



**Government of the People's Republic of Bangladesh
Ministry of Local Government, Rural Development and Cooperatives
Local Government Division**

**Terms of Reference (ToR)
For
Community Mobilization and Capacity Development on WASH
(Package no: AF/SD-22)
(Time-Based Contract)**

**Under
Emergency Multi-Sector Rohingya Crisis Response Project (GOB - WB)**



Department of Public Health Engineering (DPHE)

May 2021



Government of the People's Republic of Bangladesh

Department of Public Health Engineering

Office of the Project Director

Emergency Multi-Sector Rohingya Crisis Response Project (DPHE Part)

DPHE Bhaban (9th Floor), 14 Shaheed Captain Monsur Ali Sarani, Kakrail, Dhaka-1000.

Email: pddphe.emcrp@dphe.gov.bd

Terms of Reference (ToR)

1. Background and context

Since August 25, 2017, extreme violence in Rakhine State, Myanmar, has driven an estimated 712,738¹ people from the Rohingya community across the border into the Cox's Bazar District of Bangladesh. This exodus brings the total number of Displaced Rohingya Population (DRP) in the district to about 8,62,277² as on 31 October, 2019 (as per operational portal of UNHCR) is one of the fastest developing forced displacement crises in the world. 85% of the DRP are living in collective sites, 13% in collective sites with host communities, and 2% in dispersed sites in host communities. In Ukhia and Teknaf, the two Upazilas where most of the DRP have settled, they outnumber the host community by over a factor of three.

Access to safe water quality and quantity is a priority. However, thousands of poorly positioned and insufficient water installations that were constructed during the initial phase of the influx present a major health risk. Of 5,731 existing tube-wells, some 21% are estimated to need immediate rehabilitation or replacement³. Salinity is a further risk to water quality which is exacerbated by poor personal hygiene and low awareness of good WASH practices. Fecal sludge management in the DRP camps and host areas are insufficient, and latrines with shallow pits are located close to water points, so water from shallow tube-wells are easily contaminated the deeper zone. There is a need to move away from the current temporary water and sanitation facilities to improved WASH services, with stronger focus on service delivery and behavior change communication.

This excessive dependence on groundwater is lowering the water levels in the camp areas. The water levels around the camp areas are reported to have fallen between 5 and 9 m. Freshwater options in the affected areas are extremely limited, particularly in Teknaf, where the bedrock surface at 25–30 m below ground level makes deep tube wells a costly option for the locals. Irrigation wells are slowly drying up as the water table is falling as a result of watershed destruction and a significant reduction in the recharge of groundwater reserves. Continued pressure on the aquifer may result in salt water intrusion, rendering it unusable.

Considering all above stated losses of host community following support will be provided for entire Cox's Bazar district under Additional Financing following the GoB and World Bank guidelines mainly ESMF and RPF of the EMCRP. The project activities of DPHE Part under additional financing will be piped water supply schemes, small cluster based (10-15 family) water supply system, rainwater harvesting systems, construction of Public toilet, Household toilets, awareness program for 'Water, Sanitation and Hygiene (WASH)' etc. It will benefit both Host and DRP communities to reduce the vulnerability. As part of the capacity building, different training programs will be arranged including for the unskilled labors. Training will involve social safeguard compliances, working condition of the labors and labor influx management, occupational health and safety etc.

¹ Quoted from operational portal of UNHCR (https://data2.unhcr.org/en/situations/myanmar_refugees)

² Quoted from operational portal of UNHCR (https://data2.unhcr.org/en/situations/myanmar_refugees)

³ WASH Sector 2018 Strategy

Nazim @ [Signature] [Signature] [Signature] [Signature] [Signature]

Water and Sanitation challenges in Bangladesh as per SDG 6: Safe water and Sanitation are the sixth Sustainable Development Goal which stresses on ensuring availability and sustainable management of water and sanitation for all by committing the International community to expand international cooperation and capacity building on water and sanitation management. Under the package, EMCRP intend to ensure proportionate coverage of SDG 6 in its scheduled working area (i.e. Cox's Bazar district).

The Project will support improved access to safe water and sanitation (with climate resilient features to reduce the risk to climate vulnerability and disasters) as well as hygiene promotion in a gender and socially inclusive manner.

Interventions of DPHE led WASH infrastructure under the Emergency Multi-Sector Rohingya Crisis Response Project(EMCRP) regarding improvement of water and sanitation:

Types of Water Supply and Sanitation system	No. of infrastructure	Location	Comments
Public Toilet	20 nos.	In different suitable site in Project areas.	-
Household Toilet	11,800 nos.	8,800 for Host + 3,000 for DRP	-
Bio-fill Toilet	2,000 nos.	1,000 for Host + 1,000 for DRP	-
Piped Water supply scheme	38 nos.	31 for Host +7 at Rohingya Camp	-
Point Water source (Community Based)	2,100 nos.	1,800 for Host + 300 for DRP	1 Point source for average 10-15 Families each (with submergible pump and plastic water tank for supply water to around the said families through pipe lines)
Rain Water Harvesting system	200nos.	For host community (household based).	Will be established at Teknaf upazila

Safely Managed Toilet (SMT) under EMCRP:

Target as per SDG: In order to achieve the SDG's 'Safely Managed Toilet (SMT)'- the targeted community should be mobilized in an organized manner. It is a challenge for us to achieve the ultimate goal of SDG. We are concern that a certain percentage of our population in our country are living below the poverty line - who cannot afford to install latrine in their premises through their own means. All rich and middle class people having not SMT and they need to motivate for installation of SMT in their household. Apart from those, other necessary supports should be provided to achieve the target of SDG.

