**Terms of Reference**

**Baseline Study on OpenCRVS Pilot**

### Background

Plan is an international, rights-based, Child-Centred Community Development organization working worldwide for the realization of children’s and other human rights to end child poverty in developing countries. Plan’s vision is of a world in which all children realize their full potential in societies that respect people’s rights and dignity.

Plan International has been operating in Bangladesh since 1994, helping children access their rights to health, education, economic security and protection. Currently, under Country Strategy IV Plan International Bangladesh is implementing programmes in six thematic areas: health, education, child protection, WASH, youth engagement and employment, and disaster risk management and climate change. Through interventions of Plan International Bangladesh, more than 3,500,000 people including women, children and vulnerable are benefitted across 13 districts.

As an independent development and humanitarian organisation, Plan International works with children, young people and partners to tackle the root causes of the challenges facing by the girls and all vulnerable children. Plan International also support children’s rights from birth to adulthood and enable children to prepare for and respond to crises and adversity. Plan International drives changes in practice and policy at local, national and global levels using our reach, experience and knowledge. For over 80 years Plan International have been building powerful partnerships for children, and active 75 countries all over the world.

We believe in the power and potential of every child. Without a birth certificate a child does not exist in the eyes of the law. Everyone should have a legal identity with which to access their rights, basic services and opportunities. Civil registration can be the foundation of each individual’s legal and social identity. The importance of CRVS is captured in the 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDG). The data from CRVS systems could contribute to the effective measurement of 65% of the SDGs, supporting the global aspiration to leave no one behind.

In that continuation Plan International is leading the development of Open CRVS, a standards-based, open source software for birth and death registration as a viable option to roll-out nationally. It is for both of those who will be working with it on a daily basis and the people and institutions that stand to benefit from its functionality.

2. **Project Overview**

Civil registration (CR) is a process by which a government records vital events occurring in a population, such as births, deaths and marriages. It provides data on life itself and for governments it provides the sole continuous source of vital statistics (VS) for evidence-based policy and decision-making.

Low and Middle income countries are currently stuck with legacy CRVS systems that are unable to function end-to-end because that are not agile enough to adapt to the low resource and constantly changing operational environment of a civil registry office. Why, because they were never designed to do so. Globally, significant investments have been made to digitise CRVS systems. Countries have built, and continue to build customised systems because an out of the box solution design to meet their needs doesn’t exist in the market. Whilst proprietary solutions are an option, experience tells us that they require long development times, high support and maintenance cost, and can only operate in high resources settings, by high capacity staff. As a result, digitisation investments have not lead to significant increases in registration coverage and vulnerable populations remain invisible, unaccounted for and excluded from accessing lifelong services essential to live, learn, decide, and thrive.

Plan International is challenging the current gap in the market for a user-centric and rights-based CRVS system by leading the development of Open CRVS, an open-source digital CRVS solution that is free to use, adaptable to the country context, interoperable with other government systems (e.g. health and ID systems), and rights-based to ensure it protects and provides for those most vulnerable.

Plan International Bangladesh is going to initiate a project to pilot this OpenCRVS in 2 upazilas: Narshingdi Sadar of Narshingdi District and Bhurungari of Kurigram District. This pilot project will be implemented in urban, rural and medical facility context. It will cover birth and death registration process in Bangladesh with the aim to develop a business case of future model of CRVS to nationwide scale up. This piloting will give a good understanding on how the prototype OpenCRVS needs to be customized for the context of Bangladesh. The project duration is 18 months.

The Government of Bangladesh have positioned CRVS as a key strategic priority and foundation of the “Digital Bangladesh” strategy, recognising it’s foundational capabilities to provide a unique identity through birth registration with which the population can access all e-Government services. Under the leadership of a2i in the Prime Minister’s office, the Government of Bangladesh have requested that Plan International Bangladesh to pursue an in-country implementation of OpenCRVS. This will be in line with ongoing work that has already been planned to develop a new CRVS system, and in partnership with a local technology firm with whom they have already engaged to build a digital CRVS solution.

In addition to support from the Government of Bangladesh, considerable support has been received from a number of partners that includes Jembi Health Systems, Vital Strategies and Futurice.

To develop a customized, usable and useful product it is essential to understand the local context and need from the users’ perspective. It is also essential to prove that the product can be developed in partnership with local resource persons. Plan International Bangladesh seeks to develop a system which is contextualized, affordable and can be adopted by locally available resource. Civil registration (CR) is a process by which a government records vital events occurring in a population, such as births, deaths and marriages. It provides data on life itself and for governments it provides the sole continuous source of vital statistics (VS) for evidence-based policy and decision-making.

