



**Government of the People's Republic of Bangladesh**  
**Ministry of Social Welfare**  
**Department of Social Services**  
**Socio-economic Development of the Host**  
**Community and FDMN through Capacity Enhancement Project**

**Draft Terms of Reference (ToR)**

For

**Hiring of a Consulting Firm for cost estimate, specification, design,  
tender document preparation and monitoring & supervision of  
Refurbishment/renovation works of Department of Social Services  
institutions in Chattogram Division**

under

**ISO Component 05: Socio-economic Development of the Host  
Community and FDMN through Capacity Enhancement Project  
(GOB-WB)**

**Package No. SD-15**

**January 2026**

**Government of the People's Republic of Bangladesh**  
**Ministry of Social Welfare**

**Department of Social Services**  
**ISO Component 05: Socio-economic Development of the Host**  
**Community and FDMN through Capacity Enhancement Project**  
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**Terms of Reference (TOR)**  
**for**  
**Hiring of a Consulting Firm for cost estimate, specification, design,**  
**tender document preparation and monitoring & supervision of**  
**Refurbishment/renovation works of DSS institutions in**  
**Chattogram Division.**  
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**1. Program Background**

This assignment will support a livelihoods program under the Inclusive Services and Opportunities (ISO) for the Host Communities and Displaced Rohingya Populations project led by the Government of Bangladesh (GoB), with financing from the World Bank. The ISO project aims to improve access to human capital services for vulnerable Host and Rohingya communities in the Chattogram division. The project will provide poor and vulnerable beneficiaries with livelihoods support, health and nutrition services, education support (for students), and psychosocial and case management services to respond to and prevent gender-based violence (GBV).

**2. Objective of the Consultancy Services**

The livelihoods component under the ISO project will be implemented by the Department of Social Services (DSS), under the Ministry of Social Welfare (MoSW), and will contribute to the enhancement of the DSS-led Rural Social Services (RSS) program. The livelihoods component will target 100,000 people from the host communities through the enhanced RSS program. Launched in 1974, RSS is the oldest microcredit program in Bangladesh. Since inception, the program has supported the socioeconomic development of vulnerable rural populations through interest-free microcredit, savings, and the provision of ad-hoc skills training. RSS has made meaningful contributions to alleviating poverty among its beneficiaries. According to a 2018 evaluation of the RSS program by the Bangladesh Institute of Development Studies, beneficiary households had higher income (12.5 percent) and consumption (14.3 percent) than non-beneficiary households, 8.4 percent of the beneficiaries graduated from ultra-poor to non-poor status, and 30.4 percent beneficiaries graduated from poor to non-poor status. The program targets the missing middle among the vulnerable population – who fall below the poverty line or marginally above but are excluded from safety nets and livelihoods programs.

DSS aims to refurbishment/renovation of safe homes, orphanage, old homes and PWDs related DSS institution which are located in Chattogram, Cox's Bazar, Khagrachari, Bandarban & Rangamati, Chandpur, Cumilla, Lakshmipur, Brahmanbaria, Noakhali and Feni District. Total 12 institutes of DSS will be refurbishment and 1525 inmate will be benefited.

### 3. Scope of the Consultancy Services

#### 3.1 Site Reconnaissance, Condition Assessment record and Documentation

- DSS has 14 Sarkari Shishu Paribar (State Children Home), 01 (one) Baby Home, 01 (one) Somonito Shishu Punorbason Kendro, 01 (one) Vocational Training Center for Orphans and Distressed Children, 01 one) Vocational training center for orphan and disable boys and girls, 01 (one) Mentally retarded children's institutions in Chattogram division. **Among those, 12 (twelve) institutes (as shown in Figure 1) are very vulnerable and poor facilities where 1,525 number of orphan children and disabilities persons are upbringing, education, training and rehabilitation.**
- Perform need assessment for the the 12 vulnerable institutions (as shown in Figure 1) and recommend the improvement scopes for those institutes.
- Consult and coordinate with other stakeholders while refurbishing or renovating the institutes;
- Conduct through assessment of existing safe homes, orphanages, old homes and PWD institutions in Chattogram Division to identify the scope of refurbishment/renovation in terms of its facilities and logistics;
- The assessment should include a thorough examination of existing fire and life safety features of the 12 vulnerable facilities and the firm should include recommendations for upgradation / refurbishment in line with Bangladesh National Building Code (BNBC) (2006 or latest) and relevant global standards.
- To estimate the cost of refurbishment/renovation works of DSS institutions in Chattogram Division;
- Design the refurbishment/renovation works of DSS institutions in Chattogram Division;
- Prepare the specification of refurbishment/renovation works of DSS institutions in Chattogram Division;
- Prepare the tender documents for hiring a firm for implementing the refurbishment/renovation works of DSS institutions in Chattogram Division;
- Monitoring and supervision the refurbishment/renovation works of DSS institutions in Chattogram Division;
- Identify gaps and deficiencies in infrastructure, safety, accessibility (including universal access), and service delivery.
- Report submission to Project authority.



