

## Terms of Reference (ToR)

for

**Development of training Curriculum & Conduction of training for the information hub staffs, HI internal staffs, volunteers including persons with disabilities on Sign Language and Accessible communication (FDMN Context)**

Of

**“Improving disability inclusion in the Rohingya and Host Communities Humanitarian Response”  
funded by DFAT.**

**PD Ref: PD-UKHI-01308**

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### 1. Background and context:

Humanity & Inclusion (HI)- Handicap International, is an independent and impartial aid organization working in situations of poverty and exclusion, conflict and disaster. The organization works alongside persons with disabilities and vulnerable populations, acting and bearing witness to respond to their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights. HI has been working with the Rohingya community since 2007, and the interventions expanded after the 2017 influx.

In Cox’s Bazar, Bangladesh, more than 969,719 refugees have found shelter after fleeing from Myanmar. Most of these refugees are settled in makeshift camps in the Cox's Bazar district, making it the largest refugee settlement in the world. <sup>1</sup>The influx has presented significant challenges for both the Bangladeshi government and the international humanitarian community, particularly in ensuring the delivery of basic services, such as health care, education, and protection. According to the REACH Age and Disability Inclusion Assessment, by 2021 around 12% of refugees above 2 years are persons with disabilities and 20% of the adults have different types of disabilities.<sup>2</sup> While all the Rohingya refugees live in challenging conditions, persons with disabilities face even more severe barriers in accessing humanitarian services and participating in the humanitarian response. To ensure disability inclusion in the ongoing Rohingya refugee response need to focus on strengthening sector and other humanitarian actors’ response.

In the humanitarian response of the Rohingya people, HI is currently implementing project on “Improving disability inclusion in the Rohingya and Host Communities Humanitarian Response” funded by DFAT. Individuals with disabilities are at a heightened risk of social exclusion compared to those without disabilities, as they encounter numerous barriers—attitudinal, environmental, and institutional—that hinder their access to essential services and meaningful participation in humanitarian efforts and daily camp life. Recent research by HI and other organizations reveals critical gaps in reaching people with disabilities in humanitarian actions, despite six years of efforts to promote inclusion. These gaps reflect a lack of data on disabilities, insufficient targeting by actors, poor access to service information, and limited communication capacity of service providers.

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<sup>1</sup> UNHCR Bangladesh Operational Dashboard 31st March 2021: available at: [https://data2.unhcr.org/en/situations/myanmar\\_refugees](https://data2.unhcr.org/en/situations/myanmar_refugees)

<sup>2</sup> REACH Age and Disability Inclusion Needs Assessment 2021 available at [https://www.impact-repository.org/document/reach/17afa088/REACH\\_BGD\\_Report\\_Age-and-Disability-Inclusion-Needs-Assessment\\_May-2021.pdf](https://www.impact-repository.org/document/reach/17afa088/REACH_BGD_Report_Age-and-Disability-Inclusion-Needs-Assessment_May-2021.pdf)

Among the Rohingya population, there is a significant number, approximately 1500 of individuals who have speech and communication difficulties and approximately 2200 of individuals who have hearing difficulties facing unique barriers to accessing essential services and information. The same need has been identified and discussed in various community project review meetings held by HI on a regular basis.<sup>3</sup>The communication barriers between these individuals and service providers exacerbates their vulnerability. They often struggle to access critical information related to access humanitarian services related to health, protection, WASH, Food security, Education, etc., safety, and their rights. Without effective communication, these individuals are at a higher risk of isolation and exclusion from vital services, including all sectors' interventions. This is particularly concerning in emergency situations where timely access to accurate information can be lifesaving.

## 2. Rationale

Recognizing the lack of access to information about the available service provision coupled with limited capacity of service providers to interact and communicate with different types of persons with disabilities further contributes to exclusion of persons with disabilities in accessing essential services. Humanitarian organizations continue facing difficulty (mainly due to limited technical skills and knowledge of staff and lack of data related to persons with disabilities) in ensuring meaningful participation of persons with disabilities (mainly non-visible disabilities like intellectual, hearing, speech impairment) in their ongoing interventions.