To build a usable and useful product we need to ensure that we build a product that address the needs of our local customers and beneficiaries. To do this we need to take a user centred approach to gathering insight locally to better understand the context in which our product will be used. At the heart of the Open CRVS project, is the need to prove that the product can be developed in partnership with and using local talent. Engaging a local design researcher team to work alongside our global design team will prove that this work is possible in low-resource settings and also contribute to local capacity building to support the project going forward.

1. **Study Objective**

Broad objective of this base line study is to establish a bench mark for the project against a set of indicators to assess out comes at the end of project period. Specially to know the current rate for birth and death registration and certification and to understand current knowledge, attitudes and practices of both service receivers and service providers towards these issues.

Specific objectives of the study are:

* To know existing knowledge of adults in the community on birth/death registration
* To know practice/rate of birth/death registration in a given period of time
* To know satisfaction level of parents/guardians/citizens on birth/death registration process
* To understand about the quality of data captured in the birth/death systems (Scale 1-5)
* To know satisfaction level of civil registration staff on the usability of the existing birth/death systems
* To understand knowledge level of civil registration staff on the birth/death registration processes and their role within it
* To understand impression of persons who register births/deaths on the competency of civil registration staffs
* To measure level of awareness on importance of birth/death registration/certification among adult persons in the community
* To understand pattern of interaction of parents regarding their child’s life (within 45 days)
* To understand pattern of interaction in case of death of any family members (within 45 days)
* To understand correlation between socio-economic status and parent’s education with birth registration.
* To understand correlation between socio-economic status and relative education with death registration.
* To know the challenges faced by staff regarding birth/death registration
* To understand awareness and perception of key duty bearers (primary & secondary) on birth/death registration systems

**4.** **Primary user of the study findings**:

Primarily the user of the study will be the project team, Plan International Bangladesh. The findings from this baseline study will assist project team to establish bench mark for the project against a set of indicators to assess out comes at the end of project period. The indicators are given in the Annex.

The study will also inform the project about current rate of birth and death registration and certification and current knowledge, attitudes and practices of both service receivers and service providers towards these issues. As this is a collaborative project with Government of Bangladesh, findings from this study may also inform GoB regarding the current situation around OpenCRVS.

**5. Location:**

This baseline study will be conducted in two Upazilas of Narsingdi and Kurigram district. The upazilas are 1) Narshingdi Sadar and 2) Bhurungamari, Kurigram.

**6. Scope of work**

The scope of work for the study will preferably include, but not limited to:

* Review all project and related documents.
* Develop/adjust appropriate methodology to address the specific objectives, review and refine data collection tools, and finalise the tools by pretesting. Ensure all the tools are translated in English from Bangla and get approval from Plan International Bangladesh before data collection.
* Engage qualified data collectors, train them on data collection methods and tools and quality control with support from Plan International Bangladesh and the project team, including co-facilitation of a gender equality and child protection component. .
* Administer data collection in the study area that includes supervision, cross validation, quality control and data transcription (as per need). Ensure that all data collection activities are gender responsive, adolescent friendly and respect child safe guarding policy of Plan International.
* Data management and analysis in terms of data transcription, coding, computer entry, cleaning, and analysis as per study themes/variables in the specific objectives.
* Produce draft report and finalise the report based on feedback of Plan International Bangladesh.
* Prepare a study brief of 3 page (max) both in Bangla and English. The study brief will contain the objectives, key findings and recommendations.

**7. Methodological Guideline**

It is expected that the consultant/consulting firm will develop an appropriate methodology to address the specific objectives of the assessment. Triangulation in methods of data collection is encouraged as per need.

It is also anticipated that during the development of methods and tools for data collection the consultant/consulting firm will consider gender-sensitive and context appropriate approaches. The methodology and the tools should be finalised in consultation with Plan International Bangladesh.

Plan International is committed to ensure the respect and confidentiality of the participants in accordance with Plan International’s Ethical MERL Framework and Child and Youth Safeguarding Policy. Therefore, the bidders should include ethical considers in the proposed methodology.

**8. Roles, Responsibilities and Management**

The consultant/firm will work in close contact with the manager, research and knowledge management and the project manager in Plan International Bangladesh and will continually inform on the progress of the assignment through updates via in-person meetings, email and Skype conferences.