### **3.2 Topographic Survey**

The consulting firm will carry out a topographic survey, which includes leveling of sites showing contour at suitable intervals and spot levels to indicate slope and configurations to the area. Topographical details like existing buildings, structures, services etc. should be noted and reflected in the survey details.

### **3.3 Sub-soil Investigation and/or Seismic Survey**

The Consultant shall conduct sub-soil investigation to determine the bearing capacity of the soil in designing cost-effective safe foundation for construction work as per standard practice.

### **3.4 Design and Construction Supervisions**

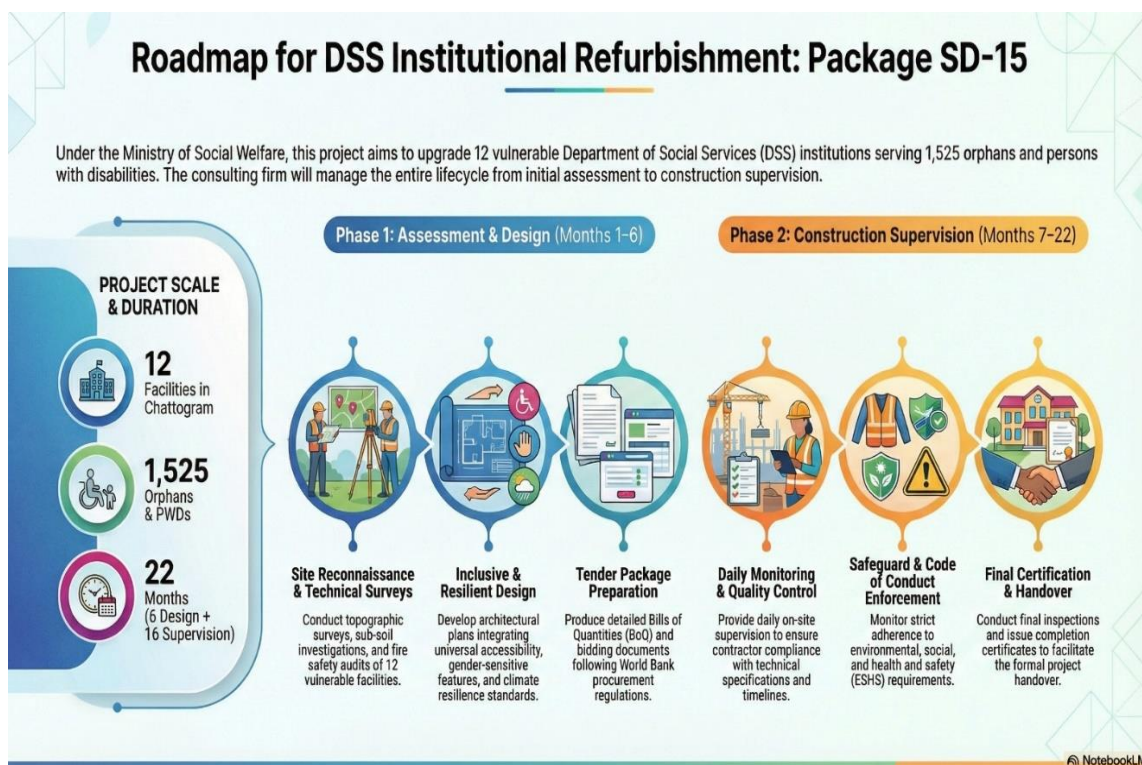
- Develop renovation designs for each facility addressing identified gaps and integrating best practices in safety, accessibility, gender sensitivity, confidentiality, and climate resilience.
- Prepare detailed architectural and refurbishment/renovation drawings, along with specifications and bills of quantities (BoQ).
- Ensure that all designs comply with national building codes, World Bank Environmental and Social Standards (ESS), and Good International Industry Practice (GIIP).
- Incorporate universal accessibility features and safety measures for women, children, and persons with disabilities, while addressing the needs of gender-diverse populations, elderly individuals, pregnant women, and people with other intersectional identities.
- Preparation of the specifications, schedule of items, cost estimates and BOQ of the construction works for the tendering process.
- Preparation of Sanitary/Plumbing and Electrical/Mechanical Design and Drawings
- Prepare tender documents for the selection of the contractor to execute the refurbishment/renovation works, based on approved detailed architectural, and refurbishment/renovation drawings, along with technical specifications, estimated costs, and bills of quantities (BoQ) for each facility.
- Provide daily supervision of refurbishment/renovation works to ensure compliance with approved designs, specifications, and project timelines.
- Monitor the contractor's performance, quality of materials and workmanship, and ensure compliance with environmental, social, health, and safety (ESHS) requirements.
- Conduct regular site inspections and reports on progress, issues, and recommendations to the Project Implementing Entity.
- Certify the completion of works and facilitate the handover of all refurbishment/renovation works.
- Supervision monitoring of construction works and related activities maintaining adequate quality, certification of contractor's invoice as per the work done as per the specification and required quality, and submission of Monthly Progress Report.

