

Terms of Reference (ToR) for Research

Decent work and intersections with VAWG/GBV: A study on Domestic Workers in Bangladesh

Project: Securing Rights of Women Domestic Workers in Bangladesh

1. Assignment:

This 'Terms of Reference' details the working modalities of a research on ***“Decent work and intersections with VAWG/GBV: A study on Domestic Workers in Bangladesh”***. BILS is the implementing authority of this research. This research constitutes an essential part of a collaborating project commissioning between Oxfam in Bangladesh and Bangladesh Institute of Labour Studies (BILS) having in partnership with five other organizations titled “Securing Rights of Women Domestic Workers in Bangladesh” (Securing Rights).

2. About the Project:

The Securing Rights of Women Domestic Workers in Bangladesh project (Securing Rights) aims to improve the well-being of women Domestic Workers, one of the most marginalized labour groups in Bangladesh, by enabling them to access their rights to engage in “Decent Work” as defined by the International Labour Organization (ILO). “Decent Work” - involves opportunities for work that is productive and delivers a fair income, security in the workplace and social protection for families, better prospects for personal development and social integration, freedom for people to express their concerns, organize and participate in the decisions that affect their lives and equality of opportunity and treatment for all women and men. Funded by Global Affairs Canada, this four-year project (2019-2023) will work with 16,000 women Domestic Workers within Dhaka city as well as with employers and influencers (community leaders, the private sector, political actors, government officials, youth leaders and other duty bearers). The project will also work with networks and alliances that focus on Domestic Workers rights including the Domestic Workers Rights Network (DWRN), organizations that provide psycho-social services for women and girls who have experienced violence, public and private technical and vocational training support providers, and key government organizations.

The project will work towards changing attitudes, norms, and behaviors of the wider Bangladeshi society regarding Domestic Workers Rights and entitlements. With support from Oxfam, the project will be implemented by Six partners, including Bangladesh Institute of Labour Studies-BILS, Campaign for Popular Education (CAMPE), Hello Task – Private Sector Partner (Employers’ Agency), Nari Maitree (NM); RedOrange Media and Communications Limited (Communication Agency), and Underprivileged Children’s Educational Programs (UCEP) Bangladesh

3. Background and Rationale:

‘Decent Work’ is a commonly used term, not only in local but also in the global arena. Though ILO promotes it, however, it is widely applied framework for measuring the status of a workers work life and livelihood around the world. In Bangladesh Decent Work is also a popular &

priority agenda in the development sector but still there is a huge decent work deficit there in most of the sectors. Domestic workers Sector is one of them/those deficit most.

As documented in the national dailies, domestic workers are going through decent work deficit in various forms like no employment securities, no work hours maintained, no minimum wages, no social securities, poor living condition, no skill development training, insufficient legal protection and most importantly often severe violence cases are reported against the workers in this sector. All these issues demonstrate domestic workers poor status of decent work.

In addition, equal treatment at work, dignity, fairness, respect, and social attitude towards them are the issues are highly matter of concern for ensuring their dignified job. Workers must enjoy their basic human rights and entitlements beside their decent work elements. Undignified life cannot be a decent way of living.

Moreover, domestic workers sector is one of the largest sector which is extremely vulnerable to gender based violence. According to the Bangladesh Institute of Labor Studies, a total of 38 domestic workers were subjected to various forms of torture in 2021 (January-December).¹ 4 of them were killed, 15 were tortured, 3 were raped, 1 was sexually harassed, 8 were mysteriously died, 2 workers committed suicide and 5 were stabbed both in their workplace.

During COVID-19 this sector suffer from a severe many folded crisis. In one hand, they become jobless with no employment security and social security. On the other hand, they got victimized by violence cases both at home and workplace. They became an easy target due to the shaky COVID situation and got victimized by both employers and other non-employer assailants.

