



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

**Terms of Reference (ToR)
For
Consultancy service for Community Mobilization and Capacity Development on WASH
(Package No. SD-16)
Under
Host and Rohingya Enhancement of Lives through a Multi-Sectoral Approach
(HELP)
(Time-Based Contract)**



Department of Public Health Engineering (DPHE)

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Host and Rohingya Enhancement of Lives through a Multi-Sectoral Approach Project (HELP)

Terms of Reference (ToR)

Consultancy service for Community Mobilization and Capacity Development on WASH (Package No. SD-16)

1. Background and context

Since 2017, Bangladesh has hosted nearly one million Rohingya refugees (Displaced Rohingya Population, DRP) in overcrowded camps in Cox's Bazar, straining local resources and services. The host communities, among the poorest in the district, face growing socio-economic and environmental pressures, including deforestation, water shortages, and increased security concerns.

The prolonged crisis, compounded by declining humanitarian aid, has led to worsening conditions in both the DRP camps and surrounding host areas. Key challenges include inadequate WASH (Water, Sanitation, and Hygiene) facilities, poor waste management, limited access to electricity, malnutrition, and high exposure to climate risks such as cyclones, floods, and landslides. To ease the burden on Cox's Bazar, the Government of Bangladesh (GoB) has relocated 32,000 DRP to Bhasan Char, an island developed with essential infrastructure but still requiring international support for sustainable operations.

The Host and Rohingya Enhancement of Lives Project (HELP) aims to improve access to basic services, enhance disaster resilience, and strengthen social cohesion for both DRP and host communities. The project will focus on climate-resilient infrastructure, WASH improvements, and institutional capacity building, addressing critical gaps identified through annual needs assessments. HELP builds on the ongoing Emergency Multi-Sector Rohingya Crisis Response Project (EMCRP) and its additional financing, which have been supporting the crisis since 2019.

Component of the Projects are;

Component 1: Resilient Water, Sanitation, and Hygiene (WASH)

Component 2: Climate and Disaster Resilient Infrastructure, Energy and Emergency Response

Component 3: Strengthening Institutional Systems to Enhance Service Provision and Support Resilient Development

Component 4: Contingent Emergency Response

Component 1: Resilient Water, Sanitation, and Hygiene (WASH) implemented by the Department of Public Health Engineering (DPHE), this component will increase and improve access to resilient water supply through: (i) construction of additional mini piped water supply schemes and point source water options in Host Communities, resulting in minor capacity improvement for water supply and distribution; (ii) rehabilitation of existing water supply and distribution facilities and infrastructure (i.e., mini piped water supply schemes and point source water options); and (iii) O&M of new (from HELP) and existing (from EMCRP) facilities and infrastructure, in DRP camps in Cox's Bazar and Bhasan Char, until the closing of the project.

These water supply and distribution facilities and infrastructure will be powered by solar PV pumping systems to reduce their carbon footprint, with elevated platforms above flood level to ensure resilience against heavy rainfall and flooding. These activities are expected to support climate adaptation against

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potentially increasing drought risks in the region. The water supply infrastructure designs will also consider nature-based solutions for water source protection. In addition to water supply, this component will finance investments in safely managed sanitation and hygiene facilities and hygiene kits through: (i) construction of new household twin pit toilets and public toilets in Host Communities, slightly expanding the current overall capacity in the system; (ii) rehabilitation and improvement of existing household toilets and community latrines (including handwashing facilities in the toilets) in DRP camps in Cox's Bazar and Bhasan Char; (iii) construction of integrated waste management facilities – which could include solid waste management facilities and fecal sludge treatment plants – in the Host Communities and in DRP camps in Cox's Bazar and Bhasan Char, including the necessary equipment and system for collection and transport of waste in the camps; (iv) additional supply of general hygiene kits and menstrual health and hygiene (MHH) kits for women; and (v) O&M of selected sanitation and hygiene facilities (toilets, latrines, and integrated waste management facilities) constructed under EMCRP and HELP, in DRP camps in Cox's Bazar and Bhasan Char. These sanitation and hygiene interventions, together with the water supply and distribution investments, will improve reliable access to gender-sensitive, climate resilient WASH services and contribute to Sustainable Development Goals (SDGs) targets. An adequate fecal sludge and solid waste management will also contribute to climate mitigation through reducing methane emissions.

