

# Request for proposal and ToR for End-line evaluation of SUPPORTING COVID-19 RESPONSE IN BANGLADESH (PHASE - 1 and 2)

## Background:

This Terms of Reference serves as a formal request for proposals from Research organizations and/or Consultancy Firms, who are interested in conducting an evaluation of the COVID-19 Emergency Responses to Reduce Digital Divide in Bogura, Bangladesh Project. Details regarding the content of proposals and submission procedures are explained herein.

SOS Children's Villages International is a child-centred development organization that has been active in the field of child care and children's rights and is committed to children's needs and concerns without religious and political affiliations. The mission of SOS Children's Villages International (SOS CVI) is to build families for children in need, help them shape their own futures and share in the development of their communities. As the largest, non-political, non-denominational child welfare organization in the world, SOS CV offers effective alternative care through its services in the Family like Care (FLC) program and Family Strengthening Program (FSP) in 138 countries. It is working towards the provision of family-like alternative care and strengthening families for the children who are deprived of parental care or at risk of losing parental care and living in vulnerable circumstances. SOS Children's Villages International's 2030 Strategy, primarily focuses on seven broad key areas to ensure innovative and creative approaches to achieve sustainable goals through practical measures such as:

1. Innovative Alternative Child Care
2. Strengthen Families
3. Empower Young People
4. Advocate for Children
5. Create a movement by mobilizing people for quality childcare
6. Simplify SOS
7. Invest for Funding Growth

According to the UN Convention on the Rights of the Child, children have the right to get care and protection even when their own families cannot care for them. Our first priority is strengthening vulnerable families' capacity so that parents and children can stay together. However, when this is not in the child's best interests or when there is no family to care for them, SOS Children's Villages offers a range of care options to meet best the individual needs of each child or young person.

Children who have lost parental care are placed under Family-like Care. In this long-term care, parental care is ensured by SOS mothers. SOS families live in family homes within the premises of SOS Children's Villages. Six SOS Children's Villages have been established in Dhaka, Rajshahi, Khulna, Chattogram, Bogura, and Sylhet to give the children a chance to grow with love, respect, and security in a loving family and set them on the path towards self-dependent by ensuring education and training. A total of 2741 children have been admitted to the programme of SOS Children's Villages Bangladesh.

SOS Children's Villages Bangladesh started Family Strengthening Programme (FSP) in 2007. By July 2022, more than 28,500 children and caregivers are individually getting benefits from Family Strengthening Program in SOS Children's Villages Bangladesh. Family Strengthening Program (FSP) is a nationally and internationally recognized parenting and family strengthening program for high-risk and general population families. Our target group of FSP is the children and young people who live in families at risk of child family separation.

In FS programme Caregivers provide quality care to children and young people. To do so we raised awareness and training for Caregivers. They received training for quality care, i.e, Child rights and child development, Child safeguarding, Parenting and life skills, Positive parenting techniques, Understanding and addressing "challenging behaviours" among children and young people, and Child safeguarding including adverse effects of neglect and harsh parenting, Child and youth participation in decision-making, Gender equality competences, Household management skills, Family planning, reproductive, sexual health and Digital skills.

We work to empower families towards self-reliance, which means achieving the following three main desired outcomes for each family that are Caregivers provide quality care to children and young people, Families make use of essential supporting services to meet children's development needs and Families have, or access, the financial and material resources required to ensure their children's rights and needs are met.

We also empower communities through partnerships and close cooperation with local stakeholders, we contribute to strong and resilient communities that are able to support and empower families on a sustainable basis, including in humanitarian and emergency situations.

The **SUPPORTING COVID-19 RESPONSE IN BANGLADESH (PHASE - 1 and 2)**, Bangladesh Project is under The Humanitarian Action (HA) Programme of SOS Children's Villages international. This project has focused is to ensure the continuation of the improved well-being of children, young people, caregivers, and co-workers of SOS Bangladesh. Considering the needs of the target groups due to this unprecedented pandemic, the activities will not only focus on the existing beneficiaries but will also reach out to additional beneficiaries. The project will be implemented for 24 months. The project's 1st phase started on 01 August 2020 and ended on 30 June 2021. The project (2nd phase) started on 01 October 2021 and will end on 30 September 2022.