In most of the cases, decent work deficit is the reason behind the violence. Moreover, patriarchal gender norms and inequalities, power dynamics, the care economy all create feminized, unequal labour wherein women workers are at a disproportionately high risk of GBV. Decent work deficit makes women worker weaker and which ultimately pushes them to violence and in many cases causes risk to death.

Given this backdrop, this study will assess the present situation of the domestic workers and identify their priority issues to be addressed both during COVID pandemic and after COVID issues, analyses the present situation of workers' rights through decent work lens and imaging the situation followed by the necessary initiatives to ensure rights to dignified job for them in the informal sector in Bangladesh and find the reason how & why the violence happens to domestic workers, existing redressal system and way forward. The study is planned to start on first week of April 2022.

4. Audience and use of Research findings:

Academicians, policy makers, researchers, students and interns, govt. officials, trade unions, civil society organizations, lawyers, relevant professionals, media, and international Partners.

5. Research Objectives:

¹ http://bilsbd.org/wp-content/uploads/2022/02/Report_Annual_DWs-Workplace-Situation_2021.pdf

The overall objective of this study is to find the priority issues of domestic workers including during COVID and after COVID issues, analyse the present situation of overall status of decent work and assess the situation of rights to dignified job for them in the informal sector in Bangladesh addressing an intersections with VAWG/GBV. Study findings would be the tool for lobby, evidence-based advocacy and shall generated knowledge for civil society actions and interventions.

Specific Objectives:

- To describe the priority issues of domestic workers based on decent work lens in this current situation including during COVID and after COVID issues from a decent work lens.
- To assess the existing situation of the domestic workers rights through decent work lens
- To identify all forms of the gender-based violence/ violence against women & girls and find the way out or a redressal mechanism to resolve this problem.
- To explore the gaps to ensure dignified job for the domestic workers and the way out.
- To scrutinize the effectiveness of government interventions to promote decent work in the informal sector.
- To make a comparative analysis between the situation of national and regional level domestic workers through secondary data analysis.

6. Research Questions:

- What are the priority issues of domestic workers need to be addressed in this current situation based on a Decent Work lens?
- What measures should be taken to increase the effectiveness of govt. intervention in case of promoting decent work in the informal sector?
- What is domestic workers situation regarding jobs with dignity and how to ensure that?
- How and what types of violence is taking place against women domestic workers?
- What factors puts them at a disproportionate risk for GBV?
- What to do to prevent violence against women domestic workers?
- What support services, justice to survivors and victims have accessed to?
- What are the impacts of COVID on domestic workers who experienced GBV/VAW both in the workplace and at home?

7. Scope of Work:

The scope of work will preferably include, but not limited to:

- Review of necessary project related documents e.g., project proposals, ToC, logical/performance measurement framework, relevant national literatures, journal, secondary data, etc.
- Receive detail briefing including clarification of all issues deemed necessary from BILS and Oxfam management before starting fieldwork and obtain necessary data and information for the study.
- Collect and organize policy papers/data relevant to the study.
- Prepare and submit details field work/data collection plan.

- Participate in the planning meeting at the beginning of the study design with relevant stakeholders.
- Finalize the study design and methodology that adopts a mixed-methods approach.
- Develop appropriate methodology including data collection instruments considering project and local context in consultation with BILS and Oxfam and finalize the tools through pre-testing.
- Engage qualified enumerators and researchers, and train them on data collection and ensure data quality assurance.
- Administer data collection in the study area that includes supervision, cross validation, quality control and data transcription.
- Analyze both qualitative and quantitative data using appropriate software.
- Prepare and submit draft and final reports incorporating all important findings, suggestions, and recommendations, etc. to the project holder and the donors.
- To apply best judgment of the consultants wherever felt necessary.
- Positioning MEAL as an integral part of social transformation.
- Shifting power to participants in study.
- Valuing collective, context-driven knowledge generation.
- Rooting feminist MEAL in safe programming, guided by 'do no harm'.