Thus, to address this, HI currently identify existing facilities (information hub) in all (33) camps and engage with respective service providers to include Disability Desk in their existing Information hub. Furthermore, HI in collaboration with the ADTWG aims at developing training curriculum, module and carryout the training for information hub staffs on sign language and accessible communication, rehabilitation service mapping in the mainstream service providers in the camps. The proposed sign language training for information hub staff is a critical component of this broader humanitarian response. Through building the capacity of staff in this area, the program aims to enhance the inclusivity and effectiveness of service delivery, ensuring that no one is left behind in the response efforts.

### Objective

To enhance the capacity of humanitarian actors including persons with disabilities involved in the Rohingya response by equipping them with the necessary skills and knowledge in sign language and accessible communication, service mapping training by developing comprehensive training curriculum.

1. To develop 5-days TOT training curriculum focusing on sign language and accessible communication. (150-200 daily use local words in sign language).
  - Identify priority sectors that people with hearing and speech impairment are using on a regular basis and are facing communication barriers through discussion with persons with hearing and speech impairment to define their most frequently used 150-200 words.
  - Develop sign language training modules taking into account the defined everyday vocabulary for persons with hearing and speech impairment.

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<sup>3</sup> According to HI data base

- Prepare handout/PPT that can be used by the targeted trainees including information hub focal points, persons with disabilities and their caregivers, HI staffs and volunteers for their day-to-day activities in the camps.
- Conduct the TOT training for 25 participants including 10 HI staff, HI volunteers-10, Information hub staffs-5.
- Conduct training as a lead facilitator and provide coaching during the cascading of the training by TOT trainees to additional 133 participants including 28 including Information hub staffs, 99 disability focal points (3 from each camp), and 6 additional HI volunteers.

2. Prepare and share the final report with recommendation, feedback analysis of the activity, challenges, further improvement and need after successful completion of training.

### 3. Duration and location:

- **Duration:** from **October 2024 to March 2025 (Total- 90 days, except Friday, Saturday)**
- **Location/Place:** Ukhiya and Teknaf under Cox's Bazar District

### 4. Scope of work:

- Development of 5-days TOT training curriculum focusing on sign language and accessible communication
- Facilitate training with project participants including persons with disabilities, HI staff, volunteers and workshops with sectors & humanitarian actors with the support of HI's Technical Team.
- Follow-up practice and application of training skills & resources.

### 5. Desired Deliverables from the Consultant(s):

The consultant is expected to deliver the following outputs during the assignment:

Expected deliverables	Duration	Tentative dates
Advertise the TOR to hire a consultant	2 weeks	11 <sup>th</sup> to 29 <sup>th</sup> September, 2024
<b>Before signing the contract</b>		
<ul style="list-style-type: none"> <li>- Technical and financial proposal with a detailed CV of the consultant(s). Individual/teams can apply.</li> <li>- Team composition of consultants if: Experts on (i) Disability Inclusion (ii) Sign language related to person with disabilities (iii) Good knowledge on speech and hearing impairments (iv) Accessible communication (v) Experience on Rohingya context</li> <li>- And other administrative documents &amp; supporting evidence to selection criteria</li> </ul>	4 Days	30 <sup>th</sup> September to 3 <sup>rd</sup> October.
<ul style="list-style-type: none"> <li>- Discussion with HI's Technical, Project and logistics personnel.</li> </ul>		