To maximize synergies of other programs and activities in Cox's Bazar and Bhasan Char, the project closely coordinate with other humanitarian and development agencies. UNHCR acts as the area coordination agency for camps and in Bhasan Char, whereas IOM is responsible for the other camps. The project will work under existing coordination systems of the GoB and development partner/multi-lateral/bilateral/UN agencies at the strategic and operational levels.

Department of Public Health Engineering (DPHE) is now initiating for Community Mobilization and Capacity Development on WASH for its project area under Package No. SD-16 of HELP.

The Terms of Reference (ToR) summarizes the key objectives, scope of services and detailed tasks and time lines for implementation.

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;

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- 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.

3. Project Area

The project area comprises of all upazila of Cox's Bazar district including DRP Camps and Hatiya & Shubornochar upazial of Noakhali District.

4. Scope of works and scheduled task

The core activities of this consultancy service is to support HELP (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:

4.1 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 HELP and to attain the ultimate 'PDOs' within the stipulated lifetime of the project.

The following are the objectives 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.

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4.2 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/ other similar issues 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.

4.2.1 Community mobilization activities under the Package:

a) 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:

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 904 (810 at host + 94 at DRP Camps) Capacity building training to Caretaker, Volunteers, Representative from Water users (formed under 2,200 water point sources) those will be implemented under 90 unions [71 unions and concerned DRP/Rohingya camps of Cox's Bazar district and 19 unions in Noakhali district (Subarna Char upazila 8 and Hatiya upazila 11)](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 10848(9720 at host + 1128 at DRP Camp) FDMN 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 1 event in every quarter at every Ward level);

b) 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. To make easy understanding on the scheduled activities of the Package as well as HELP's ultimate PDOs, the Firm may welcome few personnel (around 4) from RPMU, HELP

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) **Conduct capacity building training:** Conduct Capacity building training to Caretaker & Volunteers under various point water source those implemented under Rohingya camps of Cox's Bazar and Noakhali district
- iii) **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:

4.2.2 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 using
- 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.

4.2.2.1 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.

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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.

4.2.2.2 Awareness on use of hygiene Sanitation:

Sanitation is a process by which human waste dispose and garbage remove with out hampering environment. Sanitation is a continuous process which brought positive change to human and environment. 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.

4.2.2.3 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.

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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:

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

5. 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 HELP. Following documents are needed to be developed on this ground:

- Prepare guideline for heath/ 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.

7. Deliverable and Reporting Timelines: HELP 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
Review 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
Development and finalization of 'Work Plan' for the beneficiaries and spot/areas for whom schedule trainings, FGD and Courtyard sessions. The Firm needed to submit the Work Plan.	3 rd & 4 th months
After organizing following capacity building training and FGD/Courtyard Meeting at project working areas the Firm needed to submit periodical in depth Reporting:	5 th to 42 nd months

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

7. 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.

8. Qualification required for the Consulting Firm:

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

At least 15 years of Proven Experience in social mobilization and awareness creation on WASH issues following participatory approach.

Completed minimum one similar contract to Community Awareness Raising Campaign on MHH, Integrated into Broader Programs on WASH and Hygiene Promotion at FDMN camp.

Expertise in capacity building of different stakeholders that includes communities, LGIs, DPHE and others.

Ability to coordinate between different stakeholders including Rohingya community, Local administration, Officials of CIC, RRRC, Public Representatives etc.

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. The Team Leader will lead the overall assignment of relevant activities including planning and implementation support process and will be responsible for all deliverables.

Coordinator: The coordinator will coordinate with concerned officials and oversee overall activities. S/he has to have demonstrated experience in WASH. Experience working with Rohingya community will be preferred. S/he has to keep coordination with all relevant stakeholders i.e.; LGI, DPHE, different local GO & NGOs, CBOs, different Institutions, local community leaders etc. The Coordinator will lead the overall assignment of relevant activities including planning and implementation support process and will be responsible for all relevant deliverables specially the activities of Nokhali district and will be posted at Hatiya upazila, Noakhali.

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 of complex areas and motivational campaigns 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.

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 are desirable.