8. Research methods:

8.1 Study methods and tools preparation: The study will employ a mixed method approach combining qualitative and quantitative method for data collection and analysis. Data will be collected from both primary and secondary sources. Quantitative data will be collected from domestic workers (live out and live in) and employers.

Focus Group Discussion (FGD), Key Informant Interview (KII), Case study, Meeting, etc. are preferred for collecting qualitative information from different stakeholders including domestic workers, employers, academicians, officials from concern ministries or other govt. bodies like Ministry of Labour and Employment (MoLE), The Ministry of Social Welfare (MSW), Local Government and Rural Development (LGRD), Ministry of Women and Children Affairs (MoWCA), Home Ministry, Police, National Skill Development Authority (NSDA), Labour Ministry (Department of Labour), Department of Inspections for Factories and Establishments (DIFE), etc., Local governments (City Corporation, Municipalities, Upazilla Parishad), Domestic Workers Right Network (DWRN), CSOs which are working for domestic workers, ILO, Housing Society and Apartment Committee, Media, Advocates, Lawyers, World Bank, National Human Right Commission, One stop crisis center, Victim support center etc. However, the consultant is also free to propose any other methodologies as appropriate for the study needs. The cross-sectional (retrospective in nature) method will be considered in this study. All data, both qualitative and quantitative, collected through the study will be disaggregated by age, gender, and location where applicable.

8.2 Study area selection and sampling strategy: Domestic workers are existed in every city around the country; however, apex proportion of respondents are in Dhaka and Chittagong city. Appropriate and relevant areas/needs to be selected for collecting data from respective women domestic workers and their relevant employers using appropriate sampling technique. The

targeted respondents can be identified using cluster, simple random and stratified random sampling techniques to represent the target population with study coverage. In stage one, the clusters can be selected using the PPS (Probability Proportional to Size) method. Next, specific beneficiaries from the respective sampling frame within each selected cluster can be selected stratify and randomly from a listing of beneficiaries in the second stage. Respondents need to be selected as per ratio of gender, age, disability and economically segregation status.

8.3 Quantitative method: To keep up with the expectations of the baseline study, the consultant/firm will be required to conduct the questionnaire survey to obtain primary data from the targeted respondents project beneficiaries. A representative sampling approach will be undertaken. The population is very unknown, so for sample size determination the study is proposing to apply unknown population sampling formula. The quantitative sample size can be considered at a 99% confidence level, with an accuracy rate or amount of admissible error margin of 5% as we expect to the sample size would be representative equally for each area and distributed proportionately in accordance with population size. Considering proportion of domestic workers' type, targeted respondents can be considered 30% of live in and 70% live out. No respondents should be aged under 18.

8.4 Qualitative assessment: Qualitative study is to be carried out to get more details from the relevant respondents (please see in 8.1). Different tools and techniques of Participatory Learning and Action (PLA) can be applied for the study. Focus Group Discussion (FGD), Key Informants Interview (KII), case study, meeting etc. can be applied in the study to get the qualitative reflection. However, the consultant may propose any alternative tools to achieve the best outcome from this study. Please sort out/fill up qualitative sample size distribution following table in annex 1.¹

Qualitative sample size will be depended on data saturation and data redundancy. If homogenous information come from the respective respondents, then above-mentioned sample size would be covered and if significant heterogeneous information come out sample size would be increased at least 5%.

8.5 Data collection, quality assurance, ethics and data processing: The consultant will ensure the selection/recruitment, quality, and training of data collectors. This includes development of training materials and tools for the data enumerators to be engaged in field assessment. The consultant/firm will organize a comprehensive training program for the enumerators and supervisors, which include both home orientation and repeated practice sessions. The team will also ensure the quality checking of the data collection process during field assessment. The required information collection is expected to be done with a quality by focusing on the study objectives. The final quality assurance mechanism should be agreed upon among BILS and Oxfam in Bangladesh and the consultant. Throughout the information collection process, a key focus will also be ensured to validate the existing knowledge base with the practice level too. At least 5% respondents under both quantitative and qualitative assessment will be cross-checked by the consultant/firm and shared instant feedback. The consultant/firm would have to identify potential biases and strategies to minimize bias. Data must be cleaned in appropriate way.

