



This Terms of Reference (ToR) serves as a formal request for proposals (RFQ) from Research organizations and/or Consultancy Firms/ Individual Consultant, who are interested in conducting/produce Publication & Documentation of the subject **“Capture Community voice and participation for accountability: insights and lessons learned”** under the Contingency Partnership to Respond Emergencies in Chattogram Division project. Details regarding the content of proposals and submission procedures are explained herein.

CODEC is an inheritor of DANIDA Bangladesh derived from couple of project intervention explicitly DANIDA Boat Building Project and Boat Rental Scheme. CODEC has been working as a people centered development organization since 1985. CODEC has been growing and evolving into efficient and effective non-governmental development organization in the coastal area of Bangladesh. From the beginning of its development intervention CODEC started its activities only with the fisherfolk communities but over the period CODEC now extended its working area with other disadvantaged coastal communities along with the fisherfolk community.

## **Background**

During August 2024, severe monsoon-induced flooding in south-eastern Bangladesh has affected approximately 5 million people, including 2 million children. Heavy rainfall and upstream water inflows have caused major damages, affected many people suffer without having access to basic needs and social services. Thus, CODEC with support from UNICEF started the Contingency Partnership to Respond Emergencies in Chattogram Division project at Feni, Noakhali, Cumilla and Lakshmipur to support the affected population in Health, Nutrition, WASH, Education, Child Protection and Social and Behavioral Change (SBC).

This devastating flood placed immense strain on existing humanitarian response mechanisms and underscored the critical importance of effective Accountability to Affected People (AAP). AAP being a fundamental pillar of accountability in humanitarian and development programmes ensures that all vulnerable, at-risk, and crisis-affected girls, boys, women, and men supported through CODEC-UNICEF's actions can hold CODEC and UNICEF as an organization to account for promoting and protecting their rights and generating effective results for them, considering their needs, concerns, and preferences, and working in ways that enhance their dignity, capacities, and resilience Effective feedback mechanisms ensure that communities have a voice in decision-making, improving service delivery and program effectiveness. The scale and severity of the flooding demanded a rapid and coordinated response from various actors, including government agencies, CODEC, UNICEF, international organizations, and local NGOs. While significant efforts were made to provide life-saving assistance and support recovery, it is crucial to critically examine the application and effectiveness of AAP principles throughout the response and document the key insights and lessons learned.

## **Scope of work**

This consultancy aims to capture the valuable lessons learned from the implementation of AAP during this specific flood emergency. This includes examining the application of key AAP components such as:

- **Participation:** Ensuring access to safe, appropriate, and equitable opportunities for flood affected populations to take part in decision-making and in the processes and activities across the program cycle.



- **Information and communication:** Providing equal access to safe, appropriate life-saving information, information on rights, and establishing appropriate two-way communication channels between aid providers and communities, considering specific contexts and preferences.
- **Feedback and complaints:** Establishing secure and appropriate means for flood affected populations to provide feedback and complaints, including on sensitive issues, and ensuring this information is collected, analyzed, integrated into decision-making, acted upon, and communicated back to people.
- **Protection from Sexual Exploitation and Abuse (SEA):** Assessing, identifying, and responding to protection risks and vulnerability, ensuring safe and reliable mechanisms are in place to access assistance and raise concerns about SEA and other protection issues like gender-based violence and child safeguarding.
- **Strengthening local capacity:** Working with and through local actors, first responders, and national coordination mechanisms, and increasing support to local actors to build their capacity.
- **Evidence-based advocacy and decision-making:** Making decisions and advocating based on the views and feedback of vulnerable children, families, and communities, respecting their rights, dignity, and autonomy.
- **Coordination and partnership:** Avoiding duplication by strengthening existing partnerships to maximize coverage and reach, coordinating assistance with other UN agencies, NGOs, and authorities.

**Understanding what worked well, what challenges were encountered, and how these AAP mechanisms can be strengthened is essential for improving future disaster preparedness and response efforts.** This documentation will serve as a valuable resource for stakeholders involved in humanitarian action in Bangladesh and contribute to the broader body of knowledge on best practices in AAP. By analyzing the application of AAP principles in this context, we can better understand how to ensure that affected populations are at the center of humanitarian action, their voices are heard, and their needs are met effectively. This will ultimately lead to more accountable, responsive, and effective humanitarian interventions in future emergencies.

## **Methodology**

This Consultant is expected to employ a mixed-methods approach. Document review of relevant materials will provide context. Semi-structured interviews with diverse stakeholders, e.g., flood affected communities, government, humanitarian actors, UNICEF's and CODEC's staff will gather varied perspectives on AAP.

