

**TERMS OF REFERENCE FOR TWO (2) INDIVIDUAL CONSULTANTS, OR TEAM OF CONSULTANTS**

**TERMS OF REFERENCE FOR INDIVIDUAL INTERNATIONAL CONSULTANT (OR TEAM) FOR DEVELOPMENT OF A DIGITALISED GBV ADMINISTRATIVE/SERVICE DATA FOR GBV PREVENTION AND RESPONSE IN LAO PDR**

Hiring Office:	UNFPA Country Office Lao PDR
Purpose of consultancy:	<p>Lao PDR Country Office is seeking two (2) international consultants, or a team of consultants, to work closely with UNFPA Gender Unit and national counterparts the Lao Women’s Union (LWU), Sub-CAW of the Ministry of Health, and NCAWMC</p> <p>The purpose of this consultancy is to support the development of a digitalised gender-based violence (GBV) administrative/service data system (GBV Administrative Data System) to help GBV service providers, of LWU and MoH, securely and safely collect, store, manage, and share data on GBV service/administrative data, GBV case management and incident monitoring.</p> <p>For government services providing care directly to survivors of GBV, information management systems which ensure the safe and ethical management of highly sensitive service data are a key component in achieving survivor-centered care, and promoting quality, coordinated service provision. These systems should facilitate safe and ethical GBV data collection and sharing in order to support a continuous process of evaluation in the improvement and coordination of services, while providing a set of tools which help service providers to support survivors, in an integrated manner.</p> <p>The <i>National Plan of Action for Preventing and Combating Violence Against Women and Children 2021-2026</i> (EVAW NAP) requires the Government of Laos to create safe and confidential data gathering systems for violence against women and children cases that can be linked between the sectors, with disaggregation on types of violence.</p> <p>The National Plans of Action on EVAW and Gender Equality have integrated the Essential Services Package for Women and Girls Subject to Violence (ESP) of relevant sectors. The ESP is a guidance tool identifying the essential services to be provided to all women and girls who have experienced gender-based violence (GBV), including services that should be provided by the health, social services, police and justice sectors, and encourages all relevant sectors to have a data and information management system that is consistent, secure and accurate, including storing client files, legal and medical reports, and safety plans.</p> <p>UNFPA and LWU have developed a <a href="#"><i>Standard Operating Procedure for the Social Sector: Protection and Support for Women and Girls Subject to Violence in Lao PDR</i></a> (the SOP) pursuant to the National Action Plans and the ESP. The minimum data set and classification of violence outlined in the SOP data form/s align with the globally recognised GBVIMS+ system as far as possible within the parameters of Lao law. The Lao Women’s Union hotline number (#1362) and GBV Health Assistance Hotline (#1527) also have developed data collection tools that align with international standards, whilst grounded in country context.</p> <p>Since 2006, the GBVIMS has been considered the only inter-agency, globally endorsed GBV incident monitoring system built to reflect the principles of the WHO ethical and safety recommendations for researching, documenting and monitoring sexual violence</p>