<ul style="list-style-type: none"> <li>- To have a detailed presentation about the works (methods and products)</li> <li>- Revision of the proposal (if required) based on practical needs</li> </ul>		
<b>Contract signed</b>		6 <sup>th</sup> October
<b>After signing the contract</b>		
Introductory meeting with HI's technical teams and project personnel to understand the assignment more clearly.	2 Working days	7 <sup>th</sup> and 8 <sup>th</sup> October
6 days field visit (Ukhiya 4 & Teknaf 2 days) to assess current common terminologies, practices and resources available, identify needs and challenges faced by people with disabilities in terms of communication. (Meet with person with disabilities, their group, information hub, Humanitarian actors, camp focal persons etc.)	6 Working days	8 <sup>th</sup> to 15 <sup>th</sup> October
Desk reviews and analyzes existing resources related to context.	3 Working days	16 <sup>th</sup> to 20 <sup>th</sup> October
At least select 200 -250 day to day use local words in sign language version.		
Selection of training curriculum contents, module, PPT, handouts. (5 day and 3-day curriculum)	5 Working days	21 <sup>st</sup> to 27 <sup>th</sup> October, 2024
Submission of draft training curriculum <ul style="list-style-type: none"> <li>- Submission of draft 5-day long training curriculum on specific sign language for person with disabilities</li> <li>- Submission of draft 3-day long training curriculum on specific sign language for person with disabilities</li> <li>- Submission of draft 2-day refresher training curriculum on specific sign for person with disabilities.</li> <li>- Accommodate feedback from HI technical team</li> </ul>	10 Working days	28 <sup>th</sup> October to 10 <sup>th</sup> November
Validation workshop and accommodate feedback from the ADTWG/ISCG		
Final submission of training curriculum (3 sets as above mentioned) after addressing the feedback and comments.	4 Working days	11 <sup>th</sup> to 14 <sup>th</sup> November
Facilitate 5 days-long ToT training with information hub staffs, HI staffs and volunteers (5 days training)	5 Working days	17 <sup>th</sup> November to 21 <sup>st</sup> November.
Facilitate 5 days-long training with information hub staffs by Consultant and Co facilitated by HI staffs.	5 Working days	24 <sup>th</sup> to 28 <sup>th</sup> November
Completion report on facilitation of 10 days (2 batches) long training with analysis of need assessment, training,	5 Working days	1 <sup>st</sup> to 5 <sup>th</sup> December

analysis of pre-test and post-test training result, recommendations, images, and evidence		
Facilitate additional training for person with disabilities will be facilitated by both consultant and TOT trainees (3 by consultant and 2 by HI staffs)	30 Working days	1 <sup>st</sup> December to 13 <sup>th</sup> February, 2025
Completion report on facilitation of 5 batches long training with analysis.	5 Working days	16 <sup>th</sup> to 20 <sup>th</sup> February, 2025
Refresher training (2-days long) with HI and Information hub staffs (2 batches), follow-up, field visit, need analysis, identify potential challenges and changes	7 Working days	2 <sup>nd</sup> to 10 <sup>th</sup> March 2025
Completion of final report with recommendation, feedback analysis of the activity, further improvement and need.	3 Working days	11 <sup>th</sup> to 13 <sup>th</sup> March 2025
<b>Total</b>	<b>90 days</b>	

[All the reports provided by the consultant to HI are to be written in English]

**\*\*\* Along with the financial offer for this assignment bidders are also requested to share a separate price offer for playing a role as a sign language interpreter in any of the event/programme. This rate can be on hourly/daily basis**

## 6. Roles and responsibilities

Party	Roles & Responsibilities
<b>Steering Committee (Operation Manager/ Area Manager, Country Manager, TS-IHA)</b>	<ul style="list-style-type: none"> <li>Review and validate proposed training curriculum and methodology.</li> <li>Assist in the recruitment process of the consultants by forming a review committee.</li> <li>Review the proposal (Technical &amp; Financial) &amp; evaluate the proposal based on the evaluation criteria</li> <li>Taking interviews of the shortlisted firms/individual to finalize the award decision</li> <li>Participate in various project meetings such as the kick-off meeting and the interview of consultants.</li> <li>Review the draft report and provide feedback for improvement.</li> <li>Validate the final report using the HI quality checklist</li> </ul>
<b>Operations Team (Area Manager and Project Manager)</b>	<ul style="list-style-type: none"> <li>Ensure compliance of implementation with administrative, temporal and financial conditions.</li> <li>Plan the budgetary needs and process the supply requirements.</li> <li>Communicate and mobilize stakeholders about the study.</li> <li>Plan the agenda with stakeholders and beneficiaries as soon as the plan is elaborated.</li> </ul>
<b>Country Finance Manager</b>	<ul style="list-style-type: none"> <li>Provide guidance on financial aspects of the project.</li> <li>Ensure payment is made to the consultant according to the agreed instalments and terms and conditions.</li> </ul>

