



Australian Government

Department of Foreign Affairs and Trade

World Vision®



Terms of Reference (ToR)

For

AHP Protracted Crisis to vulnerable population in Cox's Bazar

Baseline Study

Funded by DFAT

July 2019

1.0 INTRODUCTION

World Vision has been working in Bangladesh since 1970 by responding to the cyclone victims of Bhola and has been working in Cox's Bazar for the last 20 years under Area Programme on DRR and humanitarian response with host communities. Since September 2017, World Vision has scaled up its operation in Cox's Bazar to aid the lifesaving humanitarian needs of the Rohingyas. In partnership with different donor and International Organizations World Vision is implementing different projects covering both host and refugee communities.

Currently with funding from World Vision Australia, under consortium approach lead by World Vision Bangladesh, partnership with CBM Bangladesh, Bangla German Sampreeti (BGS), Field Ready, Centre for Disability in Development (CDD) is going to implement a project to meet the immediate life-saving needs of 18,245 Rohingya refugees including 2,000 host community members, including 2,736 people with disabilities, 3,649 Households (HH) (assuming 5 people per HH) residing in Cox's Bazar district through provision of emergency Water Sanitation & Hygiene (WASH) and protection support with a specific focus on GBV prevention.

The project covers both host communities and camps, and will serve some of the most vulnerable communities, with a particular focus on women, people with disabilities and the ultra-poor. The project will implement WASH and protection activities in camps 13, 15 and 19 and in Palongkhali Union.

The project design has been informed by the needs assessments conducted via the sector working groups, focus group discussions and current response plans (including the 2019 JRP), ensuring interventions are focused, do no harm, do not perpetuate exclusionary and harmful gender practices, and empower local groups to defend their interests and rights, in coordination with local government bodies and peer agencies for greater impact.

As a key cross cutting strategy to ensure that inclusion is mainstreamed across the all project activities, CBM and CDD will develop a comprehensive capacity building package including the provision of training, on-site technical support, and information, education and communication (IEC) material for the consortium partners, which will also be available to other WASH and protection actors. CBM/CDD will also conduct training and provide on-site technical support for WVB staff on inclusion of people with disabilities in all the proposed activities. Components on disability inclusion will be integrated into sensitization trainings provided by WVB to ensure disability inclusion is mainstreamed. WVB and CBM/CDD will engage WASH and protection sector specialists to share learnings and good practice on disability inclusion throughout the project to promote disability inclusion within the sector.

Table 1 below shows the number of people affected by the disaster as well as the number of people the project is targeting to reach.

Table 1# of people affected by event	1,200,000 people affected in the response (Joint Humanitarian Response Plan, 2019 ¹). 53,750 people affected in the WV proposed areas: Camp 13, 15 and 19 (UNHCR Population Factsheet, 28 Feb 2019)			
Projected # of people to be reached by this project (direct beneficiaries)	Category	Male	Female	Total
	Adult without disability	3,113	3,873	6,986
	Children without disability	4,340	4,183	8,523
	Adult with disability	549	683	1,232
	Children with disability	766	738	1,504
	Total	8,768	9,477	18,245

2.0 BASELINE STUDY PURPOSE

The purpose of the baseline study is to understand and generate information base of current condition and access to safe water, improved environment and good hygiene facilities and practices. It will also assess the extent of women’s participation in decision making and protection in refugee camps including persons with disabilities. The baseline study will also highlight the existing psychosocial support system and referral services in the camps, particularly for adolescent girls, older women and women with disabilities. World Vision and implementing partners are seeking services of a well experienced consultant or consulting firm to conduct the baseline study.

2.1 OBJECTIVES OF THE BASELINE STUDY

The main objective of the baseline study is to collect required base information to understand the present situation around thematic areas of WASH and Protection system in the selected camps with the specific objectives of the study being to;

- Understand the WASH and protection facilities and services available in the camps focusing on accessibility for women, girls and boys especially for persons with disabilities.
- Assess knowledge, attitudes and practices towards WASH and Hygiene practices for the targeted communities
- Identify existing provisions and functionality of the support systems (protection committee, WASH committee), participation of women especially persons with disabilities in the system and Gaps in Rohingya and Host community.
- Map out project priorities and recommended interventions and strategies based on the baseline findings and indicate if project priorities, implementation and strategies or timing need to be rearranged.
- Identify opportunities and strengths within the operational environment in the impact area that the project can leverage to achieve its intended outcomes.