**9. Expected Competencies of the consultant/Consulting firm**

We are looking for a Consultant/firm with the following competencies:

* Demonstrated experience in conducting large scale baseline/end line studies, including gender-sensitive data collection and data entry, data management and storage, preferably for studies involving adolescents.
* Knowledge and experience of Open CRVS in Bangladesh is preferred. Experiences to conduct researches and evaluations in the field of CRVS initiatives and interventions including birth and death, and child rights.
* Demonstrated expertise and experience on Open CRVS
* Experience in conducting similar studies on Open CRVS
* Demonstrable experience of designing and leading rigorous research, using quantitative and qualitative methods.
* Good proven communication skills and analytical ability
* Ability to produce high quality analytical reports in English.
* No history of violation of child rights

**10. Deliverables and Time frame**

Total duration of the assignment is 60 calendar days after signing of the agreement. The methodology and work plan will be reviewed and approved by Plan International Bangladesh. It is anticipated that the inception report and data collection tool / methodology of survey will be produced within 1 week of signing of the agreement. The final report along with power point presentation should be submitted after 5 days of receiving feedback. Follow up meetings will be held time-to-time between the contracted consultant/consulting firm and Plan International Bangladesh.

The deliverables will be:

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| --- | --- | --- | --- |
| Deliverable | Format | Length | Detail |
| *Inception Report* | *MS Word* | *Not more than 15 pages* | *Inception report will include final methodology and work plan of the assessment. It should be submitted within five calendar days of awarding the assignment.* |
| *Data Collection Tools* | *MS Word* | *As per need* | *Both draft and final versions. The draft tools should be shared with Plan International Bangladesh for feedback. These should also be pre-tested in the field. Based on feedback and findings of pre-test the tools should be finalised.* |
| *Draft Research Report* | *MS Word* | *Not exceeding 30 pages (excluding annex)* | *The expected structure of the report is given at the end of this table.* |
| *Presentation of findings to the stakeholders* | *Power point* |  | *It will include a background, objectives, methodology, key findings and relevant recommendations.* |
| *Final Research Report* | *MS Word* | *Not exceeding 30 pages (excluding annex)* | *Based on the feedback to draft report and during presentation the report should be finalised. It should be in acceptable English. If required, the consultant/consultancy firm should arrange for proof-reading to ensure the quality.* |
| *All field notes and data sets* |  |  |  |
| *Study brief* | *MS Word/ Illustrator* | *Not more than 3 pages* | *This should be both in English and Bangla* |

The report should have the following structure:

* Title page
* Acknowledgement
* Executive summary
* Acronyms/Glossary
* Table of contents and list of figures and tables
* Introduction and Background (short description of context, project background and description, research objectives)
* Research methodology (it will include justification of selection of study location, sampling procedure, data collection method, data quality assurance procedure, ethical considerations, and limitations)
* Findings and analysis (it should be organised as per the study objectives)
* Discussion and conclusion with recommendations.
* References
* Annexes

**11. Mode of Payment**

The payment will be made in three instalments:

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| **Instalments** | **Percentage** | **Timeline** |
| First instalment | 30 | * Acceptance of inception report and Agreement signed |
| Second instalment | 30 | * After receiving the first draft report |
| Final instalment | 40 | * Upon submission of the final report |

**12. Evaluation criteria and scoring**

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| **Criteria** | **Score** |
| Appropriate methodology to address the study objectives | 40 |
| Relevant competency of team leader and team composition | 40 |
| Amount of budget and justification | 20 |

**13. Preparation of proposal**

The proposal should be divided into two parts and submitted in two separate folders i.e. technical and financial. The technical part of the proposal should not exceed 10 pages and will contain the following:

* Detailed methodology of the study.
* Detailed timeframe (including dates for submission of first draft, testing of data collection tools, field activities, data analysis and report writings, dissemination of findings and final report).
* Account of relevant experience.
* CVs of the team leader and key members of the study team.
* Copy of VAT registration certificate (for consulting firm).
* Copy of valid TIN certificate and bank account detail.

The financial proposal should clearly identify, item wise summary of cost for the assignment with detail breakdown. The budget should not contain income tax as a separate head; it can be blended with the other costs, as it will be deducted from the source. However, VAT can be mentioned in the budget as per government regulation. The organisation will deduct VAT and Tax at source according to the GoB rules and deposit the said amount to government treasury. The consultant/consulting firm is expected to provide justified budget, which is consistent with technical proposal.

**14. Submission of proposal**

The technical and financial proposals should be submitted electronically to the email address: [**Planbd.consultant.hiring@plan-international.or**g](mailto:Planbd.consultant.hiring@plan-international.org). Two different folders i.e. technical and financial should be submitted into one zip folder with a covering letter. The proposals should be submitted in pdf format.

