TERMS OF REFERENCE FOR ASSESSING THE EFFECTIVENESS AND CLIENT SATISFACTIONS ON AID SERVICES

Emergency Response to meet the immediate food and other basic needs of people affected by Cyclone AMPHAN in the South-West Areas of Bangladesh

# BACKGROUND

The project is broadly aiming to support the most vulnerable cyclone affected people to meet their immediate life-saving needs through cash transfer and provision of food and non-food items. The specific objective of this project is to enable the most vulnerable cyclone AMPHAN affected people to ensure food security, WASH, shelter NFI and other basic needs, while taking account of the risks of Covid 19. The project has been implementing by Shushilan with technical support from Oxfam and Christian Aid.

# PROJECT INTERVENTION

The rapid needs assessment shows that 4 unions of Assasuni upazilla (Protapnagar, Sreeula, Sadar and Khazra) are severely affected and suffered substantial damage while all transport systems in 3 unions (protapnagar, Sreeula, Sadar) have stalled. Five unions of Shyamnagar (Gabura, Burigoalini, Padmapukur, Munshiganj & Kashimari), 5 unions in Koyra (North Bedkashi, South Bedkashi, Koyra sadar, Moharajpur & Bagali) and 4 unions of Paikgacha (Lata, Deluti, Garikhali & Chandkhali) are severely affected. Around 70% of Female headed, child headed, households with disabilities, elderly /dependents were found mostly affected. Public services including markets, schools, electricity and water network. An estimated number of 38,973 houses are fully or partially destroyed/ damaged in Satkhira district (Assasuni 23,450 & Shyamnagar 15,522) and 82, 560 houses in Khulna district. 63% of the affected people have returned to their houses and around 37% people are still spending their nights in public buildings and neighbouring houses. Their houses are damaged at Shyamnagar & Koyra. Over 50% people of Assasuni are not able to return to their houses and stay in public buildings, temporary shelter and neighbouring houses. Many water sources are out of use as boundary of ponds has been partially damaged. Surface water has been contaminated by faecal, solid wastes, tree leaves and saline water. Most of the sanitary facilities of sample areas are pit latrines or poor flush toilets. All women respondents mentioned that they don’t feel secure using sanitation facilities. Major concerns of the women are lack of privacy, lack of light, no roof, no separate toilet facilities. Women and adolescents’ girls were found at risk due to damaged latrines as they were found experiencing anxiety, fear using latrines during the day and at night. Pregnant women’s and elderly people are also feeling anxiety specially at night using latrines as household yard and latrines are still muddy and they risk slipping. The assessment also reveals that most of the people do not have access to sufficient food. Many are taking meals 2 times/day now, whereas they usually taken 3 times/day. Most of the people do not have stock left as these have already been consumed during the last two months for COVID-19 lock-down. The main sources of livelihood that have been affected, are Fishing farm, Petty trade, Crop/livestock/agricultural production, unskilled labour, small business, Community/Family support etc. The assets out of use include fishing farm (shrimp, crab farm/gher), agricultural land, seeds, livestock, commercial stocks, and draft animals which washed in during the cyclone.

**Therefore, the project intervention focuses on three results-**

Result 1: At least 23,697 cyclone affected households have access to safe water and sanitation to meet immediate needs and have access to hand hygiene and others to reduce risk of coronavirus.

Result 2: At least 3,000 cyclone affected households have access to emergency shelter materials for quick return to their home

Result 3: At least 8,850 households have improved access to food security and 2,800 households for livelihood support through cash programming activities

# SURVEY OBJECTIVES

The overall objective of this survey is to assess the effectiveness of the program delivery and its immediate impact in helping communities affected by Cyclone AMPHAN. Also, to understand beneficiary’s satisfaction level on overall support received from the project.

# SPECIFIC OBJECTIVE

* To assess the relevancy of Christian aid, Oxfam and Shushilan supports of most recent context of Cyclone AMPHAN affected areas
* To assess the efficacy of Christian Aid Oxfam and Shushilan intervention packages (i.e. cash transfer, food and non-food items) to meet lifesaving needs
* To assess the level of beneficiary /client satisfactions on Amphan response program of Christian Aid, Oxfam and Shushilan.

# SURVEY METHODOLOGY

A standard methodology is being expected from the consultant team. The methodological aspect should clearly demonstrate collection of both quantitative and qualitative information/data. Adoption of gender sensitive approaches will be high incorrigible and will support to carry standard cores in overall assessment of consultant team.

