**Terms of References**

**Hiring of a Consultant to Review the Helpline (1094) for Women Development Department – Government of Sindh**

**Project Introduction**

Oxfam in Pakistan (OiP) in partnership with MDF are implementing a project ‘Women Leadership in Public Life” improving their access to justice in Districts Sanghar & Sukkur, Sindh recognizing the fact that access to justice is a fundamental right of citizens funded by European Commission. Specific Objective of this project to offers a comprehensive approach to promote and protect women rights in Sindh including their participation and access to decision-making, non-discrimination, equal access, accountability, and access to justice/rule of law and transparency. It is clearly aimed at creating an enabling environment where women can enjoy their rights, have access to basic protection, legal aid and referral services for seeking redress against violation of rights. Additionally, the project is promoting a Rights Based Approach of working of building the capacity of duty bearers (Women Development Department and Sindh Commission on the Status of Women) while at the same time working with Community-Based Organizations that represent women and raise voices to defend their rights – which is a core strength for Oxfam in Pakistan.

**Purpose of the Assignment**

The purpose of the assignment is to have an ‘’Effective Review of Women Development Department’s Helpline 1094.’’ The consultant will undertake an in-depth analysis of the WDD managed Helpline data with the view to improve understanding on barriers the complainants face while registering a complaint. The consultant will review the helpline related data of WDD to develop proposals / suggestions which help callers / complainants in:

* Having an easy access to helpline and WDD’s complaint mechanism
* Seeking response to their complaints and pursue referrals

The consultant will also make proposals / suggestions for WDD in:

* Maintaining records of complaints and their referrals at the WDD
* Developing complaints secrecy policy
* Providing quick responses to the GBV victims
* Informing future policy recommendations
* And making helpline an effective helpline and improving referral systems

The task could be carried out in close consultation with WDD. Through this assignment gaps will be identified, and necessary measures will be proposed, strength-areas will be identified and a plan to improve on strengths will also be chalked out. The helpline will help WDD to increase its jurisdiction to work better throughout the Sindh Province of Pakistan 24/7.

**Scope of the work**

Following are the points which explains the scope of work of the said assignment to review the helpline (1094) be carried out:

**Key Tasks**

1. Convene opening meetings with WDD Directorate Office to review the TORs and introduce the consultant and share the details of supporting documents required to the consultant for the review.
2. Conduct desk review of different documents including written letters sent via post, online complaints, and telephonic complaints.
3. Review available data of the Helpline with a focus on:
* Features of unresolved cases and barriers in seeking justice like barriers in filing a complaint and pursuing a complaint.
* Effectiveness of referral pathways - with reference to identifying gaps, what works well, and what needs to be improved.
* Complaint types disaggregated by sex, age, geographic location, urban/rural, education, disability, married/unmarried etc.
* Nature of resolved cases, including identified facilitating factors and barriers.
1. Design work plan, (key meetings with key personnel in the field).
2. Submit proposed methodology and field plan.
3. Convene meeting (s) to facilitate the consultant throughout the review of helpline 1094 and develop effective helpline mechanism.
4. Review complaint handling mechanisms and referral processes.
5. Locate and provide technical guidance on improvements on currently used indicator framework for helpline complaints’ documentation.
6. Provide policy recommendations for improving helpline services and outreach.
7. Produce qualitative and quantitative report for analysis of helpline (data) available to inform inclusive policy options for multi-sectoral mechanism to prevent and respond to GBV cases.
8. Convene meeting (s) with Chairpersons of Sindh Human Rights Commission (SHRC) & Sindh Commission on the Status of Women (SCSW) to seek support for smooth completion of assignment and gather selected stakeholders’ expert opinion to finalize the document.
9. Organize a consultation meeting at provincial level with participants from MDF/Oxfam/WDD to discuss effective helpline mechanism/model.
10. Organize consultation to share and finalize effective helpline mechanism/model with the same participants who participated in the 1st consultation meeting.
11. Get oriented about the WDD and current developments taken place there.
12. Collect data from Women Development Department (WDD) on the installation of the helpline number at district and provincial levels.

**Work Plan**

Following work plan needs to be followed – as per situation small changes can be made. Before assignment the consultant will submit the proposed methodology and work plan for discussion and approval.

