

## TERMS OF REFERENCE (TOR)

|                              |  |
|------------------------------|--|
| <b>Title</b>                 | : Consultancy for Basic Literacy, Digital, and Financial Literacy Training Module and Content Development for Domestic Workers |
| <b>Covered Thematic Area</b> | : Gender Justice & Social Inclusion (GJSI)   |
| <b>Project/ Programme</b>    | : Suniti Project   |
| <b>Location</b>              | : Bangladesh   |
| <b>Duration</b>              | : May 2025 – Aug 2025  |
| <b>Contract Authority</b>    | : Oxfam in Bangladesh  |

Oxfam is a global movement of people who are fighting inequality to end poverty and injustice. Across regions, from the local to the global, we work with people to bring change that lasts.

Oxfam in Bangladesh (OiBD) has been actively engaged in various humanitarian and development initiatives for more than 50 years, striving to improve the lives and livelihoods of vulnerable communities nationwide.

### 1. BACKGROUND AND CONTEXT

The Suniti project aims to improve the well-being of domestic workers in Dhaka, Bangladesh. Domestic workers often lack access to basic education and essential skills, which hinders their ability to improve their livelihoods and navigate modern society. The Suniti project has been instrumental in providing support and advocating for their rights. This manual and training program will reinforce and expand their knowledge in key areas, contributing to their overall empowerment through Basic Literacy, Digital Literacy, and Financial Literacy Training.

### 2. OBJECTIVES OF THE ASSIGNMENT

The Suniti project seeks to empower domestic workers by enhancing their literacy, digital, and financial skills. This will be achieved through the development of a need-based, interactive, participatory, and user-friendly training module with digital content to support the trainers of the project in delivering the training effectively.

### 3. SCOPE OF WORK

The service provider will work closely with the project team of Oxfam in Bangladesh to accomplish the following tasks:

- Conduct needs assessments to tailor the training content to the specific needs of domestic workers.
- Develop training materials and modules for Basic Literacy, Digital Literacy, and Financial Literacy for domestic workers.
- Review the current and available related training modules.
- Provide ToT (Training of Trainers) sessions for 20 project trainers and staff (3 days long).
- Create evaluation tools to measure the effectiveness of the training.
- Develop digital content to support the training modules.

### 4. DELIVERABLES

The role of the consultant/firm will include, but not be limited to:

- Conduct need assessment with selected domestic workers' group
- Development of comprehensive training modules for Basic Literacy, Digital Literacy, and Financial Literacy.
- Creation of digital content to support the training modules, including video content and participatory training sessions.
- Alignment with the current project branding and digital training content of the Suniti project.

- Conducting training for trainers (ToT) sessions and workshops for project staff.
- Development of evaluation tools and conducting assessments to measure training effectiveness.
- Providing mid-term and final comprehensive evidence-based assignment completion reports.
- Deliver all the contents in soft and hard copies.

**Standard Procedures in the Delivery of the Products/Services:**

- Copyright of all training materials, documents, and digital content belongs to Oxfam. The consultant may not use, reproduce, or otherwise disseminate such works without prior consent from Oxfam.
- In case of late delivery of services and unsatisfactory performance, Oxfam may refuse to accept delivery of all or part of the services and claim liquidated damages as per Oxfam's special terms and conditions.

**5. BUDGET AND PAYMENT SCHEDULE**

Total Budget for the assignment : BDT 800,000.00

**Payment Schedule:**

- 30% upon signing the contract.
- 30% upon submission of the complete inception report and first draft of the final report.
- 40% upon approval of the final report.

**6. EXPERIENCE OR PROFILE REQUIREMENTS**

The organization/ individual(s) should have the following competencies:

- Prior experience in comprehensive need assessment for developing modules.
- Experience in developing training materials and conducting training sessions.
- Expertise in literacy training, digital education, and financial literacy.
- Expertise in digital and interactive training modules.
- Proven record of working with similar target groups or in similar contexts, especially with limited literacy groups of women.
- Ability to demonstrate sensitivity to cultural differences and gender issues.
- Commitment to undertake Oxfam's safeguarding training and adherence to relevant policies.

**7. REPORTING AND SUPERVISION**

The consultant or the internal lead of the assignment will report and provide regular updates to **Sr. Programme Officer**.

**8. COMPLIANCE**

Ensure compliance with OiBD's internal regulations and the regulations of donor organizations.

**9. APPLICATION PROCESS**

The proposals must be sent in English, electronically and the submissions must reach Oxfam via email at [Ban\\_Consultancy@oxfam.org.uk](mailto:Ban_Consultancy@oxfam.org.uk) with the subject line "**Basic Literacy Training for DWs**" by **18 May 2025**.

To be shortlisted for evaluation against award criteria, the following documents must be submitted with this application.

