**1. Background:**

The International Rescue Committee (IRC) has been working in Bangladesh since 2017, with a primary focus on addressing the Rohingya refugee crisis in Cox’s Bazar; home to one of the world’s largest and most protracted refugee settlements. Alongside providing life-saving humanitarian assistance to the Rohingya population, the IRC has also extended its support to vulnerable host communities, ensuring a holistic and inclusive response.

Over the years, IRC Bangladesh has expanded its programming beyond the refugee context to other parts of southern Bangladesh, particularly in areas severely impacted by climate-related emergencies (Khulna, Barishal). Through integrated interventions, the IRC has responded to urgent needs in health, education, protection, climate resilience, and livelihoods, aiming to strengthen systems and build long-term community resilience.

This documentary seeks to capture the IRC’s multifaceted journey in Bangladesh, showcasing its commitment to serving crisis-affected communities, the challenges encountered, and the innovative, people-centered approaches that continue to shape its impact.

**2. Objective:**

The primary objective of this documentary is to create a compelling, high-quality visual story that captures the International Rescue Committee’s (IRC) eight-year journey in Bangladesh, supporting both Rohingya refugees and host communities in Cox’s Bazar and climate-vulnerable areas of Southern Bangladesh, such as Rangabali, Kolapara, and Satkhira, among one of the world’s most complex humanitarian crises.

Through powerful storytelling and real-life visuals, the documentary will spotlight IRC’s lifesaving and resilience-building efforts across sectors, including emergency response, health, education, protection, livelihoods, and Advocacy. It will demonstrate how the IRC has consistently adapted to evolving needs, through innovation, inclusion, and close collaboration with clients, communities, and partners.

Targeted at donors, government stakeholders, UN agencies, humanitarian actors, and media, the documentary will also reflect on key challenges, solutions implemented, and the urgent, ongoing needs. The goal is not only to inform but to deeply connect with audiences, leaving them inspired, engaged, and motivated to sustain and strengthen their support for this vital response.

**3. Scope of Work:**

The Agency will be responsible for:

**3.1. Development of Documentary Content:** The Firm/Agency will conceptualize and develop the documentary by reviewing relevant program documents, reports, and case stories to understand IRC’s work and its impact on both Rohingya refugees and host communities. This includes identifying core themes, compelling narratives, and key messages that highlight IRC’s life-saving interventions across sectors, emergency response, health, education, protection, and livelihoods and advocacy. The documentary will also explore the challenges faced on the ground, solutions applied, and the continued needs in the camps and surrounding communities.

**3.2. Pre filming location visit for story collection:** After study the document, Firm/Agency will visit the project locations for better understanding the situation and the context. At the same time, they will meet with the project team, clients, and communities to have more information about project and its impacts. Also, they will visit the proposed shooting locations.

**3.3. Scriptwriting and Storyboarding:** In collaboration with the IRC Bangladesh team, the Firm/Agency will create a detailed script and storyboard outlining the narrative, dialogue, and key scenes. These will ensure the documentary aligns with project objectives and effectively conveys key messages.

**3.4. Video Production:** The Firm/Agency will manage filming, directing, and capturing footage at IRC Bangladesh intervention sites in Cox’s Bazar refugee camp. This includes gathering visuals and testimonials from clients, volunteers, parents/caregiver, IRC Bangladesh staff, implementing partner and other relevant stakeholders, ensuring high-quality output that captures the program’s impact.

**3.5. Editing and Post-Production:** The Firm/Agency will handle editing and post-production, including footage selection, visual effects, graphics, background music, and voiceovers. The final product must be polished, compelling, and consistent with IRC’s branding and messaging guidelines.

**3.6. Stakeholder Engagement:** The Firm/Agency will engage with relevant stakeholders, including IRC staff, clients, implementing partner, community members, and officials, conducting interviews and gathering testimonials while securing permissions for filming.

**3.7. Review and Feedback:** Draft versions of the documentary will be shared with the IRC Bangladesh and global team for review. Feedback will be incorporated into the final version to ensure alignment with project objectives and messaging, accurately showcasing the program’s achievements.

**4. Deliverables:**

1. Transcription of the translated interviews from Bangla/Rohingya/Local dialect to English and vice versa.
2. Finalized script for the video documentary (For each version), incorporating feedback from the IRC team and aligned with the Organization’s goals.
3. Develop a Storyboard to pre-visualize the Documentary. Share the storyboard with the IRC Bangladesh team and incorporate feedback to get the best visual reference.
4. 5-minute edited main video documentary along with a 3-minute version, and a 60-second reel version.
5. At least 5 full Interviews of clients and project staff, including the Implementing Partner.
6. Deliver all the raw footage and photographs along with the project file from the post-processing.
7. Two rounds of revisions for the transcription, script, and the final video documentary based on feedback from the IRC team.
8. The background music must be original (No copyright free music), and NO AI-generated digital asset will be used here.
9. The Voice over of this Documentary will be both in Bengali and English.