In pursuant of the above objectives, the following questions should be addressed during the study

¹ *International Organization for Migration, UN High Commissioner for Refugees, UN Resident Coordinator for Bangladesh, Inter Sector Coordination Group, (2019), 2019 Joint Humanitarian Response Plan for Rohingya Humanitarian Crisis (January - December)*
 <http://reporting.unhcr.org/sites/default/files/2019%20JRP%20for%20Rohingya%20Humanitarian%20Crisis%20%28February%202019%29.comp_.pdf>

- What are current status and practices of the WASH and Protection facilities? How clean, safe, inclusive and dignified these facilities are? Where is the gap in knowledge, attitudes and practice level to get access to the facilities?
- What extent community-based WASH and protection provisions and surveillance for improving WASH, Hygiene and protection is available, comprehensive and inclusive? Are women, older aged & people with disabilities well represented in the surveillance mechanism?
- What are current status of knowledge, attitudes and practices of the communities (Girls, Boys, and Women & Men) to address protection and hygiene practices?
- Are the protection support systems functional in Rohingya and Host communities, if so to what extent?
- Do the baseline findings indicate a need to rearrange project priorities, implementation approaches or timing?
- Based on design assessments and other assessments, are the appropriate gender, disability and environmental indicators present in the project design?
- What barriers and capacities of person with disability? What are the existing opportunities for inclusion of old and people with disabilities?

The consultant must also focus on benchmarking the following outcome indicators

Outcome 1: Targeted vulnerable population(women, girls and boys including those with disabilities) have improved access to safe water environment and good hygiene facilities and practice
- Proportion of beneficiaries who accessed adequate safe water (20 litres per person per day as per cluster agreement).
- Proportion of the targeted population with access to a latrine.
- % of population with improved knowledge, attitudes and practices on general hygiene practices at HH level
- Proportion of persons with disabilities reporting access to appropriate and safe water and sanitation facilities and hygiene solutions.
Outcome 2: Women’s participation in decision making and protection in refugee camps is enhanced
- Proportion of women representatives in the protection committee and water management committees in the targeted areas
- Proportion of women with disabilities in the protection committee and water management committees.
- Proportion of male authority figures, including men with disabilities, showing interest in engaging in discussions around women empowerment and protection in their communities
Outcome 3: Improved access to safe spaces, psychosocial support and referral services for women and men (Adolescent girls, older women and women with disabilities)
- Proportion of women and girls, boys and men, who have access to safe, appropriate and accessible protection services
- Proportion of persons reporting access to psychosocial services, referral services, proportion of women and girls, boys and men, engaging in coffee corners
- Proportion of persons with disabilities reporting access to appropriate and safe protective services

3.0 RECIPIENT OF THE OUTPUTS

Primarily, World Vision will be the recipient of the output (report) of the baseline study. The report will also be shared with consortium members for feedback as well as World Vision Australia.

4.0 METHODOLOGY

The mixed methods approach will be applied for data collection, which include review of existing literature, qualitative, quantitative as well taking photographs. The successful consultant will be required to use an appropriate study design to determine the representative sample size considering the geographical coverage and population variations. World Vision and implementing partners prefers data collection to be done through the digitalisation where tablets will be provided by World Vision.

5.0 IMPLEMENTATION OF THE ASSESSMENT

To implement the assessment, the consultant will engage in the following key tasks;

- Develop feasible baseline study work plan which shows duration and time schedule of the data collection period up to compilation of the final draft of the report.
- Finalize feasible design and the proposed methodology and sample size
- Piloting and pre-testing the data collection tools, including translation into local language.
- Train field supervisors and enumerators
- Supervise and actively participate in data collection
- Compile, review and analyse data collected
- Finalize and submit an assessment report to WVB Cox's Bazar office
- Provision of the inception report

5.1 DATA QUALITY

To ensure data quality is maintained throughout the processes, it is strongly recommended that the consultant shall:

- Ensure that all data collection tools are translated in local language
- Ensure that all research assistants are adequately trained prior to commencement of data collection exercise
- Ensure that data collection tools are pre-tested and refined accordingly based on the feedback from pre-testing
- Ensure that there is consistent supervision of research assistants throughout the data collection process.
- Ensure that data collected is reviewed consistently and corrective measures are put in place and implemented

6.0 CONSULTANT DELIVERABLES:

The assessment study design will be designed by the consultant after studying the details projects and other relevant materials within the study area.

6.1 A DETAILED INCEPTION REPORT

The consultant shall submit an inception report 3 days after signing of the agreement. The inception report shall explicitly provide details on the survey methods, tools and work plan. The outline of the inception report shall be as follows:

- Introduction (brief concept) includes problem statement,
- Research objectives,
- Research questions,
- Methodology,
- Work plan including schedule for field work

The Inception Report will provide a detailed description of the assessment approach and methodology including sampling approach, data collection methods, tools and protocols, data analysis plans, detailed work plan and timelines consistent with the proposed methodology and the budget. This report will provide the basis for assessing identifying implementation gaps for WASH and protection within the targeted camps. As part of the data quality control measures, it is also anticipated that the consultancy will endeavour to provide a Rohignya/Chitagonian version of the questions under each of the tools to be contextualised as well as using validated digitalised data collection templates. The inception report will be approved by WVB, consortium partners and WVA before commencement of the data collection.