**15. Penalty clause**

The consultant/consulting firm is expected to provide services within agreed timeframe as well as submit the final report maintaining the quality as mentioned in section 7. If the quality is not maintained as mentioned in section 7, Plan International Bangladesh will deduct 5% of the total agreement amount. If for any reason, the consultant/consulting firm fails to deliver services within stipulated time, the consultant/consulting firm needs to inform Plan International Bangladesh in time with valid and acceptable explanation. Failing to this may evoke penalty clause at the rate of 1% for each day of delay.

**16.** **Contact person**

For any technical issue related to the project and study, please communicate to Tamanna Sharmin (**Tamanna.Sharmin @plan-international.org**)

**17. Ethical Considerations**

There will be nothing in the study, which may be harmful for respondents regarding legal or medical ground. No one would be forced to provide information for the study. The objectives will be clearly explained to all the respondents of the study before gathering data from them. The consultant will be abstained from collecting data from those who will deny or show any kind of disinterest in providing information. Thus, verbal/written consent of the respondents should be taken before collecting data. Confidentiality of data should be maintained and in the report name of the respondents should not be revealed.

**18. Bindings**

All documents, papers and data produced during the assessment are to be treated as Plan International Bangladesh property and restricted for public use. The contracted consultant/consultant firm will submit all original documents, materials and data to country office of Plan International Bangladesh.

**19. Negotiations**

Once the proposal are evaluated, Plan International Bangladesh may enter into negotiation with one or more than one consultant/ consulting firm for final selection. If negotiations fail, Plan International Bangladesh will invite consultant/consulting firm whose proposal received and was the next highest score to negotiate a contract. If none of the invited proposals led to an agreement fresh, Requests for Proposals (bidding document) will be called.

**20. Award of contract**

The consultant/consulting firm expected to commence the assignment within one week of signing contract.

**21. Child Protection Policy**

The individual shall comply with the Global Policy Safe Guarding Children and Young People of Plan International Bangladesh. Any violation /deviation in complying with Plan International’s Global Policy Safe Guarding Children and Young People will not only result in termination of the agreement but also Plan International will initiate appropriate action in order to make good the damages/losses caused due to non-compliance of Plan International’s Global Policy Safe Guarding Children and Young People.

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**Annexure**

**Indicative list of indicators**

* Average total time for civil registration staff to process birth/death registration applications (from receipt of declaration form to certification) in the target area
* Average total travel time associated with informants registering a birth/death in the target area
* Average direct cost associated with parents/guardians/informant registering a birth/death
* Average indirect cost associated with parents/guardians registering a birth/death (travel, accommodations, leave from work, unofficial fees) in the target area
* % of parents/guardians/citizens satisfied with the birth/death registration process in the target area
* Average number of visits required to complete the birth/death registration process
* Quality of data captured in the birth/death systems (Scale 1-5)
* % of civil registration staff satisfied with the usability of the existing birth/death systems in the target area
* % of civil registration staff within the target area that have a good knowledge of the birth/death registration processes and their role within it
* % of those registering births/deaths that have a positive impression of the competency of the staff
* % of adults within the target area that are aware of the importance of birth/death registration and certification
* % of adults that know where and how to register a child/death
* No. and % of births registered within 45 days of birth
* No. and % of births registered in a given year and within 1 year of the vital event
* No. and % of births in target districts registered in a given year and within 1 year of birth that are accompanied with the issuance of an official birth certificate
* No. and % of births in target districts registered in a given year and within 5 years of birth (by sex)
* No. and % of all children under the age of 18 within target districts that have been registered (by sex)
* No. and % of all births in target districts registered in a given year that are accompanied with the issuance of an official birth certificate
* No. and % of deaths registered within 45 days of death
* No. and % of deaths registered in a given year and within 1 year of the vital event
* No. and % of deaths in target districts registered in a given year and within 1 year of death that are accompanied with the issuance of an official death certificate
* Data required to define effective CRVS interventions
* Who do Mother’s interact with in the first 45 days of a child’s life?
* Who do Father’s interact with in the first 45 days of a child’s life?
* Who do families interact with within 45 days of a death?
* Approximate number of babies born in each district each year
* Total Number of children enrolled in school per district & jurisdiction
* Number of schools and hospitals/health facilities, broken down by type of facility e.g. primary/secondary school; district/sub-county etc (from a reliable up to date secondary source)
* Individual who normally reports a birth/death in a household e.g. father, mother, family member etc.
* # & % of births/deaths by location (home or health facility) and by type of health facility
* Correlation of socio-economic status and parent’s education with birth registration.
* Correlation of socio-economic status and relative education with death registration.
* Challenges staff face in conductin`g their day to day job e.g. ease to use the system, power outages, stock outs of forms etc
* Awareness and perception of key duty bearers (primary & secondary) on birth/death registration systems.