

TERMS OF REFERENCE

Consultancy Services for “Identifying and Validating Income-Generating Occupations/Interventions and Market Pathways for Refugees in Cox's Bazar”

1. INTRODUCTION

Background: For over 82 years, the International Rescue Committee (IRC) has responded to the world’s worst humanitarian crises to help people whose lives and livelihoods have been shattered by conflict, crisis, and disaster to survive, recover and gain control of their futures. IRC has been actively involved in humanitarian response and development initiatives in Bangladesh since 2017, specifically addressing the needs of Rohingya refugees and vulnerable host communities in Cox's Bazar. In 2024, the IRC continued to deliver vital humanitarian support - including through vital advocacy efforts - to more than 400,000 people across Cox's Bazar, Khulna and Barisal. The prolonged displacement of Rohingya refugees has led to significant humanitarian needs, including a critical lack of sustainable livelihood opportunities. While humanitarian assistance remains vital, promoting self-reliance and dignified income generation pathways is crucial for both refugees and the affected host communities.

To foster economic resilience of both refugees and the affected host communities, the Economic Recovery and Development (ERD) component of IRC is implementing skills development and livelihoods support interventions aimed at improving refugees’ capacity for self-reliance and income generation. Despite the implementation of several skills-building programs, Livelihood interventions and IRC’s existing component’s initiatives, many refugees remain unable to engage in meaningful income-generating activities due to legal, economic, and market-related barriers. To enhance the effectiveness and efficiency of ERD programs, and to explore new opportunities for skill development and income generation, IRC is seeking consultancy services from a qualified consultant or consulting firm to conduct a comprehensive assessment on validating existing programming/interventions, identifying potential context-specific livelihood/Income generating opportunities and suggesting potential pathways for engaging in local markets within the unique operational context of Cox's Bazar, encompassing both Rohingya camps and surrounding host communities in alignment with the GOB guideline.

2. PURPOSE OF THE ASSIGNMENT

The primary purpose of the assignment is to identify and validate occupations relevant to refugees' ability to generate income, with a focus on both enhancing existing skills-building programs and exploring new market-driven opportunities for both Rohingya camps and surrounding host communities in Cox's Bazar.

The specific objectives of the assessment are:

SO1: Validate current skills-building programs delivered by IRC to refugees in relation to their ability to generate income.

SO2: Identify new occupations that allow refugees to diversify their potential ability to generate income.
SO3: Suggest potential pathways for refugees to engage in the local markets.

3. SCOPE OF WORK

3.1 The consultant will have scope to conduct comprehensive desk review of relevant documents, LSDS sector guidelines, reports, and existing livelihood assessments in Cox's Bazar host community and in the Refugee Camp.

3.2 The consultant will be expected to achieve the specific objectives by following the below mentioned but not limits inductive approaches:

SO1: Validate current skills-building programs delivered by IRC to refugees in relation to their ability to generate income.

Indicative Approaches:

- 1) Tabulate all skills-building programs currently delivered by IRC and other agencies to refugees. This should include details such as gender disaggregation of participants, number of days trained, number of hours trained, and additional assistance delivered (e.g., toolkits, inputs, follow-on support).
- 2) Seek direct input from refugees participating in these skills-building programs on the perceived relevance and effectiveness of the training in their ability to generate income. This should involve qualitative data collection methods (e.g., focus group discussions, in-depth interviews).
- 3) Understand from refugees receiving skills-building programs the specific barriers preventing them from generating income, despite acquiring skills. This could include issues related to access to markets, capital, legal restrictions, social norms, etc.

SO2: Identify new occupations that allow refugees to diversify their potential ability to generate income.

Indicative Approaches:

- Assess interests, willingness and barriers among Refugees to income generation to explore and engage new livelihood options, using participatory approach.
- Conduct consultations with the market actors and stakeholders to understand the host community's employers' and businesses' willingness to employ or work with refugees. This will include discussion with private sector actors, local businesses, and UN, I/NGOs facilitating services for the refugees.

- Identify occupations sought after by host community employers and businesses, noting various potential employment modalities available to refugees (e.g., casual labor, seasonal work, full-time opportunities, self-employment, home-based production).
- Develop indicative content of training topics for the newly identified occupations, considering the skills gaps of refugees and market demands.

