**Terms of Reference (ToR)**

**Development and printing of IEC Materials on Child Protection, Gender, GBV and feedback and complaints mechanism for the Rohingya Refugee Response in Cox’s Bazar- consultancy**

1. **Background**

Founded over 80 years ago, Plan International is one of the oldest and largest children's development organizations in the world. Plan International plays an important role in mobilising children, communities and civil society organisations to claim the rights of children and achieve agreed upon local development priorities, towards a commitment to ensuring the wellbeing of children in support of the United Nations Convention on the Rights of the Child (UNCRC). Plan International has always has provided its humanitarian support to the children and adolescents wherever the situation created.

Since extreme violence erupted in the Rakhine State of Myanmar in 25 August 2017, an estimated 702,160 Rohingya men, women and children have crossed the border into Cox’s Bazar, Bangladesh to find safety. Plan International’s initial response focused on providing life-saving and immediate WASH and Protection needs to the most vulnerable arriving in Cox’s Bazaar, focusing in the Balukhahli Mega camp. The Protection response has focused on ensuring safe spaces for children, particularly adolescent and young girls, and provision of gender and age appropriate protection services including case management, and enhancing community-based child protection mechanisms.

Plan is currently scaling up interventions to address the needs of children and adolescents in camps and host communities. Through various projects focused on community-based child protection, positive parenting, gender equality and gender transformation, and working with adolescents and youth. In addition, Plan International is seeking to strengthen its feedback and complaints mechanism in camps and host communities, which aims to facilitate the way in which communities can share their feedback, complaints, opinions or ideas related to Plan’s services, followed by subsequent action(s) taken by Plan to address such feedback or complaints.

As part of the above interventions, Plan is seeking a consultant to develop high-quality communication and information materials for various stakeholders and age-groups on topics related to child protection, GBV, gender, and Plan’s internal feedback and complaints mechanism. The purpose of the materials is provide key information to communities, and support in practices and behaviours on the above-mentioned issues.

1. **Assignment Objectives and scope of work**

The objectives of this assignment are:

* To review existing IEC materials and documents (including from Plan International; Cox’s Bazar Communicating with Communities (CwC) Working Group) for developing an understanding of project activities and beneficiaries
* To develop materials (flipbooks, posters, stickers) targeting children, adolescents and adults to promote gender equality and address topics related GBV and CP (violence, abuse, trafficking, family separation, etc) risk prevention; materials on child and young people safeguarding.
* Organise 1-day workshop to present concepts and ideas, and for Plan staff to provide feedback and ideas
* To develop age-appropriate and child-friendly materials on key referral information for camp and host communities on how to access key services
* To develop materials related to Plan’s Child and Youth friendly feedback and complaint mechanism
* To develop child/youth to child/youth and adult to child/youth behaviour guideline specific to camp and host community
* Test the above with the target audience in camp and host communities

All materials, illustrations and design should reflect and consider the local context. All of the above will be completed in close cooperation with Plan International staff, who will check for relevance and content of messages and illustrations.

1. **Assignment deliverables**

* Inception report with plan of action, timeframe and conceptual/creative ideas on how to develop the requested materials

## **Design**

* 1 set of materials on gender and gender equality, based on Plan’s ‘Champions of Change’ (CoC) curriculum
  + 1. 2 flipbooks (‘flashcards’) in English and Burmese (approx. 25 pages) on gender and equality following Plan’s ‘Champions of Change’ curriculum; 2 posters on CoC; 2 poster on GBV; 2 banners with artwork of CoC; sticker.
* 1 set of materials on CP and GBV risks
  + 1. 1 flipbook (20-25 pages) on child protection and GBV issues, including on positive parenting, trafficking risks and prevention; 2 posters; sticker.
* 2 posters on availability of key services and referral pathways
* 1 set of materials for Plan’s feedback and complaint mechanism
  + 1. 2 posters (1 for adults, 1 for children and youth); sticker
    2. banners on safeguarding CoC, banners on child/youth to child/youth and adult to child/youth behaviour guideline
* After field testing and review process, the final products will be submitted in soft copies both PDF and editable format
* 2 to 3-page final report
* All materials should be in full colour and tailored to: young children, adolescent girls and/or boys and adults

