



**End of project Evaluation
Terms of Reference**

Urban Slum Fire Readiness Project

**Version Date: 21 December 2018
Final version**

**World Vision Bangladesh and
World Vision Australia**

I. Project Details

Project Name	: Urban Slum Fire Readiness Project
Project Number	: B208048
Country and district(s)	: Dhaka, Bangladesh
Start and End date of Project	: <i>June 2017 to June 2019</i>
Date Baseline data completed	: January 2018
Total Project Budget	: USD 240, 700
Source of funding:	: Google Foundation via Tides Foundation
Estimated Beneficiaries (Direct)	
Total Households:	: 3,300
Total people:	: 30,000
Men:	: 9,557
Women:	: 9,258
Girls:	: 4,557
Boys:	: 4,139

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Terms of Reference Approval:

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Date Approved: 21 December 2018

Approved at WV Australia by: Rajesh Kumar Pasupuleti, Grants Manager
Date Approved: 21 December 2018

i. Acknowledgements

The Terms of Reference for this evaluation was drafted by the Urban Slum Fire Readiness Project Team of World Vision Bangladesh in consultation with the project and programme field teams. The content is based on review of the project design in accordance with World Vision's LEAP requirements.

The parties that contributed to the preparation of this document are: Support Office, NO GAM and Regional DME team.

ii. Affirmation

Except as acknowledged by the references in this paper to other authors and publications, the evaluation TOR described herein consists of our own work, undertaken to describe and advance learning that will guide project implementation, as part of the requirements of World Vision's 'LEAP' Design, Monitoring and Evaluation Learning System. Evaluative approaches conform to BOND evidence principles, and the standards of World Vision's monitoring and evaluation standards¹.

Primary quantitative and qualitative data collected throughout the evaluation process will remain the property of the communities and families described in this document. Information and data must be used only with their consent.

Project Manager, Urban Slum Fire Readiness Project

World Vision Bangladesh
December, 2018

iii. Glossary

A&D	Assessment and Design
A P	Area Programme
BFSCD	Bangladesh Fire Service and Civil Defence
CER	Central Eastern Region
CFRT	Community Fire Response Team
DNCC	Dhaka North City Corporation
DME	Design, Monitoring and Evaluation
FGD	Focus Group Discussion
GO	Government Organization
INGO	International Non-Governmental Organization
KII	Key Informant Interview
PWD	Person Living With a Disability
LEAP	Learning through Evaluation with Accountability and Planning
LFS	Local Fire Stations
NO	National Office
PBAS	Partnership Budget and Actual System
SO	Support Office
TOR	Terms of Reference
USFRP	Urban Slum Fire readiness Project
WVA	World Vision Australia
WVB	World Vision Bangladesh
WVI	World Vision International

2. Project Background

Dhaka is the most densely populated city of the world with 1,730 people living in per square kilometer (Dhaka Times, July 4, 2017). In Dhaka, Bangladesh, over 4,500 houses have been destroyed and 22 people killed due to accidental/incidental slum fires since 2010. As many as 2,379,444 people live in 13,935 slums in Bangladesh with the high risk of fire vulnerability (Information Source: Slum Census, 2014). According to Bangladesh Fire Service and Civil Defence (BFSCD), eight devastating fire incidents took place in slum areas of Dhaka City from January to October in 2017, causing damage worth of \$4267 economic losses. In many cases, slum fires are not reported and therefore these figures can be considered conservative. Unplanned city growth and poor infrastructure make it challenging for relevant authorities to respond and manage urban slum fires. Fires particularly in slums are common because of the typically flammable building materials in slums, (timber, bamboo, etc) fires ignite and spread easily, especially during the dry season (March-May). It is also noted that because of the high population density, firefighting and evacuation are very difficult and it is common for slum dwellers to lose household assets and belongings, an adversity that the poor are ill-prepared to deal with. Conventional smoke detectors are not suitable in slum environments due to the smoke generated by cooking, businesses and burning litter. Therefore, up until now slum fire risk reduction activities have focused on behaviour change, emergency planning, and risk minimization in Bangladesh. Till date there have been no suitable early warning systems that enable a rapid communitywide response. Overcoming this limitation, Urban Slum Fire Readiness Project uses an innovative system (particularly designed for the slum) of radio networked heat-sensing fire detectors (named Lumkani) to provide accurate and timely warning of slum fires enabling an informed and rapid response from community fire response teams. With this consequence project has initially installed 3,100 version-3 Lumkani detectors in Kallyanpur and Korail. However, after installation of Lumkani version-3 the project faced a significant challenge. Specifically, the Lumkani version-3 fire detector was subject to untimely/ spurious triggering, suspected to be caused by a combination of humidity levels and a manufacturing weakness. Considering the limited timeframe remaining on the project to remedy this situation 940 latest version-4 Lumkani devices were re-installed in Korail Slum, in an effort to improve the outcome in terms of early warning system. In total 3,046 Lumkani fire detectors were installed to protect about 2,500 household members in the targeted slums of Dhaka city. Community fire response team members have also been trained by Bangladesh Fire Service and Civil Defence (BFSCD) on Search, Rescue, Fire Fighting and First Aid and were also equipped with basic fire containment equipment so they are now capable to respond immediately after any fire incident.