Safely Managed Toilet (SMT) for extreme poor & poor household under EMCRP: As part of the assistance to the Government in achieving SDG, EMCRP has a provision of installing 8,800 numbers of 'Safely Managed Twin Pit Toilet' among the host community and 3,000 for DRPs of Cox's Bazar district. These toilets will be installed among the extreme poor and poor household who does not have SMT in their own houses. For identifying those eligible households-a bottom up approach will be followed for having a comparatively better site list.

The list will be provided by union WatSan committee meeting. Respective UP will compile the list by validating with the signature of the WatSan committee Chairperson. AE/ SAE of respective upazila will collect those list from respective 'Union Parishad' and will place to 'Upazila WATSAN Committee' meeting for finalization. After approval by 'Upazila WATSAN Committee' - the list will

Handwritten signatures and initials: Nazim, A, [signature], A, [signature], W

be sent to Executive Engineer (EE), DPHE. EE, DPHE will take necessary action for installation of Toilets by Contractor. The RPMU of EMC RP will extend all sorts of support services in this regard.

In this connection the DPHE wishes to hire a competent, qualified and experienced 'Consulting Firm' to promote a sound 'community mobilization and hygiene promotion' activities for the targeted beneficiaries of its scheduled project areas. This Terms of Reference summarizes the key objectives, scope of services and detailed tasks as scheduled under the Package.

2. Objectives of the Consultancy Services

The objective of the consulting service is to mobilize communities and enhance awareness for their behavioral change focusing on 'use & access to safe water (with special emphasis on promotion of hand washing, menstrual hygiene) improved toilets, gender, social inclusion of Physically Challenged and elderly people, poor & marginalized group of the society along with creation of demand for 'Safely Managed Toilets (SMT)' to sustain the impact of positive behavioral changes. The consultancy service includes:

- Provide identified 'Capacity building training' for the Caretakers, Volunteers and Representative from Water User Group of different Water point sources as well as other concerned stakeholders through different communication methods i.e. FGD, Court Yard Session, Community Consultation etc.;
- Render scheduled capacity building training to the concerned LGIs on WASH issues
- Designing and implementing 'Behavioral Change Communications (BCC)' Campaign focusing the sustainability of community mobilization services. On doing so, the Firm will use different types of communication campaign like IEC and BCC materials with the prior concern and approval of project authority;
- Ensure priority community mobilization support to the 'Extreme Poor' those referred by 'Union WATSAN Committee' for providing SMT as scheduled under the project and motivate them for better use and maintenance of those latrines;
- Provide extensive 'community mobilization' support to the identified 'low income households' who could not get project supported 'SMT' due to inadequate allocation. In this particular case, the Firm needs to motivate these unattended poorer community to install SMT through convenient methods from the concerned LSE;
- Other than the extreme poor community, the Firm needs to identify motivate the core community (who do not have SMT) to install 'SMT' in their households by procuring those from respective LSEs;
- Coordinate in between local community and LSE for promoting 'SMT' in every household premise.
- Any other activities – as seem reasonable to make the social mobilization process sustainable and result-worthy.

Project Area

The project area comprises of every unions of all 8 upazilas of Cox's Bazar district including concerned DRP Camps.

3. Scope of works and scheduled task

3.1 Background of this Package: The beneficiaries of EMC RP are lying under 71 unions of 8 upazilas in Cox's Bazar District along-with concerned DRP those staying at respective Rohingya Camps of Ukhia and Teknaf of Cox's Bazar district. This is to be noted that the WASH options will be installed/implemented in the appropriate sites through participatory and bottom-up approach with a special attention to serve the un-addressed vulnerable households accessing to WASH facilities. It is assuming that vulnerable households will be around 12% of total community of the project area - those are lying at the bottom part of community considering their income level. DPHE considers the site selection as the top priority - where the grassroots level communities are residing. The elected representatives of Union Parishads will directly participate to make the priority list and select the

Nazim @ Abu Ali ✓

appropriate sites of each component through Participatory approach. The Firm needed to collect the 'Lists of extreme poor' from the respective Union Parishad and work on this as a key document. This will help them to plan and undertake the schedule activities in an organized manner for facilitating the 'WASH facilities' for the extreme poor - as available under the Project. The Firm needs to contribute to boost the targeted community to promote WASH facilities on the basis of 'pro-poor strategy' and help to create ownership of the communities on installed WASH facilities of the project. It is also expected that the Firm extends required support services to the respective UPs (mostly for the Union WatSan Committee) – those are part and parcel to implement the scheduled services under the package.

3.2 Core activities of the consultancy service: The core activities of this consultancy service is to support EMCRP(DPHE) for upgrading the capacity of the targeted beneficiaries, local government institutions and other concerned stakeholders those involved in 'WASH issues' in the project area. For facilitating so, the Firm will use required 'IEC and BCC Materials' and relevant capacity building training tools and technique to obtain the 'Project Development Objectives (PDOs)'.

