



**Bid Title: Short-Term Consultancy to Assess the Knowledge, Attitudes and Practices of Climate Services and Related Applications within the Health Sector of Dominica and Correlating Communication Activities for the Caribbean Intra-ACP Climate Services and Related Applications Programme**

**Request for Proposal - RFP- CLIMSA-RFP07a-5.2.1**

**July 16<sup>th</sup>, 2024**

The Caribbean Institute for Meteorology and Hydrology (CIMH) through the Intra-ACP Climate Services and Related Applications Caribbean Programme has committed funds to undertake a Short-Term Consultancy to Assess the Knowledge, Attitudes and Practices of Climate Services and Related Applications within the Health Sector of Dominica and Correlating Communication Activities for which this tender notice is issued.

We invite electronic bids from eligible and qualified bidders for the provision of a Short-Term Consultancy to Assess the Knowledge, Attitudes and Practices of Climate Services and Related Applications within the Health Sector of Dominica and Correlating Communication Activities for the Intra-ACP Climate Services and Related Applications Caribbean Programme.

### **Eligibility of Bid Submission**

This invitation for bids is open to all proponents who fulfil the eligibility Criteria as well as the qualification criteria incorporated in this document.

### **Bid Documents**

Tender Documents will be available to interested firms between July 16, 2024, **3:00PM** UTC-04:00 Georgetown and August 2, 2024, **3:00PM** UTC-04:00 Georgetown. Tender Documents will be emailed at the Bidder's request or downloaded from [www.cimh.edu.bb](http://www.cimh.edu.bb)

All inquiries for information regarding this solicitation should be directed to: (Dwight Walker, Procurement Specialist), e-mail: [dwalker@cimh.edu.bb](mailto:dwalker@cimh.edu.bb)

Bidders shall promptly examine the entire Request for Proposal (RFP) documents after receipt and report to the person named above, any errors, omissions or ambiguities discovered therein, as soon as possible, and at least seven (7) days prior to the Closing Date. If necessary, and if time permits, Addenda may be issued to all Bidders before the Closing Date. Unless confirmed by Addendum, Bidders shall not take into consideration any instructions or answers modifying the Request for Proposal.

### **Deadline for Submission of Bids**

Emailed Proposals will be received until August 2, 2024, up to and including **3:00PM UTC-04:00 Georgetown**. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

Electronic bidding is permitted. Each submission should bear the name and address of the firm, addressed to the Procurement Specialist, Caribbean Institute for Meteorology and Hydrology and be clearly identified as: "**KAP Study and Related Communication Activities Consultant re ClimSA** for the Intra-ACP Climate Services and Related Applications Caribbean Programme" and submitted to [procurement@cimh.edu.bb](mailto:procurement@cimh.edu.bb).

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## 1. Introduction

### 1.1 Purpose

The intent and purpose of this Request for Proposal (RFP) is to establish a contract through competitive negotiation for the provision of short-term communication research services to assess the knowledge, attitudes and practices of climate services and related applications within the health sector of Dominica and correlating communication activities for the Caribbean Intra-ACP Climate Services and Related Applications Programme.

The contract for providing short-term videography production services shall be for a period of four (4) months and is expected to commence on September 1, 2024. CIMH reserves the right to terminate the contract, not unreasonably or without vexation, within the contract period by written notification to the successful bidder.

### 1.2 Company Overview

The Caribbean Institute for Meteorology and Hydrology (CIMH) is a training and research organization formed by the amalgamation of the Caribbean Meteorological Institute (CMI) and Caribbean Operational Hydrological Institute (COHI). The Caribbean Meteorological Institute was established in 1967 by the member states of the Caribbean Meteorological Organization (CMO) while the Caribbean Operational Hydrological Institute (COHI) was established in 1982. Even though the two Institutes were amalgamated since the mid 1980's, the organization continued to be known as the Caribbean Meteorological Institute up until September 1999 when the name was officially changed to reflect the dual role of the Institute. Responsibility for the operation of the Institute rests with the sixteen Commonwealth Governments which comprise the CMO.