Focus group discussions with affected communities will explore their experiences with AAP mechanisms. Field observation will provide firsthand insights into AAP implementation. Qualitative data (interviews, focus groups, field notes) will be analyzed thematically, with any available quantitative data used to complement findings.

Minimum two UNICEF-style stories will be developed, highlighting individual and community experiences with AAP. Preliminary findings will be validated with stakeholders.



## Deliverables

- **AAP process documentation:** A concise, chronological account of the flood response, analyzing AAP integration at each phase, documenting challenges and successes, identifying gaps, and offering practical recommendations. This will be presented in a report format (maximum 15 pages) in both English and Bangla.
- **Minimum Two UNICEF-Style AAP stories:** Two compelling narratives with photos, showcasing how AAP principles positively impacted specific individuals or groups affected by the floods, suitable for publication and accompanied by explanatory captions.

## Timeline

The assignment is expected to be completed within 45 days from the contract signing date. The timeline for key deliverables will be finalized in consultation with the selected consultant/firm.

## Eligibility of Individual Consultant/firm

To be eligible, the service provider/consultant must have relevant experience demonstrated through samples of published work. The consultant should have minimum three years of experience in Publications and Photography, editing, including identification under a registered entity in Bangladesh. The consultant firm/individual should follow the CODEC (PSEA) policy as “Protection of sexual exploitation and abuse, In terms of sexual exploitation and abuse, CODEC considers such act as gross misconduct and grounds for termination of contract.

## Qualifications and experience

The consultant/firm should have:

- Proven experience in SBC, Community engagement and feedback mechanism/AAP.
- Research and analytical skills, particularly in qualitative and mixed-methods research.
- Experience working in humanitarian or development contexts, preferably in community feedback and accountability mechanisms.
- Experience in writing high-quality Human-Interest story and report.

## Reporting and supervision

The consultant/firm will report to the SBC Focal Point at CODEC Head Office. The CODEC Focal Point will oversee the assignment, provide necessary guidance and support, and facilitate stakeholder engagements, in close collaboration with relevant UNICEF colleagues. All deliverables, including the final reports and stories, will be submitted to the CODEC SBC Focal Point for review and approval. However, regular progress updates will be communicated and agreed upon by the UNICEF colleagues before finalization.



## payment schedule

The cost will be incurred in Bangladeshi Taka (BDT). Tax, VAT will be deducted at source as per government rule. Payments will be made in installments based on the submission and approval of deliverables, as agreed upon in the contract.

### Installments: p

- 50% after signing of contract
- Remaining 50% after final submission of all deliverables.

### Evaluation Criteria:

Evaluation Criteria	Weight (%)
Quality of Deliverables	40%
Methodology	20%
Financial Proposal	20%
Relevant Experience and Expertise	10%
Timeliness	10%
<b>Total</b>	<b>100%</b>

### Rights:

The Community Development Centre (CODEC), as UNICEF's implementing partner, will retain all property rights for all deliverables produced under this assignment. However, UNICEF, as the supporting agency of CODEC, will have the right to use the reports and other deliverables for its own purposes. CODEC also reserves the right to cancel, change, or modify any part or the whole assignment at any time before or during the contract period. The consultant firm/individual should follow the CODEC (PSEA) policy as "Protection of sexual exploitation and abuse, In terms of sexual exploitation and abuse, CODEC considers such act as gross misconduct and grounds for termination of contract.

### Application Process:

- **For Individual Consultant:**
  - A brief proposal outlining the approach, methodology, and timeline.
  - A financial proposal detailing consultancy fees and other costs.
  - Examples of similar work previously conducted
  - A profile/CV of a maximum of 2 pages, highlighting related completed assignments with client names, contact persons, and contact numbers.
  - One-paragraph short CVs for other team members involved in the assignment, highlighting related completed assignments and roles (if applicable).
  - Copies of NID, TIN, BIN, VAT Registration, Trade License, Work Permit, as applicable.



- **For Consultancy Firm:**

- A brief proposal outlining the approach, methodology, and timeline.
- A financial proposal detailing consultancy fees and other costs.
- Examples of similar work previously conducted
- A firm profile of a maximum of 2 pages, highlighting completed related assignments with client names, contact persons, and contact numbers.
- The lead consultant's (who will lead the assignment) maximum 2-page CV, showcasing related assignments completed and specifying the role in each completed assignment.
- One-paragraph short CVs for other team members involved in the assignment, highlighting related completed assignments and roles.
- Copies of the firm's certificate, TIN, BIN, VAT registration, and trade license and any other relevant documents.

All Interested candidates are requested to submit their application/proposal through e-mail by **15<sup>th</sup> April 2025** to [hrm@codec.org.bd](mailto:hrm@codec.org.bd) . For any queries or further information, please feel free to communicate through the same e-mail address.