The project's direct beneficiaries are 4790 among them Family Strengthening Programme (FSP and Kinship Care (KC) is 2846, Alternative Care (AC) is 1010, Community Beneficiaries is 470 and SOS Co-workers is 464. The approximate number of indirect beneficiaries is around 1200. These 1200 indirect beneficiaries include 1000 students from nearby and district level schools, 50 teachers from nearby and district level schools and 150 members from the community and other development organisations.

## Objectives of the study

### Broad Objective

The overall objective of this evaluation is to determine the project's progress towards achieving the desired results and its immediate impact on responding to the COVID-19 pandemic situation and its effect on targeted beneficiaries. The evaluation should also record lessons learned and recommendations for future programming.

### Specific Objectives

1. To assess the immediate impact has the project made in the lives of the participating children, Youth and FS families of communities;
2. To assess the lessons and recommendations that can be drawn from the programme that can be taken to further develop the programme;
3. To assess the improved preparedness of families, children, and co-workers to deal with and prevent the spread of COVID-19;
4. To assess the improved capacity of vulnerable FSP families to ensure quality care for their children;
5. To assess the strengthened child protection mechanism in programme location and community of FS Programme;
6. To assess the Improved access of the youth to higher/vocational education and employment opportunities;
7. To assess the improved capacity of MAs on advocacy actions acclimatized to the changed scenario;
8. To assess the gaps in the services offered by the programme and suggest filling these gaps.

### The expected outcome of the study:

1. Analyze the overall program design, results chain, strategy and methodology;
2. Critically examine the logical performance, result and indicators found in the programme and provide current indicator values along with a narrative explaining the reasons for under/over performance;
3. A recommendation detailing the barrier of the Project which will lead to improved access to alternative programme opportunities for vulnerable and marginalized children and families in Bangladesh;
4. A recommendation detailing new ideas and projects for the other targeted beneficiaries to gain knowledge and change their habits to provide quality care to their children and young people;
5. Draw conclusions, make recommendations, and areas of improvement in the implementation of the programme on the following five aspects: Effectiveness, Relevance, Efficiency and Impact.

### **The final evaluation should consider the following Criteria for evaluation:**

- Relevance: Is the Intervention doing the right things?
  - To what extent is the programme focused on our target group – SOS families who were affected covid-19 pandemic?
  - To what extent the programme responds to the needs and priorities of COVID-19-affected families?
  - To what extent were the economic support modalities responding to participants' needs appropriate?

- Effectiveness: Is the intervention achieving its objectives?
  - To what extent did the multipurpose cash transfer and need-based grants contribute to minimizing covid-19 pandemics for affected families and children?
  - To what extent did the project enable caregivers/Youth to re-start/scale up their IGAs and small businesses?
  - To what extent does the project improve access to life-saving that is clean water, and promote sanitation and hygiene practices in targeted program beneficiaries?
  - To what extent does the project reduce mental health and psychosocial-related problems and promote the overall well-being of children, young people and caregivers?
  - To what extent does the project improve public knowledge and awareness of COVID-19 risks and mitigations?
  - To what extent did the project contribute to reducing dependency, and stress and building the confidence of the affected families, children and young people?
  - To what extent did the project interventions support families to sustain education and return to school for their children?
  
- Efficiency: How well resources are being used?
  - Is the relation between the input of resources and results achieved appropriate and justifiable (cost-benefit ratio)?
  - Have individual resources been used most economically? (e.g. tenders for the purchase of goods)
  - Are there any alternatives for reaching the same result with less input?
  
- Impact
  - To what extent did the project had made an immediate impact/changes to the lives of project beneficiaries?
  - To what extent did the project intervention reduce the socio-economic impact of COVID-19 among the project beneficiaries?
  - Has the capacity of the families been developed so that they can withstand another pandemic comes?