3. Project Logframe objectives and Indicators

The objectives of the project are:

Project Goal: Reduction in loss of housing due to fire incidence for 30,000 people living in targeted slums in Dhaka, Bangladesh.

Outcome 1: Slum fire early warning system strengthened

Outcome 2: Improved capacity of Community Fire Response Teams to prevent and contain the spread of slum fires

Outcome 3: Target communities have increased awareness on fire risk reduction

Outcome 4: Slum fire micro-insurance business model field validated and contextualised for Bangladesh

Outcome 5: Learnings from the project are documented and shared with stakeholders

Goal, outcomes, intermediate outcomes and outputs' indicators:

Goal	Reduction in loss of housing due to fire incidence for 30,000 people living in targeted slums in Dhaka, Bangladesh.	G.1	% reduction in loss of housing from slum fires
		G.2	Number of houses affected by fire in the past 24 months
		G.3	% of respondents feeling that their community is better prepared to fire incident
1	Slum fire early warning system strengthened	1.a	# of detected fires which are limited to the house of origin
		1.b	Average # of houses damaged during each fire incident
		1.c	Average time between fire incident and response
1.1	3,300 households have Lumkani fire detectors installed and functional	1.1.a	# of households equipped with functional Lumkani fire detectors
		1.1.b	% of households equipped with functional Lumkani fire detectors
1.2	3,300 households have knowledge and skills to use and maintain Lumkani fire detectors.	1.2.a	# of households that know how to use Lumkani fire detector
1.3	Local Fire Stations have increased capacity in early warning system for fire incident	1.3.a	% of trained LFS members with acceptable knowledge on Lumkani fire detector system
2	Improved capacity of Community Fire Response Teams to prevent and contain the spread of slum fires	2.a	# Fire incidents where Community Fire Response Teams responded properly
		2.b	% of trained CFRT members feeling confident in their capacity to respond to fire incident
		2.c	% of target community members feeling confident in the capacity of their Local Fire Response Team to respond to fire incident
2.1	CFRT members have improved skills and knowledge in fire risk management	2.1.a	% of trained CFRT members with acceptable knowledge and skills in search, rescue, firefighting and first aid
2.2	CFRT are provided with fire containment equipment	2.2.a	# of CFRT donated fire containment equipment
		2.2.b	# of CFRT equipped with functional, full fire containment equipment at project end
3	Target communities have increased awareness on fire risk reduction	3.a	% of respondents prepared to fire incident
		3.b	% of respondents aware of basic steps to protect life and assets during fire incident
		3.c	% of respondents aware of proper fire incident response actions
4	Slum fire micro-insurance business model field validated and contextualised for Bangladesh	4.a	# of micro-insurance business model field validated by insurance companies and target HHs
4.1	Slum fire micro-insurance concept developed	4.1.a	# of micro-insurance concept developed
5	Learnings from the project are documented and shared with stakeholders	5.a	# of stakeholders participating in project Inception and Phaseout workshops
		5.b	# of alarm events per month reported, investigated and explained

The full version of the project logframe and monitoring and evaluation plan will be shared with the selected consultant after signature of the contract.

