
ToR's /Tender Ref #DF /Pak-1102/IFT#14

TERMS OF REFERENCE (TOR)

**CONDUCT 04 COMMUNITY SCORECARD (CSC) SURVEYS IN THE 02 UNION COUNCILS
OF DISTRICT MUZAFFARGARH**

October 10, 2022

INTRODUCTION & BACKGROUND:

Doaba Foundation is a Non-Government Organization (NGO) believing and working on self-reliance throughout Punjab with focus on riverside areas of **South Punjab** with the key objective to enhance the quality of life through humanitarian, Sustainable livelihood & FNS, Disaster Risk Reduction (DRR) & climate change, fundamental rights & public litigation, social development, human and institutional development. Currently, **Doaba Foundation** is implementing “Improved resilience through food & nutrition security (LANN+ approach) in District Muzaffargarh of **South Punjab (IRFNS) Pakistan**”. The project will work in dry and riverine areas and aims to improve food security by addressing multiple causes of food insecurity.

Farmers Development Organization (FDO) is a leading social sector player in south Punjab working in field since 1996. It's a non-profit company under Section 42 of the companiesact2017 (formally known as Companies Ordinance 1984-Registration No. 86650). FDO is also certified by the **Pakistan Centre for Philanthropy (PCP)** and is a member of several civil society networks including Scaling Up Nutrition-Civil Society Alliance (**SUN-CSA**), Peace & Justice Network, FAFEN and National Humanitarian Network (**NHN**), Pakistan. **FDO** works in southern Punjab according to participatory principles, supporting hundreds of farmers, women and communities in the areas of livelihood security, institutional development, emergency relief & physical infrastructure Development.

Welthungerhilfe (WHH) was established in **1962**, It is today one of the largest private organizations working in development cooperation and humanitarian aid across the globe. The organization is non-profit-seeking, non-partisan and non-denominational donations from the population at large. **WHH** receives grants from the Federal German Government, the European Union, and the United Nations for International Development. In Pakistan, WHH is working in three key thematic areas including **humanitarian aid, food and nutrition security** and capacity development, advocacy, and empowerment. Food and nutrition security is key thematic area for development programmes in Pakistan.

DF & FDO both partners; with technical and financial assistance of **WHH**, are implementing a project entitled as “**Improved Resiliencethrough Food and Nutrition Security**” (**IRFNS**) through **LANN+ Approach** in 2 Union Councils of District Muzaffargarh. i.e. Tehsil Kot addu & Tehsil Muzaffargarh. Core objective of the project is “**Sustainable improved nutritional situation of Vulnerable groups (4000 HH) especially pregnant and lactating women and**

children under 2 years of age” through applying a multi-sectoral LANN+ Approach (agriculture, natural resource protection, WASH and income generation).

For that purpose, DF & FDO is seeking for the services of an experienced consultant Individual/firm to conduct community score card in the target union councils namely Azizabad and Chak Farazi of District Muzaffargarh.

Back Ground of Consultancy:

The Community Score Card (CSC), is a participatory approach to improve governance and service delivery through assessment of the quality of public services on both sides i.e. service providers & service users like; **Health, Livestock, Education, Agriculture, PHED**, etc. The CSC approach is used to effectively engage service providers and service users about available services and their entitlements to solicit their opinions about the accessibility and quality of the services to fill up the gap through strong coordination and advocacy with competent authorities. At the interface stage, service providers and users are provided an opportunity for a direct dialogue that further empowers the public to voice their opinions and demand improved service delivery.

Thus the empowered CBOs will be able to demonstrate CSC exercise in true a sense to identify areas for further improvement through better groundwork, /planning, and conduction of score cards through focus group discussion with target groups (service providers and users). The community scorecard technique will further strengthen the CBOs and raise their capacity to learn about the governance structure and its procedures.

The role and contribution of the target community can make the process and services more transparent while promoting transparency & accountability at the local level (community-based) may ensure timely and appropriate utilization of services. The understanding level of the community for services and usage is not satisfactory and this is the need of the community to have sufficient knowledge for getting ownership and making the service providers accountable for service provision. For awareness of the target communities, the community scorecard is a to-the-point approach.

Objectives of CSC:-

Ensure to strengthen the capacities of Community Based Organization on the Community Score Card (CSC), process to adopt this powerful tool to monitor services, empower citizens, and improve the accountability of service providers. This also enables them to analyse services based on their personal perceptions and experiences.