In terms of data collection strategy, we propose that the survey will be carried out through face to face interview process for capturing the response and desk-based research sequentially for primary and secondary data collection. However, if Bangladesh Government declares further countrywide lockdown due to spread out COVID 19, then a proportion of interviews can be conducted over the phone. We prefer quantitative data collection using tablet-based application like SurveyCTO, KoBo Toolbox and so on. And, for data processing and analysis the consultant may use MS-Excel, SPSS or STATA or any other statistical analysis software. It is expected from the consultant to undertake the study with high respect given to do-no harm principles, transparency, cost-effectiveness, gender sensitivity, non-staff code of conduct, safeguard, child protection, collaboration with beneficiaries, and involvement of local stakeholders.

9. Gender considerations:

A feminist approach deserve adopting during this research and considering as a priority while developing tools, data collection, data analysis and reporting. This research deserves to be grounded on feminist values and beliefs. Feminist principles must be incorporated into aspects of research methodology. In the description of how the researchers achieved this, feminist theory influenced the framing of the research question and the identification of research participants, which seems wholly appropriate.

10. Ethical considerations for research on gender based violence: There are additional ethical and methodological challenges when conducting research on sensitive issues such as gender based violence or violence against women and girls. The nature of the subject means that issues of safety, confidentiality, interviewer skill and training are even more important than for other areas of research. The physical safety and the psychological well-being of both respondents and the research team can be put in jeopardy if adequate precautions are not taken. Therefore, in addition to using Oxfam International Evaluation Policy guideline, this research study will ensure it is undertaken in adherence with the World Health Organization (WHO) Putting Women First: Ethical and Safety Recommendations for Research on Domestic Violence Against Women” guidelines.

When the start of any type of primary data collection, it is paramount that confidentiality is maintained. Confidentiality is defined by WHO has “an explicit or implicit guarantee by the researcher to the participant that the information disclosed by the participant will only be disseminated in ways consistent with their original understanding”.

11. Research Products and Dissemination Strategy:

Consultant/Consulting firm would produce a research report. The report should be very precise, must answer each specific objectives and goal. The main body of the report shall not be more than 40 pages document including elaborated executive summary. Necessary supplementary information like raw data sheet (both quantitative and qualitative), data analysis, transcripts of interviews and references are to be attached as annexes.

Consultant will share the draft report for validation and a validation meeting will be organized with the relevant stakeholders and project staffs. After addressing all the feedback and comments the consultant/consulting firm will prepare the final report and shared to the project

team. A dissemination ceremony will be also organized by the consultant with project team, partners, different other stakeholders, and media after finalization of the study report.

Consultant/consulting firm will produce a 2 pagers policy brief on the basis of the report both in Bangla and English.

12. Expected deliverables and timeframe:

The required outputs of this consultancy will be as follows

Deliverable	Format	Length	Detail
Inception report	MS Word	As per need	An inception report including details methodologies (study area selection, sampling, data collection methods, data quality assurance, data processing & analysis, workplan etc.), data calculation methods, reporting outline and time table shall be submitted for review and approval by BILS five (5) days after signing of the contract and before commencement of the study
Workplan	MS Word	As per need	A detail work plan (under inception report) describing how the consultant will implement the survey within the research framework and timeframe outlined by BILS.
Data Collection Tools (English and Bengali) (Questionnaire, checklist, etc.)	MS Word	As per need	Both draft and final versions. The draft tools to be shared with BILS for feedback. These must also be tested in the field beforehand. The tools will be finalized based on feedback and pre-test findings.
Draft Study Report	MS Word	Not exceeding 40 pages (excluding annex)	The expected structure of the report will be shared by the consultant/consulting firm
Final Narrative Report	MS Word and PDF	Not exceeding 40 pages (excluding annex)	Based on the feedback to draft report and during validation the report should be finalized. It should be in English.
A policy brief	MS Word (both Bengali and English)	As per need	Will be decided later.
Data sets	SPSS, Excel, Word, Stata,	Final version of	Soft copy both quantitative data and qualitative transcript

