusive participation particularly women and vulnerable communities,
  - ✚ reactivating/formulation of VDCs in order that they can plan pivotal role to raise the demands of the poor and marginalized in local governance structures, and
  - ✚ Sustainability of VDC activities in the community in making the local governance structure accountable after phase-out of the program.
  - ✚ engaging LSPs in support of community services and as well as in social accountability mechanisms.



### 3. FRAMEWORK

The study will be conducted in the lens of social accountability framework. In Nobo Jatra program, Social Accountability mechanisms refer to a broad range of actions that citizens, communities and civil society organizations can use to hold local government institutions and Local Service Providers accountable. These include citizen participation in public policy making, participatory budgeting, public expenditure tracking, citizen monitoring of public service delivery, citizen advisory boards, lobbying and advocacy campaigns<sup>3</sup>.

WV has been using a successful model of social accountability approach called 'CVA'- Citizen Voice and Action. The CVA is an approach that aims to increase dialogue between ordinary citizens and organizations that provide services to the public. It is a local level advocacy methodology that transforms dialogue between communities and government in order to improve services that impact the daily lives of the people such as health and education. CVA considers service Availability, Accessibility, Acceptability and Quality. The NJ program will use CVA where UP standing committees, LSPs and VDC will be key stakeholders in all the processes of CVA. The entire study will be embraced and guided by the essence and thrust of CVA- as the heart of the study.

### 4. SCOPE OF WORK

Over the five years span, the social accountability component is expected to bring tangible and sustainable results that includes; (i) agreement on service delivery standard between LSPs and GoB Institutions at the local level are done; (ii) LSPs are motivated to provide services to vulnerable communities; (iii) Union level standing committees are active & functional<sup>4</sup>; (iv) supports are being provided at local level from senior GoB officials /policy makers of relevant ministry & departments; and (vi) capacity of VDCs & local community groups are increased to influence decision-making bodies.

The study will focus on getting reliable information around these results as the base information where gender related segregated data will be integral part of this study. The study will be done within 60 working days after signing of the contract. The following geographical areas will be undertaken to conduct this study provided that the sample size will be selected as per the standard evaluation formula by Diana Maria Stukel and Gregg Friedman, February 2016 and can be consider 95% confidence level with 50% desired attribute and maximum desired sampling error at 95% confidence level.

Name of District	Name of Upazila	Numbers and Name of Union (Total 40 Unions)
Khulna	Dacope	<b>Total 9 Unions:</b> Bajua, Banishanta, Laudobe, Chalna, Dacope, Koilashganj, Kamarkhola, Sutarkhali and Tildanga
	Koyra	<b>Total 7 Unions:</b> Amadi, Bagali, Dakshin Debkasi, Koyra, Maharajpur, Maheshwaripur and Uttar Debkashi
Satkhira	Shaymnagar	<b>Total 12 Unions:</b> Atulia, Bhurulia, Burigoalini, Gabura, Ishwaripur, Koikhali, Kashimari, Munshiganj, Nurnagar, Padmapukur, Ramjannagar and Shyamnagar
	Kaliganj	<b>Total 12 Unions:</b> Bharashimla, Bishnupur, Champaphul, Dakshinsreepur, Dhalbaria, Krishnanagar, Kushulia, Mathureshpur, Moutala, Nalta, Ratanpur and Tarali

<sup>3</sup> Citizen Voice and Action: The Beginnings of World Vision's Social Accountability Methodology

<sup>4</sup> Active and functional means all committees formed by the UP for discharging its functions effectively, formulating development plans, implementing them and ensuring people's participation. This definition will be reviewed and contextualized.

The assignment will cover variety of suggested stakeholders that include existing VDC members, community people (women and marginalized people will be preferred), representatives from selected UP standing committee members including line department (govt) senior officer at Upazila level, representatives from LSPs, DC (District Commissioner), UNO (Upazila Nirbahi Officer), Upazila Chairman, Local government expert, government officials at ministerial level, NGO/Civil Society Representatives.

## 5. SUGGESTED METHODOLOGY

The methodology will include: (i) interviews with the World Vision Nobo Jatra team and the local USAID mission to understand the background and expectations, (ii) comprehensive literature review of all relevant documents; and (iii) qualitative and quantitative methods. The qualitative method will consider Key Informant Interview, In depth Interview and Case Study while structured questionnaire will be used for quantitative method.