	<p>in emergencies. Since 2018, Primero/GBVIMS+ - the latest technological advancement on the GBVIMS - has been rolled out to provide a safe, ethical and survivor-centred innovative solution integrating both GBV incident monitoring and case management documentation, as well as numerous functionalities supporting quality care monitoring and supervision. GBVIMS+ has only been piloted with government ownership and roll-out in other countries, and for Lao PDR is considered to be a valuable guiding resource rather than strict compliance.</p> <p>One consultant will build upon existing tools and forms to develop a comprehensive paper-based system to collect incident data, manage individual cases and services (case management) for survivors, as well as aggregate incident monitoring, whilst also facilitating internal compilation within LWU.</p> <p>The second consultant (or team member) will develop the digitalised software system to collect incident data, manage individual cases and services (case management) for survivors, as well as aggregate incident monitoring.</p> <p>In addition, the consultants will develop a training material manual and build capacity of the national counterparts on the GBV Administrative paper-based and software Data System, in collaboration with relevant national counterparts, LWU, NCAWMC and Sub-CAW of the Ministry of Health.</p>
<p>Scope of work: <i>(Description of services, activities, or outputs)</i></p>	<p>The international consultant/s will meet with and take guidance from LWU, NCAWMC and Sub-CAW of the Ministry of health as well as UNFPA colleagues to develop and manage a comprehensive GBV Administrative Data System/Dashboard.</p> <p><b>Consultant 1:</b> <b>Deliverable 1 - Situation Analysis for the GBV Administrative Data System/Dashboard</b></p> <p>To prepare for the development of the GBV Administrative paper-based and software Data System, the international consultant will:</p> <ul style="list-style-type: none"> <li>➤ Undertake a review of international standards, principals and IASC guidelines as well as national laws, policies, protocols and practices to identify existing systems/models on GBV/VAW Information Management Systems among government GBV service providers</li> <li>➤ Participate in and convene consultation and key informant meetings with relevant GBV actors, including UNFPA, LWU, NCAWMC, MoH and other relevant government counterparts that may wish to have a GBV IMS in the future (eg. justice, police sectors)</li> <li>➤ Map existing data systems/IMS/forms in Lao PDR (including in coordination, referrals, social/health/justice/police sectors) including identification of tools, gaps and data sources</li> <li>➤ Submit a Summary Action Plan for development and roll out of the GBV Administrative paper-based and software Data System, including possibilities for integration/alignment with other IMS/data systems/Dashboard in the future, including options and scenarios for roll out.</li> </ul> <p><b>Consultant 1:</b> <b>Deliverable 2 - Develop Paper-based GBV Administrative Data System/Dashboard</b></p>

Under the direct supervision of the UNFPA Gender Unit and LWU, the international consultant will:

1. Develop a paper-based package of the GBV Administrative Data System that includes:
  - Incident reporting form (hotline, telephone, in-person and any other modality)
  - Intake form and Consent Form
  - Classification tool
  - Incident Recorder
  - Interagency data sharing/referrals tools
  - Other relevant resources (eg. information about case management, collection of aggregate statistics etc), including a list of data points (i.e. specific fields of data that will be collected).See <https://www.gbvims.com/gbvims-tools/>
2. Present the paper-based GBV Administrative Data System in a multisectoral consultation with UNFPA and other government counterparts for review and feedback, and where possible explain how these tools maybe digitised in the online iteration.
3. Revise paper-based iteration based on feedback from UNFPA, government counterparts, relevant stakeholders.
4. Present overview of the paper-based GBV Data System/Dashboard for official endorsement.

**Consultant 1:**

**Deliverable 3 - Sensitisation package and session on paper-based system**

1. Develop materials and tools to deliver presentations/training on the paper-based GBV Data System eg. Powerpoints, handouts, pre/post test.
2. Conduct a 2-3 days TOT to build the capacity of “Master Trainers” from LWU, NCAWMC and Sub-CAW of the Ministry of Health in Vientiane Capital
3. Submit a report on the sensitization session.

**Consultant 2:**

**Deliverable 4 - Digitalised GBV Administrative Data Software System/Dashboard**

1. Conduct an assessment to explore capacities for developing, maintaining and using an IMS online platform including the technical capacity, IT infrastructure, maintenance, training, data linkage etc.
2. Develop an open source software system that includes digitalised iterations of the agreed upon paper-based tools listed above, as well as the following additional modules:
  - Case management and incident tracking, including digitalised forms (eg. Case Action Plan, Follow Up form, Closure form, Feedback survey, Referral protocol/agreement).
  - Aggregate statistics
  - And other relevant resources.