The application should contain a cover letter along with separate but detailed technical and financial proposals, including CV(s) of the team members and a list of equipment and services to be used for the assignment. A sample of relevant previous works and two references should be shared with the application. Necessary legal documents/registration/license to prove work eligibility in Bangladesh in case of firms and organizations and TIN certificates for individuals must be added following the instruction of the application in the advertisement.

The financial proposal must be detailed and realistic and should include:

- Cost heads and rates
- Total base amount (inclusive of Tax)
- 15% VAT on the total base amount
- Grand total amount (Base amount + VAT)

Along with the technical and financial proposals, the following documents need to be submitted:

**For Individual Consultant:**

- A profile/CV of a maximum of 2 pages, highlighting related completed assignments with client names, contact persons, and contact numbers.
- One-paragraph short CVs for other team members involved in the assignment, highlighting related completed assignments and roles (if applicable).
- Proof of last two payments/ rates.
- Copies of NID, TIN, BIN, VAT Registration, Trade License, Work Permit, as applicable.

**For Consultancy Firm:**

- A firm profile of a maximum of 2 pages, highlighting completed related assignments with client names, contact persons, and contact numbers.
- The lead consultant's (who will lead the assignment) maximum 2-page CV, showcasing related assignments completed and specifying the role in each completed assignment.
- One-paragraph short CVs for other team members involved in the assignment, highlighting related completed assignments and roles.
- Proof of last two payments/ rates.
- Copies of the firm's certificate, TIN, BIN, VAT registration, and trade license and any other relevant documents.

## 10. EVALUATION AND AWARD CRITERIA

The quotations will be assessed according to the following criteria and distribution of points:

| Evaluation Criteria   | Weight %   |
|---|------------|
| <b>Technical Proposal</b>   | <b>70</b>  |
| - Understanding of the ToR  | 15         |
| - Quality of similar previous work  | 20         |
| - Team composition and equipment  | 15         |
| - Ideation and methodology  | 15         |
| - Communications plan (understanding of target audience and strategies therewith) | 05         |
| <b>Financial Proposal (detailed and realistic)</b>                                | <b>30</b>  |
| <b>Total</b>  | <b>100</b> |

[Only quotations with combined scores of at least 50% for the technical award criteria qualify for the financial evaluation.]

Oxfam withholds the right to conduct interviews/presentation with one or more potential consultants before an award decision is made. The purpose of the interview/presentation is to seek further clarification on the submitted quotations and learn more about the background and previous experiences of the potential consultants and their teams.

## 11. General Terms and Conditions

- All payment will be made through A/C payee cheque or bank transfer.
- The consultant shall be responsible for their statutory income tax obligations and/or insurance during the assignment.
- The payment will be made only after formal acceptance of deliverables by Oxfam in Bangladesh and OGB Global Team
- Inability to comply with the works as per agreed timeline and quality will cause penalty from the payment. The penalty will be proportionate to the level of undelivered work.
- The consultant will ensure that data collection, processing and reporting meets Oxfam's high-quality standards and legal requirements (e.g., GDPR). The consultant shall have the responsibility to modify the report until the quality required by Oxfam has been reached.
- Confidentiality of information
  - The consultant will ensure appropriate ethical authorizations are in place, as required.
  - Informed consent processes must be followed prior to data collection including for interview recordings and photographs.
  - Interviewees will not be quoted in reports without their permission.
  - All documents and data collected will be treated as confidential and used solely for the purposes of carrying out this consultancy contract.
- All soft and hard copies of the assignment will be treated as the property of Oxfam.
- The consultant shall have no opportunity to alter the timeline and planning of data collection and submission of first draft and final report.
- In case of any deviation from the contract, Oxfam shall have the right to terminate the agreement at any point.
- The consultant shall be bound to pay back the full money to Oxfam given as advance of payment in case of any deviation from the contract.
- Oxfam will deduct withholding tax from the consultancy fees which will be in conformity with the prevailing government rates.
- Oxfam work is based on deeply held values and principles. The consultant will be bound by the principles and conditions of Oxfam Code of Conduct and other relevant policies, including those for safeguarding and child protection, throughout the duration of the assignment.
- Conditions for participating in the procurement process are detailed in the [Terms & Conditions of Bidding](#)

## **RIGHT TO SELECT/ REJECT**

Oxfam reserves the right to select and negotiate with those firms it determines, in its sole discretion, to be qualified for competitive proposals and to terminate negotiations without incurring any liability. Oxfam also reserves the right to reject any or all proposals received without explanation.

## **RESERVED RIGHTS**

All applications and quotes become the property of Oxfam, and Oxfam reserves the right in its sole discretion to:

- Disqualify any offer based on applicant's failure to follow solicitation instructions.
- Waive any deviations by the applicant from the requirements of this terms of reference that, in Oxfam's opinion, are considered immaterial defects requiring rejection or disqualification; or where such a waiver will promote increased competition.
- Extend the time for submission of responses after notification to all applicants.
- Terminate or modify the process at any time and re-issue the request for quotation to whomever Oxfam deems appropriate.
- Issue an award based on the initial evaluation of offers without discussion.
- Award only part of the activities in the solicitation or issue multiple awards based on solicitation activities.