Deliverable	Format	Length	Detail
	as appropriate	data	

13. Guidelines of proposal submission:

The technical proposal should consist of the following sections and the given page limit, along with sample writing of up to 2 pages and a copy of similar work.

Topic	Page Limit (max.)
Technical Proposal	
Cover Page	01 Page
Table of Content	01 Page
Understanding of the study- background, objectives, scope, and key question etc. (avoid copying and pasting directly from the ToR)	02 Pages
Proposed methodology preferably with proper references and maintaining sequence	03-04 Pages
Study plan/work schedule (Gantt chart)	01 page
Experience in leading similar study work (Provide at least 2 examples of similar work, agency, and time of conduction) with 02 references	01 page
Team composition along with its rationale (CV in annexes)	02 pages
Any other relevant information (if required only)	01 page
Financial Proposal	
<ul style="list-style-type: none"> ▪ Detailed budget ▪ Consultancy days and fees (days should be mentioned for key member of the team) Travel and accommodation ▪ Any other expenditure (please mention nature of expenditure) ▪ Please calculate 15% VAT and 10% Tax with total budget ▪ Total amount 	

14. Qualifications:

The Consultant/Consulting firm should have at least the following qualification:

- The applicant (lead consultant) must be an individual or an institution holding necessary legal status to work in Bangladesh.
- Master's degree/Ph.D. in Social Science e.g. Sociology/ Anthropology/ Gender Studies /Labour Studies/ Political Science/Public Administration/Public Policy/Law/Statistics or equivalent fields having at least seven years' experience in the related field.
- Minimum seven years working experience, particularly in research, baseline study, evaluation, impact assessment, and Gender study.
- In addition, one co-researcher must be gender expert and one person must have research experienced
- Experience of working on GBV issues (feminist approach).

- Well understood on workers' rights both in National and International Standards and Decent Work Framework.

15. Evaluation Criteria

The selection committee will evaluate both the technical and financial proposals of the consultants/firms based on established evaluation criteria as follows. A cumulative weighted scoring method will be applied to assess the proposal. The contract will be awarded to the consultant/firm whose offer has been assessed and determined to be responsive/compliant/acceptable with reference to this TOR.

Evaluation Criteria	Weight
Technical	80
1. Expertise of the consultants/ consulting firm/ organization	
Understanding of the TOR	10
Strong skill and expertise on carrying out similar assignment (based on provided evidence)	20
2. Methodology	
Appropriateness of methodology in response of the study objectives and research questions	20
Quality assurance & Data management	10
3. Management structure and qualifications of key personnel	
Team composition	20
Financial	20
Total	100

16. General terms and conditions

- All soft and hard copies of the assignment will be treated as the property of BILS and Oxfam.
- In any circumstances, consultant shall have no opportunity to alter the timeline and planning of data collection and submission of first draft and final report.
- The consultant/firm must maintain the standard quality in data collection, processing, and reporting.
- BILS and Oxfam's Guidance Note Ethics and Protection Policies and Evaluation Guidance must be followed.
- The consultant/firm shall have the responsibility to rewrite the report, modification of sections until the satisfaction of quality required by BILS and Oxfam.
- In case of any deviation, BILS shall have the right to terminate the agreement at any point of the project.
- Consultant/firm shall be bound to pay back the full money to BILS given as advance of payment in case of any deviation, dissatisfaction of quality and other point mentioned in the agreement.
- BILS will deduct withholding tax from the consultancy fees which will be in conformity with the prevailing government rates.