	<p>3. Present the digitalised GBV Administrative Data System/Dashboard in a multisectoral consultation with UNFPA and other government counterparts for review and feedback.</p> <p>4. Present the digitalised GBV Administrative Data System/Dashboard for official endorsement.</p> <p>4. The software system will be:</p> <ul style="list-style-type: none"> <li>● Online/offline data collection platform that manages individual cases and services for survivors as well as incident monitoring</li> <li>● Accessible on desktop, tablet and mobile phones</li> <li>● Based in a secure framework with role-based access to respond to the principles of confidentiality, informed consent and “need to know basis”</li> <li>● Survivor/incident data is anonymised so that the confidentiality of survivors is protected (eg. create a coding system)</li> <li>● Has options for flagging, approvals, and referral features</li> <li>● Able to accommodate English and Lao language.</li> </ul> <p><b>Consultant 2:</b></p> <p><b>Deliverable 5 - Training materials package and Capacity building of national counterparts</b></p> <ol style="list-style-type: none"> <li>1. Develop materials and tools to deliver presentations/training on the digital GBV Data System eg. Powerpoints, handouts, pre/post test.</li> <li>2. Conduct technical consultation meeting 3 times on the GBV Data System/Dashboard with technical staff of LWU, NCAWMC and Sub-CAWMC of the Ministry of Health</li> <li>3. Conduct a 3-day TOT to build the capacity of “Master Trainers” from LWU, NCAWMC and Sub-CAW of the Ministry of Health in Vientiane Capital</li> <li>4. Develop User’s Manual for the government to refer to during roll-out.</li> <li>5. Submit a report on the TOT.</li> </ol> <p><b>Consultant 2:</b></p> <p><b>Deliverable 6 - GBV data system/dashboard maintenance and oversight</b></p> <ol style="list-style-type: none"> <li>1. Install digitised GBV Administrative Data System/Dashboard into LWU’s and MoH desktops/laptops</li> <li>2. Conduct training with IT pool of trainers of LWU, MOH and relevant sectors on using and maintaining GBV Administrative Data System/Dashboard</li> <li>3. Provide long term remote service to IT pool of LWU, MoH and relevant sectors on maintaining GBV Administrative Data System/Dashboard</li> </ol>
<p>Duration and working schedule:</p>	<p>The working days for the international consultants is <b>55.5 days</b> in total (Consultant 1 = 16.5 days, Consultant 2 = 39 days). Consultant 1 will work from quarter 1 -2 of 2024 and consultant 2 will start from quarter 2 to quarter 4 of 2024 (the duration of the GBV Data System development and training will be specified based on discussion and requirement of UNFPA and government counterpart).</p> <p>During the consultancy, if additional time is required to complete the assignment beyond the time previously agreed, UNFPA’s written approval will be required.</p>