The role and mission of the CIMH is to improve the meteorological and hydrological services and to assist in promoting the awareness of the benefits of these services for the economic well-being of the CMO countries. This is achieved through training, research and investigations, and the provision of specialized services and advice.

The primary functions of the Institute are to:

- Provide facilities for the training of various categories of meteorological and hydrological personnel
- Operate as a centre of research in meteorology and hydrology and associated sciences
- Operate as contractors and consultants on various meteorological and hydrological projects
- Maintain a service for the upkeep, repair, and calibration of meteorological instruments
- Provide advice to participating governments on meteorological and hydrological matters
- Collect, analyze, and publish meteorological and hydrological data

## 2. Bidder Instructions

### 2.1 General Guidance

This RFP is not an offer to contract. Acceptance of a proposal neither commits CIMH to award a contract to any provider if all requirements stated in this RFP are met, nor limits CIMH's right to negotiate in its best interest. CIMH reserves the right to contract with any provider (or as many providers) as it sees fit. CIMH is not obligated to accept the lowest or any bid and reserves the right to terminate the bid process at any point before the award of a contract without incurring any liability to any of the bidders.

Failure to respond appropriately to any question in this RFP may subject the proposal to disqualification; however, the same is not necessarily true in the event of a failure to meet a qualification or requirement.

All Bidders representation to CIMH whether verbal or written must be factual and will be relied upon by the CIMH in its evaluation to potential providers. CIMH's reliance on the Bidder's represented expertise in this type of transaction shall be incorporated in any and all formal agreements between the parties.

The Proposal returned by the Bidder should represent a complete and comprehensive document able to stand on its own in responding to the needs of CIMH, notwithstanding the fact that some information may have been conveyed during exploratory consultations.

### 2.2 Period of Validity & Timeline

Bids should be valid for at least **90** days following the date of submission as specified below, and this should be stated in the Terms and Conditions section of the response.

Activity	Target Completion Dates
Release of RFP	July 15 <sup>th</sup> , 2024
Bidder Confirmation of intent to bid	July 26 <sup>th</sup> , 2024
Proposals Due	August 2 <sup>nd</sup> , 2024
Bid Opening	August 5 <sup>th</sup> , 2024
Bidder Selection	August 21 <sup>st</sup> , 2024
Contract Negotiations	August 23 <sup>rd</sup> , 2024
Contract Execution	August 28 <sup>th</sup> , 2024
Service Implementation	September 2 <sup>nd</sup> , 2024

### 2.3 Confidentiality / Non-Disclosure

All non-public information of CIMH, in any format, whether of a technical, business or other nature, including, without limitation, any information relating to its operations, plans, know-how, trade secrets, business affairs, customers or suppliers, any information provided by CIMH that has been identified as being proprietary and/or confidential or that by the surrounding circumstances ought to be treated as confidential or any specifications, engineering and other data, software drawings, sketches, blueprints and other documents provided by CIMH (or by any third party at the request of CIMH) to the bidder for the purposes of this RFP shall remain confidential and the bidder shall not use or copy them for any purpose other than the fulfillment of this RFP.

The successful bidder will be required to sign a confidentiality agreement instructing its employees to keep confidential the information concerning the business, its financial affairs, its relations with employees, and creditors, as well as any other information which may or may not be specifically classified as confidential.

The obligations set out in the confidentiality agreement shall survive the expiration or termination of the contract.

### 2.4 Licensing and Permits

Prior to being awarded the Contract, the successful bidder will be required, upon request by CIMH, to furnish evidence of proper licensing and permits for all equipment and personnel to be operated or employed within its premises for the performance of the Work. Where the successful bidder fails to furnish such evidence to the satisfaction of the CIMH within three (3) days of being requested to furnish it, CIMH reserves the right to consider this a factor in its decision to award the Contract.

### 2.5 Language and Currency of Offer

The proposal submitted by the bidder and all correspondence and documents relating to the RFP and proposal shall be written in English. Supporting documents and printed literature may be in another language provided that they are accompanied by an accurate translation of the relevant passages in English. Costs presented in the proposal should be quoted in **Euros**.