# OUTPUTS/DELIVERABLES

The following deliverables need to be ensured from the consultants:

* An inception report including detail methodology, work plan and all survey instruments will be shared within 5 working days of the contract signing.
* All analysis including Data set (SPSS/Pivot Table), field notes/transcript, qualitative analysis and other relevant documents
* A comprehensive report with adequate analysis and evidences
* A Presentation on the key findings and recommendations

# COMPETENCY REQUIREMENTS

* Proven experience in conducting different study/research/ surveys in slow set emergency settings
* Significant professional experience in applying mixed methods, particularly in project impact assessment
* Excellent analytical, interpersonal, communication and reporting skills
* Experiences in social accountability approaches/ client satisfaction survey will be extra advantages
* The consultant should include a member who are expert in local dialect and understand the local culture and rituals.
* Excellent written and spoken English

# ASSESSMENT CRITERIA

The following assessment criteria will be applied to awarding the assignment:

* Understanding the assignment and the issue
* Proposed methodology with detail sample plan
* Relevant experience
* Team formation
* Time frame and action plan
* Proposed budget

# RESPONSIBILITIES of the PARTIES:

**The Consultant:** The consultant in consultation with Christian Aid will lead the field study (data collection, meeting with stakeholders etc.), present findings, drafting reports. Before writing the report, the consultant is expected to share a tentative structure of the report and get approval from Christian Aid. The consultant is expected to ensure quality of the report with appropriate language, insights and observations based on provided data and provide the statistical clarification of the analysis.

**Christian Aid:** With the support from consortium members, Christian Aid will provide and arrange all logistics required to carry out this assignment. In addition, Christian Aid will collect and/or organize all required documents and share with the selected consultant. Christian Aid will also coordinate and provide feedback on the methodology, inception report and draft survey report.

**Consortium Members (OXFAM, Shushilan):** Coalition members are expected to provide support in sharing relevant documents, contacts of key stakeholders, help to communicate and set up discussions with community leaders and UP representatives. Similarly, respective project staff of all consortium members are also expected to read through the draft report (including inception report) and provide feedback to improve the quality of the report.

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# **Budget provision**

Undisclosed for open tender call/negotiable.

# **Required business documents**

The Consulting firm should have updated Trade Licence/RJSC Certificate, Tax clearance certificate, VAT registration certificate, TIN certificate, and a list of clients provided relevant services. VAT and Tax will be deducted as per Government rules.

# **Mode of Payment**

20% of total amount will be paid at the time of signing contract, 30% of total amount will be paid at the time of submitting 1st draft. Rest 50% of the total amount will be paid at the time of final report submission. All payment shall be made through account payee cheque. Deduction of VAT and Tax shall be applicable as per government rules.

# **Time Frame**

The consultant will submit the proposal in English within 05 (five) working days of the circular. The total durations of the assignment are maximum for 20 (twenty) daysof the date of signing of the contract as per following flow chart:

* 1. 1st draft module submission – 10 days of singing contract,
	2. Review and share the 1st draft report - 05 days,
	3. Feedback to the consultant for 1st draft report- 02 days,
	4. Final submission of the feedback-3 days

**Selection Criteria:**

The selection committee will evaluate both the technical and financial proposal of the Consulting agencies based on set out evaluation criteria as follows. A cumulative weighted scoring method will be applied to evaluate the proposal. The award of the contract will be made to the Consulting firm whose offer has been evaluated and determined as responsive/ compliant/ acceptable with reference to this TOR.

The following areas will serve as criteria for tech**n**ical proposal (100 marks) assessment:

* Previous experience regarding similar kind of work (30 marks)
* Education background/Team composition and relevance to project outcomes (20 marks)
* Time-bound rollout plan (20 marks)
* Financial proposal (30 marks)

# ETHICAL CONSIDERATION AND DATA PROTECTION

Any data, information, documents and other materials related to the work shall remain the property of Christian Aid and shall be kept confidential by the Consultant. The Consultant is not allowed to transfer or divulge any information to any other person or organization without prior approval of Christian Aid.

# KEY AUDIENCE

The findings of the report will be shared with Oxfam and local implementing partners for future reference and internal knowledge enhancement of the organizations. The report will be fed into the final report submitted to the donor (ECHO)

**Technical Proposal & Financial Proposal**

# Profile of the consultant (max 1 page) explaining why they are the most suitable for the work. ii. Relevant Experience (max 2 pages). iii. Detailed methodology and conceptual framework with expected deliverables and timelines, man days required (3-5 pages). iv. Recent CV. Cost breakdown for financial proposal needs to be shown.

# Interested individuals/agencies with relevant and proven experience shall Submit **Technical** and **Financial Proposal** by **September 27, 2020** through email at Bangladesh-jobs@christian-aid.org Please mention **“Hiring Individual Consultant/farm for “Monitoring and Satisfaction Survey**" in the email subject line. Christian Aid reserves the right to accept or reject the offer in part or full without assigning any reason whatsoever.

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