### **3.5 Environmental and Social Safeguards**

- Ensure that all designs and works comply with the World Bank Environmental and Social Framework (ESF), including ESS2 (Labor and Working Conditions), ESS4 (Community Health and Safety), and ESS10 (Stakeholder Engagement and Information Disclosure).
- Integrate Sexual Exploitation, Abuse, and Sexual Harassment (SEA/SH) risk mitigation measures, including codes of conduct, awareness training, and grievance redress mechanisms.
- Prepare and implement site-specific Environmental and Social Management Plans (ESMPs), as required.
- Prepare the including a ToR of ESIA to submit to the Department of Environment (DoE) and to obtain necessary approval / clearance.

- Prepare draft Environmental and Social Assessment Reports (ESIA) for each Construction site to submit PCU for review (if necessitated) to obtain necessary clearance / approval on ESIA reports.

#### 4. Roadmap for Refurbishment:



#### 5. Reporting and Deliverables

Sl. No	Reporting and Deliverables	Time frame	Copy
1.	<b>Inception Report and Work Plan:</b> The Inception Report (IR) will update the methodology and the program of work including deployment of personnel that will be included in the Consultant's proposal and used as a basis for agreed pricing, noting the changes and detailing any difficulties encountered, together with a proposal on how they may be overcome. The Project will review and comment on IR and finally will be approved / acceptance by the Project Director. The Consultant's established Work-Plan may be revised from time to time, but acceptance by the Project Director must be requested each time.	Within 15 days after the commencement date	3 hard copies & electronic formats
2.	Site topographic survey & layout plan	Within 30 (thirty) days of signing the contract agreement	3 hard copies & electronic formats
3.	Sub-Soil Investigation Reports	Within 30 (thirty) days of signing the contract agreement	3 hard copies & electronic formats

4.	Assessment report including findings and recommendations on Refurbishment / Renovation Works of 12 vulnerable facilities to be renovated	Within 60 (sixty) days after the submission of the inception report	3 hard copies & electronic formats
5.	Draft design report (as per serial no 4) with proposed layout including drawings (in AutoCAD and PDF formats) and specifications to an appropriate scale.	Within 2 (two) months after the submission of the inception report	3 hard copies & electronic formats
6.	Final design, including drawings (in AutoCAD and PDF formats), submitted to DSS	Within 30 (thirty) days after the submission of the Draft interior design	3 hard copies & electronic formats
7.	Draft bidding documents, consisting of drawings, and BoQ.	Within 7 (seven) days after the approved design, drawings and estimated cost.	2 hard copies & electronic formats
8.	Final bidding documents.	Within 3 (three) days after the approval of the draft bidding documents.	1 hard copies & electronic formats
9.	Monthly supervision reports, site inspection records, and progress updates.	Each month start from the supervision works	3 hard copies & electronic formats
10.	Final completion report and certification of works	Within 7 (seven) days after final completion of the overall consultancy services.	5 hard copies & electronic formats

#### **6. Duration of the Assignment:**

The assignment for hiring a consulting firm for cost estimation, specification development, design, tender document preparation, and monitoring & supervision of the refurbishment/renovation works of Department of Social Services (DSS) institutions in the Chattogram Division is expected to commence in September 2026. The services will be provided over approximately 22 (twenty-two) months under a lump-sum contract. Of these 22 months, 6 (six) months will be allocated for the design phase, and the remaining 16 (sixteen) months for construction supervision, including support during the selection of contractors for all refurbishment/renovation works. The supervision period is subject to the selection of contractors who will execute the works.

