



www.ypsa.org

Terms of Reference (ToR)

for

Development of Standard Operating Procedure (SOP) for VoT Centered Service Approach for Law Enforcement Agencies

Ref.: YPSA/Cox/263/2025, Date: 20/03/2025

Background Information:

Introduction: Young Power in Social Action (YPSA) is a non-governmental and nonprofit organization contributing to national goals for making a difference in the lives of the population since its establishment in 1985. YPSA is an 'Organization in Special Consultative Status with the United Nations Economic and Social Council (UN ECOSOC). YPSA's vision is "A society without poverty where everyone's basic needs and rights are ensured". YPSA's mission is to participate with the poor and vulnerable populations with all committed to bringing about their own and society's sustainable development. YPSA is registered with different departments of the People's Republic of Bangladesh including the NGO Affairs Bureau. Currently, YPSA is working with a total of 14 million (estimated) disadvantaged and vulnerable people. YPSA has diversified projects and interventions on community development and humanitarian response under the six thematic areas - Health, Education, Human Rights and Governance, Economic Empowerment, Environment and Climate Change, DRR & Humanitarian Response. YPSA's mandate is to influence public policy, attitude and practices in favor of poor, marginalized and vulnerable men, women, boys and girls.

YPSA in association with International Organization for Migration (IOM) has been implementing a project titled '**Prevention and Response Activities Implementation on Counter Trafficking Issues**' in the host and Rohingya camps in Cox's Bazar since June 2028. Under this project, YPSA has taken the initiative to develop a Standard Operating Procedure (SOP) for Trafficking Victim-Centered Approach to the Identification and Protection of the Victims of Trafficking (VoT) for Law Enforcement Agency to ensure dignified, rightful and systematic services for the victims of trafficking (VoT).

YPSA's Intervention on Counter Trafficking Issues: Since October 2009, YPSA has been working on Counter Trafficking issues in the Chattogram division. Being Cox's Bazar, one of the red zones for human trafficking, YPSA has established a shelter home for the victims of trafficking in Cox's Bazar. After the Rohingya influx in August 2017, incidents of trafficking increased alarmingly. Both members of the host and Rohingya communities started becoming victims of trafficking in huge quantities. In such circumstances, YPSA in association with International Organization for Migration (IOM) initiated the project title, "Prevention and Response Activities Implementation on Counter Trafficking Issues" in June 2018. Under the project, YPSA started working in the areas of prevention and response of human trafficking. Under the provisions of



prevention, YPSA has been doing community sensitization of the community people and capacity building of the duty bearers to prevent human trafficking in their respective community. On the other hand, under the response components, YPSA has been doing Case Management of Victims of Trafficking (VoT).


Existing Arrangement for Reintegration of Victims of Trafficking in Bangladesh:

In Bangladesh, the reintegration of **Victims of Trafficking (VoT)** has been a focus of both governmental and non-governmental efforts. The country has developed a combination of legal, institutional, and service frameworks to support victims and assist them in reintegrating into society. These arrangements aim to address the immediate needs of victims and ensure long-term support for their reintegration into family and community life. Here's an overview of the existing arrangements for reintegration:

1. Governmental Framework and Legal Provisions

National Legal Framework: Bangladesh has a legal and policy framework to combat human trafficking, which includes:

- The **Prevention and Suppression of Human Trafficking Act, 2012:** This law is central to the fight against human trafficking and includes provisions for victim protection, prosecution of traffickers, and victim reintegration.
- The **National Plan of Action (NPA) on Combating Human Trafficking (2023-2025):** This plan outlines the government's strategies and actions to prevent trafficking, protect victims, and prosecute offenders. The NPA emphasizes the need for comprehensive support for reintegration.
- **Ministry of Home Affairs (MoHA):** The MoHA is the lead government agency responsible for coordinating anti-trafficking efforts. The Ministry works closely with law enforcement agencies, including the **Bangladesh Police**, to identify victims and facilitate their safe return and reintegration.
- **Ministry of Women and Children Affairs (MoWCA):** MoWCA plays a significant role in the rehabilitation and reintegration process by providing victim support services, such as counseling, shelter, and educational assistance.
- **Ministry of Social Welfare:** The Ministry is responsible for establishing and managing rehabilitation centers and shelters for trafficking victims. These centers provide emotional, psychological, and legal support, helping victims reintegrate into society. **Public Awareness and Education:** The Ministry is engaged in public awareness campaigns to educate the population about the dangers of human trafficking and ways to prevent it. This involves **community outreach programs** that focus on vulnerable populations, especially women, children, and migrant workers. The Ministry also works with local government bodies and non-governmental organizations (NGOs) to disseminate information on safe migration practices and the signs of trafficking. In addition, this ministry works closely with law enforcement agencies such as the Bangladesh Police, Border Guard Bangladesh (BGB), and other related agencies to identify and dismantle trafficking networks. It facilitates training programs for law enforcement personnel to enhance their ability to recognize trafficking cases, investigate crimes, and provide appropriate responses.