**5. Timetable / Duration:**

To produce the video documentary work comprises a total of **27 days** including 8-days for field visit (in total). Please complete below workplan. The final Documentary Should be submitted by September 11th.

|  |  |  |  |
| --- | --- | --- | --- |
| No | Items | Timeline | No. of days |
| 1 | Participate in a inception meeting with IRC team to discuss about the content of video documentary.  |  |  |
| 2 | Pre-filming visit to the project location |  |  |
| 2 | Develop outline and script of the documentary. |  |  |
| 3 | Finalize the script incorporating feedback of International Rescue Committee Bangladesh |  |  |
| 4 | Produce Storyboard (Drawn) based on the script and field visit and incorporate feedback |  |  |
| 4 | Provide filming and logistic plan including the person to be interviewed.  |  |  |
| 5 | Visit project location and filming |  |  |
| 4 | Video documentary editing |  |  |
| 5 | Video documentary feedback, and feedback incorporation |  |  |
| 6 | Final version of the documentary incorporating feedback.  |  |  |

**6. Qualifications:**

* **Proven experience in video documentary production:** The firm/agency must have 4/5 years of strong background in documentary production and filmmaking, particularly within the humanitarian or development context; experience in working in storytelling-related production will add advantages. Each team member needs to have a minimum of 3 years of relevant experience.
* **Understanding of disaster response and humanitarian contexts:** Familiarity with the challenges and sensitivities of documenting vulnerable populations in humanitarian context including knowledge of their culture, safeguarding principles, and women and child protection issues.
* **Strong collaborative skills:** The Firm/Agency must be able to work closely with IRC field teams, integrate feedback, and deliver a product that aligns with IRC’s values and messaging.
* **Technical expertise:** Proficiency in video editing software (e.g., Adobe Premiere, adobe after effects, Final Cut Pro) and scriptwriting tools is required, along with a demonstrated ability to produce professional, high-quality content.
* **Team Composition:** The team must include women members to ensure that the voices of women, girls, and children from the ground are effectively captured. Also the team should comprises of specific interviewer (fluent in local dialect and the dialect of the refugee), cinematographer, Director, script writer, Editor (with motion graphics skill), motion graphics designer (If the editor lacks the skill), line manager, and producer, Translator along with other relevant position.

**7. Technical Description:**

**Camera Specifications:**

* **Type:** Professional-grade DSLR or mirrorless with 4K video capability.
* **Resolution:** Minimum 4K for high-definition footage.
* **Frame Rate:** 24 fps for cinematic quality.
* **Lens:** High-quality prime and zoom lenses for varied shots.
* **Stabilization:** In-body or lens stabilization for smooth handheld footage.
* **Low-Light:** Excellent performance in low-light conditions.
* **Codec:** Supports industry-standard codecs like H.264 or H.265.

**Drone Specifications:**

* **Type:** Professional-grade drone with 4K camera and gimbal.
* **Flight Time:** Sufficient for capturing aerial project shots.
* **Safety:** GPS, obstacle avoidance, return-to-home features.
* **Compliance:** Meets local regulations; licensed, experienced pilot.

**Sound Equipment:**

* **Microphones:** Lavalier for interviews; shotgun for ambient sound.
* **Recorder:** Portable digital recorder for high-quality audio. (the sound should be recorded with two different recording devices at the same time)
* **Wind Protection:** Deadcarts/windshields for minimizing wind noise.
* **Monitoring:** Real-time audio monitoring with headphones.

**Output Format:**

* **Video:** MP4 or compatible format; 4K resolution.
* **Photos:** RAW and JPEG formats.
* **Aspect Ratio:** 16:9 for standard; 9:16 for reels.
* **Compression:** Efficient settings for quality and file size balance.

**8. Responsibilities of Firm/Agency**

The Firm/Agency should work closely with concern officials assigned by International Rescue Committee - Bangladesh for accomplishment of following tasks:

* The firm/agency must take approval of the subtitles (both-Bangla & English) IRC team.
* Take the approval of the background voice from the IRC team.
* Provide rough cut copy for feedback.
* Final copy of video will be given by SSD Hard drive.
* The Firm/Agency must agree to collect footage until the quality ensures.
* The Firm/Agency must edit content until the satisfactory output comes.
* Relevant organizational branding should ensure with proper guidelines.
* Deliver the products to the Advocacy and Communications Team of IRC Bangladesh.
* The firm/Agency should submit final copy within the given time.
* The Firm/Agency will ensure that written consent is obtained for all individuals whose audio-visual elements are used in the documentary.
* Firm/Agency will secure permission to use Drone in the Filming location from the authority.

Referring to Bidder’s ability to demonstrate that they have **valid local business registration or, Trade License (consultancy firm/companies), updated VAT/ BIN Certificate/document, e-TIN number/Certificate or, last Tax return certificate as mandatory required by local law and** **There must be a female member in the team to conduct the study**.

N.B. Its only bidders who will submit all mandatory documents to qualify for the next level of evaluation.

