**Terms of reference**

**CSR guideline for private healthcare service providers for**

**“Health and Nutrition Voucher Scheme for Poor, Extreme Poor and Socially Excluded People (PEPSEP)” project**

**1. Background and Introducing PEPSEP:**

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| Project Name | Health and Nutrition Voucher Scheme for Poor, Extreme Poor and Socially Excluded People (PEPSEP)” project |
| Project Location | Bangladesh – Savar and Satkhira Municipality |
| Project duration | 1st February 2018 to 31st January 2021 |
| Co-Donor | European Union (EU) |
| Implementing agency and partners | The project is led by Dhaka Ahsania Mission with Christian Aid as the Technical Partner |

### Owing to rapid migration and unplanned urbanization, underprivileged people are living in unhygienic conditions in disadvantaged locations and slum areas with limited access to health care. The urban poor hold jobs that are labor demanding which directly affects their health conditions. Most of them cannot afford healthcare and all of them pay out-of-pocket. This creates a financial barrier to access, resulting in unmet need, or lead to financial hardship for people using health services. Eventually, they are trapped in the vicious cycle of poor health conditions as well as catastrophic illnesses leading to poverty.

### In response to these issues, Dhaka Ahsania Mission (DAM) and Christian Aid (CA) are jointly implementing the “Health and Nutrition Voucher Scheme for Poor, Extreme Poor and Socially Excluded People (PEPSEP)” project to address the health and nutrition needs of poor in Urban Bangladesh. The action is directly linked with the global objective of EU-to improve health and nutrition status of the urban poor in Bangladesh through sustainable, integrated and comprehensive provided and managed in the coordinated nation urban health delivery system. The main characteristics of the project beneficiaries is that all of them are in below poverty level (BPL) families under the Govt. existing identification criteria of Poor, Extreme Poor, and Socially Excluded People.

Since February 2018, PEPSEP project is working with 31 private health care service providing institutions (hospital, clinic, diagnostic centre) in Savar and Satkhira municipality to provide free healthcare through voucher scheme for 6417 households with 32087 beneficiaries.

Most of the Private Healthcare Service Providers (PHSP) are willing to continue the goodwill of the project by providing subsidised and low-cost healthcare services for the BPL people in their area though their corporate social responsibility (CSR) using the framework and software of the existing PEPSEP project. In order for this to happen, they need a proper guideline for their CSR policy.

1. **Purpose of the work:**

On behalf of PEPSEP project, Christian Aid is developing a guideline for PHSPs on corporate social responsibility (CSR), for providing services for poor, extreme poor and socially excluded people in their geographical location.

Based on the guideline, PEPSEP project will carry out advocacy work with PSHPs (hospitals, clinics, diagnostic centres etc) of Savar and Satkhira municipalities to encourage them to provide subsidised and low-cost health care services for the poor, extreme poor and socially excluded people which will contribute to design a model for urban health support.

1. **Scope of Work:**

The scope of work for the Consultant will include, but is not be limited to:

* Situation analysis of corporate social responsibility (CSR) in private healthcare service sector of Bangladesh, considering both pre-COVID and COVID situation.
* Template for CSR guideline for PHSPs (considering both pre-COVID and COVID situation) which is to be created with the collaboration and consultation meetings with PHSPs and other relevant stakeholders (primary, secondary and national level stakeholders of the project).

1. **Deliverables:**
2. A report on the Situation analysis of corporate social responsibility (CSR) in private healthcare service sector of Bangladesh which will include suggestions on how best to approach and proceed with the private healthcare service providers. (considering both pre- COVID and COVID situation)
3. A Guideline/Template for private healthcare service providers on their CSR policy.
4. **Management of process:**

In this intervention one of the implementation approaches is partnership. Programme Officer- Gender and Inclusion and Program Manager -Gender of Christian Aid will be the contact person for this consultancy. Consider the coronavirus pandemic while submitting the proposal.

1. **Indicative time frame:**

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| **Activity** | **Deadlines** |
| Closing date for receipt of proposals | September 24, 2020 |
| Interviews | October 04, 2020 |
| Contract signing | October 11, 2020 |
| Submission of detailed workplan | October 18, 2020 |
| Conduct and submission of context analysis report | October 19 – November 03, 2020 |
| Submission of Guideline | November 10, 2020 |
| Orientation on guideline | November 12, 2020 |

1. **Budget and Mode of Payment:**

The consultant /organization should develop a detail budget with cost breakdown for each activity as outlined in this TOR. The rates and expenses should be clearly stated. Please note the following:

* 40% of the total fee (excluding AIT/VAT) will be paid upon signing of the contract
* The remaining amount (60% -excluding AIT/VAT) will be paid after submission and acceptance of final context analysis report and completion of CSR Guideline for private healthcare service providers.

1. **Qualification and experiences Required:**

* Professionals or experts / organizations having excellent technical knowledge on corporate social responsibility, especially in the health sector. Technical knowledge on Bangladesh urban health sector, health voucher schemes, health policy will be added value.
* Significant professional background, experience and track record in the development sector and in corporate social responsibility
* Excellent analytical, communication and reporting skills.
* Excellent understanding of country context.

1. **How to apply:**

Interested individuals or organization are requested to submit their technical proposal (this should include methodology, work plan, schedule), financial proposal, TIN certificate/VAT registration (if application), CV, references and one sample of previous work related to this assignment on or before **September 24, 2020**via email to [**bangladesh-jobs@christian-aid.org**](mailto:bangladesh-jobs@christian-aid.org) with the subject line **“Developing CSR guideline for private healthcare service providers.”** Shortlisted applicants will be invited for a presentation and discussion.

1. **Selection Criteria:**

Selection of the consultant/s/firm will be based on the following criteria:

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| **Selection Criteria** | **Scores** |
| Quality of the proposed plan – well thought out, logical, and approach, well-timed, level of details, would meet objectives | 10 |
| Methodology | 10 |
| Knowledge and experience of doing such assignments | 15 |
| Availability during the period of the project | 5 |
| Costs – value for money | 10 |
| **TOTAL** | **50** |

On receipt of the EOI, the proposals will be reviewed, and top candidates will be invited to give a presentation and interview.

1. **Confidentiality:**

The consultant will not, either during the term of this agreement or thereafter, except in the proper course of his/her duties, disclose any information concerning of any affairs of the assignment, which may come to his/her knowledge during the course of time. This restriction

shall continue to apply after the termination of his agreement without limit in point of time but shall cease to apply to importation or knowledge, which may come to the public domain otherwise then because of disclosure by the Consultant. All documentation related to the assignment (whether or not in the course of the evaluator’s duties) shall remain the sole and exclusive property of the PEPSEP project.

**Terms and Conditions:**

* The contract money will be provided through account payee cheque after the acceptance of final deliverables.
* VAT and Tax will be deducted as per the government policy.
* Christian Aid and PEPSEP project reserves the right to accept or reject any proposal without giving any verbal and /or written rationale.
* This assignment shall be undertaken in full consultation with PEPSEP project members.