6.20 TRAINING OF DATA ENUMERATORS

The training should embrace all aspects of research and data collection, including ethics of gender, child protection, conflict and cultural sensitivity. The training should involve a pre-testing data collection exercise in order to help refine the data collection tools. This deliverable is due within 5 days following approval of the first deliverable

6.3 DRAFT REPORT

A draft report is expected from the consultant before the final report. The report will be written in simple English language and must be comprehensive; setting forth and analysing the data captured by the assessment, and disaggregated by camp/geographic location and other appropriate parameters, e.g., gender, youth, disability etc. All responses to any surveys or questionnaires, and other raw data are due with the Draft Report.

6.4 A FINAL REPORT

Responding to any comments by WVB team, this deliverable is due within 7 days following receipt of comments from World Vision assessment members. Make a brief presentation on key findings and recommendations and share with WVI senior management and sector leads involved in the respective camps.

The consultant shall submit a final report in both hard copies and electronic copies along with all survey data (in Excel or SPSS compatible formats), transcripts of the FGDs, KIIs, photographs and ethical approval etc. The final report should be well edited and incorporate all comments and corrections if any. Completed checklists, questionnaires, case stories, quotes, photos have to be submitted to WVB.

7.0 ESTIMATED TIMEFRAME

The assignment is estimated to be undertaken within 21 working days beginning from 21 July and to be completed by 23 August 2019.

Table 2: Time frame for deliverables

Activities	Start date	End date	# of days
Inception Report	21-Jul	25-Jul	4
Field Work	28-Jul	1-Aug	4
Data cleaning, and analysis	5-Aug	6-Aug	1
Prepare draft report	6-Aug	13-Aug	7
Submission of the draft report (with data sheets)	18-Aug	18-Aug	1
Presentations of the findings	19-Aug	19-Aug	1
Consultation, feedback collection, refine report, incorporating in the report	20-Aug	23-Aug	3
Total number of days			21

8.0 RESPONSIBILITIES

8.1 WORLD VISION'S RESPONSIBILITIES

- Provide the consultant with all necessary documents and reports for review
- Share baseline draft tools for the consultant to finalise
- Facilitate the necessary meetings with WVB staff to ensure that the assessment is designed in consultations with WVB members
- Pay the required consultancy fee as indicated in the signed contract within reasonable timeframe.
- Where necessary, facilitate the making of appointments with all relevant stakeholders inside camps (government, partners, communities etc.) and provide contacts for relevant stakeholders
- Provide security support for the consultant to access field sites to lead and supervise data collection
- Pay for the consultancy fee at an agreed rate
- Provide logistical support needed for the assessment; transport, airtime for communication

9.0 STANDARDS OF ETHICS and CHILD PROTECTION

The lead consultant will be responsible for ensuring that data collection and analysis approaches are designed to mitigate child protection risks and protect participants' privacy and wellbeing by establishing and following credible ethical evaluation principles:

- The lead consultant shall ensure that all research assistants are oriented on research ethics and child protection policy prior to commencement of data collection.
- The lead consultant shall ensure that each member of the research team adheres to research ethics and child protection policies.
- The lead consultant shall ensure that every piece of information collected is treated with all the confidentiality that it deserves.
- The lead consultant shall ensure that survey participants to be involved in the study are well informed of the objectives of the study and their consent is sought prior to starting data collection. Participants will be informed of their rights to decline participation in the evaluation and that they will be at liberty to withdraw from the process if they wish to do so.

10.0 REPORTING ARRANGEMENTS

The Consultant will report administratively to protection advisor and work closely with the Monitoring and Evaluation Specialist

11.0 RECOMMENDED DOCUMENTATION

- WASH baseline reports for Rohingya
- Cluster WASH standard
- Project proposal (PD) with a log frame

12.0 EXPECTED PROFILE OF CONSULTANT

The Consultant should have demonstrated expertise in conducting multi-sectoral strong understanding of WASH protection, Shelter/NFI, Health, Camp Coordination Camp management and protection with specific demonstrated experience in research, design and management of quantitative and qualitative research methods. Show in-depth analytical skills on report on presenting findings and compilation of study reports. More specifically, the Consultant should possess the following profile.