## 6. EXPECTED DELIVERABLES

Deliverables	Submission Timeline	Role of WVB/USAID
Inception Report, covering detailed analysis methodology to be used, analysis questions, data collection plans and timeline	one week after signing the contract	WVB will provide comments within 3 days
Draft Report, will be developed following reporting template as stated in section 9.	5 weeks after getting feedback from WVB	WVB will provide comments within 7 days
Stakeholders Consultation Report on the draft	7 days after submission of draft report	WVB will support to organize the stakeholders meeting
Final Draft Report	5 days after receiving feedback from WVB	Final comments from USAID within 7 days
Final Report	2 days upon receiving comments from USAID	

**7. TIMELINE:** Tentative timeline in between June 15, 2016 to August 31, 2016 (within no more than 75 Calendar days from the date of contract signing with WVB).

## 8. MANAGEMENT ENGAGEMENTS AND WORK PLAN

The assignment will be carried out by a consulting firm/consultant. The firm/consultant will form a team comprising of at least a governance expert as the team leader, a data analyst and a data collection coordinator, will be responsible for

- Developing plan of action with specific time frame and responsibility, preparing appropriate methods, tools and techniques, and finalizing the plan in consultation with WVB designated team/personnel.
- Reviewing the project documents and secondary data related to achieving the research objectives as a part of literature review and collecting data from the fields as per the agreed methodology.

- Data coding, entry and analysis; drafting report and sharing with stakeholders and final report submission.
- Ensuring submission of specified deliverables prior consultation and feedback from WVB designated team/personnel.
- Undertaking all necessary steps described in the ToR in order to produce quality outcome document.

A six member's team from WVB will be formed. The team comprises of Good Governance and Advocacy Manager (GGAM) as the focal person, M&E Manager and Field Coordinators (Four) as the members. They will be responsible for providing all necessary documents (as required by the consultants) and administrative support for collecting data from the field including approval of plan of actions, methodologies and report. GGAM will be the key contact person for the assignment. The consultant (Team Leader) will communicate with him time to time for necessary supports and inputs as required and update him about the progress.

The WVB team will maintain regular communication with the COP, DCOP, USAID focal point and WV USA concerned personnel to update the progress and to have their inputs and suggestion.

## 9. REPORTING TEMPLATE

The report should contain the following contents, but not limited to

- Executive summary (2 pages)
- Table of Contents ( 1 page)
- Acronyms (1 page)
- Introduction (1 page)
- Background/Literature Review (4 pages)
- Methodology/Approach (2 pages)
- Results and Analysis (15 pages)
- Conclusions and Recommendations, (3 pages)
- References (2 pages)
- Annexures (10 pages)

## 10. CONSULTANT/S QUALIFICATIONS

- Advanced university degree (Master's degree or equivalent) in Public Administration, Governance, Social Science or other relevant field.
- Five or more years of progressively responsible experience of conducting research in any of the field related to good governance, local government institutions, self-help community group, advocacy and human rights.
- List of similar assignment/s conducted with references.
- Proficient written and communication skills (in oral and written English and Bengali) together with computer skills and use of relevant software and other applications. Ability to work independently is necessary.

## 11. LEGAL AND ETHICAL MATTERS

The assignment should comply with USAID and WVI Norms and Standards. Consultant/s should abide by the terms and conditions mention in the TOR and the subsequent Request for proposals (RFP). It is important that the consultant/s does not have any links to project management, or any other conflict of interest that would interfere with the independence of the assignment.

## Section IV. Vendor's Primary Information Collection Sheet

### VENDOR'S PRIMARY INFORMATION COLLECTION SHEET

Vendor's Name :
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SL#	Description of Requirements	Information to be Provided here
1	Category of Vendor	
2	Enlistment Date	
3	Trade License Number	
4	Tax Identification Number (TIN)	
5	VAT Registration Number	
6	Address of Business Center	
7	Contact Telephone Number	
8	Contact Mobile Number	
9	FAX Number (Optional)	
10	Email Address:	
11	Webpage Address (Optional)	
12	Contact Person's Name	
13	Vendor's Bank Name	
14	Name of Bank Branch	
15	Bank Sorting Code (Optional)	
16	Bank Account Name	
17	Bank Account Number	

Information Submitted by \_\_\_\_\_

Date:

## CP Behavioral and Security Policy Protocol-FY-2016

To be signed by Staff/Interns/volunteers/Contractors/Board members/Consultants of WV Bangladesh  
(During accepting the offer)

All WV staffs, volunteers, interns, donors, visitors-outside from World Vision Offices, partners and independent consultants, contractors, acknowledge in writing the receipt and understanding of WV Bangladesh behavior protocols and also committed to abide by this. Any violation of the provisions of this document will be ground for taking any disciplinary or legal action by WVB authority to the person as appropriate.