### 2.6 Environment

CIMH is committed to minimizing the impact of its activities on the environment and therefore encourages you to take an active role in implementing environmentally sound business practices and producing goods and services that lessen the burden on the environment in their production, use and final disposition.

### 2.7 Safety

The successful bidder will be required to conform to CIMH's safety rules. The site/works will be subjected to safety inspections by CIMH's Safety Manager, and the successful bidder is required to comply with his/her recommendations.

The successful bidder is also required to ensure his/her employees are equipped with the necessary safety equipment, such as hard hats, gloves, hearing protection, clothing, safety footwear etc as is required by CIMH and to ensure that this equipment are used where necessary and /or where dictated by the Safety Manager.

## 2.8 One Bid per Bidder and Alternative Proposal by Bidders

Each Bidder shall submit only one Bid, either individually or as a partner in joint venture. Any Bidder who submits or participates in more than one Bid, will result in all the proposals with the Bidder's participation to be disqualified.

Unless otherwise indicated in this bid document, alternate Bids will not be considered.

## 2.9 Proposal Preparation

- ✓ Soft copies should be prepared using the following applications:
  - Microsoft Word
  - Microsoft Excel
- ✓ The pages must be numbered consecutively, and the subject heading identified in a table of contents.
- ✓ Supporting attachments may be provided in PDF format, where appropriate.

Bidder responses should use the following format:

Section Letter	Section Title	Contents and Deliverables
A.	Table of Contents	(Self-explanatory)
B.	Executive Summary	Top-level summary of the most important aspects of the proposal, containing a concise description of the proposed solution(s).
C.	Corporate Profile & Background	Your corporate profile including the items highlighted in section 6 of this document.
D.	Description of Proposed Solution(s) Pricing:	Refer to the requirements in section 3.3. of this document.
E.	Details on Training	Please provide responses for questions in sections: 3.4 Training
F.	Description of contracts and agreements associated with the proposal	Refer to section 4 of this document.

G.	Corporate References	Refer to section 6 of this document.
H.	Description of the implementation approach recommended for the proposed solution.	Refer to section 7 of this document.

## 2.10 Proposal Submission and RFP Closing

2.10.1 Your response to this document is required no later than the date provided under the **Deadline for Submission of Bids** on page 3 of this document.

2.10.2 Your proposal or any part thereof, once submitted prior to the deadline, becomes the property of CIMH and will not be returned for any reason to the Bidder.

2.10.3 The RFP and the Proposal submitted shall form an addendum to the contract.

## 2.11 Intention to Bid

A provider must notify CIMH of its intention to bid or not to bid by the date specified under 2.2 “**Validity and Timelines**” of this document. Notification should be by e-mail to CIMH contact as above and should include the name, address, e-mail address and telephone numbers of the provider contact.

Any provider who elects not to bid must destroy this RFP and certify to CIMH that this has taken place.

## 2.12 Modifications to RFP

At any time prior to the deadline for submission of proposals, CIMH, for any reason whether on its own initiative or in response to a clarification requested by a bidder, may modify the RFP. Any amendment will be distributed to all bidders who have been selected to respond to the RFP.

To afford bidders reasonable time in which to take the amendment into account when preparing their bids, CIMH may, at its own discretion, extend the deadline for the submission of proposals.

## 2.13 Bidder Question Submission

If a Bidder needs clarification on any aspect of this RFP, questions must be submitted in writing to CIMH contact listed. Such correspondence may be sent to CIMH via e-mail. Responses to all questions from any Bidder(s) will be provided to all Bidders simultaneously.

## 2.14 Late Proposal

Bidders must allow sufficient delivery time to ensure receipt of their proposal by the time specified.

Proposals received after the time specified will not be considered. CIMH wishes to advise respondents that there will be no right of recourse or appeal after a final decision has been made.