## 7. Team Composition, Qualifications and Experience

The following key and non-key experts shall be included in the consulting firm's team. Their (i) team composition and (ii) qualifications & experience are outlined in Table 1 & Table 2 respectively. Additional experts may be proposed by the consulting firm based on project needs.

**Table 1: Team Composition of the Consultancy Services**

Sl. No.	Position Assigned	Unit	No. of position	Person Man Months (MM)		Total MM
				Design Phase	Supervision Phase (including selection of contractor)	
<b>(A). Key Expert:</b>						
K-1	Team Leader	MM	1	6.00	12.00	18.00
K-2	Architect	MM	1	6.00	5.00	11.00
K-3	Structural Design Engineer	MM	1	3.00	5.00	8.00
K-4	Electrical Engineer	MM	1	3.00	5.00	8.00
K-5	Plumbing Engineer	MM	1	3.00	5.00	8.00
K-6	Environmental & Social Safeguard Expert	MM	1	3.00	6.00	9.00
	<b>Total Key Expert (A):</b>			<b>24.00</b>	<b>38.00</b>	<b>62.00</b>
<b>(B). Non-Key Expert:</b>						
NK-1	Supervision Engineer (Civil) – 5 nos.	MM	5	0.00	60.00	60.00
NK-2	Water Supply and Drainage Expert	MM	1	2.00	6.00	8.00
NK-3	Environment and Safety engineer	MM	1	2.00	6.00	8.00
NK-4	Junior Architect – 2 nos.	MM	2	12.00	8.00	20.00
NK-5	Junior Civil Engineer/ Quantity Surveyor - 5 nos.	MM	5	20.00	20.00	40.00
NK-6	Auto-CAD operator – 2 nos.	MM	2	12.00	12.00	24.00
NK-7	Diploma in Civil Engineering (specialization of construction supervision field) – 5 nos.	MM	5	-	60.00	60.00
NK-8	Data Entry operator/Accountant Cum Office Manager	MM	1	6.00	16.00	22.00
	<b>Total Non-Key Expert (B):</b>			<b>54.00</b>	<b>156.00</b>	<b>210.00</b>

**Table 2. Qualification, Experience and Responsibilities of the Key and Non-key Expert**

Sl. No.	Position	Qualification and Experience
<b>Key-Experts</b>		
K-1	Team Leader	Minimum Bachelor's degree in Civil Engineering. Any relevant / project management professional qualification will be an added advantage. Having at least 20 years of relevant experience of which at least 10 years' experience in design & drawings, construction management, contract management, quality control, monitoring, project management, reporting & top supervision of similar type of job. Should have experience as Team Leader at least 3 similar type of project.
K-2	Architect	Minimum Bachelor's degree in Architecture with at least 10 years of relevant experience in architectural designing & planning in similar nature of jobs to provide enough flexibility to integrate future requirement in the sites. Having also experienced in Govt. orphanase friendly architectural designs that reflect the most up to date standards etc.
K-3	Structural Design Engineer	At least Bachelor's degree in Structural / Civil Engineering with 15 years of relevant experience. At least 05 years of experience in designing of similar types of structure in home/abroad. Have enough knowledge about the BNBC code and its practice. Experience in Bangladesh for the similar type of structure desines.
K-4	Electrical Engineer	Minimum Bachelor's degree in Electrical Engineering with at least 15 years of relevant experience. At least 10 years of practical experience in the design, selection and installation of electrical /electro-mechanical devices in particular sites or similar types of works. Assist in testing transformer and all other related electromechanical equipment. Carry out all other tasks and activities as needed.
K-5	Plumbing Engineer	Minimum Bachelor of Science (B.Sc.) in Mechanical or Civil Engineering with at least 5 years experience in plumbing in similar project. Proficiency in AutoCAD, knowledge of plumbing codes, and specific experience in water supply, sanitation, and firefighting systems.  The Plumbing Engineer should have experience in plumbing design and support of plans and activities of similar project. Prepare detailed layout plans for all drainage and water supply systems if needed.
K-6	Environmental & Social Safeguard Expert	Minimum Bachelor's degree in environmental / social science with 10 years of relevant experience. At least 5 years professional experience in environmental / social study & implementation of environment plan including preparation of EIA, EMP, SIA reports etc. The Expert should be well conversant with laws relating to land acquisition, state procedures in implementation plans & frame- work. The Expert/s should also be well known about national / the World Bank environmental and social safeguard polices.
<b>Non-key-Experts</b>		
NK-1	Supervision Engineer (Civil) – 5 nos.	Minimum 4 years Diploma in Civil Engineering with 10 years of relevant experience. At least 5 years' experience in construction management, quality control, construction supervision, monitoring, construction testing material, bill checking and reporting. Carry out all other tasks and activities as needed. Should have experience as Resident Engineer in at least in 2 similar types

