

PLATFORMS FOR DIALOGUE (P4D)

Strengthening Inclusion and Participation in Decision-Making and Accountability Mechanism in Bangladesh

TERMS OF REFERENCE

To hire a suitable organisation for developing a third-party monitoring system/guideline for Citizen's Charter (CC), Grievance Redress System (GRS), Right to Information (RTI) and National Integrity Strategy (NIS)

Cabinet Division of Bangladesh plans to develop a third-party monitoring system and operational guidelines for CC, GRS, RTI and NIS - Social Accountability Policies through the Platforms for Dialogue (P4D) project. The system is called 'third party monitoring system with an objective that it can be used by any national, international organisation, CSO or NGO in addition to the Cabinet Division, ministry and other government departments.

To achieve above-mentioned objective, P4D project is looking for a qualified organisation or consultancy firm to develop an **institutional monitoring system for Citizen's Charter (CC), Grievance Regress System (GRS), National Integrity Strategy (NIS), and the Right to Information (RTI) implementation, progress and performance. Working with relevant stakeholders, this activity will design a third-party evaluation system and define operational guidelines, with a clearly articulated and shared definition of forms of engagement between GoB and CSOs.**

P4D is a multi-year programme funded by the European Union and delivered by the British Council Bangladesh in partnership with the Cabinet Division Bangladesh. **The overall objective** of P4D is to strengthen democratic ownership and improve accountability mechanisms in Bangladesh. **The specific objective** of P4D is to promote a more enabling environment for the effective engagement and participation of citizens and civil society in decision-making and oversight.

P4D's activities are organised into three Result Areas, enabling P4D to engage, convene, and build the capacity of citizens, civil society, and the government on the district, divisional, and national levels:

- Result Area 1:** CSO's ability to influence government policy and practices raised through increasing the government officials' accountability to - and more effective representation of - citizens' interests;
- Result Area 2:** Accountability and responsiveness of government officials raised through enhanced capacity-building of decision-makers and engagement with CSOs;
- Result Area 3:** New tools and policy platforms for a more effective dialogue between citizens and the government are developed and utilised.

More information about P4D can be found on the project website at <https://www.p4dbd.org>

The Citizen's Charter and Grievance Redress System (GRS) are two essential policy tools of the government to ensure and promote participatory governance in the country. These policy tools are very much aligned with the government priorities, including seventh and eighth five-year plans and other strategic priorities. This activity also aimed at supporting the government of Bangladesh in achieving the Sustainable Development Goals (SDG) target 16.6: Develop effective, accountable and transparent institutions at all levels.

Cabinet Division is mandated to implement Social Accountability Tools – CC, GRS, RTI and NIS, and promote participatory governance in Bangladesh. Cabinet Division has developed guidelines for the implementation of CC and GRS and is leading the implementation process. To make the

implementation more effective, the Cabinet Division aims at developing a “third-party monitoring system” to assess the progress and identify the areas for improvement.

Requirements

P4D seeks a professional and experienced organisation/institution to develop a monitoring system and operational guidelines of social accountability policies CC, GRS, NIS, RTI. The third-party monitoring system and operational guidelines should outline monitoring and reporting modalities for governmental and non-governmental organisations (third party).

Applicant organisation, firm or institution should have a thorough understanding of the country context, relevant Government policy instruments, and their implementation mechanisms. Successful implementation of this assignment depends on solid prior experience of doing independent policy monitoring and evaluation in Bangladesh. It is also critical to have a thorough understanding of social accountability policies and policy evaluation methods.

The selected organisation/firm/institution must engage highly qualified and skilled professionals to facilitate the successful completion of this assignment.

Implementation period:

The assignment should be completed within six months from the date of signing the agreement.

