**Terms of reference (ToR)**

for

**Assessment of Safety and Security Policies and Process Followed by ACT Agencies Responding to the Rohingya Crisis**

**Background:**

More than three years ago (25 August 2017), the world witnessed one of the largest forced displacements of recent times. Currently, about 911,566 Rohingya refugees are living in spontaneous settlements in Cox’s Bazar. They remain dependent on essential humanitarian assistance to meet their basic needs.

ACT Alliance with support from its partners, including ICCO, CAID, DCA, HEKS EPER, Lutheran world, NCA, World Renew and CCDB (8 organizations) to provide emergency assistance to Rohingya and host communities after influx. The assistance includes, shelter and non-food items, water, sanitation and hygiene, health and nutrition, protection, early recovery and livelihoods, disaster risk reduction, and resilience building. The expected impact is to ‘Provide humanitarian assistance to vulnerable Rohingya refugees and host communities, contributing to their protection, well-being and dignity.’ Regarding these, all the Country Representatives and Executive Director of ACT forum agencies in Bangladesh met virtually and decided to assess the existing safety and security policies of ACT Agencies.

What is ACT Alliance: ACT Alliance is the largest coalition of Protestant and Orthodox churches and church-related organizations engaged in humanitarian, development and advocacy work in the world, consisting of more than 130 members working together in over 120 countries to create positive and sustainable change in the lives of poor and marginalized people regardless of their religion, politics, gender, sexual orientation, race or nationality in keeping with the highest international codes and standards.

**General Information**:

Work description: Update of the safety and security policies and process followed by ACT agencies for the Rohingya Response through assessing the existing policies and practice of ACT Forum agencies in Bangladesh.

ACT Forum Members: ICCO, DCA, CAID, HESKS EPER, NCA, Lutheran world, World Renew and CCDB

Type of Contract: Service Contract

Duration: 25 days

Expected Start Date: 1st May 2021

**The forum agencies intend to attain following Outcomes**

The policy will be guided to management of the organization for taking initiative and measurement of personnel protection effectively and efficiently.

**Objectives of the Work:**

The objective of this work is to assess the safety and security policies and process of ACT Forum member organizations (Eight organizations) who are responding to the Rohingya crisis under Cox’s Bazar region and find out the way for gap strengthening of the policies. In addition to this, sharing the findings by a two-day workshop for coming to a common understanding.

**Specific Objectives of the Assessment:**

* To critically assess the existing policies of the safety and security issues and implementation process of each organization
* To assess the strengths, weaknesses, opportunities and threats of the current policies considering response Rohingya crisis
* To assess relevance, suitability, appropriateness and effectiveness of the clauses weigh to response Rohingya crisis
* To critically assess essential aspects of proactive security management, prevention, incident management, suspension, hibernate, relocation, evacuation and principle of safety and security considering Rohingya response
* To identify the problems /gap/ issues those need attention to share and gap filling
* To critically assess the effectiveness of the resources pool of each organization
* To ensure compliance with existing procedures laid out in internal manuals

**The selected firm/consultant will be responsible to**

* Review all documents related to safety and security policies and plans of each organization
* Conduct interview with respective personnel who are engaged for ensuring safety and security management for responding Rohingya Crisis in consultation with each organization
* Conduct interview with focal persons of safety and security of each organization
* Conduct interview with each Country Representative / Executive Director
* Conduct Interview with each Head of Humanitarian Response of each organization
* Analysis safety and security management practice under Cox’s Bazar region
* Identify the gap and sharing the findings through a two - day workshop for coming common understanding
* To conduct spot checks of previous safety and security procedures and ensure they were in line with existing manuals within the organization.

**Scope of Work**

* The assessment will be executed in Cox’s Bazar where all the organization’s office are running and responding Rohingya crisis
* For this purpose, existing information regarding the mentioned policies are available which will be reviewed
* Existing practiced related information are available with the respective personnel/team members of each organization
* Identify the gaps and constraints which need to fill up for standard policies and process
* Suggestions on ways of addressing the gaps and the constraints

**Methodology (Proposed)**

* Desk review on existing policies of safety and security management of each organization
* Interview / Discussion with relevant personnel of each organization regarding their existing practice and procedure in responding Rohingya crisis in different aspects
* Assessing the gap between practical process at filed level and existing policies
* Assessing the practical situation of Rohingya response procedure related to the assign activities
* Interactions with some experts having a thorough understanding of safety and security management considering rules/regulation of Dutch organizations as well as local context of Rohingya response
* Finding sharing with key persons of respective organization through workshop/meeting/seminar