SO3: Suggest potential pathways for refugees to engage in the local markets.

Indicative Approaches:

Based on the information collected under SO1 and SO2, suggest the specific advocacy areas (from the four below) that the Livelihoods and Skills Development Sector (LSDS) should prioritize to enable refugees to engage more effectively in local markets:

- Expansion of Skills Development and Financial Literacy
- Expanded Access to Legitimate Cash-Based Assistance
- SIM Card Registration and Mobile Financial Services
- Formalization of Informal Camp Markets

3.3 Identify current "quick wins" and "low-hanging fruits" where refugees can safely and immediately engage in income-generation activities within the camp and outside of the camps, considering existing policies and socio-economic realities.

3.4. Analyzing collected data to identify trends, opportunities, and barriers related to refugee livelihoods.

3.5 Developing clear, actionable recommendations for IRC's livelihood programming, addressing both existing interventions and new opportunities.

3.6 Developing a detailed inception report outlining the proposed methodology, a list of market actors and stakeholders the consultant will be interviewing, work plan, timeline, and data collection tools for approval by IRC.

3.5 Develop a high-quality reports and deliverables as outlined in Section 5.

4. METHODOLOGY

The consultant is expected to propose a participatory, inclusive and context-sensitive methodology in their technical proposal. The methodology should aim to achieve the 3 Specific Objectives. The methodology should engage refugees and host communities, as well as relevant stakeholders. A mixed-methods approach, combining qualitative and quantitative data collection, is highly encouraged. Specific considerations for data collection in the camp setting and with diverse refugee populations (including considerations for gender, age, disability, and other vulnerabilities) should be explicitly detailed.

Designing and implementing primary data collection activities includes, but is not limited to:

- ✓ key-informant interviews (KIIs) & In-depth interviews (IDIs) with IRC staff, project implementing agencies of IRC, Inter Sector Coordination Group (ISCG), UN Agency, other humanitarian actors, Camp in Charge (CiC), local and relevant government and their line departments at Sub-Districts and

district level, market actors, private sector representatives, Business Membership Organizations (BMOs) representatives etc.

- ✓ FGDs/consultation with refugees and host community members, and surveys.

5. KEY DELIVERABLES, TIMELINE AND TERMS OF PAYMENT

The consultancy is expected to be completed within 30 working days from the date of contract signing. The consultant/consulting firm will report directly to the ERD Coordinator at IRC Bangladesh. Regular communication and progress updates will be expected. IRC will provide relevant background documents and facilitate necessary introductions for data collection within its operational areas, subject to security and maintaining access protocols. The following deliverables are required to be completed by the consultant and submitted to IRC to maintain the timeframe:

Key deliverables:

1. Inception Report including detailed methodology, list of market actors, stakeholders, work plan, and data collection tools
2. Draft Report (incorporating findings for SO1, SO2, and SO3)
3. Final Report submission (incorporating IRC feedback, along with all raw data and data collection tools) and conducting a key finding sharing session

Timeline and Terms of Payment:

Payments will be made in Bangladeshi Taka (BDT) in three installments upon satisfactory completion and approval of deliverables as outlined in the table below **within 25th September 2025**.

| Sl. | Deliverables | Due date from contract signing | Payment (%) |
|-----|--|--------------------------------|-------------|
| 1 | Inception Report including detailed methodology, list of market actors, stakeholders, work plan, and data collection tools | Within 5 calendar days | 30% |
| 2 | Draft Report (incorporating findings for SO1, SO2, and SO3) | Within next 20 calendar days | 30% |
| 3 | Final Report submission (incorporating IRC feedback, along with all raw data and data collection tools) and conducting a key finding sharing session | Within next 5 calendar days | 40% |

Note:

1. The exact timeline can be adjusted based on the complexity of the proposed methodology and the consultant's availability, subject to IRC's approval **but not exceed 25th September'2025**.
2. The IRC is committed to meeting deadlines and delivering timely humanitarian assistance to the Rohingya and host communities to enhance livelihood opportunities. This assignment is time-

sensitive, as it aims to inform timely, evidence-based interventions to support beneficiaries' livelihoods. Failure to complete and submit the assignment within the agreed timeline will result in a financial **penalty of 1% per day of delay.**

A detailed financial proposal, breaking down of Level of Efforts (LoEs) and consultancy fees, estimated travel costs (if applicable), and any other relevant expenses, should be submitted as part of the application. IRC will deduct VAT, tax and other duties (if applicable) as per Bangladesh government rules and regulations.