## Study Area

The study area will be the SOS Children's Village and FS location of Bogura, Chattogram, Dhaka, Khulna, Rajshahi, and Sylhet of SOS Children's Villages Bangladesh. SOS Vocational Training Center( Agricultural Project) Bagerhat is under Children's Village Khulna.

## Population

The total population of the study will be 4790 (Four thousand seven hundred ninety) **beneficiaries** of the mentioned locations by standard sampling methods.

## Beneficiaries Details:

- I. Children and Youths in CVs and Youth care facilities of 06 locations: 1010
- II. FS Familiss of 06 Locations: 2677
- III. Kinship Care Families of 06 Locations: 169
- IV. Care Leavers (Exited Children's Villages Beneficiaries of 06 Location): 170
- V. Youths of the Bagerhat Agricultural Project under CV Khulna: 300
- VI. Co-workers including mother and aunts of 06 Locations and National Office Dhaka: 464

The unit of analysis of the study will be

- I. FS Children, Youth and Caregivers of the FS Programme, Children and Youth of SOS Children's Village, Youth Facility and Bagerhat Agricultural Project;
- II. Minimum 07 success stories with photography from 07 locations including Bagerhat Agricultural Project;
- III. 03-05% indirect beneficiaries of the project.
- IV. Community People ( teacher, Immam, LGI representative, GO and NGO representative)

## Expected Duration

The expected duration is 02 months, with an expected end date of **25 November 2022**.

## Process and Deadline of Proposal Submission

To facilitate the submission of proposals, duly stamped and signed proposals (technical & financial) can be submitted either in hard copy to SOS Children Villages Bangladesh's National Office at 01, Shamoli, Mirpur Road, Dhaka-1207 or electronically in PDF format through email to [national.office@sos-bangladesh.org](mailto:national.office@sos-bangladesh.org) by on **18 September 2022, by 17:00 hrs**. Proposals received after the deadline will not be considered.

Please make sure that the technical and financial proposals are prepared and submitted separately. For electronic submission also, the financial proposal should be shared in a separate **PDF file**. During the process of evaluation, technical bids will be opened and evaluated first. The financial part of those proposals, which are shortlisted after evaluation of the technical proposal, will be opened in a second step.

## Submission package

1. Cover letter
2. CV of the consultant and any other individuals who will contribute to the study;
3. A financial proposal;
4. A technical proposal;
5. Legal document of company registration;
6. An example (abstract) of a recent/relevant evaluation report;
7. Three references (at least two of them must be familiar with your work).

## The signing of the contract

SOS Children's Villages Bangladesh will inform the successful consulting firm electronically and will send the contract form within one week after the closure of the proposal submission deadline. The successful consulting firm shall sign the contract, and return it to SOS Children's Villages Bangladesh within seven calendar days of receipt of the contract. After the contract is signed by the two parties, the successful consulting firm shall deliver the services in accordance with the delivery schedule outlined in the proposal or the newly developed schedule by both parties.

## Rights of SOS Children's Villages Bangladesh

- I. Contact any or all references supplied by the consulting firm/social researcher;
- II. Request additional supporting or supplementary data (from the consulting firm/social researcher);
- III. Arrange interviews with the consulting firm/social researchers;
- IV. Reject any or all proposals submitted;
- V. Accept any proposals in whole or in part;
- VI. Negotiate with the consulting firm/social researcher that has attained the best rating/ranking, i.e. the one providing the overall best value proposal;
- VII. Contract any number of candidates as required to achieve the overall Needs Assessment process.

## Evaluation of Proposals

After the opening, each proposal will be assessed first on its technical quality and compliance and subsequently on its price. The proposal with the best overall value, composed of technical merit and price, will be considered for approval. The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR). Consulting firms may additionally be requested to provide additional information (virtual presentation or phone interview) to SOS Children's Villages Bangladesh on the proposed services.

## Expected deliverables:

1. Documentation of activities (e.g. interviews) carried out;
2. First draft of the final report in English;
3. Presentation of preliminary results to SOS Children's Villages Bangladesh;
4. Final report;

### 1.1. Specification of the Final Report

- Paper: 350 gsm art paper (cover Page) with spotting and foiling print 150 gsm matt paper (inner page);
- Color: Five Color Print;
- Size: Height-11.7 Inch, Width- 8.3 Inch;
- Number of Copies: Minimum 20 units.

