Request for Proposal

Consultant (Individual/Firm) for Developing Safeguarding Policy for Community-Based Organizations (CBO)

Section - 1: Background

Bandhu Social Welfare Society (Bandhu) is a national-level welfare-oriented non-governmental organization that respects indigenous values and traditions and has been working to improve the quality of life of transgender and marginalized communities since July 1997 through registration with the Ministry of Social Services and the NGO Affairs Bureau of the Government of the People's Republic of Bangladesh. Currently, 'Bandhu' is working to improve the quality of life of the mentioned communities through 36 field offices in 22 districts, providing them with healthcare, sexual and reproductive health, especially HIV prevention, and human rights protection activities, as well as good governance, cultural preservation, humanitarian assistance, and sustainable economic development. Bandhu's various activities play a special role in achieving the Sustainable Development Goals (SDGs) of the Government of Bangladesh, especially Goals 1, 3, 4, 5, 8,10, 16, and 17.

Rationale

A Community-Based Organization (CBO) is a non-profit, grassroots group operating at a local level to address specific community needs, such as health, education, or infrastructure. Led by community members, CBOs prioritize local leadership, trust, and tailored solutions to improve the well-being of residents within a specific geographic area. Bandhu Social Welfare Society has long been working uninterruptedly to support the development and wellbeing of Hijra and other marginalized communities in Bangladesh. Recognizing the need to further strengthen protection and accountability, Bandhu aims to establish a robust safeguarding environment not only within the organization but also across its Community-Based Organizations (CBOs), partners, and collaborating stakeholders.

While initial steps have been taken, Bandhu is committed to advancing its safeguarding framework in line with national and international best practices and to fostering a culture of zero tolerance toward safeguarding violations. As part of this commitment, Bandhu plans to engage a qualified consultant to develop comprehensive Safeguarding Policies aligned with PSEAH, Child Safeguarding, and Whistleblower Policies, ensuring clear applicability at both organizational and CBO levels.

Section - 2: Proposed Consultancy:

2.1 Scope of the work	1. Policy Development & Contextual Adaptation • Conduct a rapid desk analysis and study of existing Bandhu safeguarding-related documents, national PSEAH guidelines, international standards (UNICEF, IASC, Core Humanitarian Standard, etc.), and relevant Bangladeshi laws.

- Develop one unified **Safeguarding Policy** that explicitly integrates:
  - Protection from Sexual Exploitation, Abuse and Harassment (PSEAH)
  - Child Safeguarding
  - Whistleblower / Protected Disclosure mechanism
- Ensure the policy is:
  - Survivor-centered
  - Gender-responsive
  - Explicitly inclusive of Hijra, gender-diverse and other marginalized populations
  - Written in clear, accessible Bangla + English
  - Contextually relevant to small CBOs with limited resources

2. Governance & Accountability Structures

Define and document:

- Clear roles and responsibilities of CBO Board, Executive Head, Safeguarding Focal Point / Safeguarding Officer, staff, volunteers, and partner organizations
- Reporting lines (internal + external)
- Mandatory reporting obligations
- Zero-tolerance statement with corresponding disciplinary measures
- Accountability and oversight mechanisms (including annual safeguarding report requirement)
- Develop an adaptable **Digital Security Guideline** aligned with Bandhu's safeguarding framework, addressing data protection, confidentiality, and safe digital practices for staff and CBOs.
- Submit final policies, guidelines and a brief completion report in editable and soft-copy formats.

3. Safe & Accessible Reporting & Response System

Design and include in the policy package:

- Multiple, safe, confidential reporting channels suitable for resource-constrained CBO settings.
- Step-by-step complaint handling flowchart (receipt → assessment → investigation → decision → appeal)
- Case management principles & minimum standards
- Referral pathways to external specialized services (medical, legal, psychosocial, shelter) — with emphasis on Hijra-friendly providers
- Immediate safety planning guidance
- Survivor support & non-retaliation commitments

4. Training & Orientation Module Development

Develop a ready-to-deliver **Safeguarding Orientation & Training Package** including:

- Facilitator guide
- Participant handbook (simple language, visuals, Hijra-inclusive examples)
- PowerPoint/Keynote presentation
- Pre/post knowledge assessment tool (short quiz)
- Key topics:
    o What is safeguarding & why it matters in the CBO context
    o Power imbalances and vulnerability
    o Recognizing different forms of abuse/harassment/exploitation
    o PSEAH commitments and red flags
    o How to report safely
    o Expected staff/volunteer behaviour (Code of Conduct summary)
    o Consequences of violations

5. Code of Conduct & Behavioural Standards

- Develop a concise, standalone **Safeguarding Code of Conduct** (1–2 pages) that all staff, volunteers, consultants, and visitors must sign.
- Include specific examples relevant to community-based work with Hijra and gender-diverse populations.