Objectives of this consultancy assignment

Overall Objective:

The overall objective of this activity is to develop a third-party monitoring system along with a manual and operation guideline for CC, GRS, RTI and NIS. This monitoring system can be used by the Cabinet Division, ministries or other government departments and other non-governmental organisations, including national/international organisations, CSO and NGOs. The manual and the operational guidelines should outline different monitoring and reporting modalities by both the government and any third party.

Specific Objectives:

The specific objective includes

1. Understand current state of the implementation of CC, GRS, NIS and RTI
2. Develop a third monitoring system to be used by both the government and relevant third party organisations;
3. Develop a manual and operational guidelines with clear articulation and shared definition of forms of engagement between GOB and CSOs;
4. Incorporate the monitoring system, manual and operational guideline into the CC and GRS guidelines developed by the Cabinet Division.
5. Produce third party evaluation report on CC, GRS, NIS and RTI using the manual and operational guidelines (additional time may be provided for this activity).

Scope of the Work

Scope of work shall comprise, but not limited to, the following:

- **Literature Review:**

- Government Five Year Plans,
- Existing rules and regulations in relation to the CC and GRS,
- Guidelines and relevant policy documents,
- P4D Project documents,
- IGSA workshop Report,
- Any relevant documents and reports by the Cabinet Division on GRS and CC,
- Study reports on GRS and CC implementation in Bangladesh,
- **Consultations:**
 - Consultation with relevant officials of the Cabinet Division, relevant Ministry and Departments,
 - Consultation with P4D, British Council and EU relevant officials,
 - Consultation workshop with appropriate government officials at the field levels
- **Development, validation and documentation:**
 - Develop the monitoring system, manual and operational procedure,
 - Validate the system, manual and operational guidelines in consultation with the Cabinet Division, relevant ministry, other government departments,
 - Document the entire development process for future use and reporting highlighting the success and challenging areas,
- **Dissemination: Documentation of piloting process and learning**
 - Dissemination workshops with government officials both at the national and district level (P4D operational districts only),
 - Dissemination workshops with national/international organisations, CSOs, NGOS, government and semi-government organisations,
 - Presentation of findings based on gender and social inclusion segregation
- **Application of the tool:**
 - Conduct third party monitoring of CC, GRS, RTI and NIS

The methodology of the assignment (s)

Selection of the methodology for the assignment(s) is the organisation's prerogative and will reflect the firm's/organisation's level of understanding about the assignment. Appropriateness of the method is an essential criterion for evaluating proposals.

Deliverables:

- Inception Report including:
 - Findings of Initial meeting with the Cabinet Division and P4D over the requirements of the assignment.
 - Method to conduct a baseline survey/sample survey to understand the current state of M&E practices.
 - Detail deliverable plan with timeline.
 - Team composition with role and responsibilities.
- Conduct the baseline survey, data collections, analysis, and presentation,

- Draft CC, GRS, RTI and NIS monitoring system, manual and operational guidelines,
 - Define the role and responsibilities of the Cabinet Division, Ministry, government departments, non-government organisations/institutions and semi-government organisations/institutions,
 - Implementation steps, manual to carry out actual monitoring,
 - Engagement modalities between Government, CSO, and citizens over the implementation of the monitoring system,
- Finalise system/operational guideline
 - Monitoring system/operational methodology and operational guidelines for CC
 - Monitoring system/operational methodology and operational guidelines for GRS
 - Recommendations for further action (for the Cabinet Division and other stakeholders)
- **CC, GRS, RTI, NIS third party evaluation** using the manual and operational guidelines
 - Application of the manual and guideline to produce an evaluation report on four social accountability tools

Output level deliverables:

- One inception report.
- Baseline survey report with the current state of monitoring mechanism of CC, GRS, NIS and RTI
- Consultations with the Cabinet Division, Ministries, departments, national/international organisations, CSOs, NGOs, semi-government institutions.
- Draft Monitoring system.
- Validation finalisation of Monitoring system.
- Draft Manual and Operational Guidelines.
- Validation and finalisation of the Manual and Operations Guidelines.
- Use the Manual and Operational Guidelines to produce one third party evaluation report on CC, GRS, NIS and RTI
- Dissemination at both national and district level among government and non-government organisations.
- Final activity report

Tentative assignment period (s).