17. Timeframe of consultancy

The total duration of the assignment will be for **70 working days**. The research need to be completed within **April to August 2022**.

Indicative time frame	
Activity	Time frame
Signing contact	Day 1-1
Documents and literature review	Day 2-4
Preparation of questionnaire/tools/guidelines	Day 5-10
Develop and share inception report	Day 11-14
Review tools and inception report	Day 15-16
Finalization inception report and tools	Day 17-18
Organize training for data enumerators	Day 19-20
Field test	Day 21-22
Data collection (qualitative and quantitative)	Day 23-32
Data Entry	Day 33-37
Data cleaning, processing, and analysis	Day 38-47
Draft report preparation and submission	Day 48-57
Review of draft report	Day 58-62
Draft report presentation and validation (stakeholder will also be covered in this sharing event)	Day 63-65
Feedback incorporation and Reports finalization	Day 66-69
Final debriefing	Day 70
Total	70 days

18. Remuneration of the External Consultant/organization

BILS will pay remuneration to external consultant/consulting firm subject to timely and satisfactory completion of the contracted job through following installments. All the payments will be made through account payee cheque. VAT and Tax will be deducted at source as per government circular.

S L	Installment & Activity	Deliverables	Remark
1	1 st installment (40%) [For preparatory activities]	<ul style="list-style-type: none"> Review of all relevant documents, literatures. Inception report. 	The first installment will be provided in advance mode to carry out initial task.
2	2 nd installment (30%) [Situation analysis and Writing the report]	<ul style="list-style-type: none"> 1st draft of the report. All produced reports/ transcripts/ records of organization visits, interviews with key informants and/or focus group discussions, produced data set, data analysis and situation Analysis etc. 	The contract values will be paid upon completion of acceptable deliverables.

		Presentation on the first draft.	
3	3 rd installment (30%) [Final compilation and presentation]	<ul style="list-style-type: none"> Final research report (submitted to the Project Coordinator. Presentation of the final report, in a workshop, to the project partners and other relevant stakeholders incorporating the feedback/comments in the draft-sharing workshop. 	The contract values will be paid upon completion of acceptable deliverables.

19. Ethical declaration

You undertake that you, your parent, subsidiaries and any other organizations with an interest of more than 10%, are not involved in any of the following activities:

- Arms manufacture;
- The sale or export of arms or strategic services to governments which systematically violate the human rights of their citizens, or where there is internal armed conflict or major tensions, or where the sale of arms may jeopardize regional peace and security.
- Tobacco production and sale;
- The sale of baby milks outside the WHO Code of Conduct;
- Pesticide sales outside the FAO guidelines for pesticide retailing;
- Extractive industries;
- Are seen to be party political;
- Any other activities which violate the basic rights of Oxfam GB's intended beneficiaries.

20. Application Procedure:

Interested consultant/team/institutions are requested to submit proposals to 'Bangladesh Institute of Labour Studies-BILS. House # 20, Road # 11 (New), 32 (old) Dhaka-1209 or email: bils@citech.net (preferred online submission). The individual/firm must submit the following documents along with the Technical & Financial Proposal:

- A one-page description of the consultant/institutions.
- One-page statement of the understanding of the assignment.
- CV of the consultants/researchers who will undertake the assignment (female interviewers preferred).
- A list of previous research or evaluation experiences relevant to this assignment.
- Sample research study relevant to this assignment.
- Proposed Methodology.
- Work schedule.
- Budget (including applicable VAT & TAX), including logistic/administrative costs.

Annexe 1 : Qualitative Sample Distribution Table

Table 1 : Qualitative Sample distribution

Tools	Target groups	Districts		Total
		Dhaka	Chattogram	
FGD				
	A			
	B			
	C			
	D			
IDI	A			
	B			
KII	D			
	E			
	F			
	A			
Case study	B			
	E			
Any Other Tool	C			
	D			