To ensure a desire/positive behavioural change of the community, the scope of work of the 'consulting firm' under the package are furnished below:

3.3 Community mobilization:

The participation of people in any development programme is the pre-requisite for sustaining and achieving any PDOs. Considering the fact, the project desire to align the 'Community mobilization process' to create a positive behavioral change to ensure sustainable practices on 'use of safe water, SMT along with hygiene promotion' by promoting participation of all beneficiaries (irrespective of gender, religion, income level, physically challenged, caste, age, marginalized groups of society, indigenous group etc.) through maximizing the potential uses of resources/infrastructure made available by EMCRP and to attain the ultimate 'PDOs' within the stipulated lifetime of the project.

3.4 Community mobilization: The objectives of community mobilization under the package are furnished below:

Activities to be rendered	Desired services
Identify the Caretaker and volunteers (irrespective of gender, religion, income level, physically challenged, caste, age, marginalized groups of society, indigenous group etc.) of WASH	Provide extensive support to promote WASH services in the project catchment area (Note: This activity is to be provided in consultation with concerned LGIs, CiC and WASH cluster agencies)
Capacity building activities	Build the capacity of Caretakers, Volunteers and Representative from Water User Group of different Water point sources as well as other concerned stakeholders etc.
Coordination with concern Agency/Organization	Coordination with related agencies [like DPHE Local offices, Union Parishads, Local Government Institutions (LGI), CIC, RRRC office etc.] including WASH cluster leaders and relevant NGOs.
Implementation of 'Gender Action Plan (GAP), accelerate the motivation of extreme poor and ensure sound community mobilization.	Promote to establish a sustainable WASH facilities for the eligible household son safe water, SMT, Hygiene Promotion with a special thrust on women and adolescent girl along-with inclusion of indigenous community in scheduled project area following Pro poor strategy and or relevant strategies/Guidelines as derived in Project key documents. On doing so, special emphasis should be provided on vulnerable women headed household and physically challenged people.

Nazim

Q

Am

K1

✓

Activities to be rendered	Desired services
Follow Up Support	Support and make bridging with the local WASH Entrepreneurs for promoting their products to the project beneficiaries to attain the SDG targets

3.5 Scope of Work: The following activities are to be performed under the packages:

- To increase the awareness of communities/beneficiaries through appropriate communication strategy. (During conduction of awareness campaign - the use of local language along with their custom, values and religious sensitivity must be taken in to special consideration);
- To promote SDG standard both for household and community for improvement of WASH services through community mobilization process.
- To provide scheduled capacity building training to make the entire services sustainable and result-worthy.

3.6 Activities to be undertaken under the Package:

1. Provide Capacity building training for positive behavioral change of the targeted stakeholders through FGD, Court yard session, consultation process etc. to the selected representatives from 71 unions of host community and concerned Rohingya camps of Project areas;
2. Ensure sound motivation of the beneficiaries on use of safe water, hygiene promotion, hand washing, menstrual health etc. for ultimate sustainability of the installed WASH options installed under the respective unions and spots at Rohingya camps under the Project
3. Ensure and promote a sustainable operation and cleanliness of SMT and other devices;
4. Develop and use of IEC and BCC materials with proper techniques'
5. Rationally handle the social safeguard and other social conflicting issues during social mobilization process for sustainable WASH intervention and
6. Any other relevant issues those seem reasonable for the ultimate sustainability.

Special Note: Consideration of Covid-19 issue on conduction of all schedule events: Special attention must be provided considering the social distance, health care measure etc. - so that the Government instructions taken into consideration as Covid-19 protection measure.

3.6.1 Community mobilization activities under the Package:

Conduction of Capacity building training and arrangement of Focus Group Discussion (FGD) and Court Yard Session (CYS): Organize pre-scheduled capacity building and knowledge sharing events like FGD/Courtyard session is a prime activities under the package.

The activities to be performed in development and design of Training, FGD & CYS and implementation of FGD & CYS are furnished below:

3.6.2 Development of 'Work Plan': The Firm needs to develop and finalize and submit a rational 'Work Plan' for the beneficiaries incorporating schedule FGD, Courtyard sessions and trainings as mentioned below:

- Exploring different types of beneficiaries to provide 630 Capacity building training to Caretaker, Volunteers, Representative from Water users (formed under 2,100 water point sources) those will be implemented under 71 unions and concerned DRP/Rohingya camps of Cox's Bazar district(It is assumed that around 10 persons per batch to be considered for every batch which will be held at Ward level);
- Exploring different types of beneficiaries to provide 4,374 FGD and Courtyard meeting on Use of safe water (with special emphasis on Hand washing, Menstrual health etc.) and Hygiene Promotion issues mentioning number of unions and spot at Rohingya camps. (It is assumed that around 20 persons per batch to be considered for every batch which will be held at Ward level);

Nazim R. [Signature] A21 [Signature] [Signature] ✓

3.6.3 Implementation of Focus Group Discussion (FGD) and Court Yard Session (CYS): The implementation process of the scheduled activities are mentioned below. The Firm needs to deliver the following activities under different key components:

- i) **Orientation/ToT and Refresher Training:** The Firm will conduct an Orientation/ToT and Refresher Training for its Package Staff along with the selected members of implementing Agency like below:

Sl. #	Designation	No. of persons	Batches
Key staff:			
1	Package Key Staff	3	1 st Batch
2	Union/Camp WASH Promoter (Union + Camp)	16	
Non-key staff:			
1	Office Secretary	1	2 nd Batch
2	Assistant Union/Camp WASH Promoter (Union + Camp)	16	
Total Package Staff		36	

To make easy understanding on the scheduled activities of the Package as well as EMCRP's ultimate PDOs, the Firm may welcome few personnel (around 4) from RPMU, EMCRP and local DPHE Office Cox's Bazar. So, the total Participants of the training event are around 40 persons.