### 1.2. Report Criteria

The evaluation will result in the production of SUPPORTING COVID-19 RESPONSE IN BANGLADESH (PHASE - 1 and 2), Bangladesh Project final evaluation report, in English with a maximum length of 25 pages including an Executive Summary. All confidential information should be kept in a separate annexe to protect participants. The final report should be provided electronically and in hard copy.

The report format below must be strictly adhered to:

- Cover page
  - Title of evaluation report
  - Country, project, date of evaluation
  - Name of consultant
- Executive summary (maximum 2 pages; cross-reference pages or paragraphs in the main body)
  - Evaluated action
  - Purpose and methodology (incl. limitations and challenges)
  - Main conclusions, recommendations, and lessons learned
- Main body
  - The structure of the main body is determined by the desired results
  - For each key conclusion, there should be a corresponding recommendation that is realistic, pragmatic, and operational
- Annexes
  - Terms of Reference
  - List of persons interviewed and sites visited
  - Map of areas covered by the project

## Logistical arrangements

When at the programme location, accommodation and transport to the field will be organized by the Researcher. National or location level staff (SOS) will be available to help organize the interviews including contacting SOS, announcing and local preparation of evaluation, and linking to community duty bearers and national authorities if required.

## Child safeguarding / Protection Policy

This assignment may require the agency/individual to sign and adhere to SOS Children's Villages Bangladesh Child Safeguarding / Child Protection Policy and Code of Conduct, which is mandatory.

## Duration of the contract and terms of payment

Payment will be made only upon SOS Children's Village International in Bangladesh's acceptance of the work performed in accordance with the above-described deliverables. Financial proposals should include proposed stage payments. Payment will be paid by bank transfer/account payee cheque after receipt of invoice depending on satisfactory completion and acceptance of work by SOS Bangladesh and is due within 30 days after receipt of invoice satisfactory completion and acceptance of work.

Funding and Schedule of Payment: The consultant will be paid by SOS Children's Villages Bangladesh as follows:

40% upon signing of the contract 60% on completion of the final report and acceptance of SOS Children's Villages Bangladesh.

**VAT and Tax will be applicable at the time of payment as per Government rules from this amount.**

## Notice of Delay

Shall the successful bidder encounter delay in the performance of the Contract, which may be excusable under unavoidable circumstances; the contractor shall notify SOS Children's Villages Bangladesh in writing about the causes of any such delays within one (1) week from the beginning of the delay. After receipt of the Contractor's notice of delay, SOS Children's Villages Bangladesh shall analyse the facts and extent of the delay, and extend the time for performance when in its judgment the facts justify such an extension.

## Copyright and other propriety rights

SOS Children's Villages Bangladesh shall be entitled to all intellectual property and other proprietary rights including, but not limited to, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for SOS Children's Villages Bangladesh under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for SOS Children's Villages Bangladesh.

All materials: interviews, reports, recommendations, and all other data compiled by or received by the Contractor under the Contract shall be the property of SOS Children's Villages Bangladesh and shall be treated as confidential, and shall be delivered only to SOS Children's Villages Bangladesh authorized officials on completion of work under the Contract. The external consultant is obliged to hand over all raw data collected during the evaluation to SOS Children's Villages Bangladesh.

## Termination

SOS Children's Village International in Bangladesh reserves the right to terminate without cause this contract at any time upon ten (10) days prior to written notice to the Contractor, in which case SOS Children's Village International in Bangladesh shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

SOS Children's Village International in Bangladesh reserves the right to terminate the contract with financial obligations in case the contractor is not meeting the following provisions without any prior notice:

- agreed time schedule (within 02 months including the final report)
- withdrawal or replacement of key personnel without obtaining written consent from SOS Children's Village International in Bangladesh
- the deliverables do not comply with the requirements of the ToR and evaluation guide.

## Annexe:

1. [SOS Children's Villages Child Protection Policy](#)
2. [Code of Conduct](#)