2. Institutional Arrangements for Reintegration

- **Bangladesh National Human Rights Commission (NHRC):** The NHRC advocates for the rights of trafficking victims and supports them in their reintegration process. The NHRC also collaborates with other stakeholders to ensure that reintegration is done in accordance with the rights of the victims.
- **Government Shelters and Safe Houses:** The government runs shelters and safe houses for trafficking victims, including the **Ministry of Women and Children Affairs' One-Stop Crisis Centers (OCC)**, which provide short-term protection and rehabilitation services. These centers offer medical care, legal support, and psychological counseling for victims.
- **Police and Law Enforcement:** Bangladesh's law enforcement, primarily the **Bangladesh Police**, is involved in victim identification and immediate protection. Special police units, such as the **Criminal Investigation Department (CID)**, handle cases related to trafficking. Law enforcement also coordinates with international bodies (like Interpol) to ensure safe repatriation of victims from other countries.

Purpose and Objective of the SOP Development:

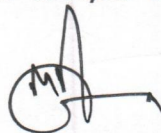
The purpose of the assignment is to develop a SOP for Victim-Centered Approach to the identification and protection of VoTs, a training manual and a PPT, and facilitate the training to the targeted LEA participants including police based on the SOP aimed at equipping law enforcement officers with the necessary knowledge, skills, and empathy to understand the needs of trafficking victims while conducting investigations and providing support to the victims of trafficking.

Specific Objectives of SOP Development:

- **Victim Identification & Profiling:** Create a module that allows law enforcement officers to securely record and track the identification details of trafficked victims, including their personal information, physical description, and circumstances of trafficking.
- **Case Management:** Develop a case management system that enables tracking and monitoring of trafficking investigations, from initial identification to final resolution.
- **Integration with Other Systems:** Ensure the module is capable of integration with existing law enforcement databases, case management systems, and inter-agency communication networks to streamline the flow of information.
- **Support for Victim Services:** Provide law enforcement officers with tools to connect victims with services such as legal aid, healthcare, shelter, and counseling.
- **Confidentiality and Data Protection:** Ensure compliance with Bangladesh's laws and international standards for protecting victims' personal data.
- **Reporting and Analytics:** Implement data visualization and reporting tools for tracking trafficking trends, case progress, and outcomes.

Methodology:

The consultant should propose the set of approaches/methodologies of SOP development. The consultation should do an analysis of the specific existing approaches and practices that the Law



Enforcement Agencies maintain in the areas of the protection of the victims including Victim Identification, Protection of Victims, and providing services to the VoTs for establishing their rights in light of the existing laws particularly The Prevention and Suppression of Human Trafficking Act, 2012 and National Plan of Action (NPA) and other relevant service frameworks and identify gaps. The consultant will interview and collect information from the different relevant stakeholders, including Law Enforcement Agency personnel, prosecutors, victims and their family members, relevant government and non-government agencies, etc. to know the real phenomena of the services that exist and system and service gaps for the victims of trafficking on the ground. After the development of the SOP, a field test is to be done through individual consultation with the relevant stakeholders primarily with YPSA and IOM for validation of the SOP. Once the SOP is finalized, the consultant will facilitate training sessions with the law enforcement agency personnel organized by YPSA.

Location of Work: The consultancy location is based at YPSA Regional Office, Baharchara, Cox's Bazar for holding meetings with the different stakeholders and facilitating training with the relevant stakeholders as well.