Key Experts:

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 	<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



Sl. No.	Consultant	Educational Qualification & Experience	Responsibilities
		<ul style="list-style-type: none"> ▪ 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 or other development partner 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. 	<p>(to be selected) in regulations, technology, operation and maintenance of WASH facilities, Hygiene promotions, Social & Environmental Safeguard, Gender, GRM etc.</p> <ul style="list-style-type: none"> ▪ 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, HELP 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.
2	Coordinator	<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 7 years' prior experience in the areas of Social development activities of which at least 5 years in WASH related / tribal peoples/social safeguards with any reputed national/international 	<ul style="list-style-type: none"> ▪ Coordinator will be responsible for assist TL to submit all deliverables under the contract in a timely manner with acceptable standard especially for Noakhali district through coordinated manner. ▪ Provide Support Prepare and implement achievable work plan; ▪ Support to develop training modules on and deliver training to all relevant stakeholder's personnel and



Sl. No.	Consultant	Educational Qualification & Experience	Responsibilities
		<p>organizations</p> <ul style="list-style-type: none"> • 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 or other development partner funded projects and have in-depth knowledge of Bank instruments, policies and procedures, including Safeguards; ▪ Relevant experience in the field WASH sector will be preferred. ▪ Experience of working with Rohingya community will be preferred. 	<p>entrepreneurs etc. – as designed</p> <ul style="list-style-type: none"> ▪ Provide support to DPHE & LGIs in awareness creation of different stakeholders in WASH relevant issues to implement the project successfully specially in Noakhali. ▪ Ensure close coordination with and assistance to the DPD, HELP for effective and efficient implementation of the project; ▪ Liaise with DPHE Upazila level officials to district specially in Noakhali 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 ▪ Provide support to TL in Carry out all other tasks and activities needed for successful project implementation in project areas.
3	Social/ Gender Consultant	<ul style="list-style-type: none"> ▪ Minimum Masters 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 	<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 HELP guideline. ▪ Making bridge among Community people, LGIs, and other stakeholders, Host and Rohingya community and other stakeholder to optimize use of

Sl. No.	Consultant	Educational Qualification & Experience	Responsibilities
		<p>relevant motivational aspects of rural communities, especially for water supply and sanitation are a requirement;</p> <ul style="list-style-type: none"> ▪ 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. 	<p>WASH facilities.</p> <ul style="list-style-type: none"> ▪ 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.
4	ICT based M&E Consultant	<p>Minimum Masters Degree in any discipline of Social science/Sociology/Economics/</p> <p>5 years of progressive experience in Monitoring and Evaluation based on software/IT in public or NGO sectors projects.</p> <p>Professional Certification of IT</p> <p>Vast knowledge of project management</p>	<ul style="list-style-type: none"> • Develop effective M&E system (based on IT) including indicators in consultation with concerned project officials and consultants. • Set up a functioning M&E data collection routine from relevant entities and persons, compile information into the M&E system (Microsoft Excel Based) and make reports monthly & quarterly based on DPHE-WB approved format and data available to stakeholders and the public • Develop monitoring tools to monitor program activities at different levels. • Develop of in-house M&E work plan for project activities (Piped, Non-piped, and Sanitation etc.). • Implementing the M&E activities as per approved implementation plan. • Make proper functioning of the existing database systems (Monitoring Dashboard of HELP) by ensuring accuracy of each end user's in appropriate format in a timely manner • Provide need-base development, trouble-shooting, training for the

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Sl. No.	Consultant	Educational Qualification & Experience	Responsibilities
			different types of users and stakeholders of HELP. Any other activities as seem reasonable etc.
5	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"> ▪ Review 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>

Non Key Staff:

Sl. No.	Consultant	Educational Qualification & Experience	Responsibilities
1	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

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Sl. No	Consultant	Educational Qualification & Experience	Responsibilities
			<p>people to promote on using safe water and hygiene sanitation through scheduled numbers of FGD and CYS.</p> <ul style="list-style-type: none"> ▪ 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.
2	Office Secretary	<p>Minimum Graduate in any discipline</p> <p>Minimum 1 year relevant experience preferably of working with WASH sector.</p> <p>Conversant in MS word with excellent typing speed both Bangla and English</p>	<p>Managing filing system. Recording information as needed. Updating paperwork, maintaining documents and word processing</p>
3	Assistant Union/ Camp WASH Promoter	<p>Minimum HSC with nominal experience</p> <p>At least 50% of the incumbent should be women and should have valid License for driving motor Cycle.</p>	<p>Assist WASH related activities as per direction of Team Leader and other relevant Officials.</p>
4	Office Assistant/Store Keeper	<p>Minimum Graduate in any discipline</p>	<p>Assist office work</p>
5	Cleaner/Night guard at Camps and district office	<p>Passed Class VIII</p>	<p>Security</p>