The proposed assignment will serve the following purpose to meet the targets

- Delivery and completion of the CSC cycle with an accurate approach and methodology.
- Facilitate the target groups to develop an action plan for the execution of CSC exercise in their relevant field in near future.

- Train the participants on data recording during community and line department preparatory work and interface meetings as well.

Deliverable / s:

- The consultant individual/firm will submit a work plan to conduct 04 CSC with mentioned government facilities and execution of activities.
- The consultant individual/firm will give a PowerPoint presentation over tools developed and working methodology by himself/herself.
- The consultant individual/firm will complete the desk work and analyze the four government department policies, strategies, and procedures (Health department, PHED, Agriculture department, and Livestock department)
- The consultant individual/firm will conduct focus group discussions and interviews with key government related departments staff to assess the quality and efficiency of services provided by departments
- The consultant individual/firm will conduct focus group discussions and interviews with local communities and CBOs to assess the quality and efficiency of services provided by departments
- The consultant individual/firm will conduct (05) interface meetings
- The consultant individual/firm will develop the joint action plan of the service provider and receiver
- The consultant individual/firm will submit the final report in soft and hard
- Submission of Activity process report along with best quality pictures (with consent form) soft form.
- Development & submission of all kinds of related MOVs like; pictures, attendance sheets, session delivery plans etc.

Terms of Consultancy:

- DF& FDO will conduct an orientation session and facilitate the consultant throughout the execution of activity at the field level during FGDs, meeting with line departments and communities, etc.
- Lump/sump budget will be inclusive of travel costs, meals, accommodation, stationery, or any other expense incurred during the consultancy assignment.
- The consultant is expected to use their own computer/laptop for the task.

Duration of the Work:

Community Score Card (CSC) conducted in 02 phases

- **1st Phase (45 working days after the agreement)**
The consultant/firm will complete desk work and conduct meeting and FDGs with departments & community groups (CBOs), data collection, interface meetings, action plan and report
- **2nd Phase; after 01 year (30 working days)**

In 2nd phase the consultant/firm will conduct Interface meetings with all the departments and community groups and take follow up regarding the action plan.

Required Expertise:

- Relevant technical knowledge skills and extensive work experience regarding policies review and development, Surveys, Nutrition, tools development, and report writing of minimum 4 years
- Experience working with government departments/ projects at all levels; UCs, district, and provincial.
- Experience in providing consulting services and excellent track record of completion of tasks according to timelines.
- Excellent reporting and writing skills and data analysis with experience in projects of a similar nature.
- Consultant individual/firm will submit the composition of the team with detailed profiles. Gender-balance teams shall be given preference)

Additionally, in case the consultant is an individual, he/she should have the following qualifications:

At least a **Master's degree/equivalent** qualification in Social Science –health and nutrition with a minimum of 5 years of relevant experience.

Payment schedule:

Below will be the budget release schedule for the consultancy

Payment will be made upon receipt and acceptance of the required deliverables as described in the agreed Scope of Work and paid as follows:

- 20% as mobilization cost at the time of agreement signing
- 30% pre-phase completion of 04 CSC after submission report
- 30% upon delivery of the final report with data analysis and action plan
- 20% at final approval of client/s (FDO, DF & WHH) after feedback incorporation into developed reports and related material.

*The quoted price will be inclusive of all applicable taxes.

Attach profiles /CVs of key experts/teams with clear roles and responsibilities to deliver relevant work/services.

Attach at least one relevant example of an Individual Consultant/Firm experience of similar nature.

In case of any required information related to this work, please contact At doaba.procurement@gmail.com

Interested Individual Consultant / Firm are invited to submit technical and financial proposals through sealed envelopes marked as **“ToRs /Tender Ref # DF /Pak-1102/IFT#14”** at the address

House no 2, street no 3, Bagh Irum colony garden road Muzaffargarh Proposals should reach before 01:00 PM 17th October, 2022.

Selection Criteria

Technical proposal as per TORs	Budget	Previous experience and provision of material in relevance to TORs	HR competency and availability	Presentations & interviews
30%	20%	20%	20%	10%

Sr. No	Name of courses	Unit	QTY	Unit rate	Total (inclusive of all taxes)
1	Consultancy Fee	Community scorecards	4		
2	Composing, Printing of reports in hard form	Sets	2		
3	Travel, Food & Accommodation	Lump sump	Lump sump		
	Total (inclusive of all taxes)				

Note: Please add the TAX at the rate individual non filer 20%, Individual filer 10% and Company filer 08 %, Non filer 16 %.