

## **Terms of Reference for hiring consultant to conduct research on accessibility of people with disabilities to digital services in Bangladesh**

<b>The consultant reports to: ("Manager")</b>	Mohammed Mosharef Hossain Project manager Email: pm.ipdds.cdd@gmail.com Cell: +8801716350805
<b>Name of consultant: ("Consultant")</b>	Consultant name, email address, phone
<b>Description of consultancy</b>	The main purpose of this study is to have a clear picture on the current situation of persons with disabilities to access existing digital services in Bangladesh. The study will also explore to identify the scope of work for creating an inclusive digital service for all. The findings of the study will provide an understanding whether the inequalities persist. At the same time, this study will support to design the capacity enhancement interventions for people with disabilities as well as it will give an opportunity to accumulate the existing policies on digitalization.

### **1. Background and rationale**

With the support of CBM Global Disability Inclusion, Centre for Disability in Development (CDD) is implementing a project titled, 'Inclusion of People with Disabilities in Digital Services (IPDDS)', with the aim to contribute to improving the quality of life of persons with disabilities through digital literacy. Specifically, at the end of this project, the project envisages that persons with disabilities and their organizations are empowered with necessary skills and digital technology to avail of the opportunities for and contribute towards social and economic wellbeing through collaboration with state and non-state actors.

Like other countries in the world, Bangladesh has entered the digital world. But people with disabilities are not fully integrated into this digital service due to lack of understanding, knowledge, and skills on digital technology. At the same time, most of the digital services provided by the government and non-government agencies are not accessible for persons with disabilities especially persons with visual, speech and hearing impairments. Based on the situation, this project is planning to conduct research to get an idea about the overall situation

and to address the challenges and barriers on disability inclusive digital literacy. Based on the research findings, advocacy and action plan of the project will be developed. Research findings will also help to design training for persons with disabilities, SHGs and OPDs on digital technology.

## 2. Purpose and Deliverables

The purpose of this consultancy is to:

1. To get an idea about the overall situation (skills and knowledge level of persons with disabilities on digital technology, community perception, existing policies or guidelines on digitalization and digital inclusion etc.) of persons with disabilities to access existing digital services in Bangladesh;
2. To identify the challenges and barriers faced by the persons with disabilities for accessing digital services provided by the Government Organizations (GOs), Non-Governmental Organizations (NGOs), and Private sectors;
3. To explore the opportunities for the inclusion of persons with disabilities in digital services through capacity enhancement, and development of advocacy and action plan by finding out appropriate contact point within GO, NGO and Private Sectors;
4. To develop a set of recommendations that the project needs to consider for an effective project planning.

Deliverables:

This consultancy expects the following deliverables –

1. Detailed workplan identifying specific timeline for accomplishing the tasks related to this research
2. Inception report
3. Finalized research report in full length that may contains but not limited to context analysis, literature review, methodology, analytical framework, data analysis, findings and recommendations.
4. PowerPoint presentation on the research findings and recommendations.
5. One policy brief/policy ask based on the research findings and recommendations.
6. A brief report on existing policies and guidelines on digitization and digital inclusion;
7. 2 case stories (1 women and 1 men disabilities) animating access to digital technology related challenges and its impact on their lives with photos (1000 words maximum);
8. One validation workshop to validate the research findings before finalization of the report.

## 3. Scope

The scope of the study covers the following-

- **Context analysis:** The study will consider socio-political context of Bangladesh in the rapid growth and expansion of ICT based products and services. The positioning of people with disabilities, their rights and wellbeing in day-to-day life, the role of OPDs in the context of digital boom socially and economically need to have primary attention in the study. Therefore, the analysis should consider the intersectionality while analyzing the national context. This context analysis should

contain reviewing all relevant national and international policies and practices that somehow influence the digitalization process in Bangladesh.

- **Service Map:** Mapping out the digital and ICT based services provided by GO, NGO and private actors that are potentially beneficial for people with disabilities.
- **Skills and knowledge gap:** The study will identify gaps in skills and knowledge level of persons with disabilities on digital technology and the barriers that persons with disabilities are facing during accessing or receiving any digital services from government, non-government, and private organizations. This should explore the gaps from both demand side and supply side.
- **Recommendation for future action:** The study will explore and suggest possible working approach in public-private partnership for ensuring digital inclusion of people with disabilities in Bangladesh.
- **Limitations:** The pandemic is a major challenge at this time, which may hinder the analysis process and limit the study result during the specified timeframe. Hostile weather (monsoon) can be a challenge in the working locations. Besides, it may create challenge for the consultant to communicate with persons with speech and hearing impairment, persons with mental health needs and to involve persons with severe disabilities in the evaluation process. Non availability of reliable official data is another limitation for this kind of analysis.

#### 4. Timeframe and duration

The research assignment is aimed to complete by the following duration -

Task	Location	Number of Days	Expected Dates
Meeting with CDD & CBM	CDD office	01 working day	
Desk review of information and submission of inception report	Consultant's office	05 working days	
Development of tools for collecting information (qualitative & quantitative);	Consultant's office	02 working day	
Consultancy meeting between CBM global team and consultant-CDD-CBM to finalize the methodology and plan	Online meeting	01 working day	
Field visits, meetings, interviews, etc.	Different locations	15 working days	
Half-day workshop to develop action plan	CDD office	1 working day	
Consultant submits draft study report and strategy paper	Dhaka	03 working days	
Comment on draft study report and strategy paper by CDD and CBM	Dhaka	3 working day	
Consultant makes changes as necessary and submits final version	Dhaka	4 working days	
<b>Total day required</b>		<b>35 working days</b>	

Important dates:

- Inception Report due by: June 15, 2022
- Draft Report due by: July 20, 2022
- Finalised Report due by: July 27, 2022

## **6. Required Expert Profile**

- At least Postgraduate degree or equivalent in development studies, social science, ICT, or related fields;
- Experience in the field of disability and inclusive development is essential;
- Academic research or study on relevant focus;
- Working experience in development field and have specific expertise on inclusive digital technology;
- Experience in capacity-building, /organizational development;
- Knowledge on national/international policies, laws and acts on digital technology

## **7. Payment schedule**

- The consultant will receive forty percent of the total contracted amount after submission of inception report. Thirty percent of the amount will be provided during the submission of draft report and rest of the amount will pay after receiving the final report.
- The total amount should be included of all costs for conducting the study, which includes consolidated consultant fee; costs of in country transportation, accommodation, food, and organizing consultancy workshops;
- VAT and TAX will be deducted at source as per applicable Bangladesh government rules.
- Payment will be made on submission of invoice upon completion of the study report by bank transfer or A/C Payee Cheque issued against the consultant.

## **8. Compliance with Safeguarding and PSEAH policies**

The assignment must consider safeguarding aspects of children and adults-at-risk as well as safe communication during the entire consultancy process where children and adults-at-risk are involved.

Still photographs and interviews taken from the concern persons with disabilities, project staff, OPD members and/or relevant other stakeholders during any FGDs, or meetings must have prior consent in written using prescribed forms following CBMG's 'Safeguarding Children and Adults-at-risk Policy'.

As a condition of entering into a consultancy agreement, the Consultant/s must sign the 'CBMG Safeguarding-PSEAH Declaration of Consent' and abide by the terms and conditions thereof.