Terms of Reference (ToR)

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| **Title of the consultancy work:**  **Designing and development of new technical learning materials and tools related to Disability Inclusion (IEC, tipsheet, guidance note, flashcard, flipchart)** |

**Project Title**:

Improving disability inclusion in the Rohingya and Host Communities Humanitarian Response

## **Background**

Handicap International - Humanity & Inclusion (HI) is an independent and impartial aid organization working in situations of poverty and exclusion, conflict, and disaster. The organization works alongside people with disabilities and vulnerable populations, acting and bearing witnesses to respond to their essential needs, improving their living conditions and promoting respect for their dignity and fundamental rights. In Cox’s Bazar, Bangladesh, more than 969,719 refugees have found shelter after fleeing from Myanmar. According to the Age and Disability Inclusion Needs Assessment from REACH (May 2021), the prevalence rate of disability in the camps is 12%. Despite progress, persons with disabilities face disproportionate barriers in accessing services and participating in decision-making processes. To ensure disability inclusion in the ongoing Rohingya refugee response needs to focus on strengthening sector and other humanitarian actors’ response.

## **Project background**

Globally & nationally HI is the leading agency in disability inclusion providing services to remove barriers and to ensure meaningful participation of persons with disabilities. In the humanitarian response of the Rohingya people, HI is currently implementing the project on “Improving disability inclusion in the Rohingya and Host Communities Humanitarian Response” funded by DFAT. To enhance disability inclusion across sectors, there is a critical need to identify gaps and develop context-specific technical tools and resources that address these challenges effectively. Recognizing these challenges, there is an urgent need to strengthen disability inclusion across sectors to ensure materials support improved knowledge, attitudes, and practices regarding disability-inclusive humanitarian programming and develop sector-specific disability inclusion guidance for health, WASH, Education, MHPSS, Protection and Inclusive humanitarian action.

Under this project, training tools and resources tailored to the sectors will be developed based on the sector analysis results and consultation workshop. These resources will be used by the sectors and ADTWG to plan staff orientation sessions beyond the project period. To make these resources more contextually relevant, we need to design and develop them with contextualized images, backgrounds, and other elements. The outcomes will guide the creation of practical, context-specific disability inclusion technical tools and resources tailored for the Rohingya response program.

**Objectives of the assignment:**

To design and develop technical learning materials and tools (IEC materials, tip sheets, and guidance documents, flash card, booklet) tailored to the Rohingya humanitarian response. The consultant will ensure that these resources are contextually relevant, practical, and accessible to humanitarian actors have the necessary knowledge and practical guidance to promote the meaningful participation and equitable access of persons with disabilities across all sectors.

1. **Design Contextually Relevant Learning Materials:** Design IEC materials, tip sheets, flash card, booklet and guidance documents that address the unique barriers and enablers of disability inclusion in the Rohingya camps.
2. **Ensure Accessibility and Inclusive Communication**: Develop materials in multiple accessible formats to ensure usability by diverse stakeholders, including persons with disabilities and their caregivers.

**Proposed tools and resources**

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| **Sector** | **Name of the tools** |
| **Health** | ANC & PNC Care, Common Congenital anomalies, Model health facility |
| **MHPSS** | Tip sheet on Mental Health awareness for Persons with Disability |
| **Protection** | Tips sheet on Disability Inclusive Case management for Child protection and Gender based Violence. |
| **Education** | Conducive classroom environment for inclusive education |
| **Rehabilitation** | Wheelchair maintenance |
| **IHA & Accessibility** | Communication tips with different types of persons with disabilities, Bangladesh Accessibility Guideline 2024 |

**SUPPLIER ’S PROFILE**

**Required Qualifications for supplier /firm**

The film company/service provider should have a team with the following requirements:

* Professional experience*:* At least five years of experience in designing, developing IEC materials, poster, illustrating, tipsheet, flash card, booklet etc.
* Prior experience in designing, developing materials on disability related issues for international NGOs is desirable and an added advantage.
* Prior understanding of the disability and working with Rohingya response is an added advantage.

*Applications that do not include the above may be considered technically non-compliant and will not be evaluated further*

**Responsibilities of Supplier /Firm**

The Supplier should work closely with the Project team & Logistic for the accomplishment of the tasks:

* To hold preparatory discussions with the HI relevant department- such as the logistic team and project technical team about the preparation of designing, developing learning tools and resources.
* The rewarded supplier will have to physically visit HI Ukhiya office to seat with the relevant parties to get a clear message about our requirement
* To prepare draft design of tools and resources (IEC, poster, tipsheet, flash card, booklet etc.) and submit it to HI for final Feedback before the deadline of the contract.
* Finalize the materials according to the feedback provided by the project team.
* Allow HI team to check the quality as final product before receiving.