		of projects.
NK-2	Water Supply and Drainage Expert	Minimum Bachelor's degree in Civil Engineering with 10 years of relevant experience in the design of water supply, roads, bridges, culverts and drainage structures, etc.
NK-3	Environment and Safety engineer	Minimum Bachelor's degree in Civil Engineering/Environmental Engineering, or any other relevant degree, with 5 years of relevant experience in Environmental, Social, Health and Safety (ESHS). Experience in World Bank's safeguard policies/instruments as well as implementation will be an added advantage.
NK-4	Junior Architect – 2 nos.	Minimum Bachelor's degree in Architecture with at least 03 years of relevant experience in architectural designing & planning in similar nature of jobs to provide enough flexibility to integrate future requirement in the sites.
NK-5	Junior Civil Engineer/ Quantity Surveyor - 5 nos.	Minimum 4 years Diploma in Civil Engineering with at least 03 years of relevant experience. At least 02 years' experience in construction management, quality control, construction supervision, monitoring, construction testing material, bill checking and reporting.
NK-6	Auto-CAD operator – 2 nos.	Minimum Diploma in Civil Engineering /Architect with 10 years of relevant experience. At least 5 years' experience in project drawings. Carry out all other tasks and activities as needed.
NK-7	Diploma in Civil Engineering (specialization of construction supervision field) – 5 nos.	Minimum 4 years Diploma in Civil Engineering with 03 years of relevant experience. At least 02 years' experience in construction management, quality control, construction supervision, monitoring, construction testing material, bill checking and reporting. Carry out all other tasks and activities as needed. Should have experience as Resident Engineer in at least in 2 similar types of projects.
NK-8	Data Entry operator/ Accountant Cum Office Manager	Minimum bachelor degree in any discipline. Having accounting background will get advantage. Minimum 03 years experience in Accounts management in any organization.



## 9. Consultant Selection and Evaluation Criteria

The consultant will be selected using World Banks Procurement Regulations and selection of consulting firm **Quality and Cost Base Selection (QCBS)** method will be applied for selection of consultant.

### Evaluation will consider:

- General experience: The Firm (or Lead Partner in a JV) must have a minimum of 10 (ten) years of general experience in Architectural and Engineering consultancy services.
- Specific experience: Experience in similar Refurbishment/Renovation Works design & supervision services over the last 8 (eight) years:
  - a) The Firm / consortium (JV) must have successfully completed the detailed design, drawing, estimation, and tender document preparation for at least 3 (three) similar building renovation/refurbishment projects within the last 8 (eight) years
  - b) The Firm / consortium (JV) must have successfully completed construction supervision of at least 2 (two) similar building projects within the last 8 (eight) years

*[Note: "Similar" is defined as government or institutional building complexes]*
- Financial soundness supported by audited statements for the last 3 (three) years.
- Valid trade license, VAT registration, and tax certificates.
- Availability of qualified personnel and resources.

## 10. Payment Schedule

Sl. No	Milestone of the Deliverable	Payment*
1.	<b>An advance payment</b> shall be made after signing of the contract and submission of Bank guarantee of equivalent amount of advance.	10% of the contract value.
2.	Upon submission and acceptance of the <b>Inception Report and Work Plan</b>	10% of the contract value.
3.	<b>Site topographic survey &amp; layout plan</b> acc	10% of the contract value.
4.	<b>Sub-Soil Investigation Reports</b>	05% of the contract value.
5.	<b>Assessment report</b> including findings and recommendations on Refurbishment / Renovation Works of 12 vulnerable facilities to be renovated	05% of the contract value.
6.	<b>Draft interior design report</b> (as per serial no 4) with proposed layout including drawings (in AutoCAD and PDF formats) and specifications to an appropriate scale.	10% of the contract value.
7.	<b>Final interior design</b> , including drawings (in AutoCAD and PDF formats), submitted to DSS	10% of the contract value.
8.	Draft bidding documents, consisting of drawings, and BoQ.	05% of the contract value.
9.	Final bidding documents.	05% of the contract value.
10.	Monthly supervision reports, site inspection records, and progress updates compiled and submitted in quarterly basis.	Payment will be made in two monthly on the basis of Construction supervision report. 2.5% in each quarter (i.e. 2.5 x 8 = 20%)
11.	Final Consolidated Report	10% of the contract value will be paid upon submission of completion report including completion of all site construction supervision work.