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| **Outputs** | **Timeline (45 days)** | **Comments** |
| **Initial Report:** (this will be submitted before starting the assignment and after meetings with the MDF/Oxfam/WDD officials. These meetings can be virtual or in person. This may cover* Consultant’s introduction, his/her relevance to the work.
* How he/she is going to start the assignment (singularly or with a team) – If a team short introduction of team.
* From where (Karachi or as suggested by MDF/ Oxfam/ WDD officials) the start will be taken.
* Desk review of already existing helpline.
* What are anticipated hurdles?
* What can help significantly?
 | September 05, 2022 | Comments of MDF / Oxfam will be addressed  |
| **Mid-Assessment Report:** (this will be shared when the 50% of the work is done). This may cover * Key findings
* Key challenges
* Key strengths
* Key hurdles
* Key proposals / suggestions
* Presentation to MDF/Oxfam/WDD
 | September 25, 2022 | Comments of the MDF / Oxfam will be addressed.  |
| **Final Assessment Report:** (this will be shared when the work is completed). This may cover * Key findings (what can be helpful for the department to improve its performances and what is affecting it the most)
* Key challenges (what is available and what is not, and how it is affecting)
* Key strengths
* Key hurdles (legal, political, social and environmental aspects be considered)
* Statistical Charts
* Database – analysis of the data
* Key proposals / suggestions
* WDD Staff capacity development plan.
* Effective monitoring of WDD Staff performance
 | October 10, 2022 | Comments of MDF / Oxfam will be addressed.How WDD’s work is associated with other departments (government and non-government) and how it can enhance its coordination as well as make realistic plans).   |
| Presentation to be given to the MDF/OXFAM and WDD officials  | October 14, 2022 | Comments of MDF / Oxfam will be addressedPPT presentation with images of field work  |

**Deliverables:**

* Inception Report
* Initial Draft of SOPs for Helpline (1094)
* Mid-assessment Report
* Qualitative and quantitative reports of the available data of helpline 1094
* Final Draft of Effective Helpline (1094) model with Final report with helpline implementation plan
* Presentation to OiP, WDD and MDF

**Specific Inputs to be Provided by The Funding Authority**

Each deliverable is to be submitted to the funding authority for quality control and validation. Based on the comments and recommendations received, deliverables may need to be updated and finalized prior to formal approval by the funding authority and WDD.

**Required Skills and Competencies**

* More than 5 years of experience in development sector and having advanced knowledge of women rights, gender issues and pro-women laws.
* Advance university degree in social sciences (ample knowledge of Computer Science is additional value) from HEC recognized university or equivalent, with work experience in GBV/VAW prevention and response interventions including in gender related data analysis and research.
* Advanced knowledge of MS Office package and grip on usage of relevant tools.
* Minimum 7 years of experience in gender and statistics
* Expertise in both quantitative and qualitative data analysis
* Proven experience in using statistical software, SPSS or any other related software
* Experience of engaging with government departments and policy makers and demonstrated familiarity of VAW and dynamics in Pakistan.
* Knowledge of working with helplines and prevention and response mechanism for GBV.
* Ability to work with, and review data and develop relevant communication approaches/tools to present findings in user friendly manner.
* Excellent analytical, presentation and writing skills

The firm/consultant will report to the Project Manager MDF and work in close collaboration with other relevant stakeholders.

Contractual arrangements will be detailed in the appointment letter. Payments will be made based on the successful completion of the deliverables listed above, subject to quality control and validation by the Project Manager MDF, other key stakeholders and WDD.

**Proposal Submission Instructions**

The assignment will require the consultant to submit the following:

1. Technical Proposal along with financial proposal (not more than five (5) pages) which reflect value for money. The proposal should provide a deliverable-based workplan as per workdays of the consultant to have clear idea of value of time and cost to each deliverable. The proposal should also elaborate how Safeguarding will be ensured during execution of the designed process. The consultant or team of consultants should establish their capability reference in relation to the desired scope of work as per ToRs, besides merely providing the Resume of the proposed team of consultants or individual consultant.

2. Financial Proposal with costs broken down by the following categories:

1. Training plan /meetings/review work/events
2. Consultancy charges
3. Miscellaneous expenses

**Timeline**

The timeline for this assignment is 45 working days which includes all deliverables.

**Reporting**

The consultant will report to the Project Manager in MDF Pakistan throughout the assignment.

The tentative plan for payment to the consultant would be as follows:

1. 20 % upon signing of the agreement.
2. 30 % upon submission of mid-assessment report.
3. 50 % upon submission of the all deliverables.

**Selection Process and Evaluation Criteria**

All the proposals will be evaluated through a competitive selection process based on the following criteria:

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| **Sr.no** | **Description of Items** | **Evaluation Points** |
|  | Profile and Technical Proposal  | 30 |
|  | Proposed Methodology and work plan | 30 |
|  | Team CVs for the assignment (if necessary) | 20 |
|  | Proposed Budget | 20 |

**Deadline and Procedure for Submission of Proposals**

The deadline for submission of proposals is by or before **August 22, 2022**. Interested consultants should submit the following to **Management and Development Foundation-MDF**

1. Detailed technical proposal in line with the TORs comprising of creative methodology, innovative approach, resume/profile of the applicant, sample work.
2. Itemized financial proposal of the above-mentioned proposal. Please make sure that total budget in the financial quotation is inclusive of all the applicable taxes.
3. Only shortlisted consultants will be contacted.

The technical (including CVs) and financial proposal should be submitted and addressed to, with clearly written assignment name written on top of this document:

**Manager Finance & Administration**

**Management and Development Foundation (MDF)**

**House # B-30, Government, Employees, Cooperating, Housing (G.E.C.H) Society,**

**Near Soneri Bank Qasimabad, Hyderabad, Sindh Pakistan.**

**Landline #: +92-22-265-2290**