Consideration of Covid-19 issue on conduction of events: The persons to be attended in batch will be around 20 persons. So, to consider the social distance approach due to Covid-19 issue, 2 batch are needed to be arranged for Orientation and 2 batches are to be arranged for Refresher Training.

- ii) **Stakeholder consultation:** Stakeholder consultation to be arranged at respective LGI and Union Parishad will be as follows:

Sl. #	Designation	No. of persons
1	Members of Ward WatSan Committee	9
2	UP Chairman, Member (9 Members) & Female Members 3	13
3	Office Secretary	1
4	Union/Camp WASH Promoter (Union + Camp) with Assistant Union/Camp WASH Promoter (Union + Camp)	2
Total no. of participants in every Union based Consultation session		25

Note: There might be 90 events needs to be conducted at field level [like as (a) 71 numbers of events at 71 Unions (b) 15 events might be at 15 DRP camps – where the participants patterns will be different but number of participants will remaining same and (c) rest 4 will be as per demand of the situation)

- iii) **Conduct capacity building training:** Conduct 630 Capacity building training to Caretaker & Volunteers under 2,100 point water source those implemented under 71 unions and concerned Rohingya camps of Cox's Bazar district will be as follows:

Sl. #	Designation	No. of persons
1	Representative from Water User Group	1
2	Caretaker of Water Point Source (1 male + 1 Female)	2
No. of participants from every water point source		3

Nazim @

Amu

ACI

✓

✓

Note: If 3 persons are scheduled from every water point source then there will be 6,300 (2,100 Point source X 3) persons are to be trained on sustainable operation and maintenance (O&M) of installed water supply options under EMCRP. Considering 10 persons per batch (on an average per Ward), total 630 events (6,300 persons/10 persons) are to be imparted over the package duration.

- iv) **Conduct scheduled Focus Group Discussion (FGD) and Courtyard Yard Session (CYS):** Focus Group Discussion (FGD) and Courtyard Yard Session (CYS) is considered as a very important and recognize tolls of communication. To disseminate the WASH information to the target beneficiaries in a representative but fruitful manner, this communication tools are chosen under the package for optimum use of project deliverable/WASH infrastructure among all households under the project area. For this very reason,, special emphasis is provided on FGD and CYS under the Package to obtain the desired community mobilization in the project area. As per the pre-scheduled design, following numbers of 'FGD and CYS' are designed to be impart under the package for different beneficiaries in the project area:

Sl. #	Designation	Total
1	Focus Group Discussion (FGD) and Courtyard Yard Session (CYS) in 71 Unions (1 Event/Ward/ Quarter)	3834nos.
2	Focus Group Discussion (FGD) and Courtyard Yard Session (CYS) in 15DRP Camp (9 Events/Camp/ Quarter)	810 nos.
Total nos. of events (FGD & CYS) to be conducted		4,644 events

(Note: It is estimated that 15-20 participants will attend per event)

3.6.4.1 Special attention on Personal hygiene (keeping the COVID-19 pandemic issue in mind):

Hygiene promotion is a continuous process which prevent water born and disease caused to inadequate/sound sanitary system. This gap can be accomodated by raising good habit among family members and subsequent delivery and use of SMT at household level. Hygiene promotion mainly refers to safe water, sanitation and health seeking rules. This process start on the basis local demand and pratices. The core hygiene issues to be addressed are mentioned below considering the 'Covid' issue:

Through conducting schedule 'FGD training/Courtyard session' following messages to make awarness on COVID-19 as well as normal hygiene practice;

- The worse effect of not washing hands with soap in family and individual life can be explained through picture. The Volunteers along with socially recognized/valued personnel from the local community can demonstrate this for ensuring their ownership and grasp the message through a better way.
- Benefit of washing hand with soap can be shown with picture.
- First wash hands only with water in front of community, dirt can be identified clearly, again wash hands with soap and hold a glass there will be no dirt and people can differentiate between 2 types of hand washing.
- Present how infectious disease spread for hand washing habit and how it spread if individual and family take food without washing hand with soap.

3.6.4.2 Awareness on use of Safe water:

WASH is related to any country's concern in relation to the health of their people. It becomes the right of the citizen to acquire safe water, sanitation and hygiene measures. Safe water is the most crucial for human to create healthy life. Safe water interventions aim to prevent and control transmission of bacteria, viruses and parasites. The poor and unsafe access to WASH plays a key role in transmission of various diseases.

The activities under the head would be as follows:

- Raising awareness among households to use only potable water for drinking purpose and to use covered containers for water storage and transport. This will be accompanied with demonstration, outreach activities, cleaning campaign, monitoring at water points and at household level to identify potential blockages.
- Support DPHE to identify site and volunteer for construction of point water sources, its operation & maintenance with a special attention on minimizing GBV issue (through including women and girls from the concern community). Motivate to generate money for O&M of facilities by their own cost among the group.
- Support DPHE in water users group formation and mobilize them for apply to get project supported Water facilities and its O&M by their own cost.
- Capacity building of caretakers of different Water options i.e.; Hand Tube wells, the deployed staff for conducting O&M for the respective Piped Water supply scheme, through the concerned Contractor and persons engaged for Solid waste & fecal sludge management etc.