<b>Technical Team (Technical Specialists, Technical Officers)</b>	<ul style="list-style-type: none"> <li>• Review of analysis tools, including identifying needs and relevant infographics.</li> <li>• Review and provide feedback on the contents and curriculum.</li> <li>• Review and provide feedback on the training materials and other resources.</li> <li>• Supports in developing tools and field visit.</li> </ul>
<b>Consultant/Firms</b>	<ul style="list-style-type: none"> <li>• Prepare TOT training plans (approximately-25 participants) for the capacity development of the selected information hub staffs, HI internal staffs and volunteers including 100 persons with disabilities.</li> <li>• Prepare capacity building &amp; field visit plan for person with disabilities and their group including on job coaching.</li> <li>• Develop training curriculum, module, PPT, handouts including pre- and post-training evaluation, share with HI and address the feedback.</li> <li>• Organize and facilitate training sessions as per the prioritisation of training needs.</li> <li>• Identify priority areas where people with hearing and speech disabilities are facing barriers in terms of communication.</li> <li>• All the formal communication and engagement of any events with trainees will be shared with HI.</li> <li>• Develop a comprehensive report with recommendations based on the progress, success, gaps, findings, and feedback from the trainees.</li> <li>• Conduct an assessment on the application of training by the participants and submit a final report.</li> <li>• Write a training report and share it with HI and address feedback.</li> </ul>
<b>Logistics Team/HR</b>	<ul style="list-style-type: none"> <li>• Assist in hiring a consultant(s) by publishing the job offer, receiving applications and processing the application including other assistance to complete the evaluation work.</li> </ul>

## 7. Ethical consideration

- Child safeguarding and gender sensitivity as well as a high level of sensibility to persons/children with/without disabilities.
- Maintain a high level of confidentiality of the data and information.
- The consultant/consultant of the consulting firm will only share the information and related data with HI.
- Feedback from the concerned stakeholders
- Ensure due written consent from the participants and related authorities before an interview, capturing photos & videos.

## 8. Qualification and experience of the consultant (s):

- Consultant(s) must possess expertise in disability inclusion and inclusive humanitarian action, with a specific focus on detailed concepts related to sign language and accessible communication for different types of disabilities.

- Consultants must have expertise and previous experience in Rohingya context specific work related to person with disabilities (capacity building training, field visit, observation and using multiple methodologies) considering disability inclusive humanitarian action.
- **Consulting firms/individuals must engage 5 types of expertise/experience to complete the assignment** (i) Disability Inclusion (ii) Sign language related to person with disabilities (iii) Good knowledge on speech and hearing impairments. (iv) Accessible communication (v) Experience on Rohingya context who have expertise in the mentioned areas.
- Consultant(s) must have experience developing 'training curriculum and designing training materials, PPT and packages related to disability and inclusive communication techniques.
- The consultant (s) should have expertise and experience in conducting training for humanitarian actors with excellent facilitation skills.

**The consultant (s) should have the following academic qualifications and experiences:**

- PhD/ master's degree in Linguistics/social science/Sociology/Disability Studies, or any other development field related to disability with a minimum of 3 years of experience in undertaking similar kind of inclusive humanitarian activity.
- Specialized training or certification in sign language interpretation, accessible communication, or disability inclusion.
- Demonstrated proficiency and experience in sign language, including the ability to train others in its use.
- At least 5 years of experience working in humanitarian or development contexts, particularly in settings involving refugees, displaced persons, or vulnerable populations.
- Proven experience in working with persons with disabilities, particularly in promoting accessible communication and inclusion in humanitarian programs.
- Should have good written and verbal communication skills in both English and Burmese will add extra value.
- Competency in Accessible Communication Methods, cultural and Contextual Sensitivity, Strong Interpersonal Skills, Adaptability and Flexibility.

## 9. Payment Method

HI will make payment via bank after submitting the final report/ deliverables. The payment will be made via bank in two (03) instalments as mentioned below. Vat and tax will be deducted from the source at the time of payment as per the government rules.

- 1st Installment of 30% of the total value, After acceptance of the final inception report
- 2<sup>nd</sup> Installment of 40% of the total value, after completion of module development, facilitate training with humanitarian actors, field visit, observation and follow-up.
- 3<sup>rd</sup>/final installment of 30% of the total value, after completion of refresher training, field visit, follow-up and further support based on their need.

**Caution:** please note that the last payment is conditional on the validation of the final report and not on the sending of the final report. By validation, we mean validation of the quality by HI and under no circumstances of the appreciation of the job done.