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

Personnel	No.	Person month	Total duration (Person Months)
Team Leader	1	40	40
Coordinator	1	40	40
Social/Gender Consultant	1	40	40
ICT Based M&E Consultant	1	40	40
Communication and Training Consultant	1	40	40
Total	5	40	200

Non Key Staff:

Personnel	No.	Person-month	Total Person Months
Upazila /Camp WASH Promoter (Upazila + Camp) (50% should be female, rest 50% should have valid motor cycle).	13	40	520
Office Secretary	2	40	80
Union/Camp WASH Promoter Upazila + Camp) (50% should be female, rest 50% should have valid motor cycle driving silence,) 1 person will responsible not more than for 3 union .	42	40	1680
Office Assistant/Store Keeper	18	40	720
Accountant/ Store Keeper for head office at Cox's Bazar	2	40	80
Cleaner/Night Guard at Camps and district office	12	40	480

9. 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, Value of completed assignment, assignment completed in similar nature etc.

- Experience of last 10 years undertaking in social awareness supported by Completion certificate (without completion certificate and experience beyond 10 years will not be considered)
- Experience of social awareness on WASH sector funded by Donor Agency (experience of service by own fund will not be considered)
- Completion of minimum one contract of similar nature of assignment in FDMN camp area with a value of 5 crore.
- Availability of appropriate skills among staff
- Financial health of the firm supported by Audit Report of last 3 years.
- Updated trade license, VAT & IT certificate.
- 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.

10. Coordination, Facilities and Equipment:

a) **Coordination:** The Deputy Project Director, RPMU, HELP, DPHE will coordinate the overall implementation of the Consultancy activities. The Consulting firm will closely work with all upazila DPHE Offices; Cox's Bazar and Noakhali (headed by Executive Engineer).

b) **Facility to be provided by the Client:** HELP, DPHE will provide the consulting firm with available materials and data relating to the project such as maps, plans, geotechnical, environment, social etc. HELP will also provide office spaces (bare space without furniture and equipment) for the Consultancy Firm to discharge their responsibilities in more convenient way at all upazila in Cox's Bazar and Noakhali district.

11. Tentative Duration of the assignment

The duration of the consultancy services shall be 42 months.

12. Procurement/Hiring Method

The Consultant will be hired and contracted as per the "Quality and Cost-Based Selection" (QCBS) method under the World Bank Procurement Regulations for IPF Borrowers.

Dalila
30/04/2015

(Dalila Afroze)
Executive Engineer,
Arsenic Management Division &
Member, ToR Committee, DPHE.

Shafikul Alam
30/4/15

(Md. Shafikul Alam)
Executive Engineer
Ground Water Division &
Member, ToR Committee, DPHE.

Sharmistha Debnath
08/08/2015

(Sharmistha Debnath)
Executive Engineer
Design Division &
Member, ToR Committee, DPHE.

Shishir Kumar Biswas
30/04/2015

(Shishir Kumar Biswas)
Executive Engineer
SIR Division &
Member Secretary, ToR Committee, DPHE.

Mohammed Anwar Eusuf
30/04/2015

(Mohammed Anwar Eusuf)
Superintending Engineer
Planning Circle &
Member, ToR Committee, DPHE.

Noor Ahmed
30/4/15

(Noor Ahmed)
Project Director, DPHE
Host and Rohingya Enhancement of Lives
Project (HELP) &
Member, ToR Committee, DPHE.

Approved

Tushar Mohan Shadku Khan
30/04/2015
Tushar Mohan Shadku Khan
Chief Engineer
Department of Public Health Engineering
Govt of Bangladesh, Dhaka.

Bidhan Chandra Dey
30/4/15

(Bidhan Chandra Dey)
Superintending Engineer
Ground Water Circle & Convener,
ToR Committee, DPHE.