3.6.4.3 Awareness on use of hygiene Sanitation:

Sanitation is a process by which human waste dispose and garbage remove with out hampering envirnment. Sanitation is a continuous process which brought positive change to human and envirnment. The word sanitation refers a stage that affect health. We know that a sick person can affect a individual through defecting and if affect others through barrier and he/she became sick. In a general sense sanitation is the practice of keeping environment cool or human waste proper disposal management.

The activities under the head would be as follows:

- Identifying proper eligible Household from poor (emphasising female headed vulnerable family) who does not have improved latrine and make prioritized list along with validation from Union WATSAN Committee for providing sanitary latrine from the project.
- Motivate mid & reach people (who does not have improved latrine) to install improved sustainable latrine by their own cost.
- Facilitate the community to identify households those have no latrine.
- Support DPHE to select the site of individual latrine
- Motivate the community to promote the use of improved latrines
- Motivate parents, caregivers for appropriate containment, and disposal methods for children's faeces.

3.6.4.4. Awareness on Menstrual Hygiene:

Water, sanitation and hygiene (WASH) play a large role in the lives of adolescent girls and women, both biologically and culturally. Gender inequality becomes an issue when women and girls face lack of access to WASH facilities and appropriate hygiene education which is affecting girl education, reproductive health, and dignity. Lack of adequate facilities and materials for menstrual hygiene have been linked to absenteeism of girls from school during their periods. It is still the reality that 'Menstruation' is a taboo subject and creates stigma, shame, and silence among young girls, which often continues into adulthood and perpetuates the cycle of gender inequality. Considering the reality, the firm should raise awareness about menstrual hygiene management (MHM) which couple with safe, private and single-gender sanitation facilities; an accessible water supply; and a means for safe disposal of menstrual waste. For ensuring a sustainable awareness campaign on 'menstrual hygiene' the male family members (along with young boys) from the community will be taken in to consideration to break the silence and taboo on this decade long unveil issue.

The Consulting firm should mention on how they intend to integrate the efforts between WASH, education, gender equality, and reproductive health sectors will contribute to improving MHM? The Consulting firm also needed to explore the following issues on how they want to address and improve the 'Personal hygiene' issues under the package:

Nazim A. J. H. K. ✓

- Basic menstrual health education especially for adolescent girl.
- Demonstration on how to use MHM materials.

4. BCC /IEC materials:

Under the package, a special emphasis is provided on 'Behavioral Change Communication (BCC)' and 'Information Education and Communication (IEC)' for ensuring a result-worthy improvement in Water, Sanitation and Hygiene (WASH) arena of the project. The process of preparing this BCC and IEC materials a sound strategy needed to be mentioned in the Proposal. They also needed to develop and review the current guidelines and finalize it considering the 'Project Development Objectives (PDO)' of EMCRP. Following documents are needed to be developed on this ground:

- Prepare guideline for health/ field worker to using BCC /IEC materials
- Increase the knowledge of targeted beneficiaries through using potential BCC/IEC materials in various gathering considering the local language, custom and other social sensitivities;
- Change behavior Materials (in print form) following health tips/rules incorporating DPHE/Government message and policies.

5. **Deliverable and Reporting Timelines:**

EMCRP and the selected consultant will finalize the sequencing, report scheduling, and training/workshop timeframe on negotiation of the contract. The following timeline identifies key deliverables and timeframes for this assignment:

Deliverable	Estimated duration
Submission of Inception Report. The Report should be incorporated with: (i) Details of team mobilization & Community coordination (ii) Gantt chart showing detailed activity plan (The table of content of submission of Inception report is to be developed with joint consultation of the project and the firm)	1 st month
Development and printing of following documents (with prior approval of PMU): (i) IEC and BCC materials and (ii) Training Module/Manual/Guideline etc. (Note: The above-materials are to be finalized with prior consent and approval of the client).	2 nd & 3 rd months

Nazim @ Am AK  M

Deliverable	Estimated duration
<p>Development and finalization of 'Work Plan' for the beneficiaries and spot/areas for whom schedule trainings, FGD and Courtyard sessions will be impart. The Firm needed to submit the Work Plan containing the following key information:</p> <ol style="list-style-type: none"> 1. Exploring different types of beneficiaries to provide 630 Capacity building training to Caretaker and Volunteers under 2,100 point water source those implemented under 71 unions and spot at 15 Rohingya camps of Cox's Bazar district.(10 persons per batch, held at Ward level needed to be considered); 2. Exploring different types of beneficiaries to provide 4,644 FGD and Courtyard meeting on Use of safe water, Hand washing, Hygiene Promotion, Menstrual health, waste management etc. issues mentioning number of unions & spot at Rohingya camps <p>[Note: The 'Work Plan' should be prepared in consultation with RPMU office of EMCRP. RPMU office will send it to PMU for final approval.]</p>	4 th months
<p>After organizing following capacity building training and FGD/Courtyard Meeting at project working areas the Firm needed to submit periodical in depth Reporting:</p> <ol style="list-style-type: none"> i) Stakeholder consultation (LGI & Union WatSan Committee) Orientation Meeting (71 unions + 15 Rohingya Camps + 40 other premises = 90 nos. of Consultation meeting) ii) Conduct 630 Capacity building training to Representative from Water User Group and Caretakers under 2,100 point water source those implemented under 71 unions and spot at around 15 Rohingya camps of Cox's Bazar district within the six working quarter of the assignment. <p>(Note: On an average, 10 persons are to be attended at every/per knowledge sharing gathering)</p> <ol style="list-style-type: none"> iii) Minimum 3FGD/Courtyard session on WASH (like use of Safe water, Hand washing, Hygiene promotion, Menstrual health, etc. issues are to be extensively discussed in 4,644 events (86 spots X 3 events X 18 months). 	5 th to 24 th months
<p>Report on events(after performing the conducted events) (Within 15 days after completion of each event. The attendance list with name, cell no. signature or finger prints, still picture/photograph of the event should be attached)</p>	Training Report after conduction of the scheduled training
<p>Monthly progress report mentioning progress obtained on all key issues during that month (along with time sheet of respective staff) within last days of every month.</p> <p>The 'Work plan' of every month needed to be approved by PMU by the last week of previous month (after getting consent from the competent authority of local DPHE Office and RPMU).</p>	Every month