## 10. Assessing the Consultants/ Firms

### Stage 1: Screening of Applications

- All submitted applications will be screened to ensure that they have all necessary documents and requirements.
- Bidders without all necessary documents and information will not be considered for further analysis.
- **The selection criteria include:**
  - Financial Proposal, which accounts for **20%** of the total score.
- **Technical Proposal- 80%**
  - Experience in developing training curriculum/ modules/guideline focusing on sign language **(Subject to evidence, relevant experience and works submission) which accounts for 30% of the total score.**
  - Experience in conducting training need assessment, facilitating training considering the needs humanitarian actors and person with disabilities (following the developed curriculum/ manual) **(Subject to evidence, relevant experience and works submission) which accounts for 30% of the total score:**
  - 20% preparing the training materials/packages, PPT, handouts, considering the humanitarian & development contexts **(Subject to evidence, relevant experience and works submission) which accounts for 20% of the total score:**

**\*\*\*Valid documents will be considered for scoring based on these criteria**

### **Stage 2: Shortlisting of Applications and Interview**

- Applications that meet the minimum requirements in the preliminary screening will move to the next step.
- Shortlisting will be based on the selection/screening criteria mentioned.
- Reference check will be done following the shared supporting documents of the bidder (If needed)
- Shortlisted candidates will be interviewed based on the selection criteria mentioned above.
- Award decision will be finalized based on the Interview

### **Stage 3: Selection**

After evaluating all components, a final report will be created, and the best candidate will be selected and offered a contract.



## How to Apply:

### **The application package must Include:**

1. Technical proposal: objective, methodology, work plan, time frame, experience on Training Need Assessment, developing training module and facilitation of training.
2. Financial proposal
3. CV mentioning with your relevant expertise and supporting Documents for the experience that he /she is mentioning on the offer. Score will be given on the weight scale analysis following the supporting experience documents shared from bidder end.

### **Application process:**

- Interested applicant(s) should email Cover letter and CV (maximum 4 pages; with references), NID copy, VAT and TIN Registration Copy, Updated Trade license (If organization) , Last Tax Submission Copy
- Applicants must have to share technical & financial offer technical proposal (maximum 5 pages) including the proposed training methods and proposed training schedule.
- Applicants will have to share documents showing their experience on the filed mentioned above.
- The financial proposal should cover all the necessary costs.
- Quoted price must be including VAT & TAX following the govt rule. If there is any amount which will be excluding vat & tax it should be shown with necessary breakdown.
- Payment Condition should be clearly mentioned on the financial offer as mentioned above.
- Bank details: name of the account, Bank name, branch, swift code etc.
- Proposal must be submitted in BDT.
- Mentor/Consultants that meet the requirements should submit an expression of interest by **29th September 2024 (11.59 PM BGD Time )**

Applications that do not meet the minimum technical requirements will be considered technically non-compliant and will not be evaluated further.

### **Physical Bid Submission addresses:**

- Proposals to be submitted to Handicap International Cox's Bazar Site office, Sayeman Heritage Residence, Building-2, Floor-2, Sayeman Road, Cox's Bazar
- The envelope should clearly indicate the Invitation to reference as: "**Development of training Curriculum & Conduction of training for the information hub staff, HI internal staffs, volunteers including persons with disabilities on Sign Language and accessible communication PD-UKHI-01308**".
- All documentation submitted should be done in their own clearly labeled envelopes (e.g., technical proposal, financial proposal, Legal Documents etc.), which are submitted in one single envelope as detailed above.

OR

### **Online Bid Submission addresses:**

- Send a digital file in the form of an email\* sent to the dedicated email address: [log.cox@bangladesh.hi.org](mailto:log.cox@bangladesh.hi.org) ; with the reference "**Development of training Curriculum &**



**Conduction of training for the information hub staffs, HI internal staffs, volunteers including persons with disabilities on Sign Language and accessible communication PD-UKHI-01308” in the subject line).**

\*If the file is too big to fit into 1 email (limit 15MB per email), bidder should split the submission into multiple emails. Please include numbering also in the subject.

**HI is committed to protecting children and vulnerable adults from harm. All consultants will be expected to comply with the child Protection and other Policies. Applicants for this position will be assessed regarding their suitability to work with children and person with disabilities.**

**Humanity & Inclusion encourages qualified Consultants with disabilities or chronic illness and women to apply. HI commits to providing equal opportunities to all qualified applicants, regardless of nationality, gender, religious and ethnic backgrounds, including people with disabilities.**