## **CODE OF CONDUCT**

Oxfam is committed to integrity in its operations and supply chains and ensuring high ethical standards. Complying with all laws and regulations and ensuring fair competition are fundamental to this commitment. We actively promote these principles and standards, and expect all Oxfam suppliers to demonstrate commitment towards them.

All consultants/applicant are required to agree and adhere to the [Oxfam Supplier Code of Conduct](#), whereas individuals (including consultants) must sign the [Oxfam Non Staff Code of Conduct](#)<sup>1</sup>. These Codes of Conduct set out the specific standards and principles in the areas of human and labour rights, environmental impact and anti-corruption that suppliers must follow.

Oxfam has the following requirements of its service providers, to ensure integrity in its supply chain:

### **Bribery and Collusion**

Oxfam does not tolerate fraud, including bribery or kickbacks, collusion among bidders, bribery or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement and barred from future procurement opportunities.

Employees and representatives of Oxfam are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange or as a reward for business.

### **False Statements**

Bidders must provide full, accurate and complete information as required by this solicitation and Annexes. False statements in bids constitutes grounds for immediate termination of any agreement with the supplier. OXFAM takes misstatements, falsification, manipulation, alteration of facts and/or documents very seriously, has a zero-tolerance policy to such behaviours, and may choose to take legal action in a case of misrepresented disclosures by

### **Conflict of Interest**

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<sup>1</sup> Non-Staff Code of Conduct applies for any self-employed individuals or contracted employees of suppliers who are working on Oxfam sites, or who have access to Oxfam materials, or who may represent Oxfam in any manner but are not part of Oxfam's legal entity)

Bidders must provide disclosure of any past, present or future relationships with any parties associated with the issuance, review or management of this solicitation and anticipated award. Failure to provide full and open disclosure may result in Oxfam having to re-evaluate the selection of a potential bidder.

### **Diversion of Funds**

Oxfam is determined that all its funds and resources should only be used to further its mission and shall not be subject to illicit use by any third party nor used or abused for any illicit purpose. Suppliers (and their affiliates/group companies, employees, officers, owners, agents and sub-contractors) may be subject to formal screening against global lists of individuals subject to designation or proscription under financial sanctions or counter terrorism regulations.

### **MONITORING**

**Due Diligence:** As a charitable organisation, Oxfam must take care to protect its assets and funds. One of the steps that Oxfam takes to comply with this legal duty is to conduct adequate and proportionate due diligence on suppliers prior to entering into a contract. This includes checking legal registration and financial solvency but may also include other checks.

**Important Note:** Oxfam performs a regular screening check of all suppliers against international sanctions lists.





**Audit:** Any audit requirements are detailed in the terms and conditions of business.

**Data Protection:** Oxfam is legally bound to ensure that all personal details held by the organisation relating to any individual or entity are kept secure and according to international data protection standards.

### **MISCONDUCT REPORTING AND WHISTLEBLOWING**

Oxfam's reporting and whistleblowing mechanisms are available for Suppliers as well Oxfam employees, to ensure that Oxfam continues to operate under the highest ethical standards and principles.

You can use these reporting channels confidentially, anonymously, and in your own language to report any concerns involving fraud, corruption, waste, abuse or safeguarding concerns.

| <b>Speak up – Oxfam GB</b>  |   |   |
|---|---|---|
| <b>Email:</b><br>  | <a href="mailto:SpeakUp@oxfam.org.uk">SpeakUp@oxfam.org.uk</a>  |  |
| <b>Online:</b><br> | <b>Oxfam Misconduct Reporting Webform</b> (including possibility for anonymous reporting) <a href="https://oxfam.clue-webforms.co.uk/webform/misconduct/">https://oxfam.clue-webforms.co.uk/webform/misconduct/</a> |   |
| <b>Phone:</b><br>  | <b>Global Phone Number:</b> +44 1249 661808   |   |

## **ANNEXES**

### **Attachment 1: Code of Conducts**

*Oxfam Non-Staff Code of Conduct [English]*

*Oxfam Non-Staff Code of Conduct [Bangla]*

*Oxfam Supplier Code of Conduct*

*Conflict of interest declaration form for 3rd parties*

### **Attachment 2:**

*OXFAM GB Feminist Principles*

### **Attachment 3:**

*One Oxfam Child Safeguarding Policy*

### **Attachment 4:**

*Oxfam Anti-Fraud and Corruption Policy*

### **Attachment 5:**

*One Oxfam Policy on Protection from Sexual Exploitation, Abuse and Harassment (PSEAH)*

### **Attachment 6:**

*Sexual Diversity and Gender Identity Rights Policy*