6. QUALIFICATION OF THE CONSULTANT / CONSULTANCY FIRM

The ideal consultant/consulting firm will have the following qualifications and experience:

- ✓ **Educational Background:** Master's degree or higher in Agricultural Science, Economics, Business Administration, Marketing, Development Studies, Social Sciences, or a related field.
- ✓ **Experience:** Minimum of 10 years of demonstrated experience in conducting market assessments especially focusing on vocational skill market, value chain analysis, and livelihood studies, particularly in humanitarian or protracted crisis contexts.
 - Proven experience working in Bangladesh, specifically in Cox's Bazar, with a deep understanding of the Rohingya refugee context and host community dynamics.
 - Prior experience in Market System analysis, developing skills training curricula or providing recommendations for vocational training programs.
 - Familiarity with the socio-economic and policy landscape affecting refugees' access to livelihoods in Bangladesh.
 - Experience working with UN, international NGOs and adherence to international humanitarian standards.
- ✓ **Technical Skills:**
 - Strong analytical, research, and report-writing skills.
 - Proficiency in qualitative and quantitative data collection and analysis software (e.g., Kobo Toolbox, SPSS, Excel).
 - Excellent communication, facilitation, and presentation skills.
- ✓ **Language Proficiency:**
 - Fluency in English (written and spoken) is essential. Proficiency in Bengali and/or Rohingya language is highly desirable for direct engagement with communities.

Team Composition (for firms): If a firm is applying, the proposal must clearly outline the team structure, roles, and individual qualifications of key personnel, demonstrating a balanced mix of expertise required for the assignment.

7. IRC CORE VALUES & COMMITMENTS:

- The IRC and IRC workers must adhere to the values and principles outlined in IRC Way - Standards for Professional Conduct. These are Integrity, Service, Equality and Accountability. In accordance with these values, the IRC operates and implements policies on Adult and Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity Anti-Retaliation and Combating Trafficking in Persons.
- IRC is committed to ensuring that consultant have the knowledge they need to uphold and abide by the IRC's Safeguarding Policies.
- IRC ensures that its associates and consultants must actively practice the roles and responsibilities related to client responsiveness, accountability to people in affected communities and must have proficiencies to solicit and listens to feedback and other's perspectives, responds to feedback with maturity and sensitivity and takes appropriate decisions and makes changes to behavior or actions in response to feedback.
- IRC recognizes that gender equality is fundamental to the achievement of our organizational mission. As such, IRC is committed to the promotion of gender equality in all aspects of our operations and programs. Our organizational policies, procedures and actions demonstrate this dedication.
Women candidates, ethnic minorities and differently abled persons are highly encouraged to apply.

8. PROPOSAL SUBMISSION

Interested individual consultants or consulting firms (who have all legal updated business documents) are requested to submit their technical and financial proposal, and relevant documents for conducting the assignment by following the guidance below:

8.1 Technical Proposal (max. 10 pages):

- ✓ Understanding of the TOR.
- ✓ CV(s): For individual consultants, a detailed CV (max. 5 pages).
- ✓ References: Contact details of at least three professional referees from previous similar assignments. (Name and designation, Organization, Email ID and Contact number)
- ✓ Proposed methodology, including sample plan, detailed work plan and timeline.

- ✓ Description of similar assignments undertaken, highlighting relevant experience. The consultant or consulting firm should use the following template to showcase relevant experience. It is expected that a minimum of five completed assignments from the last Five (5) years, aligned with similar context and scope, be listed below. Please complete table below as attach as **Annex1**

| Sl. | Assignment title | Name of the organization that commissioned the assignment. | Contract signing date for the assignment | Completion date of the assignment | Value of the contract in BDT |
|-----|------------------|--|--|-----------------------------------|------------------------------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |

- ✓ Team composition (for firms) with CVs of key personnel (max. 3 pages per CV).

8.2 Financial Proposal (should be in a separate document):

Detailed budget breakdown, including consultant fees (daily/lump sum rate), proposed number of days, and any other anticipated costs (e.g., travel, accommodation, data collection expenses).