### 2.15 Cost Incurred to Develop Proposal

CIMH is not liable for any costs incurred by bidders prior to issuance of a contract or purchase order. CIMH will not be responsible for any expenses, including but not limited to travel, lodging or other out-of-pocket expenses of any provider prior to the execution of a written agreement for services in a form acceptable to CIMH.

### 2.16 Evaluation Process

The proposal will be initially evaluated for responsiveness to the RFP. In evaluating the technical proposals, CIMH will consider any deviations to the RFP including the contractual provisions stipulated in the Contract Clauses identified by the bidder. Any deviation, which in the sole opinion of CIMH renders a bid substantially non-responsive, may result in the bidder's proposal being rejected.

2.16.1 The following criteria will be used to determine the successful Bidder:

Category	Technical Evaluation Criteria Components	Importance Index
Overall Response and Methodology	Understanding of the scope, objectives, and completeness of response.	5%
	Quality of the proposed approach and methodology.	15%
	Quality of proposed implementation plan, i.e., how the Consultant will approach each task, and time-schedules.	15%
Knowledge, Experience and Qualifications	Qualifications and experience of the Consultant.	10%
	Technical expertise: mixed-method research expertise; development communication; design, conduct and analysis of communication studies, preferably in knowledge, attitudes, and behavioural practice; and analysis and report writing.	15%
	Presence and intimate knowledge of the media landscape and cultural norms in Dominica.	10%
Financial Proposal		30%

### 2.17 Rejection of Proposal

CIMH retains the right to reject any or all proposals without providing any reason. Any restrictions on the use of data contained within the proposal must be clearly stated in the proposal itself. All materials submitted regarding this RFP become the property of the CIMH and will not be returned to the bidder.

CIMH reserves the right to enter into discussions and/or negotiations with one or more qualified providers at the same time, if such an action is in the best interest of CIMH.

All Bidders will be formally advised of the final decision when it is made. However, if it becomes apparent during the proposal evaluation that the solution offered is not considered suitable, then the respective bidder will be advised at that time.

#### 2.18 **Acceptance of Proposal**

The contents of the proposal of the successful bidder will become part of the bidder's contractual obligation if acquisition action ensues.

Failure of the successful bidder to accept this obligation in a purchase agreement, purchase order, contract or similar acquisition instrument may result in the cancellation of the award and such bidder may be removed from future solicitations. A submitted proposal in CIMH's possession may be altered provided that the modification is received prior to the submission deadline. The bidder's authorized representative must sign the modification.

CIMH reserves the right to waive formalities and ignore minor irregularities in the proposals received, and to accept any portion or all item proposed, if deemed in the best interest of CIMH.

#### 2.19 **Bidder Demonstrations**

After the proposals are received, Bidders who are top contenders for the final selection may be invited to demonstrate the functionality that they have indicated they can provide. Proposals from bidders who are unable to demonstrate solution functionality that their proposals indicated as being included in their package may be rejected

#### 2.20 **Best and Final Offer**

CIMH reserves the right to request or propose a best and final offer.

#### 2.21 **Formalizing the Contract**

Within 14 business days of receipt of the notification of award from CIMH, the successful bidder shall sign and return the Forms of Contract to CIMH. After the bidder furnishes the executed Forms of Contract together with a performance security if required, CIMH will notify the other bidders that their bids have not been successful.

#### 2.22 **Order of Precedence**

The RFP and the Proposal shall form part of the contract. In the case of conflicts, discrepancies, errors or omissions among the RFP, the Proposal, and the main body of the contract, the documents, and amendments to them shall take precedence and govern in the following order:

1. Main body of the contract and schedules thereto.
2. RFP (including the 'Detailed Requirements'); and
3. Proposal

### **3. Scope and Essentials of the Proposal**

#### **3.1 Solution Overview**

##### **3.1.1 General Scope**

###### **Objectives:**

Under the supervision of the Communications Specialist and the Programme Lead, the contractor is expected to design and undertake a study on the knowledge, attitudes and practices to climate services and related applications within the health sector of Dominica, to quantify the current knowledge, attitudes, and practices. The study should identify the drivers and impediments associated with observed behaviours and inform the development of a country specific communication campaign.