## **Printing**

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|  | **Item** | **Description** | | **Remarks** |
| 1 | Flipbook 1 | Size:  Paper:  Pages:  Print:  Quantity: | 9.8’’ x 13.9’’  200 gram, laminated  20 pages  Both side in colour (text or image)  200 | Bound with plastic rings on top  Topic: CoC boys |
| 2 | Flipbook 2 | Size:  Paper:  Pages:  Print:  Quantity: | 9.8’’ x 13.9’’  200 gram, laminated  20 pages  Both side in colour (text or image)  50 copy (25 in English and 25 in Burmese) | Bound with plastic rings on top  Topic: CoC girls |
| 3 | Flipbook 3 | Size:  Paper:  Pages:  Print:  Quantity: | 9.8’’ x 13.9’’  200 gram, laminated  20 pages  Both side in colour (text or image)  50 | Bound with plastic rings on top  Topic: CP, GBV, trafficking |
| 4 | 8 different types of Poster | Size:  Paper:  Pages:  Print:  Quantity: | A2  300 gram, Laminated  1  One side in colour  4,000 copy (500 unites each) | 2 posters using photograph/real picture  6 posters using art design |
| 5 | 4 different stickers | Size:  Paper:  Pages:  Print:  Quantity: | Approx. 12 cm in diameter  Regular  1 side in colour  4,000 (4,000 unites each) |  |

1. **Expected competency and experience**

Expected competency of the consultant/consulting firm includes:

* Degree in Communication, graphic design or relevant field;
* The consultant/firm should have significant experience in designing IEC/BCC materials
* Evidence of developing and designing similar materials, ideally for emergency contexts; previous experience working in and knowledge of the Rohingya context
* Capacity to start this assignment in May, and deliver on the objectives within the required timeframe
* Able to obtain or already have obtained all required permissions to work in camps.

1. **Deliverables and timeframe**

Total duration of the assignment is 45 days within a timeframe until August 15, after signing of the agreement. The work plan will be reviewed and approved by Plan International Bangladesh

1. **Mode of payment**

The payment will be made in three instalments:

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| --- | --- | --- |
| **Instalments** | **Percentage** | **Timeline** |
| First instalment | 30 | Agreement signed and acceptance of inception report |
| Second instalment | 40 | After 50% of completion of activities based on agreed work plan |
| Final instalment | 30 | After full completion of activities based on agreed work plan |

1. **Criteria and scoring of evaluation**

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

1. **Preparation of proposal**

The proposal will be divided into two parts and should be 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 assignment
* Detailed timeframe (including dates for submission of first workplan, activity plan and final report).
* Account of experience of work related to the assignment.
* CVs of the team leader and key members of the team which reflect relevant experience.
* 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 expenditure, 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.

1. **Submission of proposal**

The technical and financial proposals should be submitted electronically to the email address: [Planbd.consultant.hiring@plan-international.org](mailto:Planbd.consultant.hiring@plan-international.org) with titled **Development of IEC Materials on Child Protection, Gender, GBV and feedback and complaints mechanism for the Rohingya Refugee Response** as subject line. Proposal submitted to any other email account except this and in hard copy will be treated as disqualified. Submissions after the deadline **30th May 2019** will be treated as disqualified. 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.

1. **Penalty clause**

Plan International will deduct 1% of the total amount for each day of delay in completing the assignment beyond the agreement provided that the delay occurs solely due to factor (s) relating Consultant. If the quality of deliverable is not as mentioned the TOR Plan international Bangladesh can deduct 5% of the total agreement amount **and such decision of Plan shall be regarded as final.**

1. **Contact person**

For any technical issue related to the project and research, please communicate, Md. Shahidul Islam, Logistics and Procurement Manager, to the following email address: shahidul.islam@plan-international.org

1. **Award of contract**

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

1. **Child Protection Policy**

The consultants shall comply with the child Protection Policy of Plan International Bangladesh. Any violation /deviation in complying with Plan’s child protection policy will not only result-in termination of the agreement but also Plan will initiate appropriate action in order to make good the damages/losses caused due to non-compliance of Plan’s Child Protection Policy.