**DURATION**

**Duration:** 45 days (Planned)

**Work Plan:**

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| **No** | **Activities** | **Duration** |
| **1.** | Orientation about objectives of designing and developing new learning tools and resources | **1 day** |
| **2.** | Design and illustrating the draft tools and resources with contextualize picture | **28 days** |
| **3.** | Accommodated feedforward of draft design on handbooks | **6 days** |
| **4.** | Sharing the final version to HI and ADTWG/ISCG for feedback and validation | **5 days** |
| **5.** | Final documents | **5 days** |
|  | **Total** | **45 days** |

**MAIN DELIVERABLES REGARDING DESIGN AND DEVELOPING TOOLS/RESOURCES**

* **Ai Version and PDF version of final products of technical tools and resources (all resources whatever develop) through online/physically.**

**Note**: For image illustration and design, the number of images may range from **100 to 125**. However, this may change based on project needs. The documents should be contextualized and aligned with the descriptions provided by management. (HI management has the authority to provide frequent feedback that needs to be carefully adapted)

**CONTACT PERSON**

During the performance of the service, the supplier will be required to work in liaison with Handicap International's teams, notably with the technical unit, IHA representatives who will be his/her contact person for technical part and for administrative issues will go with Supply Chain, logistics.

# **Selection criteria with weights:**

1. **Price 30%**
2. **Technical -70%**

* **Designing and developing technical tools and resources (IEC, tipsheet, flashcard, poster, booklet, guidance notes)-20%**

If 4 supporting documents showing their experience on this type of work -20

If 3 supporting documents showing their experience on this type of work – 15

If 2 supporting document showing their experience on this type of work – 10

If 1 supporting document showing their experience on this type of work – 5

* **Experience on disability inclusion in Rohingya response/others focused designing IEC, poster, tipsheet, flash card, booklet– 20%**

If 4 supporting documents showing their experience on this type of work -20

If 3 supporting documents showing their experience on this type of work – 15

If 2 supporting document showing their experience on this type of work – 10

If 1 supporting document showing their experience on this type of work – 5

* **Experience on working with Different UN Organization / Diplomatic Mission /other INGO/NGO / Govt Department Corporate for this kind of assignment -20%**

If 4 supporting documents showing their experience on this type of work -20

If 3 supporting documents showing their experience on this type of work – 15

If 2 supporting document showing their experience on this type of work – 10

If 1 supporting document showing their experience on this type of work – 5

* **Experience on working in Cox’s Bazar Context (Host & Rohingya Community) – 10%**

For 2 or more supporting documents/experiences certificate/relevant documents – 10

For 1 or more supporting documents/experiences certificate/relevant documents – 5

**The technical proposal should specify:**

* Analysis of the ToR showing the supplier s’ understanding of the subject to be assessed.
* CV mentioning qualifications and experience of the supplier in designing, developing technical tools and resources.
* Strength of the supplier on disability-inclusive service provisions considering humanitarian context is highly preferred.
* Purchase order/ Contract/Completion certificate from Agency / UN/ Diplomatic Mission /other INGO/NGO / Corporate for this kind of assignment

**Application process**

* Interested applicant’(s) should email /Submit Hard Copies Cover letter and CV (maximum 4 pages; with references), VAT & TIN Registration Copy, NID copy.
* If it is company then need to share the profile(s) and documentation of legal status, and registration as a Company (Trade License)
* Bank Solvency Certificate (For both either company or individual) – Optional
* Insurance certificate (For both either company or individual)- Optional
* Applicants must have to share technical & financial offer technical proposal (maximum 10 pages) including the proposed methodologies and proposed schedule
* Applicants will have to share documents showing their experience on the filed mentioned above
* **The financial proposal** should cover all the necessary costs for image & documents illustration and design, the number of images & documents may range from **100 to 125**
* Quoted price must be including VAT & TAX following the govt rule. If there is any amount which will be excluding vat & tax it should be shown with necessary breakdown.
* Payment Condition should be clearly mentioned on the financial offer
* Bank details: name of the account, Bank name, branch, swift code etc.
* Last Tax Submission Copy
* Proposal must be submitted in BDT
* Supplier’s that meet the requirements should submit an expression of interest by mentioned date.

*Applications that do not include the above may be considered administratively non-compliant and may not be evaluated further*

**Physical Bid Submission addresses:** **(On or before 12th May 2025)**

* Proposals to be submitted to Handicap International Ukhia Site Office, Malvita Para Ukhiya, Cox’s Bazar, Bangladesh.
* The envelope should clearly indicate the Invitation to tender reference as per below:

**Designing and development of new learning materials and tools related to Disability Inclusion (IEC, tipsheet, guidance)**

* All documentation submitted should be done in their own clearly labelled envelopes (e.g., technical proposal, financial proposal, Legal Documents etc.), which are submitted in one single envelope as detailed above.

OR

**Online Bid Submission addresses: (On or before 12th May 2025)**

Send a digital file in the form of an email\* sent to the dedicated email address: **[log.cox@bangladesh.hi.org](mailto:log.cox@bangladesh.hi.org)** ; with the tender reference “**Designing and development of new learning materials and tools related to Disability Inclusion (IEC, tipsheet, guidance)** **– PD-UKHI-01571**“in the subject).

\*If the file is too big to fit into 1 email (limit 15MB per email), bidder should split the submission into multiple emails. Please include numbering also in the subject.

**HI is committed to protecting children and vulnerable adults from harm. All supplier s will be expected to comply with the child Protection and other Policies. Applicants for this position will be assessed regarding their suitability to work with children and vulnerable adults.**

**Disclaimer: Supplier/Vendor have to declare conflict of interest if any one/more of the member involved with this procurement have personal or business relation them.**

***Humanity & Inclusion encourages qualified Supplier s with disabilities or chronic illness and women to apply. HI commits to providing equal opportunities to all qualified applicants, regardless of nationality, gender, religious and ethnic backgrounds, including people with disabilities.***