\*All payment shall be made subject to the acceptance deliverables by the client.

## **11. Institutional Arrangement and Counterpart Support**

- The consulting team will work directly with the PMU and PIUs under MoSW, reporting to the Project Director.
- MoSW oversees planning, coordination, strategic direction, funding, and approvals for renovation works.
- PMU officials and MoSW staff at HQ, district, and upazila levels will serve as counterpart staff.
- Consultants will operate under the Project Director's supervision; MoSW field offices will assist in resolving field-level issues.
- Technical and management matters will be discussed in joint meetings; unresolved issues will be escalated via the Project Director.
- Government counterparts will provide full support to the consultant team.
- Consultants must arrange their own office space, equipment, utilities, and transport.
- Project data and reports will be provided by MoSW.

Non-consumable items purchased under the consultancy must be handed over to MoSW after contract completion

### **11.1. Facilities and Equipment to be Provided by the Client**

ISO Project will provide to the Consultant all readily available material, reports and data relating to the consulting services, including resettlement and environmental documents.

### **11.2. Facilities to be provided by the Consultant**

The Consultant should have at least the following facilities (but not limited to) during the construction supervision/ monitoring period:

- I. Suitable office space with consumables and communication both in field and main office;
- II. Suitable equipment for all supervision /monitoring works;
- III. Vehicles, office equipment including telephones, computers and printers, etc.
- IV. Required support personnel.
- V. No separate / additional payment is required from ISO Project for the Consultant's facilities.

## **12. Code of Conduct**

**For supervision of civil works contracts:** All experts and support staff of the Consultant:

- (i) Comply with applicable laws, rules, and regulations
- (ii) Comply with applicable health and safety requirements to protect the local community (including vulnerable and disadvantaged groups), the Consultant's Experts, the Client's personnel, and the Contractor's personnel, including sub-contractors and day workers (including wearing prescribed personal protective equipment, preventing avoidable accidents and a duty to report conditions or practices that pose a safety hazard or threaten the environment)
- (iii) Must not use of illegal substances
- (iv) Must follow Non-Discrimination in dealing with the local community (including vulnerable and disadvantaged groups), the Consultant's Experts, the Client's personnel, and the Contractor's personnel, including sub-contractors and day workers (for example, on the basis of family status, ethnicity, race, gender, religion, language, marital status, age, disability (physical and mental), sexual orientation, gender identity, political conviction or social, civic, or health status)
- (v) Must show respect while Interactions with the local community(ies), members of the local community(ies), and any affected person(s) (for example to convey an attitude

- of respect, including to their culture and traditions)
- (vi) Must prohibited Sexual harassment (for example to prohibit use of language or behavior, in particular towards women and/or children, that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate)
- (vii) Must avoid Violence, including sexual and/or gender-based violence (for example acts that inflict physical, mental or sexual harm or suffering, threats of such acts, coercion, and deprivation of liberty)
- (viii) Must prohibited Exploitation including sexual exploitation and abuse (for example the prohibition of the exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading behavior, exploitative behavior or abuse of power)
- (ix) Must Protect of children (including prohibitions against sexual activity or abuse, or otherwise unacceptable behavior towards children, limiting interactions with children, and ensuring their safety in project areas)
- (x) Should ensure Sanitation requirements (for example, to ensure workers use specified sanitary facilities provided by their employer and not open areas)
- (xi) Must avoid of conflicts of interest (such that benefits, contracts, or employment, or any sort of preferential treatment or favors, are not provided to any person with whom there is a financial, family, or personal connection)
- (xii) Protection and proper use of property (for example, to prohibit theft, carelessness or waste)
- (xiii) Duty to report violations of this Code
- (xiv) Non-retaliation against personnel who report violations of the Code, if that report is made in good faith

**12.1. Each Expert shall sign indicating that they have:**

- (i) received a copy of the code;
- (ii) had the code explained to them;
- (iii) acknowledged that adherence to this Code of Conduct is a condition of employment; and
- (iv) understood that violations of the Code can result in serious consequences, up to and including dismissal, or referral to legal authorities