**My Commitment:** I am aware of the pertinent sections of World Vision Bangladesh Child Protection and Security Policy, procedures & protocols and I commit that;

1. I will behave with children with due respect to their rights, respective perception and language.
2. I will always be appropriate and culturally sensitive during all interactions with children in particular.
3. I will not stay alone with any child, whether in the child's house or elsewhere.
4. I will always comply with two adult rule during conducting WVB work where two or more adults will be visible, supervise and be present at all time when children are involved.
5. I will only photograph project children when they are appropriately dressed, and I will respect their dignity and right to privacy at all times.
6. I will take consent from parents/legal guardians/children themselves before taking photograph and will keep record of the consent in the file.
7. I will not use verbal conduct such as derogatory comments, pornography, sexual advances, unwanted invitations, or use of power and authority to persuade a child.
8. I will not hold, fondle, hug, kiss, or touch the children in any inappropriate or culturally offensive way.
9. For any confirmed instance of abuse or exploitation or inappropriate behavior towards children in general I realize that I will be subject to appropriate action by appropriate authority of WVB and LEA members of Bangladesh where necessary in addition to disciplinary action and leave myself open to any consequent decision that such behavior from my side will result in.
10. I will comply with any investigation (external and internal) of the violation of the WVB Child Protection Policy and Standards and committed to make available of information or any document necessary for the completion of the investigation.
11. I will be intentional in caring to the needs and in protecting the rights of the children during my tenure of service with World Vision.

**CP Behavioral and Security Policy Protocol-FY-2016**

12. I am aware of WV's policy on Kidnapping and Hostage situation where no ransom will be paid or gain will accrue to those who employ such methods. I confirm that my understanding that WV Bangladesh will not be responsible in the event of a kidnap or hostage situation.
13. I am aware of the country's political and security situation and will follow WVB's security advice. I will not hold WVB responsible if anything goes wrong with regard to my personal security during my tenure of service with World Vision Bangladesh.
14. I will not hire children below 18 years of age in any form of child labor, in particular will not hire as house made/help. (Child labour is work that is mentally, physically, socially or morally dangerous and harmful to development of children, or that interferes with their schooling. See ILO Convention 182 and 138 for further explanation of child labour.)
15. I will not behave in an inappropriate physical manner, or develop a sexual relationship with a child (under 18 years old), regardless of legal age of consent in the country.
16. I will not condone or participate in behaviour with a child which is illegal, unsafe or abusive; including harmful traditional practices such as early marriage, dowry, and spiritual or ritualistic abuse.
17. I will not hit, mentally torture or use other corporal punishment against a child while the child is in care of WVB or under any project of WVB.
18. Unless it is absolutely necessary and with parental and management consent I will not take a child alone in a vehicle for any of WVB work.

**I have read, understood and I agree to adhere to the Behavior Protocols of World Vision Bangladesh.**

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**Signature**

Name:

ID No:

Department/ADP/Project:

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**Date**

Designation:

# Section VI. Declaration Of Conflict of Interest

## Conflict of Interest – Disclosure letter (FY '16)

**The National Director  
World Vision Bangladesh**

Having read the World Vision Bangladesh Conflict of Interest Policy, and examined my relationships with other organizations and persons to the best of my knowledge, and nothing that if in doubt a relationship should be disclosed for further discussion, I have carefully reviewed each of the seven statements below and marked either “yes” or “no” for each with additional information where necessary.

Circle the appropriate

Answer for each

1. Yes/No I have (or a relative of mine has) a financial interest in, or receive(s) income from, or am/is otherwise affiliated or involved with, an organization or person with which World Vision Bangladesh or any of its office has business or ministry dealings (e.g. a vendor, a partner organization, etc.). (This would include such things as serving as a director, agent or employee of, owning shares in, or being a consultant to, such an organization, or being business partners with an individual who contracts with World Vision or any of its office.