6. Awareness-raising & Culture-building Materials

Produce lightweight communication materials to embed a safeguarding culture:

- One-page poster (key messages + reporting channels)
- Pocket-sized card/badge insert with reporting hotline numbers

7. Implementation Support Tools

Deliver the following practical tools:

- Safeguarding Induction Checklist (for new staff/volunteers)
- Annual Safeguarding Self-assessment Questionnaire for CBOs
- Incident Log template
- Safeguarding Committee Terms of Reference template (for larger CBOs)

2.2 Objective of the	i. To develop Safeguarding Policies aligned with PSEAH, Child

consultancy	Safeguarding, and Whistleblower Policies, ensuring they are inclusive, survivor-centered, gender-responsive, and contextually relevant to the work of Bandhu with Hijra and marginalized groups. ii. To establish clear roles, responsibilities, reporting lines, and accountability mechanisms for safeguarding applicable to staff, management, partners, and collaborating stakeholders. iii. To design and develop a safeguarding policy–based training and orientation module aimed at enhancing the knowledge, skills, and attitudes of staff members toward safeguarding principles and practices. iv. To strengthen safe, confidential, and accessible reporting and response mechanisms, including guidance on complaint handling, referrals, and case management. v. To support the promotion of a culture of zero tolerance toward safeguarding violations through awareness-raising, behavioral standards, and ethical practices.
2.3 Target Participants	• **Primary focus:** Hijra communities and other gender-marginalized communities (Sex workers, Minority ethnic groups/indigenous people, people living with disabilities, etc.). • Do not force categories; use self-identification and do-no-harm language.
2.4 Methodology	The assignment will be implemented through a combination of workshops, consultations, consultancy, meetings, and FGDs (if needed) with Hijra & Marginalized Community members of the CBOs, Project staff of Bandhu under the Nagorikata-CEF project. The participatory approach will be used to develop the Safeguarding Manual, with the current country context aligned with the labor law. The draft manual will be shared with the relevant CBOs for feedback before finalization.
2.5 Deliverables	1. **Development of an integrated Safeguarding Policy** aligned with PSEAH, Child Safeguarding, and Whistleblower policies, contextualized to Bandhu's work with Hijra and marginalized communities. 2. **A practical and adaptable Digital Security Guideline** aligned with Bandhu's existing policies and safeguarding framework. 3. **Reporting and Response Mechanisms:** Clear safeguarding reporting pathways and SOPs for complaint handling, case management, referrals, and accountability. 4. **Training and Orientation Module:** Development of a safeguarding training/orientation module with user-friendly materials for staff and partners. 5. **At least one sharing/orientation session** to support internal implementation. 6. **Final Submission:** Final policies, guidelines, and training

2.6 Logistic Note	materials submitted in editable and soft-copy formats, with a brief completion report
	The Consultant (Individual/Firm) is solely responsible for administering the assessment work. All logistics support to move forward to the CBOs, like local conveyance, FGD's cost (if needed), and other relevant costs, should be organized by the consultant (if required).
2.7 Key Deliverables	1. **Development of an integrated Safeguarding Policy** aligned with PSEAH, Child Safeguarding, and Whistleblower policies, contextualized to Bandhu's work with Hijra and marginalized communities. 2. **A practical and adaptable Digital Security Guideline** aligned with Bandhu's existing policies and safeguarding framework. 3. **Reporting and Response Mechanisms:** Clear safeguarding reporting pathways and SOPs for complaint handling, case management, referrals, and accountability. 4. **Training and Orientation Module:** Development of a safeguarding training/orientation module with user-friendly materials for staff and partners. 5. **At least one sharing/orientation session** to support internal implementation. 6. **Final Submission:** Final policies, guidelines, and training materials submitted in editable and soft-copy formats, with a brief completion report
2.8 Time frame	• Deadline Submission of Proposal: **16 March 2026** • Shortlist of Consultant (Individual/Firm): **30 March 2026** • Interview: Set the date for a discussion with management • Duration of the Consultant (Individual/Firm): **45 days** (after the signing of the agreement)

Section - 3: Reporting:

The Consultant (Individuals/Firm) will report directly to the **Executive Director** of Bandhu and will submit any other required reports. Moreover, he/she will also communicate with **Aniqua Tabassum Promy, email: promy@bandhu-bd.org**. After the completion of the task, the Consultant (Individuals/Firm) will submit the final version of the report to Bandhu for review from Bandhu's end. After reviewing, the final deliverables will be submitted in accordance with the clause mentioned in the **"Deliverables section"**.

Section - 4: Requirement of the Individual Consultant:

4.1 In case of Individual/freelance Consultant:

For Consultant (Individual / Firm)

- Advanced academic background in Gender Studies, Human Rights, Law, or Social Sciences.
- At least five (05) years of proven experience in conducting sensitive research with marginalized communities. Preference will be given to individuals or firms with experience working with NGOs or INGOs.
- Demonstrated experience in developing organizational policies, specifically Gender, Safeguarding, or Anti-Discrimination policies.
- Proven understanding of the country context and the specific challenges faced by Hijra and Marginalized Populations in Bangladesh.
- Strong drafting, documentation, and communication skills in both English and Bangla.