Target Population: The target population will be mainly different relevant stakeholders, including Law Enforcement Agency personnel, prosecutors, victims and their family members, relevant government and non-government agencies.

Language: All documents, correspondence and deliverables shall be written in English and session facilitation in the mixed language – Bangla and English.

Policy and Document Analysis and Review Processing: YPSA will provide the Consultant/ Consultancy Firm with the relevant reports and information on the counter trafficking activities and case management process. Besides, YPSA will share different relevant findings; modules and manuals on Counter Trafficking issues develop this far to support the Consultant/ Consultancy to gain primary ideas about YPSA's CT activities on the ground. The Consultant will study, analyze and find out policy gaps, and will develop a design for a Consultancy Meeting with YPSA staff and the partners/stakeholders of YPSA to collect their recommendations to incorporate into the SOP to be developed. The consultant will share the plan with YPSA management and share the data/information collection tools, processing, and analysis methods. After finalizing the plan by YPSA, the consultant will proceed.

Desk Study and Review: The consultant will study some existing and other relevant documents in light of which the SOP needs to be prepared. The Consultant/firm should study;

1. Bangladesh Constitution
2. The Prevention and Suppression of Human Trafficking Act, 2012
3. Bangladesh: National Anti-Human Trafficking Authority Rules of 2017
4. National Plan of Action
5. Palermo Protocol on trafficking



6. The Code of Criminal Procedure, 1898
7. Sustainable Development Goals (SDGs)
8. USG Trafficking in Persons (TIP) Report
9. Applicability of laws and services for Rohingya under the national and International framework and Rohingya related research papers.
10. Study all the possible documents and references related to the development of the SOP

Scope of Work: The consultancy will develop a SOP to assist law enforcement agencies in Bangladesh in the identification, management, and support of trafficked victims. This SOP will be integrated with existing law enforcement systems to enhance the effectiveness of trafficking response mechanisms, ensuring that victims receive timely assistance, and their cases are effectively tracked and resolved. A training course on the SOP will be conducted by the consultant/consultancy firm of the law enforcement agencies as well.

1. Develop a plan for the SOP development and finalization process and facilitation of training to the LEA on SOP
2. Collect relevant documents from YPSA and from the other relevant sources for understanding the VoT services and Legal framework to develop the base of the SOP.
3. Hold consultancy meetings with different related stakeholders individually and in groups
4. Facilitate consultation meetings with teams of IOM and YPSA to identify gaps and roadmap on the SOP development.
5. Facilitate partners consultation meeting to gather their recommendations on YPSA's policies and guideline
6. Incorporate recommendations of the stakeholders to be interviewed for understand the VoT support and gap as appropriate and finalize SOP
7. Maintain coordination with YPSA for finalizing the SOP, Training Manual and PPT, and facilitation of the training with LEA. The training will be organised by YPSA.
8. Clarify any issues raised from YPSA and partners regarding the SOP
9. Submit a final report of the consultancy

Deliverables:

- Inception report including
- SOP, Training Manual and PPT development plan, methodology, reporting process and a presentation to finalize the process and methodology.
- Detailed plan for Consultation meeting with the stakeholders and YPSA.
- Report on consultation meetings with partners/stakeholders.
- Draft SOP sharing plan through a consultation meeting with YPSA and IOM
- A final SOP on the for VoT Centered Service Approach for Law Enforcement Agencies
- A training manual and a PowerPoint Presentation (PPT) in light of the SOP developed.
- A final report on the whole process of the assignment.




SOP Development Framework and Training Facilitation Plan and Timeline:

Phase	Activities	Duration
Phase-1 Inception report (Desk Review, tools and methodology)	Consultant holds a meeting with the designated personnel of YPSA and IOM to discuss and share the SOP, Training Module and PPT development plan	1 day
	Approval of tools and methodology from YPSA	2 days
Phase-II Policy and relevant document collection, study and analysis	Review of YPSA's existing policies, Act, Reports, Assessment, guidelines and manuals and findings to identify gaps	1 Weeks
Phase-III Collect practical phenomenon of services for the victims of trafficking for their reintegration	Facilitate individual consultation meetings with the different relevant stakeholders, including Law Enforcement Agency personnel, prosecutors, victims and their family members etc. to know the real phenomena of the services that exist for the victims of trafficking on the ground to identify system and service approach gaps and future options.	5 Days
	Submit consultation report to YPSA	2 days
Phase-IV Drafting SOP, Training Module and PPT	Prepare and share draft SOP, Training Module and PPT, and communication, coordination and management guideline with YPSA addressing identified gaps	2 weeks
Phase-V Review the policy and sharing the updates	Facilitate Consultation Meeting with YPSA and IOM to sharing the draft	1 Day
	Submit consultation report to YPSA	1 days
Phase-VI Sharing the final version of policies	Finalize the SOP with the final comments from YPSA management	4 Days
Phase-VII Preparation for Training Facilitation	Prepare and share a training module and a PowerPoint presentation on SOP for the training to be organized for LEA personnel	3 Days
Phase VIII Training	Facilitate training on SOP with the LEA personnel	2 Days
Phase IX Reporting	Submit final report of whole consultancy work	1 Day



Duration of the Consultancy:

The assignment shall be carried out starting from 20th April 2025, with the final deliverables to be ready on 5th June 2025. The total duration of the assignment will be a maximum of 45 days for the consultant, including background study, consultation, report writing and finalization of module and training facilitation.

Qualifications and Experience Required:

The composition of the team or individual is expected to be as follows:

A. Relevant Expertise and Knowledge

- **Understanding of Human Trafficking:** In-depth knowledge of human trafficking issues, including the types of trafficking (e.g., sex trafficking, labor trafficking, child trafficking), their impacts, and relevant international and national legal frameworks.
- **Victim-Centered Approach:** Understanding of a victim-centered approach, focusing on the needs, safety, and rights of the trafficking victims throughout the process.
- **Experience with SOP Development:** Proven experience in designing, developing, or advising on Standard Operating Procedures (SOPs), particularly in the context of complex, sensitive issues like trafficking.
- **Length of Experience:** The consultant/consultancy firm should have at least 5 years' experience in policy formulation and review of different NGOs.

B. Relevant Qualifications

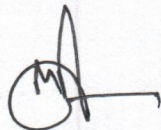
- **Academic Background:** Post-graduation in law, international relations, human rights, criminology, social work, or any other relevant area.
- **Training:** Expertise in delivering training or capacity-building workshops related to victim assistance, trafficking identification, and response protocols.

C. Experience in Implementing or Evaluating Anti-Trafficking Programs

- **Program Implementation:** Proven experience in implementing victim protection and rehabilitation programs, particularly those focused on providing services to victims of trafficking.
- **Monitoring and Evaluation (M&E):** Experience with monitoring and evaluating anti-trafficking programs to assess their effectiveness and make necessary adjustments.

D. Knowledge of Legal and Regulatory Frameworks

- **National and International Laws:** Familiarity with national and international legal frameworks related to human trafficking, such as the UN Palermo Protocol, national anti-trafficking laws particularly BD HT Act 2012, and victims' rights legislation.
- **Victim Assistance and Rights:** Understanding of the legal rights of trafficking victims and the procedural safeguards that need to be built into the SOP to ensure these rights are respected.



E. Cultural Sensitivity and International Experience

- **Cross-Cultural Competence:** Understanding of how trafficking manifests in different cultural, social, and geographical contexts, particularly if the law enforcement agency works in diverse or international environments. It is worth mentioning that the Rohingyas residing in the camps in Bangladesh are affected by trafficking so their trafficking cases under the legal framework deserve settlement.
- **International Best Practices:** Familiarity with global best practices in law enforcement's response to human trafficking, including collaboration with international partners, law enforcement networks, and adherence to international conventions.

F. Reputation and References

- **References:** Strong references from previous work on human trafficking or victim assistance projects, particularly those that involved the creation of operational guidelines, protocols, or SOPs.
- **Proven Track Record:** A history of successfully working for victim protection, trafficking prevention, or human rights for different agencies including UN Agencies, I/NGOs on counter trafficking issues.