SI No	Deliverables	Timeframe (estimate)
01	Inception report	July 2021
02	Baseline survey	September 2021
03	Development and approval of the monitoring system, manual and operations guidelines including validations	October 2021
04	Disseminations at both national and district level	November 2021
05	Third party evaluation of CC, GRS, RTI and NIS	December 2021
06	Submission of final activity report	December 2021

Composition of the Core Team for the assignment (example)

Position	Quantity	Qualification
Team Leader (policy expert)	1	<ul style="list-style-type: none"> • Post-graduation in Social Science/Public Administration or any other social science discipline subject from a recognised university. • Ten years' proven experience in governance-related projects/activity • Experience in monitoring & evaluation • Experience in developing policy documents for the Bangladesh government. Senior retired civil servants having experience with accountability tools is preferred • Ability to produce quality reports comparing end line findings with baseline findings in English
Monitoring and evaluation expert	1	<ul style="list-style-type: none"> • Minimum Postgraduate Degree in a social science discipline or any other relevant subject. • Ten years' work experience in monitoring and evaluation • Ability to supervise a team to carry out a field study in remote areas of Bangladesh and government department • Work experience in civil society engagement project/governance/social accountability tools is preferred
Management Expert		<ul style="list-style-type: none"> • Minimum Postgraduate Degree in management or a social science discipline. • Eight years' work experience in management and organisational policy/procedure development. • Work experience in civil society engagement project/governance/social accountability tools is preferred
Governance and Policy Expert		<ul style="list-style-type: none"> • Minimum Postgraduate Degree in a social science discipline or any other relevant subject. • Ten years' work experience in government and policy development.

		<ul style="list-style-type: none"> • Ability to influence policy formulation and changes. • Work experience in civil society engagement project/governance/social accountability tools is preferred
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Technical and Financial Proposal Evaluation Criteria

Criteria for Technical proposal	
Criteria, sub-criteria	
1) Specific experience with the organisation(s) relevant to the assignment. (35)	
a) Experience in Policy Monitoring & evaluation	10
b) Experience in working with Government projects and policy evaluation	20
C) Experience in civil society engagement in policy evaluations	5
2) Adequacy of the technical proposal, proposed methodology, and work plan responding to the ToR. (30)	
(a) Technical proposal, approach, and methodology	15
(b) Work plan	10
(c) Organisation and staffing (a combination of the core team)	05
3) Professional staff qualifications and competence for the assignment (35)	
Team leader's relevant expertise	25
Research Monitoring and Evaluation expert	10
Total	(100)
The minimum Technical Score (St) required to pass is 70 points. However, the PEC may decide considering the practical situation	
Criteria for evaluation of Financial Proposals	
The formula for determining the financial scores is the following: $S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price, and F the proposal's price under consideration.	
The weights given to the Technical and Financial Proposals are: Technical proposal = weight: 0.7 and Financial Proposal = weight: 0.3	

Reporting Arrangement

The consultant for the assignment will report to the Programme Manager of the P4D project.

Contractual arrangement:

The British Council will contract the consultant through a consultancy service contract. The ToR is subject to updates and modifications as per project need.

How to apply

Interested organisations should submit the full proposal (a cover letter, technical and financial proposals) electronically to Siamul.Rabbany@britishcouncil.org with a copy Shariful.Haque@bd.britishcouncil.org. Please mention **'Third-party monitoring of social accountability policies'** in the subject line.

No application will be accepted without proper and completed proposals, a cover letter, and the email's appropriate subject line as mentioned above.

Proposals should be submitted no later than 5 pm on 20 June 2021.

The British Council is committed to a policy of equal opportunity, and we are keen to reflect diversity at every level within the organisation. We welcome applications from all sections of the community.

The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989.