***Please find VIF form, Conflict of Interest, Code of Conduct in*** [***here***](https://rescue.app.box.com/v/VIF-COC-COI-ITB)

Bidders must submit the above mandatory documents and other mentioned documents with necessary signature along with proposals. If in any case supplier fails to provide any of the mentioned mandatory documents, supplier may considered as disqualify for further evaluation process.

**9. Evaluation Criteria**

|  |  |  |
| --- | --- | --- |
| **EVALUATION CRTERIA** | **DESCRIPTION** | **Weight (%)** |
| **Eligible documents** | Referring to Bidder’s ability to demonstrate that they have **valid local business registration or, Trade License (consultancy firm/companies), updated VAT/ BIN Certificate/document, e-TIN number/Certificate (2024-2025) or, last Tax return certificate as mandatory required by local law**.N.B. Its only bidders who will submit all mandatory documents to qualify for the next level of evaluation.***Please find VIF form, Conflict of Interest, Code of Conduct in*** [***here***](https://rescue.app.box.com/v/VIF-COC-COI-ITB)Bidders must submit the above mandatory documents and other mentioned documents with necessary signature along with proposals. | Pass/ Fail |
| **Criteria 1:****Team Composition and Team member skills** | To carry out the assignment, a gender balanced team is highly recommended as the team need to conduct filming session with both male and female clients, A minimum 20% of female presence is required in the team composition. Also, Team (who will be working in this project) need fluency in both Bangla and English language and understanding of local language will be considered as an asset. - Does the consulting firm have a dedicated team with relevant experience in video production, media engagement, and content creation. - Do they showcase the expertise and credentials of key team members with proven success in similar projects. **Scoring process:** Please submit details CV of all team members. Based on the individual Highest educational qualification, relevant **individual work experience/skills (out of 05%) and gender balance team (out of 05%)** will be considered for scoring accordingly. | 10% |
| **Criteria 2:** **Previous Experience** | Refers to Bidders ability to demonstrate relevant experience and technical knowledge of the services required, experience working with donors, UN, NGO, INGO or GO especially in producing high-quality documentaries. Only valid proof (**PO/contract, experience certificate, project details /publications reference**) of the last Three (03) years will be considered for evaluation scoring.**Bidders who submit 05 nos. or more different organizations related purchase orders /Contract/Certificate of completion copy of last Three (3) years will get the highest score out of 10%.** | 15% |
| **Criteria 3:****Time-bound work plan** | Refers to availability and capacity of immediate commencement/ mobilization of resources (skilled team/materials) to start the Baseline Survey or study. With consideration of all possible causes of the delay, the Firm/Agency will provide a detailed work plan with a timeline for what activity will start when and by when work will be completed. Bidders need to submit a detailed alternative plan on how they will mitigate the risk of any movement restriction imposed by local government.**Must complete Time frame table of above page for this criterion marking:****Good details with realistic timeframe and alternative plan will get the highest score out of 5%.** | 5% |
| **Criteria 4:** **Detailed Methodology and proposal** | The Firm/Agency must submit a concise methodology and technical approach for the documentary production, demonstrating a clear understanding of the assignment. The proposal should include:* A list of key research questions aligned with the NGO's objectives and refugee realities.
* Relevant tools for data collection (e.g., interviews, focus groups, observational filming, testimonials).
* Key data sources, such as refugees' accounts, humanitarian workers' insights, and stakeholders' perspectives.
* A stakeholder engagement plan outlining who will be consulted for each research question.
* A data collection methodology with ethical considerations, consent procedures, and culturally sensitive storytelling.
* A plan for script development, content creation, and editing, including storyboarding and integrating still photography.
* An overview of the agency's technical and equipment capacity (cameras, sound, lighting, and post-production software).
* A data collection strategy with geographic scope to cover diverse refugee experiences and locations.

**The evaluation committee will assess clarity, feasibility, and alignment with the project's goals, scoring for this section will be out of 15%.** | 15% |
| **Criteria 5:** **Presentation**  | Based on the evaluation score of criteria 1, 2, 3 and 4, only the top-ranking Firm/Agencies who will score **40 and above out of 45** will be invited for presentation and financial evaluation. The Firm/Agency must demonstrate a clear understanding of the Scope of Service (SOS) requirements and skills, competencies and relevant experience to deliver the work in a timely manner.**Based on their presentation and ability of well demonstration, the evaluation committee will provide a score out of 15%.**  | 15% |
| **Criteria 6:** **Financial proposal** | Firm/Agency fees and a breakdown of activity costs. All prices should be inclusive of Tax/Vat charges as per the government policy and rules. **Lowest price will get the highest score out of 40%.** | 40% |
|  | **Total**  | 100% |

**Mode of payment:**

* 1st installment 30% after submission of the Inception report and finalization of Data Collection Tools (Script, Storyboard, production plan and timeline).
* 2nd installment 30% after draft video documentary shared.
* 3rd installment 40% (remaining) after final report handover.