Assessment of the Consultants/ Firms:

Stage 1: Screening of Applications

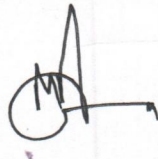
- All applications will undergo a preliminary screening to ensure they have the necessary documents/requirements
- The required valid documents must share with the application.
- Scoring the application
 - Financial Proposal – 30%
 - Technical Proposal- 70%
 - ✓ Experience with Legal Module policy development and similar assignments - 15%
 - ✓ Experience with Counter Trafficking Issues, GBV, Disability and Gender- 15%
 - ✓ Technical offer Relevancy of the proposed tools/ Methodology - 20%
 - ✓ Experience in organizational capacity assessment of different I/NGO, UN -20%

Stage 2: Shortlisting of Applicants and Interview

- Shortlisted applicants will move to the next step, if their applications meet the minimum requirements in the screening.
- The shortlisting will be based on the selection criteria mentioned above and they will be interviewed based on their proposed tools/methodology, soft skills (communication/ English / writing / consortia) and means and plan.

Stage 3: Final Selection

A final report will be generated from the aggregation of results from the assessed components. The best candidate that the YPSA management agrees on will be contracted.



Reportable Relationship:

From time to time, the consultant will correspond with Mr. Jishu Barua, Assistant Director and Counter Trafficking Focal, Email: jishu.ypsa@gmail.com on behalf of YPSA.

Submission of the Proposal:

Potential consultant(s) are requested to submit a proposal to the **Sub Procurement Committee, Young Power in Social Action (YPSA), Regional Office, 325, Sayeman Road, Ayesha Villa (2nd floor)/Nazir Hossain new building, Baharchara, Cox's Bazar Or**, send email at ypsaspccxb@gmail.com by the given deadline by 8th April, 2025, within 3:00pm.

Required Documents for Submission:

Required the following documents to be submitted as part of the Proposal:

1. Technical Proposal (as per provided format)
2. Financial Proposal
3. Legal documents (for consultancy Firm)
4. CV (for individual consultant)/ CVs for team members who will implement the assignment (for Consultancy Firm)
5. TIN certificate
6. Evidences of similar assignment(s)

Value of the Consultancy and Mode of Payment:

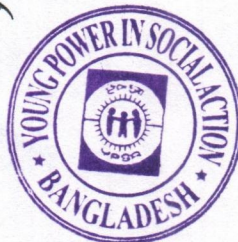
To conduct the assignment, the total maximum budget is BDT 500,000 (Five Hundred Thousand only) including VAT and Income Tax. Applicable VAT and Tax will be deducted from this amount per government rule.

The mode of payment will be as follows:

- The consultant will be paid 20% after submission of the inception report
- The consultant will be paid another 20% upon submission of draft SOP, Training Module and PPT.
- The consultant will be paid another 30% upon submission of acceptance of SOP, Training Module and PPT.
- The consultant will be paid another 20% upon facilitation of training to personnel of LEA in light of SOP, Training Module and PPT. The training will be organized by YPSA. The Consultant will only facilitate the training.
- The final installment of 10% will be released after submission and acceptance of the final report.

Who cannot apply.:

1. Having any record of Protection from Sexual Exploitation, Sexual Abuse and Sexual Harassment (PSEAH), PGBV and Safeguarding issues
2. Convicted of corruption



Obligation:

Any document, information, or data entrusted to or produced by the External Consultant in connection with this assignment shall be strictly confidential. The External Consultant cannot use it for any other purpose without the written consent of the YPSA. This provision shall remain valid even after the completion of this assignment. All the filled-up documents about this market assessment need to be submitted by the consultant when and if asked by YPSA. The consultant must maintain the code of conduct in line with the Safeguarding Policy of YPSA while conducting the assessment.

Proposal Template:

1. Name of Consultant/Consultancy Firm
2. Contact person's detail with address with phone and email ID
3. Year of experiences /establishment
4. Registration No. (If any)
5. Experiences in relevant assignment with evidences:
6. Methodology of Implementing the assignment (based on ToR)
7. Financial Proposal

Acronym:

CT – Counter Trafficking

IOM – International Organization for Migration

INGO – International Organization

LEA – Law Enforcement Agency

NPA – National Plan of Action for Prevention and Suppression of Human Trafficking

SOP - Standard Operating Procedure

VoT – Victim of Trafficking

UN – United Nations

YPSA – Young Power in Social Action



**YPSA-Sub-Procurement Committee
Cox's Bazar**

Emergency Contact: 01716280168, 01855333230, from 10 am to 5 pm excluding holidays.