4. Purpose the Evaluation

- This study is an **end-of-project** summative, **outcome evaluation**. Results will be used to measure project results against its design objectives and inform future project designs in this sector. There is a possibility to have a second phase of the project or scale up as well as to be shared with project stakeholders.

5. Evaluation Objectives

The principle objectives of the evaluation are:

1. To analyse the outcome or impact or changes that have occurred within beneficiary households and the community due to project intervention: Verify that the project has **achieved** the stated **outputs, outcomes** and **goal** among disaggregated stakeholder groups (including gender and disability).
2. Evaluate the relevance of the intervention and appropriateness of implementation approaches used.
3. To identify challenges, problems and constraints that have been encountered during project timeline
4. Document promising practices, key lessons learned and recommendations, which will refine the project design **for phase two** (potential scaling-up) of the project.

6. Guiding Evaluation Questions

The report should be organized around the following key evaluation questions.

The consultant will answer each question based on findings from the evaluations and will make relevant recommendations, should a similar project or a subsequent phase of this project be implemented in the near future.

I. Effectiveness:

- a. To what extent have the expected outputs and intermediate outcomes of the projects been delivered?
- b. What are the tangible signs indicating that target slum dwellers have improved their ability to manage fire hazard?
- c. To what extent has the willingness and motivation of trained CFRTs to respond to fire incidents has increased?
- d. To what extent has the level of coordination between and accountability among local government, Fire Service and Community people improved?
- e. Using the guidance provided in the table below, in what category does each of the five outcomes of the project fall?

Table I: Outcomes Assessment Guide

Achievement Level	Description
Achieved	Based on the evaluation, there is evidence demonstrating that the project largely achieved this outcome.
Partially achieved	Based on the evaluation, there is some evidence to indicate that the outcome was achieved or achieved in part.
Not achieved	Based on the evaluation, there is no evidence to suggest that the outcome was achieved.
Unable to assess	The outcome was not able to be assessed due to lack of data or information.

Evaluators will make an informed assessment of the level of achievement of each outcome as per the Outcomes Assessment Guide (Table 1) above. The evaluator's assessment will be based on the evidence collected in conducting the evaluation.

2. Impact:

- f. To what extent has the goal of the project been achieved?
- g. To what extent has slum fire early warning system built community resilience?
- h. What positive and negative changes also occurred as a result of the project interventions beyond what was originally planned by the project design?

3. Relevance: To what extent did the project design and implementation address perceived and evidenced community vulnerabilities and government priorities?

- a. To what extent each of the three following expected project outcomes was responding to a priority need for slum dwellers and for the government?
 - Slum fire early warning system strengthened
 - Improved capacity of Community Fire Response Teams to prevent and contain the spread of slum fires
 - Target communities have increased awareness on fire risk reduction

4. Appropriateness:

- i. To what extent were the project objectives realistic, in relation to the funding and timeframe provided?
- j. To what extent did participating women and men have control and influence over the project approaches and implementation?
- k. To what extent the technology and the technology provider selected by the project were appropriate to the intervention context?
- l. To what extent the training and awareness raising methods adopted by the project were appropriate and understandable for the target slum dwellers and other stakeholders?

5. Efficiency:

- m. Were project inputs (resources & time) used in the best possible way to achieve outcomes?
- n. To what extent the project was able to timely and wisely adapt to challenges faced during the implementation?

6. Sustainability: How sustainable are the systems and benefits established by the project?

- b. How likely slum dwellers will maintain their Lumkani detector functional over time?
- c. To what extent will project stakeholders (including Fire Brigade, Department of Disaster Management, Bangladesh Fire Service and Civil Defence and Dhaka North City Corporation) continue maintaining the early warning system active without the technical assistance that was provided by Lumkani South Africa through the project?

7. Cross-cutting themes: To what extent have the following 5 cross cutting themes been addressed in actual implementation: disability, gender, peace building and conflict-resolution, protection (including child protection) and environmental stewardship. Examples of issues to address:

GENDER:

- To what extent did men and women, boys and girls have equal access to project activities?
- To what extent do men and women (and girls and boys) have equal access to project benefits?
- To what extent did the project purposely address needs for are the women and girls given that they seemed to be the most vulnerable in case of fire emergency?

