



Terms of Reference

For

Complaint Response Mechanism (CRM) Training to CRM committee at working schools of ENGAGE Project

1 Background

VSO has been in Nepal since 1964 and currently implementing its programmes in 25 districts of five Provinces. Currently VSO Nepal programme focuses on Education, Sexual and Reproductive Health and Rights, Youth, Livelihoods, Gender & Inclusion, Governance, Climate Change and Resilience. Using our unique Volunteering for Development approach we have brought thousands of people together over the years to generate insights, ideas and, above all, action on poverty and exclusion. Working in 24 countries around the world, our unique role in international development is to place committed volunteers with carefully selected organizations where their skills can have the greatest impact.

2. Scope of the assignment

The purpose of this assignment is to provide capacity development of CRM committee and project Staffs according to the CRM guideline 2074 – Education Department of Ministry of Education, Science and Technology. Additionally, major focus must be on multiple forms of gender discriminations in school education and to create gender responsive school environment which helps to eliminate school drop-out among adolescents. Similarly, never been to school and school drop-out and repetition are slightly worse for girls compared to boys; situation is being worse in this Covid period – after school reopening. It is remarkable to note that the drop out among girls is largely due to gender, social norms, and family related reasons such as child/early marriage, lack of time to study at home/heavy household chores and inability of parents to finance their studies etc. For boys, the top reasons for drop out include poverty, migration for work, poor academic performance and increasing substance use etc. In addition to that there are also limited facilities for girls available at school such as separate toilet for girls, no female teachers or not enough numbers of female teachers, availability of sanitary pad during menstruation and no MHM room etc.

Thus, need to focus on gender responsive environment in schools, mind set of school body, and families to achieve regularity of student/children particularly girl child at school to achieve inclusive quality education. Moreover, need to focus on child rights and concept of safe to learn; not only in school premises, on the way to school and back to home, within communities and families as well. ENGAGE Project is working in 34 schools of Banke, Parsa and Sarlahi districts. All the preparation related to training is organizing by partner organizations of the respective districts.

3. Outputs/Deliverables

The following deliverables are expected from the consultant in due process of the assignment:



- Develop 3 days content/PPT slides package as per the schedule and training content of CRM guideline 2074.
- Deliver 3days training sessions to CRM committee, community mobilizers and national volunteers (altogether 6 events) in three working districts i.e., Parsa, Sarlahi and Banke. Team of consultant has to be divided in two groups to complete the task on time.
- Major emphasis on how to ensure minimum enabling condition to make child, gender and disability responsive school environment.
- Capacitate the CRM committees to encourage students to raise their issue/concerns, proper complaint handling procedures and strengthen reporting mechanism.
- Provide a constructive report after delivery of training sessions in English.

4. Timeframe and estimated working days

This piece of work requires 25 days engagement of consultant – 18 days for training delivery and 3 days for preparation, and 3 days for travel, and 1 day reporting.

- This task - development and delivery of the above-mentioned content and delivery of the training sessions and reporting need to complete by 15th of Jan 2022.

Consultants need to prepare separate sheet of travel, food (1 meal at the evening), and accommodation. This training is planned in face-to-face mode by following the safety protocol of Nepal government. Hence, it is expected from consultant to create a separate sheet for charging in different categories i.e., items, budget, and timeframe consultancy and other related expenses.

5. Qualifications and experience of the consultant

The training should be led by a professional with degree and work background on social inclusion, child protection and psychosocial training or psychosocial first aid for children with disabilities and marginalised girls/communities.

- i. Minimum a master's degree in education and social sciences related fields.
- ii. At least 5 years experiences on developing and delivering the content of CRM guidelines at school level.
- iii. Extensive knowledge on child protection, gender, GBV and other social norms.
- iv. Excellent report writing skills in both English and Nepali.
- v. Capacity to present the content in clear and straightforward to the targeted participants CRM committee at school level.

6. Submission of Proposal and budget

The consultant needs to submit technical Proposal, working days schedule (time frame, preparation, travel, and training delivery) along with deliverables as per ToR. Budget breakdown should be submitted in the separate sheet for the working days. Submit the proposal to the below email address: procurement.nepal@vsoint.org

Deadline for the proposal by 5th of Dec 2021 within office hour.



7. Mode of Payment

Payment should be done through bank transfer made in two instalments. Thirty percent of the contract amount will be paid in advance after signing of the agreement/contract, remaining amount will be paid after delivery of the document/content and submission of training report.

8. Intellectual Property

All information related to this content/ training slides will remain the property of VSO Nepal. Except for purposes of this assignment, the information will not be disclosed to the public nor used in whatever without written permission from VSO Nepal.

9. Ethics and confidentiality

Individual/ firms are required to set out their approach ensuring complete compliance of CRM training with regards to ethical issue, protocols, and procedures especially while working with children and vulnerable groups.

10. Reporting

Consortium Project Manager and

Child protection, AYSRH and GBV Coordinator

11. Application Procedure

Interested and eligible firms are required to submit the following:

- Technical proposal which includes objectives and method with detailed timeline.
- Financial proposal indicating consultancy fee and a breakdown of other expenses as per point no.5.
- Copy of company registration certificate
- Copy of PAN/VAT registration certificate
- Tax Clearance Certificate 2077/78 or tax clearance certificate of FY 2076/77 and tax extension letter for the FY 2077/78

Interested and eligible Firms/person are requested to submit their letter of interest along with required documents as mentioned above on point no. 6 and 11 to email ID:

procurement.nepal@vsoint.org by 5th of December 2021 no later than 5:00 pm.