Deliverable	Estimated duration
Last month of the contract period.	Draft Final report and Final Report (incorporating relevant comments, suggestion, recommendation by the concerned Authority and stakeholder).

Uploading the information (of regular conduction of events/Monitoring/ Consultation/Meeting etc.) at Project Monitoring Dashboard: The Union/Camp Wash Promoter along with the Assistant Union/Camp Wash Promoter will upload their regular activities at the project Monitoring Dashboard. One Key person from the 'Package' will act as a gateway (approval authority) of the information as an acknowledgement of final upload. On conducting these particular activities, all Package staff must have smart phone on their disposal. The Project Authority will provide a token monthly 'Mobile charge' for the filed officials of the Package.

6. Qualification required for the Consulting Firm:

The qualification required to be a qualified Firm is as follows:

At least 10 years of Proven Experience in social mobilization and awareness creation on WASH issues following participatory approach. Proven technical expertise and practical working experience with Rohingya community at Camp along-with main land community of Cox's Bazaar district. Expertise in capacity building of different stakeholders that includes communities, LGIs, DPHE and others. Proven working office along with well trained work force is a pre-requisite. Proven ability to coordinate between different stakeholders including Rohingya community, Local administration, Officials of CIC, RRRC, Public Representatives etc.

The firms may associate to enhance their qualifications, but should mention whether the association is in the association is in the form of a "joint venture, or 'sub-consultancy'. All members of such association should have real and well-defined inputs to the assignment and it is preferred to limit total number of firms/institutes in association to two.

The team composition, qualifications, responsibilities and input months are illustrated below:

Team Leader: A Team Leader, with demonstrated experience in WASH. Experience working with Rohingya community will be preferred. Some volunteer could be included from local community to understand the language that to be use in IEC/BCC materials to ease the local terminology. The Team Leader will lead the overall assignment of relevant activities including planning and implementation support process and will be responsible for all deliverables.

Social, Gender Development and M&E Consultant: Social & Gender Development and M&E consultant should be enriched with experience in community mobilization, in depth understanding on complex area and motivational campaign for mass community, group formation and PRA, conducting/ organizing meetings, implementation and monitoring of attitudinal, behavior change and community development activities, Sensitivity to gender issues/ or good knowledge and experience of working on gender issues - as desirable. Experience on M&E for quality implementation of community mobilization activities is a prerequisite.

IEC, BCC Materials Development and Training Consultant: IEC, BCC Materials Development and Training Consultant should have experience on (i) Develop appropriate IEC and BCC materials (with due consultation & approval from PMU) for motivational activities (ii) Transparent understanding on communication for targeted beneficiaries on WASH initiatives and (iii) Have adequate practical experience on arranging events at complex areas.

Nazim @  *  ✓

Union/Camp WASH Promoter: Union/Camp WASH Promoter with proven experience in community mobilization and motivation, conducting/organizing community meetings, implementation and monitoring of attitudinal, behavior change and community development activities, Sensitivity to gender issues/ or good knowledge and experience of working on gender issues is desirable.

Required educational qualification and relevant working experience:

Sl. No.	Consultant	Educational Qualification & Experience	Responsibilities
1	Team Leader	<ul style="list-style-type: none"> • Masters in any discipline of Social science (i.e. sociology, anthropology, social work, Economics, social welfare, political science etc.) ▪ Minimum 10 years' prior experience in the areas of Social development activities of which at least 7 years in WASH related / tribal peoples/social safeguards with any reputed national/international organizations ▪ Should have at least one contract as Team Leader for conducting any motivational/promotion of awareness campaign in any development project. • Adequate proven experience in social mobilization & assessment tools, Familiar with Participatory Appraisal tools, • Demonstrated capacity in delivering training/orientation and report writing both in English and Bengali • Experience in World Bank funded projects and have in-depth knowledge of Bank instruments, policies and procedures, including Safeguards; ▪ Relevant experience in the field of Piped Water Supply, point water supply, Sanitation Waste Management, Environmental services related projects will be preferred. ▪ Experience of working with Rohingya community will be preferred. 	<ul style="list-style-type: none"> ▪ TL will be responsible for all deliverables under the contract in a timely manner with acceptable standard. ▪ Prepare and implement achievable work plan; ▪ Guide to develop training modules on and deliver training to all relevant stakeholder's personnel and entrepreneurs etc. – as designed ▪ Mentor to train DPHE, LGIs representatives and service provider (to be selected) in regulations, technology, operation and maintenance of WASH facilities, Hygiene promotions, Social & Environmental Safeguard, Gender, GRM etc. ▪ Provide support to DPHE & LGIs in awareness creation of different stakeholders in WASH relevant issues to implement the project successfully ▪ Ensure close cooperation with and assistance to the DPD, EMCRP for effective and efficient implementation of the project; ▪ Liaise with DPHE Upazila level officials to district and central levels officials including other government and non-governmental stakeholders as required for the successful delivery of the project ▪ Prepare and transmit monthly, periodical and annual reports and reports – as desired by Project Authority ▪ Carry out all other tasks and activities needed for successful project implementation in project areas. ▪ Guide the concern to develop result-worthy communication materials like IEC and BCC materials for awareness creation in local language.