Specific locations and methodology for the study will be decided upon signing of the contract.

The scope of work and expected deliverables will be the following:

##### **3.1.1. An Inception Report/Work Plan**

3.1.1.1. An inception report detailing the approach to be used in the execution of the consultancy. The report should include, but is not limited to, an outline of the details of methodology and sampling plan, implementation plan, work plan, literature review conducted and design for the KAP study.

##### **3.1.2. Media Mapping Report.**

3.1.2.1. Develop a media mapping report identifying traditional media i.e., print, broadcast, and radio and digital media i.e., e-papers, blogs and other notable online media outlets presently operating in Dominica. The report should include, but is not limited to, the names and contact information for editors and senior personnel who write and present news or create content on climate change and the environment.

##### **3.1.3. Research Protocol and Study Instruments**

3.1.3.1. The design of a research protocol and study instruments.

##### **3.1.4. KAP Report**

3.1.4.1. A final report detailing key findings of the study. The report should include country specific background and context, the drivers and bottlenecks associated with the behaviours identified, a mapping and analysis of communication channels, and recommendations.

- 3.1.5. PowerPoint Presentation of Key Study Findings and Recommendations of KAP Study
  - 3.1.5.1. Develop a PowerPoint presentation documenting the main findings of the KAP study and recommendations to be used by CIMH and representatives of the NHMS from the project country.
- 3.1.6. Country Specific Communication Campaign and Implementation Schedule
  - 3.1.6.1. Develop a country-specific communication campaign and implementation schedule based on the results of the KAP study. The campaign should identify key messages, target audiences, communication channels, timelines etc.
- 3.1.7. Review, facilitate, and report on in-country pre-testing of communication products
  - 3.1.7.1. Review communication products to ensure that they are culturally appropriate and audience specific.
  - 3.1.7.2. Facilitate in-country pre-testing of communication products with focus groups.
  - 3.1.7.3. A final report on the focus groups findings.
- 3.1.8. Coordinate and Report on Media, Public Awareness and Visibility Activities
  - 3.1.8.1. In-country coordination of media, public awareness, and visibility activities.
  - 3.1.8.2. Report on media, public awareness, and visibility activities.
- 3.1.9. Media Monitoring Report
  - 3.1.9.1. A media monitoring report for project specific content/coverage detailing and analyzing media coverage, sentiment, and trends.

## 3.2 Specific Proposal Requirements

### 3.2.1 *Authorization*

The proposal should be submitted with a cover letter signed by an authorised representative of the Bidder. It should name the person(s) authorised to negotiate on the supplier's behalf and state their designations.

### 3.2.2 *Clarity and Relevance*

CIMH requires specific responses to the details sought by all sections of this RFP formatted as presented herein for uniformity of assessment. Any format supplied by the Bidder must address the requirements specifically, clearly, and completely for the convenience of CIMH's assessors. Responses of a general nature that are subject to interpretation will not be in the Bidder's interest.

### 3.2.3 *Delivery Time Frame*

The proposal should indicate important time frames such as the projected period between CIMH's order and delivery of the required product or service. In this regard a breakdown of the estimated times for delivery as is, should be stated. Additionally, estimated times for various aspects of required customization (*i.e.*, basic for commencement or extensive) if required, should be given.

### 3.3 **Costs**

#### 3.3.1 **Production Costs**

The cost of the proposal should align directly with Section 4 of the TOR – Deliverables. All aspects of the proposal should be included in the financial submission including:

- Inception Report/Work Plan
- Media Mapping Report
- Research Protocol and Study Instruments
- Final Report on KAP Study
- PowerPoint Presentation of Key Findings and Recommendations of KAP Study
- A Country Specific Communication Campaign and Implementation Schedule
- Review, Facilitate, and Report on In-Country Pre-Testing of Communication Products
- Coordinate and Report on Media, Public Awareness and Visibility Activities
- Media Monitoring Report
- Total price

#### 3.3.2 **Other Cost Requirements**

The proposal must contain a summary of costs with the unit of pricing stated clearly.