Place where services are to be delivered:	<p>The international consultants are expected to predominantly perform this work remotely, with regular online consultations (eg. Zoom).</p> <p>Consideration of the consultant to travel to Vientiane to conduct TOT, installation of digitised GBV Administrative Data System/dashboard and training the IT pool of trainers of LWU, MOH and relevant sectors will be discussed, and consultants should be able to travel accordingly if deemed appropriate.</p>														
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	<p>The deliverables will be submitted in electronic form. The exact dates of delivery will be decided in discussion with the selected candidates.</p> <p>Consultant 1 will deliver the following products;</p> <ol style="list-style-type: none"> <li>1. Mapping and Summary Action Plan</li> <li>2. package - Paper-based GBV Administrative Data System/Dashboard</li> <li>3. Sensitisation package and report.</li> </ol> <p>Consultant 2 will deliver the following products:</p> <ol style="list-style-type: none"> <li>4. Digitalised GBV Administrative Data Software System/Dashboard</li> <li>5. Training materials package on the GBV Administrative Data System and report.</li> <li>6. Installation of digitised GBV Administrative Data System/dashboard and training the IT pool of trainers of LWU, MOH and relevant sectors</li> <li>7. Practical User’s Manual for ongoing guidance</li> <li>8. Provide remote service to IT pool of LWU, MoH and relevant sectors on maintaining GBV Administrative Data System/dashboard</li> </ol>														
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	<p>Milestones and timelines for the assignment will be agreed upon at the beginning of the contract and UNFPA will provide periodic follow-up based on the working schedule to ensure timely delivery of the products as well as timely mitigation of any unexpected obstacles.</p> <table border="1" data-bbox="347 1406 1305 2110"> <thead> <tr> <th data-bbox="347 1406 1136 1541">Activities/Tasks</th> <th data-bbox="1136 1406 1305 1541">No of Working days</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="347 1541 1305 1585"><b>Consultant 1</b></td> </tr> <tr> <td data-bbox="347 1585 1136 1675">Review of existing international and national law, guidelines, policies, protocols and materials</td> <td data-bbox="1136 1585 1305 1675">2</td> </tr> <tr> <td data-bbox="347 1675 1136 1774">Develop Mapping and Summary Action Plan</td> <td data-bbox="1136 1675 1305 1774">2</td> </tr> <tr> <td data-bbox="347 1774 1136 1921">Develop the Paper-based GBV Administrative Data System/Dashboard</td> <td data-bbox="1136 1774 1305 1921">5</td> </tr> <tr> <td data-bbox="347 1921 1136 2020">Prepare for, and present at, the consultation</td> <td data-bbox="1136 1921 1305 2020">2</td> </tr> <tr> <td data-bbox="347 2020 1136 2110">Make revisions based on government and UNFPA feedback</td> <td data-bbox="1136 2020 1305 2110">2</td> </tr> </tbody> </table>	Activities/Tasks	No of Working days	<b>Consultant 1</b>		Review of existing international and national law, guidelines, policies, protocols and materials	2	Develop Mapping and Summary Action Plan	2	Develop the Paper-based GBV Administrative Data System/Dashboard	5	Prepare for, and present at, the consultation	2	Make revisions based on government and UNFPA feedback	2
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Develop the Paper-based GBV Administrative Data System/Dashboard	5														
Prepare for, and present at, the consultation	2														
Make revisions based on government and UNFPA feedback	2														

	Prepare for, and deliver, sensitisation session	3
	Submit report on sensitisation session	½
	<b>Consultant 2</b>	
	Conduct assessment of IMS online platform capacities	2
	Draft assessment report	1/2
	Develop the Digitalised GBV Administrative Data System/dashboard software	10
	Preparation for the consultations	1
	Conduct 3 times technical consultation meetings on the GBV Data System with technical staff of LWU, NCAWMC and Sub-CAWMC of the Ministry of Health	3
	Make revisions based on government and UNFPA feedback	1
	Develop the TOT materials, methodologies, tools and activities and prepare for orientation workshop/TOT	2
	Conduct a high-level orientation workshop on the GBV Administrative Data System/dashboard	1
	Conduct a 3-day TOT to build the capacity of GBV Social Service Provider “Master Trainers” in Vientiane Capital to pilot and roll out the GBV Administrative Data System/dashboard	3
	Installation of digitised GBV Administrative Data System/dashboard and training the IT pool of trainers of LWU, MOH and relevant sectors	3
	Draft a report of the capacity building	1/2
	Develop practical User’s Manual for ongoing guidance	2
	Provide long term remote service to IT pool of LWU, MoH and relevant sectors on maintaining GBV Administrative Data System/dashboard	10 from Q2-Q4
	<p>The consultant will have the possibility to organize regular virtual meetings with the UNFPA project management and if necessary, with other relevant stakeholders.</p> <p>During the consultancy, if additional time is required to complete the assignment beyond the time previously agreed, UNFPA’s written approval will be required.</p>	
Supervisory arrangements:	The selected consultant will work under the supervision of UNFPA Lao Gender Lead, Gender Unit and Gender-Based Violence Specialist to update on the progress made, and possible challenges, via email, Whatsapp, zoom or skype.	
Required expertise, qualifications and	<p>The following requirements are applicable to <u>International Consultant 1</u>;</p> <p><b>Education Qualifications required:</b></p> <ul style="list-style-type: none"> <li>● Master’s degree in Gender/GBV Studies, Data and Statistic Studies, Development Studies, Social Sciences or equivalent.</li> </ul>	

competencies,  
including  
language  
requirements:

- Master's degree or bachelor's degree in computer science, information technology, or computer engineering.