DISABILITY:

- To what extent do differently able people (including people living with a disability) have meaningful participation and access to project benefits?
- To what extent have project interventions purposely addressed the specific needs of persons living with a disability?

ENVIRONMENT: Did project monitoring and implementation adhere to its own environmental management plan to mitigate negative impacts and optimise positive impacts on the environment

PROTECTION: Have project management complied with WV's Child Protection guidelines to ensure children were not put at risk?

PEACE-BUILDING: Have programme activities promoted understanding between different groups, or created tension?

7. Evaluation Leaders

Core Evaluation Team			
Name	Role & Expertise	Stage of Design	Specific duties
Lead Evaluator			
1. To be selected	Independent evaluation consultant, specialised in urban development and disaster risk reduction	Lead all stages of Evaluation Process	Review project documents. Lead development of a detailed evaluation plan. Develop qualitative and quantitative data collection tools. Conduct training of enumerators and implement data quality checks. Oversee and support data collection. Lead qualitative data collection with key stakeholders. Complete data analysis with respect to key evaluation questions. Draft and finalise the evaluation report.
World Vision assistant evaluators			
2. Andrew Binod Hira Regional DME Coordinator CER World Vision Bangladesh	Key Evaluation Facilitator – DME Technical support	ToR development Selection of Lead evaluator Pre-data collection logistical arrangements Deputy for data collection process Liaison during analysis and writing period.	Write ToR, in consultation. Organise data collection logistics. Facilitate Staff Evaluation Training. Lead delegated aspects of data collection. Coordinate all staff involved in data collection track, receive and collate all data via data collection framework.

3. Vincent Potier, WVA E&L advisor	Evaluation Support for Priority 2 evaluations	Support all stages of the Evaluation process (most likely, from Australia)	Provide advice regarding approach to evaluation. Advise on selection of consultant. Review ToR. Review evaluation plan and data collection tools. Guide consultant in data analysis and reporting. Review and accept final report.
3. Smritee. R. Dhamai I National DME Coordinator – Grants, PNS & Campaign	World Vision Bangladesh	Planning Data collection Report draft review	Support development of the ToR, Evaluation Plan, and data collection, technical assurance; staff training on data collection; and lead aspects of data collection.

9. Team Advisors			
WV stakeholders/advisors			
Name	Role	Stage of Design	Specific duties
NO, WVB	DME Manager	Evaluation scheduling and evaluator recruiting. Supervision of ToR fulfilment/contract performance during and after data collection.	Evaluation management and contract commissioner. Evaluation report approver
Project Manager, USFRP, WVB	Operations Manager	Pre-evaluation	Evaluation sponsor. Scheduling of evaluation into project implementation plans. Facilitation of project staff and community availability.
Sandra Carvajal Ortiz De Rosas	WVA New Business Advisor	Pre-evaluation Submission of draft	Assist the development of Terms of reference and Evaluation Plan. Review report drafts, and provide constructive feedback for improvement
Rajesh Pasupuleti	WVA Grant Manager	Pre-evaluation Submission of draft	Assist the development of Terms of reference and Evaluation Plan. Review report drafts, and provide constructive feedback for improvement and DFAT compliance.

8. Travel expectations of lead evaluator and security context of location

The lead evaluator is expected to be available to spend approximately 10 to 20 days in the country of the project for data collection preparation, collection and debrief in the month of March/ April 2019 (subject to refinement at contract stage).

The evaluation budget will cover the costs of travel visas, transit to and from their designated home point to the project locations, and accommodation, for the duration of the data collection period. However, the estimated cost of transit will form part of the overall cost consideration for selecting a lead evaluator.

The consultant will be responsible for his or her own insurances, vaccinations, health, and security preparedness.