8.3 Proposal Submission Guidelines:

Individual consultants or consulting firms (who have all legal updated business documents) are required to follow the steps below when preparing their proposal, ensuring all components are included in the specified order:

- Technical Proposal
- Financial Proposal
- Profile of the Individual or Firm, including relevant experience
- Valid Legal Documents.

8.4 Evaluation Criteria

Proposals will be evaluated based on the following criteria:

| EVALUATION CRITERIA | 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 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 | Pass/ Fail |

| | | |
|--|--|------|
| | 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 be considered as disqualified for further evaluation process. | |
| Criteria 1: Previous Experience and Team capacity | <ul style="list-style-type: none"> - Refers to Bidders ability to demonstrate relevant experience and technical knowledge of the services required following above section 3, 5 and 6, experience working with donor, UN, NGO, INGO or GO especially in identifying and validating income generating / interventions and market pathways for refugees in Cox's Bazar. <p>Only valid proof (PO/contract / assignment, project details /publications reference) of last Five (5) years following Annex 1 of section 8.1 will be considered for evaluation scoring.</p> <p>Bidders who submit 05 nos. or more different organizations related purchase orders /Contract/Certificate of completion copy of last Five (5) years will get highest score out of 10%.</p> <ul style="list-style-type: none"> - To carry out the assignment, the team members should have required experience following section 6. <p>Please submit details CV of all team members. Based on the Highest educational qualification, relevant work experience/skills mark will be out of 10%.</p> | 20% |
| Criteria 2: Time-bound work plan | <p>Refers to availability and capacity of immediate commencement/ mobilization of resources (skilled team/materials) to start the Survey. With consideration of all possible causes of the delay, the consultant / firm will provide a detailed work plan with a timeline for what activity will start when and by when work will be completed.</p> <p>Bidders need to submit a detailed alternative plan on how they will mitigate the risk of any movement restriction imposed by local government.</p> <p>Must share Time frame table for this survey: Good details with realistic timeframe and alternative plan will get the highest score out of 10%.</p> | 10% |
| Criteria 3: Detailed Methodology and proposal | <p>The Consultant / Firm submit a detailed methodological/technical aspect of carrying out the survey following section 4.</p> <p>Any other relevant information (to be determined by the consultant/team/organization)</p> <p>The committee will review their methodology and will score out of 20% marks.</p> | 20% |
| Criteria 4: Presentation | <p>Based on the evaluation score of criteria 1, 2, and 3, only the top-ranking consultants who score 40 and above out of 60 will be invited for presentation and financial evaluation.</p> <p>The consultant 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.</p> <p>Based on their presentation and ability of well demonstration, the evaluation committee will provide score out of 10.</p> | 10% |
| Criteria 5: Financial proposal | <p>Consultant fees, breakdown of activity costs etc following section 8.2.</p> <p>All prices should be inclusive of Tax/Vat charges as per the government policy and rules.</p> <p>Lowest price will get highest score.</p> | 40 % |

| | | |
|--|-------|------|
| | Total | 100% |
|--|-------|------|

8.5 Pre-bid Meeting:

A Pre-bid meeting will be held on **Zoom virtual meeting** (Zoom conference meeting) on **August 12, 2025 Zoom Online Meeting (11.00 am to 12.00 pm)**. Where all interested bidders are invited to join on **zoom link** to attend and ask for any clarification during the meeting. IRC Bangladesh is inviting you to a scheduled Zoom meeting.

Zoom Meeting

Link: <https://rescue.zoom.us/j/92449643637?pwd=RvSFNTyLtWGQFhVDWOoA57DrO5bv4L.1>

Meeting ID: 924 4964 3637

Passcode: 667587

8. 6 Submission Deadlines and Contact Information

All applications must be submitted electronically to **BD.Procurement@rescue.org** **by 17th August 2025** bearing the official organizational seal and the signature of the authorized representative (for firms) or the individual consultant (who have all legal updated business documents). Please clearly mention **RFQ/3BGD/2025220 “Livelihood Consultancy – IRC Cox’s Bazar”** in the subject line of your email.

For any inquiries or clarifications, please contact **BD.clarifications@rescue.org** no later than 13th August 2025.