**Experience:**

- At least 8 years of professional expertise in one or more field of IMS, data, gender, GBV, human rights, or completion of at least 10 evaluation assignments in international development
- Experience in designing GBV data collection/information management systems
- Proven relevant experience in developing training curriculums, modules and materials on GBV data systems
- Good understanding of the issues of GBV and the system of coordination and referral systems relevant
- Experience with UN or other international organisations supported programmes/projects, and experience with UNFPA an asset

**Competencies:**

- Knowledge and ability to deliver quality work output in high stress or short deadline situations.
- Strong interpersonal skills, ability to coordinate and synchronize work with people of diverse cultural backgrounds, consensus building and team working.
- Demonstrated ability to assess and analyse complex situations in order to determine conclusions and recommendations.
- Excellent facilitation and diplomatic skills with the ability to facilitate mutual understanding and cooperation from senior national stakeholders in a highly political environment.
- Flexible and responsive to changes as part of the review and feedback process.
- Knowledge of Lao culture is an asset.

Language requirements:

- Excellent written and spoken English communication skills.

The following requirements are applicable to International Consultant 2;

**Education Qualifications required:**

- Bachelor of Science in Computer science, software development, Computer Engineering, Information system or other related academic fields.

**Experience:**

- Minimum of 5 years' experience in web-based applications development
- Proven experience in developing software using platforms and frameworks
- Proven experience and knowledge in Programming Languages.
- Proven previous experience in developing compelling data visualizations .
- Experience in working in GBV Information Management Systems or data an asset.
- Good understanding of the issues of GBV and the system of coordination and referral pathways



	<ul style="list-style-type: none"> <li>● Previous experience working with UNFPA or other UN agencies is an asset.</li> </ul> <p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>● Knowledge and ability to deliver quality work output in high stress or short deadline situations.</li> <li>● A certification in programming/software development will be an added advantage</li> <li>● Good knowledge of system development and design principles to analyze user requirements</li> <li>● Strong interpersonal skills, ability to coordinate and synchronize work with people of diverse cultural backgrounds, consensus building and team working.</li> <li>● Flexible and responsive to changes as part of the review and feedback process.</li> <li>● Knowledge of Lao culture is an asset.</li> </ul> <p>Language requirements:</p> <ul style="list-style-type: none"> <li>● Excellent written and spoken English communication skills.</li> </ul>
Inputs / services to be provided by UNFPA or IP	UNFPA will facilitate the communication between the consultants and Lao government, and NCAWMC and LWU will provide guidance and support as required.
Other relevant information or special conditions, if any:	<p>Interested consultants are requested to register into the UNFPA global consultant roster: <a href="https://consultantroster.unfpa.org/web/consultant-roster/faqs">https://consultantroster.unfpa.org/web/consultant-roster/faqs</a></p> <ul style="list-style-type: none"> <li>● The consultant shall complete the following on-line training courses and submit the certificates to UNFPA before signing the ICC</li> </ul> <ol style="list-style-type: none"> <li>1. BSAFE, Link: <a href="https://training.dss.un.org/course/category/6">https://training.dss.un.org/course/category/6</a></li> <li>2. Fraud and Corruption Awareness and Prevention Link: <a href="https://extranet.unfpa.org/Apps/Antifraud/English/story_html5.html">https://extranet.unfpa.org/Apps/Antifraud/English/story_html5.html</a></li> <li>3. PSEA (Prevention of Sexual Exploitation and Abuse) Link: <a href="https://extranet.unfpa.org/Apps/PSEA2017/story_html5.html?lms=1">https://extranet.unfpa.org/Apps/PSEA2017/story_html5.html?lms=1</a></li> </ol>