<b>Name of Entity/ Corporation/NGO</b>	<b>Office or Interest in Organization</b>	<b>Approximate annual Dollar Value of Business involved with World Vision</b>

2. Yes/No I am (or a relative of mine is) received, during the past 12 months, a gift or loan or other direct or indirect financial benefit from an organization or person as described in #1 above and Note Below:.

<b>Type of benefits received</b>	<b>Received by</b>	<b>Relationship</b>

Note: Being affiliated or involved with an organization, as referred to in items 1 and 2 above, includes such things as (but is not limited to): serving as a director, officer, trustee, partner, employee or agent of an organization which contracts (or whose parent or subsidiary contracts) to provide goods or services to World Vision, or which is another not-for-profit organization; being a holder of 10 percent or more of the voting power of such a corporation, parent or subsidiary; acting as a consultant to (i) an entity which either receives funds from or contributes money to World Vision, or (ii) another not-for-profit organization; or having any other direct or indirect relationship or business affiliation with an individual or entity which (i) has business dealings with World Vision or to which World Vision provides funds or other material benefit, or (ii) is engaged in not-for-profit activity.

ID No: \_\_\_\_\_ Name: \_\_\_\_\_ Location: \_\_\_\_\_ Signature: \_\_\_\_\_

3. Yes/No I have (or a relative of mine has) a financial interest in, or receive(s) remuneration or income from, or I am involved in a dispute with, World Vision or an entity with which World Vision has ministry or financial dealings.

<b>Name of Entity in Which Such Interest Held</b>	<b>Person(s) by Whom Such Interest Held</b>	<b>Nature and Amount of Each Financial Interest, Remuneration or Income</b>
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4. Yes/No I (or a relative of mine) received, during the past twelve months, a gift or loan or other direct or indirect financial benefit from a source with which World Vision has ministry or financial dealings.

<b>Name of Source</b>	<b>Item</b>	<b>Approximate Value</b>
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5. Yes/No The following staff employed by World Vision Bangladesh/ other World Vision entities are related to me. This is a complete list of individuals related to me who are employed by World Vision Bangladesh/ other World Vision entities.

<b>Name of Related Employee &amp; Relationship</b>	<b>Position Title</b>	<b>Location</b>
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6. Yes/No I hold a position in the government of my country:

<b>Name of Govt. Agency</b>	<b>Position Held</b>	<b>Length of service in years</b>
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7. Yes/No I have no relationships, business affiliations, involvements, associations, positions, financial interests, gifts, loans or other transactions to disclose.

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**I hereby certify that my answers to statements 1-7 above are accurate and that all the information I have declared above is true and is fully updated to the best of my knowledge.**

ID No: \_\_\_\_\_ Name: \_\_\_\_\_ Location: \_\_\_\_\_ Signature: \_\_\_\_\_



## Section VII. SWORN Statement

World Vision

Bangladesh

Abedin Tower (2nd Floor)  
35, Kemal Ataturk Avenue  
Banani, Dhaka-1213  
P.O. Box 9071  
Tel : 9821004-11  
Fax : (8802) 8815180

### SWORN STATEMENT - FY-2016

(to be signed by staff, volunteers, facilitators, interns, consultants during interview)

#### 1. Personal Data :

ID NO:

First Name:

Middle Name:

Last/Family Name:

Present Address:

Permanent Address:

#### 2. I declare under oath that:

I have not violated or been convicted for violation of children's protection rights, including:

<input type="checkbox"/> Physical mistreatment	<input type="checkbox"/> Kidnapping
<input type="checkbox"/> Psychological abuse	<input type="checkbox"/> Murder
<input type="checkbox"/> Sexual abuse	<input type="checkbox"/> Assault
<input type="checkbox"/> Abandonment	<input type="checkbox"/> Labor exploitation
<input type="checkbox"/> Abduction	<input type="checkbox"/> Any other forms of violence against children
<input type="checkbox"/> Abduction or human trafficking	

I further declare that the information given above is true, and in sign of conformity I sign the present Sworn Statement.

\_\_\_\_\_  
Name of Staff /Volunteer/  
Facilitator/Intern/Consultant

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date