The Bidder should list and price the various components clearly indicating the essential as well as optional add-ons.

The payment schedule should be clearly stated.

### 3.4 **Training**

3.4.1 Detail in full your training programs for the users of your solutions and state whether these can be provided at the client's site or online. Please include the minimum amount of time required for training.

3.4.2 Please describe the training documentation you will provide.

## 4. **Contracts and Agreement**

### 4.1 **Contracts and Agreements**

CIMH will issue a Purchase Order to the successful proponent for the scope of services detailed in the request for proposal.

CIMH may issue a Formal Agreement as per Appendix B to the successful proponent for the scope of services detailed in the request for proposal.

## 5. Bidder Background Details

### 5.1 Company Profile

Bidders are requested to provide detailed information on the company, its principals, and the corporate roadmap/vision.

Give the company's profile of resources:

- 5.1.1 People – number of persons and breakdown by broad functional area (e.g., Administration, Customer Support, Training, etc.)
- 5.1.2 Experience profile in terms of:
  - 5.1.2.1 Qualifications of the Bidder to execute the work
  - 5.1.2.2 Developing engaging and impactful video productions
  - 5.1.2.3 working in the development sector producing high quality video productions
- 5.1.3 Major projects handled
- 5.1.4 Major or significant relationships etc.

Bidder Resource Qualification and Experience:

- 5.1.5 Outline the proposed project resource(s) including proposed role and level of expertise.
- 5.1.6 Indicate when you can have your resource(s) available.
- 5.1.7 Describe your approach for replacement of resource(s) assigned should it be deemed unavoidable or necessary by either party.

## 6. Corporate References

Provide references for other companies in this industry and of similar size of CIMH that you have provided similar goods and/or service. Contact information should also be provided with the list of references.

The following information at a minimum should be provided:

### 6.1 Company Contact information

- The reference company's name
- The reference company's address
- The reference company's telephone number
- The name and title of a person who may be contacted at the reference company

### 6.2 References

Please provide contact names and numbers of at least two (3) references, with at least one representing each of the categories below, who would be willing to receive a

telephone call and/or visit from CIMH. We are interested in your clients who have implemented a similar solution within the last 3 years.

CIMH reserves the right to contact these references without prior notification to the Bidder. CIMH also reserves the right to contact any previous or current user of the Bidder's products or services.

### 6.3 Bidder Services & Customer Support

It is expected that at a minimum, the following Bidder services should be provided:

1. Planning
2. Implementation support
3. Training

## 7. Implementation

### 7.1 Implementation Project Schedule

The duration of the consultancy is four (4) months with an expected start date in September 2024. Estimated duration to complete:

No.	Deliverable	Timeline
1.	Inception Report/Work Plan	1 week after start date
2.	Media Mapping Report	1 week after start date
3.	Research Protocol and Study Instruments	2 weeks after start date
4.	KAP Study Final Report	8 weeks after start date
5.	PowerPoint Presentation of Key Findings and Recommendations	8 weeks after start date
6.	A Country Specific Communication Campaign and Implementation Schedule	8 weeks after start date
7.	Review, Facilitate, and Report on In-Country Pre-Testing of Communication Products	12 weeks after start date
8.	Coordinate and Report on Media, Public Awareness and Visibility Activities	16 weeks after start date
9.	Media Monitoring Report	16 weeks after start date

### 7.2 Project Schedule Amendment

CIMH reserves the right to amend and finalize time schedules in the best interest of the CIMH. The finalized project plan will form a part of the final contractual agreement.

### 7.3 Implementation Planning Team

Under the supervision of the Communications Specialist, the Bidder is expected to provide qualified and experienced personnel to execute the scope of works as outlined in Section 3.1.1.

## **8. Appendices**

Appendix A – Proposal Submission Form

Appendix B – Sample Agreement

Appendix C – Reference Form

Appendix D – Terms of Reference (TOR)