Sl. No.	Consultant	Educational Qualification & Experience	Responsibilities
2	Social, Gender and M&E Consultant	<ul style="list-style-type: none"> Minimum Bachelor Degree in any discipline of Social science/Sociology/Economics/ Gender studies/Anthropology/Social Welfare, At least 5 years' experience in community development and social mobilization aspects of rural/semi-urban areas regarding the community need assessment, organizing the community, carrying out focus group discussions, rapid appraisals and relevant motivational aspects of rural communities, especially for water supply and sanitation are a requirement; Experience in design, monitoring and evaluation of gender projects is preferable Ability to lead formulation, implementation, monitoring and evaluation. Experience in digital M&E of any development project should be considered as an extra advantage. 	<ul style="list-style-type: none"> Set out guidelines for review and design of awareness creation and social mobilization on WASH management. Develop proper mechanism to address social safe guard frame works, gender issues, grievances mechanism, achieve disable rights etc. Facilitate different community meeting to address different social issues. Address GRC & s GRM related issue as per EMCRP guideline. Making bridge among Community people, LGIs, and other stakeholders, Host and Rohingya community and other stakeholder to optimize use of WASH facilities. Carry out extensive M&E activities through developing appropriate M&E tools. Accelerate all other relevant tasks and activities as needed for better and sustainable delivery of the scheduled activities. Support to monitoring progress and formulation of strategies towards the achievement of the PDOs Should have proficiency in development of Community Mobilization and M&E documents (both in Bengali and English) and ability to develop quality Reports to the Project/Donor – as and when needed.

Nazim @ Shur AK  ✓

Sl. No.	Consultant	Educational Qualification & Experience	Responsibilities
3	IEC, BCC Materials Development and Training Consultant	<ul style="list-style-type: none"> Minimum Bachelor Degree in any discipline of Social Science, Economics or related field from recognized university. At least 5years' experience as training officer including 4 years in WASH sector. Proven experience in different training materials development. Excellent communication skill in both Bengali & English. Conversant with facilitation of training/workshop/seminar in both at grass root level & national level. Experience working with Rohingya people (on developing gender and age sensitive IEC and BCC materials) will be given priority. 	<ul style="list-style-type: none"> Develop appropriate IEC and BCC, Training Module/Manual, Guidelines and other relevant materials (with due consultation & approval from PMU) for motivational activities. Ensure proper communication system is in place in WASH sector at both Host community and DRP/Rohingya camps under the project area Coordinate overall communication activities including development of IEC materials focusing WASH initiative in Host community at project upazilas and DRP at Rohingya camp. Conduct communication related training for project officials at field level at Host community, DRP at Rohingya camps and central level in Dhaka. Develop dissemination and distribution plans for effective dissemination and distribution of communication materials. <p>[Note: IEC materials like posters, leaflets, flyers, fact sheets etc. containing key messages to motivate Host and DRP community for improved WASH practices].</p>
4	Union/Camp WASH Promoter	<ul style="list-style-type: none"> Graduate Degree in Social Science/economics/management/engineering /equivalents Minimum 3 years relevant experience of working with WASH sector. 	<ul style="list-style-type: none"> Motivate people to use safe water and safe disposal of sanitation, use SMT and keep those clean and sustainable. Motivate the community people to promote on using safe water and hygiene sanitation through scheduled numbers of FGD and CYS. Facilitate the schedule consultation meeting/events with different stakeholders of the project Carry out all other tasks and when activities are needed. Upload the periodical performance/activities in Project Dashboard through Proper Channel.

Nazim @

Amir

Aer





Non Key Staff:

Sl. No..	Consultant	Educational Qualification & Experience	Responsibilities
1	Office Secretary	Minimum Graduate in any discipline Minimum 1 year relevant experience preferably of working with WASH sector. Conversant in MS word with excellent typing speed both Bangla and English	Managing filing system. Recording information as needed. Updating paperwork, maintaining documents and word processing
2	Assistant Union/ Camp WASH Promoter	Minimum HSC with nominal experience At least 50% of the incumbent should be women and should have valid License for driving motor Cycle.	Assist WASH related activities as per direction of Team Leader and other relevant Officials.