**Deliverables**

* A detailed work schedule for the assessment of the policies is prepared by selected consultants in communication with ICCO with other forum members
* A comprehensive 1st draft report (separate) of individual organizations for comments to be shared with each organization by 18th May’21 with the scope for two rounds of feedbacks
* A brief synopsis of the report (not more than two pages)
* Final Report by 25th of May 2021
* 2 copies (print copy) should be submitted to each organization contact persons

**Deliverables:**

|  |  |
| --- | --- |
| Deliverables | Time-lines |
| * Inception report including action plan and methodology for review
 | 3 days after the contract award |
| * Existing policy review and interview with respective personnel of each organization (day select
 | 12 days after the contract award |
| * A comprehensive 1st draft report (separate) of individual organizations for comments to be shared with each organization by 18th May’21 with the scope for two rounds of feedbacks
* A brief synopsis of the report (not more than two pages)
 | 18 days after the contract award |
| * Final Report
* 2 copies (print copy) should be submitted to each organization contact persons
 | 5 days after receiving feedback |

**Reporting Relationship**

The selected consultants/ firm will correspond directly with the individual forum members (ICCO, DCA, CAID, HESKS EPER, NCA, Lutheran world, World Renew and CCDB) communications team to submit drafts, seek approval of the final reports, discuss and adhere to timeline and submission of the final reports. Any changes to format, content or timeline must be communicated in a timely manner and in writing to forum member’s contact persons and implemented only upon receiving approval. The consultant will have direct contact with the Head of Humanitarian for all reporting purposes, while the Project Coordinator for ACT Alliance will be in charge of day-to-day coordination with the consultant.

**Time Frame of the assignment:**

This consultancy is expected to be completed within one month from the date of award. It is expected that the work will start from 15 April 2021 and the deadline for submission of the final assessments report is 15 May 2021.

**General Instruction**

It is the responsibility of the Consultant to plan and carry out the assignment. ICCO will provide financial support as agreed between ICCO and consultant and ensure timely feedback. The consultant will be responsible for maintaining correspondence and outputs in a timely and efficient manner keeping ICCO informed via written email correspondence with *contact person* of each organization

**Eligibility Criteria**

The proposed consultant(s)/firms should meet the following competences:

* Experience conducting similar assessments in the sector especially assessment on policy analysis/guideline development/safety and security management
* Strong research background
* The ability to meet deadlines
* Applicant(s) must have a solid and proven track record on research/ study /assessment of policy, manual, guideline of different international and national organizations especially humanitarian crisis responding criteria
* Experience in study or research or assessment on policy, manual, guideline of the international organizations related to Rohingya crisis responding and adjacent areas under Cox’s Bazar region will be given preference

Please note that if any applicant does not meet the minimum eligibility criteria, the application will be disqualified without further evaluation.

**Assessment Criteria of the Proposal**

* Background of the organization/individual measured against the eligibility criteria: 15%
* Understanding of the assignment: 15%
* Team composition: 20%
* Prior experience of working on the Rohingya Crisis: 20%
* Budget: 30%

**Fees and mode of payment**

* The fees of the resource person/ consultant will depend on the assessment methodology and strategy and it will include VAT and Tax
* The payment will be made by bank transfer/cheque after submission and acceptance of the report by ACT forum agencies.
* VAT and Tax will be deducted at the source of payment

**Schedule of Payments**

Based up satisfactory completion of the Assessment /Services ICCO will pay for the assignment through bank transfer/cheque in the following instalments

**PAYMENT MILESTONES AND AUTHORITY**

The successful consultant /firm shall be paid according to the schedule detailed below:

|  |  |  |  |
| --- | --- | --- | --- |
| Payment schedule (Payment trenches) | Deliverables or Documents to be Delivered | (Payment trenches) Deliverables or Documents to be DeliveredApproval should beobtained from: | Percentage of Payment |
| 1st Instalment | Upon the finalization team composition, work schedule and timeline | ICCO Finance | 20% |
| 2nd Instalment | After successful completion of1st draft report of each organization | ICCO Finance | 40% |
| 3rd Instalment |  Upon the submission and approval of the final reports of each organization | ICCO Finance | 40% |

**How to apply**

* Interested and qualified individuals/firms are invited to submit their Technical and Financial proposals via email to Martin Mondol, Head of HR & Admin, ICCO Cooperation, Bangladesh Country Office, House 14, Road 32, Gulshan-1, Dhaka-1212, T: +88 (02) 9861219, Email: procurement.bd@icco.nl with subject “Proposal for Assessment of Safety and Security Policies”
* A financial proposal consisting per day rate of the proposed consultants.
* One –page short CV of team members highlighting relevant assignment
* Copy of TIN certificate.
* Copy with Bank details

The deadline of submission of the bid: April 27th 2021 via email

Any queries about the consultancy should be addressed to Silvia Rovelli at email:S.Rovelli@icco-cooperation.org