Section - 5: Basis of Payment

Payments will be made in three tranches upon approval of deliverables:
- 30% upon submission of the inception report and work plan.
- 40% upon delivery of **Expected Deliverables1-6**.
- 30% upon acceptance of final deliverables (**Expected Deliverables-6**).
- Payments will be made through an account payee cheque in favor of the consultant(s) or consultancy firm.
- VAT and AIT will be deducted as per the government. policy. Bandhu will deposit to treasurer and provide a chalan copy.

Section - 6: Guidelines for Proposal Writing

Guideline for Proposal Writing

The proposal (duly signed) should comprise with only the following sections and given page limit. Proposal will be accepted both hard and soft copy. In case of hard copy offer should be dropped in following address: *****, Bandhu Social Welfare Society, 99 Kakrail, Dhaka 1000, Bangladesh** (please mention '**Consultancy Proposal for Safeguarding policy for Community Based Organizations (CBO)**' on top of the envelop) and soft copy only through email to procurement-3@bandhu-bd.org in soft copy form (signed scanned copy mentioning '**Consultancy Proposal Safeguarding policy for Community Based Organizations (CBO)**' in subject line).

Topic	Maximum Page Limit
Technical Proposal	
Cover Page	1 Page
Table of Content	1 Page
Understanding of the Assignment	2 pages
Technical Approach and Methodology	3 Pages (Maximum)
Proposed Work Schedule including dissemination and validation workshop	1 page
Team composition along with its rationale / role and CVs of persons involved	As required (but not more than 3 pages)
Any other relevant information (if required only)	2 page
Financial Proposal & Budget detailing	
• Consultancy days and fees (in case of more than one-person team, days should be mentioned for every member of the team) • Cost must be included for participants of survey interview, FGD, KII and IDI (Specially for Hijra and marginalized communities)	

- Travel (where need)
- Any other expenditure (please mention nature of expenditure)
- VAT and taxes
- Total amount including VAT and Tax (it should be BDT)

Required annexure
- Organizational profile (in case of firm/org) (submission of interest in org letter head pad)
- Curriculum vitae for main persons involvement (in case of individual consultant/team)
- Legal Status: Registration, TIN, VAT certificate (if applicable),
- Please submit proof copy of last return submission.

Evaluation Criteria: Technical Proposal and Financial Proposal will be evaluated in the following criteria:
Technical Proposal-80% (Education 10% of Consultant or Focal Person, Related Experience-30%, Idea & Brief Writing-30%, Sample of previous report 10%)
Financial Proposal-20%

Section - 7: Data Sheet

Request for Proposal	Consultant (Individual/Firm) for Developing Safeguarding Policy for Community-Based Organizations (CBO)
Submissions required	Proposal including Technical Submissions and Financial Submission
Contact details for all conceptual /contextual queries, including any clarifications	If the consultant needs to know anything related to this consultancy, please email **procurement-3@bandhu-bd.org**
Language	English for proposal
Currency for Financial Submission	Bangladeshi Taka (BDT)
Eligibility to apply	As Instructed in Section 4
Address for proposal	**The Procurement Team** Bandhu Social Welfare Society 99 Kakrail, 2nd Floor, Dhaka-1000, Bangladesh Phone: +88 02 9339898, 9356868, Email: procurement-3@bandhu-bd.org
Last date of proposal submission	**16 March 2026**

Section - 8: Withdrawal/Termination of Agreement

The agreement shall be effective between the dates mentioned in the agreement, unless otherwise terminated earlier. Bandhu may terminate the agreement with immediate effect on the occurrence of any irregularities, anomalies relating to activity implementation, and non-compliance with any terms and conditions as agreed upon in the agreement. In the event of a major natural disaster, war or major civil or political unrest, the agreement may be renegotiated and jointly revised between the two parties, recognizing any consequent change in the environment for implementation.

Section - 9: Miscellaneous:

- All the terms & conditions of this agreement are binding upon the parties and once this agreement is in place, no provision of this agreement can be questioned.

- Any modification and amendment to the present agreement shall be made in writing with the consent of both parties.
- Both parties assume that this assignment does not go against the rules and regulations of the Government of Bangladesh.
- This agreement shall be subject to Bangladeshi Law. Before undertaking legal steps, the parties shall enter into discussion in order to find an acceptable settlement of such a dispute by direct negotiation.
- Only Bandhu has full property rights of their study if the consultant uses this study as a reference, that's they need prior approval from Bandhu.

Interested consultants or Firms can submit their application by email to **procurement-3@bandhu-bd.org,** indicating the title of this assignment. The closing date for receipt of proposals is **March 16, 2026.**