Summary of the team input:**Key Staff:**

Personnel	No.	Person month	Total duration (Person Months)
Team Leader	1	24	24
Social, Gender and M&E Consultant	1	24	24
IEC, BCC Development and Training Consultant	1	24	24
Union/Camp WASH Promoter (50% should be female).	16	20	320

Non Key Staff:

Personnel	No.	Person-month	Total Person Months
Office Secretary	1	24	24
Assistant Union/Camp WASH Promoter (Minimum HSC with nominal experience). (50% should be female). Note: Minimum 50% of the incumbent should have valid License for driving motor Cycle.	16	20	320








7. Selection Method and Criteria:

The EoI will be reviewed for the preparation of shortlist on the basis of:

- Firm history, specially age of the firm/year of registration/incorporation
- Solid Experience in similar nature of assignment (preferably WASH at Rohingya camp)
- Experience of last 10 years undertaking large scale, complex urban projects (experience beyond 10 years will not be considered)
- Demonstrated capacity to handle such assignment
- Availability of appropriate skills among staff
- Financial health of the firm
- Availability of other resources.

The firms are required to submit full technical and financial proposals, which will be evaluated according to the Quality and Cost based Selection (QCBS) method following World Bank Procurement Regulations. A weighting system of 80% for quality and 20% for cost will be applied.

8. Coordination, Facilities and Equipment:

- a) **Coordination:** The Deputy Project Director, RPMU, EMCRP, DPHE will coordinate the overall implementation of the Consultancy activities. The Consulting firm will closely work with all 8 upazila DPHE Offices; Cox's Bazar (headed by Executive Engineer).
- b) **Facility to be provided by the Client:** EMCRP, DPHE will provide the consulting firm with available materials and data relating to the project such as maps, plans, geotechnical, environment, social etc. EMCRP will also provide 8 office spaces (bare space without furniture and equipment) for the Consultancy Firm to discharge their responsibilities in more convenient way at all 8 upazila in Cox's Bazar district. This is to be noted that a budgetary provision is made on hiring furnished office at Cox's Bazar (Convenient place at Cox's Bazar in consultation with DPD, RPMU)
- c) **Facility and equipment to be provided by the consultant:**

The consultant firms should have at least the following facilities (but not limited to) during the project period

- **Support for suitable equipment:** Required supporting equipment and logistics like Computer (Desktop and or Laptop), photocopier, printer etc.) for smooth functioning of office work;
- **Office furniture:** Required Furniture will be provided to respective 8 Upazila Offices and furnished rented office for Cox's Bazar will be ensured as per allocated budget provided under the Package.
- **Vehicle:** 1 (one) Microbus/NOAH for regular field visit at the project area. 12 Motor cycles (considering the number of unions of an upazila) will be made available under the package for convenient movement at the field/grass root level for the respective field level officials. These Motor Cycles will be deployed at the Upazila station on 'Pool' basis. The respective 'Union/Camp WASH Promoter and or Assistant Union/Camp WASH Promoter' will use these Motorcycles as and when they rush to field for scheduled activities and
- **Required other support services:** Token Mobile allowance for Union/Camp WASH Promoter, Office Secretary and assistant Union/Camp WASH Promoter will be provided on monthly basis to make update the performance/progress electronically as achieved against package in a periodical manner. This is to be mentioned that the reporting will be made 'EMCRP dedicated Dashboard' in a regular manner using smart cell phone of the

Nazim @ Shum ACI [Signature] ✓

field officials. (to ensure this desire service, every Union/Camp WASH Promoter, Office Secretary and Assistant Union/Camp WASH Promoter must have smart cell phone in their hand as a ready reference).

9. Tentative Duration of the assignment

Tentative milestone and duration for the project are following:

- Tentative date of commencement of assignment is January 2022; and
- The duration of the consultancy services shall be 24 months (2 years).

Nazia Tasmin
23/05/2021

(Nazia Tasmin)
Executive Engineer, Training Division
Department of Public Health Engineering, Dhaka
&
Member Secretary, ToR Approval Committee,
DPHE

Dalila
23.05.2021

(Dalila Afroze)
Executive Engineer, Design Division
Department of Public Health Engineering, Dhaka
&
Member, ToR Approval Committee, DPHE

A. H. M. Khalequr Rahman
23.05.21

(A. H. M. Khalequr Rahman)
Executive Engineer, R&D Division
Department of Public Health Engineering, Dhaka
&
Member, ToR Approval Committee, DPHE

Mohammed Anwar Eusuf
23/05/2021

(Mohammed Anwar Eusuf)
Superintending Engineer, Planning Circle
Department of Public Health Engineering, Dhaka
&
Member, ToR Approval Committee, DPHE

Md. Saifur Rahman
23.05.2021

(Md. Saifur Rahman)
Superintending Engineer, Ground Water Circle
Department of Public Health Engineering, Dhaka
&
Member, ToR Approval Committee, DPHE

Md. Sarwar Hossain
23/5/21

(Md. Sarwar Hossain)
Addl. Chief Engineer (Works)
Department of Public Health Engineering, Dhaka
&
Convener, ToR Approval Committee, DPHE

CE, DPHE

proposed TOR may be approved.

Sh.
26/05/2021

প্রকৌঃ শান্তনু বড়ুয়া
সহকারী প্রকৌশলী
প্রধান প্রকৌশলীর কার্যালয়
জনস্বাস্থ্য প্রকৌশল অধিদপ্তর, ঢাকা।

Dalila
30.05.2021
(ডালিলা আফরোজ)
নির্বাহী প্রকৌশলী
জনস্বাস্থ্য প্রকৌশল অধিদপ্তর
ডিজাইন বিভাগ, ঢাকা।

Approved.
26/5/2021
মোঃ সাইফুর রহমান
প্রধান প্রকৌশলী
জনস্বাস্থ্য প্রকৌশল অধিদপ্তর
বাংলাদেশ সরকার, ঢাকা।