- Must have technical background on protection and GBV in emergencies including IASC guidelines , refugee law and women's rights
- Minimum of a Master's Degree in development studies, social sciences, conflict management, peace building, knowledge management, research or other relevant field,
- At least five years previous relevant experience on GBV, including designing and conducting GBV assessment and/or end line assessments and development of M&E systems.
- Knowledge of strategic and operational management of humanitarian programmes, and proven ability to provide strategic recommendations to key stakeholders.
- Strong analytical skills and ability to clearly synthesize and present findings, draw practical conclusions, make recommendations and prepare well-written reports in a timely manner.
- Demonstrated experience in both quantitative and qualitative data collection and data analysis techniques
- Good interpersonal skills and understanding of cultural sensitivities
- Documented experience in participatory project assessments /review.
- Knowledge of the local context and culture of the target communities
- Fluency in English with highly professional report writing capabilities
- Strongly observes the ethical conduct of an assessment and or research including but not limited to plagiarism, quote sources, respect of respondents and confidentiality.
- Cross-sectoral working experience is essential especially in protection, livelihood, WASH, protection, nutrition, camp coordination and camp management and health.

13.0 PROPOSAL CONTENT

Proposals from Consultants should include the following information (at a minimum)

- Technical Proposal with clear methodology, describing the data collection methods, sampling techniques, and data analysis plan to be used
- CV of key consultant(s) attached to the technical proposal
- Proposed budget
- Proposed assessment schedule

14.0 APPLICATION PROCESS

All applications should be sent to BRCRP_Procurement@wvi.org by the 4th August 2019 with Consultancy Assignment to Conduct a Baseline Study of WASH on the subject line. The selection committee will review all applications as they arrive. All applicants must meet the minimum requirements described above, and those unable to meet these requirements will not be considered. For quality purposes, the successful consultant will be required to share samples of recent reports done. World Vision and consortium members will not commit a full payment when the quality of the report is below the expected standard and doesn't adequately cover the scope of the terms of reference.

Successful candidate will not be paid in advance, however first payment of 40% will be effected after the completion of the data collection process and submission of the field report. The consultant is required to provide quality report to WV Bangladesh which must be signed off by both WVB and the donor, failure of which WVB will deduct 40% of remaining amount to address quality issues of the report submitted. Timelines highlighted above must be adhered to with all the seriousness it deserve, failure thereof will attract a penalty of 5% on each day of the delay.

Proposal Evaluation Method:

1st Step: Primary Selection criterion:

1. The consultant must have minimum 05 years of experience to deal with similar activities with International Organization/INGOs- Please submit at least 02 Work Order/report with covering letter and TOR/Contract document/MOU/ Work Completion Note/ Payment document which is done before July, 2014.
2. Submit minimum 02 set of final submitted report along with the proposal that is worth of more than BDT- 3,00,000/-
3. Bank solvency of minimum **BDT- 5, 00,000** /USD- 600 (BDT Five lacs only) for last 06 months (Submit Bank statement of last 06 months)

Evaluation Criterion:

The supplier will be finally selected basing on the technical and financial proposal on 50- 50 weightage. . So consultants/firms will be selected basing on the combined technical and financial score. The Technical and financial evaluation criterion is as follows:

Technical Evaluation Criterion: (Score is 100 and weight age is 50%)

	Technical Criterion	Score Alloted (Maximum)
1	Total years of experience with proof or supporting documents: 02 score for each year.	20

<u>2</u>	Staffs profile and career portfolio for academic background: Maximum 10 points (for masters in relevant subject is 04 minimum and total score is 20 for Ph.D. and more higher studies and experiences.	20
<u>3</u>	Quality of the submitted 02 report (Maximum 10 for each report)	20
<u>4</u>	Bank Solvency up to BDT-10, 00,000/- (1 score for each 01, lacs. Provide Bank statement of last 06 months as of July, 2019	10
<u>5</u>	Ability to complete the work in an adverse weather condition and Rohingya Response in Cox's Bazar and declaration certificate for acceptance. Score 10 for agreeing and providing the declaration Certificate.	10
<u>6</u>	Previous Working experience with INGO/UN in emergency context in Refugee response in Cox's Bazar. (Yes/No). Please refer the organization/client name with contract/MOU/Work Order copy	10
<u>7</u>	7. Experience to work in international platform other than Bangladesh will be highly preferred. Score-10 (Yes/NO) If yes submit supporting document like work Order/ MOU/Contract/ Work Completion Note etc	10

Financial Evaluation Criterion: (Score is 100 and weighted is 50%)

Only the primary selected bidders will be considered for this evaluation and the lowest bidders will be assigned with full marks that is 100 and the subsequent highest bidders will get proportionate lower score out of 100.

The total score derived from the mentioned proposals (technical and financial) will be and the final score out of 100 will be considered. The top 03 highest scorer will be communicated for next round of negotiation and finalization. Under no circumstances World Vision is going to award the work to the lowest bidders and WV also reserves the right to cancel, disqualify any proposal without explaining any reason whatsoever.