Information on the current security context of the project country and locations can be found on the following website:

<https://smartraveller.gov.au/Countries/asia/south/Pages/bangladesh.aspx>

9. Support Provided by NO to the Study

World Vision Bangladesh National Office will provide the consultant with the following support:

1. Provide relevant documents
2. Give information about the Project working area, community, beneficiary etc.
3. Follow up evaluation process to collect quality data as per indicators keeping close communication with the consulting firm
4. Review and give feedback on the inception plan (including evaluation methodology, timeframe and data collection tools) and draft reports
5. Coordinate with World Vision Australia Support Office & other project stakeholders and incorporate their feedback
6. Effect payments based on agreed terms
7. Provide local transport for data collection in target areas support as per pre-decided plan
8. Provide a conference room for briefings and enumerators training, including snacks and lunch

10. Proposed Evaluation Products and Milestone Dates

The following proposed dates will be subject to negotiation and revision, with the chosen candidate.

Products	Due date:
Publication of Terms of References / Request for Proposals	21 December 2018 to 13 January 2019
Agreement sign off between WVB and Consultant/ Consulting Firm	From 28 January 2019
Develop Draft Evaluation Inception Plan , including the following documents: (a specific template will be given to the consultant) <ul style="list-style-type: none">○ Review methodology○ Sampling strategy○ Data quality assurance mechanism○ Timeframe (sequencing of baseline activities and data collection)○ Required resources○ Draft qualitative data collection tools (i.e. FGD and KII guiding questions and PRA exercises):	From 15 to 28 February 2019

Submit Final Evaluation Inception Plan with final tools	Early March 2019
Proposed data collection dates (Subject to adjustment with lead evaluator): <i>Product will be: All data records whether in soft or hard copy e.g. transcripts, databases, spreadsheets, photographs: Photographs and audio data, by the last day of in-country work. Written and statistical documentation handed to WV Country Office</i>	TBD (Between March and April 2019)
Workshop #1: Presentation of preliminary findings to Project team (NO Technical Advisors, Partners Advisors) from qualitative survey, validation and finalization of design of qualitative survey (method, tools, etc.)	TBD (during quantitative data collection. E.g. once 30 to 50% of HH surveys are done, before start of qualitative data collection)
1 st complete draft evaluation report	1 May 2019
2 nd complete draft evaluation report , incorporating initial feedback	21 May 2019
Workshop #2: Presentation of the second draft report to project team and external project stakeholders (embedded in the WVB annual review planning session)	Optional / TBD
Final version review report , incorporating second round of feedback: <i>(Final version to include an executive summary that can stand alone as a self-contained summary report, tools, raw data and qualitative analysis framework)</i> A specific template will be given to the consultant. Recommendations will have to be made for each indicator and each key review question based on the findings of the review.	20 June 2019
Workshop #3: Presentation of the final version of the report to project team and external project stakeholders (embedded in the WVB annual review planning session), and donor (if applicable)	Optional / TBD (before 28 June 2019)

Please note that there will likely be more than two rounds of reviews for each report based on the needs.

11. Anticipated Limitations

Please note that general elections will be held in Bangladesh on 30 December 2018 to select members of the Jatiya Sangsadthere (Parliament). Thus, the country may experience some post-election reactions including potential unrest early 2019.

12. Budget

The evaluation is funded through the project budget which has already been approved. The budget will cover all associated costs of the evaluation, including the consultants' fee, travel and accommodation, field transport and evaluation supplies.

Mode of payments:

The consultant should have the opportunity to take 30 percent advance after submitting the appropriate work plan with signing contract, 30 percent after submission of draft report and draft summary finding sharing, and the rest 40 percent to be given upon receiving the Final Report with necessary documents. The Consultant should provide relevant and appropriate evidences in support of their events and information provided for qualifying themselves.

13. Standards of Ethics and Child Protection

The lead evaluator will be responsible for ensuring that data collection and analysis approaches are designed to mitigate child protection risks, and protect participants' privacy and wellbeing by establishing and following credible ethical evaluation principles. The lead evaluator must ensure all members of the evaluation team has been oriented in the ethical considerations employed in the evaluation. Ethical principles will include the following:

Voluntarism, confidentiality and anonymity of participants: All participation in interviews must be voluntary, will not create harm to participants during or after the data gathering, and their anonymity and confidentiality will be protected. Voluntary involvement must be assured by a scripted verbal explanation of the survey being conducted. The script must inform respondents that they may choose to not respond to certain questions and may end the survey at any time.

Do No Harm: Project and evaluation themes must be screened for topics and questions that may cause distress to some interviewees. Mitigating approaches and referral options must be developed accordingly.

Integrity: Data from participants must be presented honestly and proportionately, such as the authoritativeness, extent-shared and intensity of opinions across the target population, and aligning quotes with the evaluative themes intended by the informant. Unexpected or contentious findings should be triangulated with other forms of data to gauge significance.

Participant perspective: To the extent possible, given logistical limitations of each context, preliminary findings should be shared with a plenary of project stakeholders to invite their reactions and interpretations. These will be recorded and added to the final report.

Child Protection: If children (under the age of 18) are to be interviewed, it will be in the presence of a responsible adult from the child's family, or other implied guardian from the community. Children will not be exposed to questions of a highly personal, sensitive, potentially distressing or embarrassing nature.

If children are to be interviewed, child protection reporting protocols will be established and all staff made aware of when and how to report any issues that arise from data collection.

Evaluation coordinators must have completed and been cleared by a police check within the last two years. All evaluation coordinators and collectors will be required to review, sign, and adhere to a child protection code of conduct.

The lead evaluation must familiarise him or herself with the following ethical and protection guides (to be supplied to the selected lead evaluator):

- WVI Child Protection Code of Conduct
- WVI Guideline of Ethical Principles

14. Documents to be made available for evaluation preparation

- WVA Templates for Evaluation Inception Plan and Evaluation Report
- Project design documents: narrative, logframe and M&E Plan
- Project baseline evaluation report including dataset
- Relevant Project monitoring data and reports
- BOND Evidence Principles
- Australasian Evaluation Society Ethics Guidelines

15. Required skills and experience

- Strong experience in conducting project mid-term and final evaluations
- Strong capacity in training of enumerators and quality control
- Proven capacity to communicate and work effectively with marginalised community members and community-based organisations
- Experience in applying disability inclusive and/or gender inclusive approaches in project reviews
- Strong experience in both quantitative and qualitative data analysis
- Excellent report writing and presentation skills in English
- Strong expertise in disaster risk reduction in urban settings, especially on fire hazard
- Experience of conducting research in unformal urban context
- Experience of working with relevant government agencies such as Department of Disaster Management, Bangladesh Fire Service and Civil Defence and Dhaka North City Corporation (desired)
- Experience working in the slums of Dhaka (desired)
- Experience working in projects involving technological innovation (desired)
- Experience working in projects involving micro-insurance schemes (desired)

16. Instruction to bidders

- Both international and Bangladesh national consultants and firms are invited to bid
- Please submit your bid by the **Sunday 13 January 2019**, midnight Dhaka time
- Bid should be submitted in English and include the following:
 - Technical offer including the following:
 - Proposed methodology (not exceeding 5 pages)
 - Detailed proposed work plan
 - CV of the consultant firm (if relevant) (not exceeding 2 pages)
 - Roles and responsibilities of evaluation team member
 - Summary CV of evaluation team members detailing similar experience (not exceeding a quarter page per team member)
 - Full CVs in annex (not exceeding 3 pages per CV)
 - Samples of previous similar pieces of work (not exceeding 2 pieces of work)
 - Contact of references
 - Detailed financial offer in US Dollar describing consulting fees, international and national travels, costs of facilitators, transport and accommodation
 - Written confirmation of availability during the indicated timeframe
 - Submit your bid via email:
- Bids should be submitted to the following addresses:
 - Andrew Binod Hira <andrewbinod_hira@wvi.org>
 - Vincent Potier <vincent.potier@worldvision.com.au>
 - Fatema Meherunnessa <Fatema_Meherunnessa@wvi.org>
 - Milton Munshi <miltonmunshi@wvi.org>
- with the following subject: “EL_USFR”
- The indicative budget available for the Endline Evaluation is 12,000 US Dollar. Financial offers should include:
 - In country: VAT 15% and Tax 10%
 - Overseas: VAT 15% and Tax 20%