

## ANNEX 2. TERMS OF REFERENCE FOR INSTITUTIONAL CONTRACT

<b>Reference:</b>	LRPS-2024-9190808
<b>Title:</b>	Online Safety Capacity Development Consultancy for Frontline Workers
<b>Location:</b>	Gauteng with travels to multiple targeted provinces
<b>Duration:</b>	6 months

### Background and Justification

South Africa is a middle-income country more than 30 years into the advent of democracy with remarkable progress to improve the well-being of its citizens. South Africa is recognised for its strong legislative framework and policies, including implementing children's rights as articulated in the Convention on the Rights of the Child, The African Charter on the Rights and Welfare of the Child, enshrined in the Constitution of SA and the Children's Act. South Africa is faced with the triple challenges of enduring poverty, inequality and unemployment, which impact the lives of children. Almost two-thirds of the South African children live below the upper bound of the poverty line with children in rural areas and those living in female-headed households, particularly at risk.

The fast-developing and continuously changing information and communication technology (ICT) environment is reshaping children's lives globally. Now more than ever children are increasingly relying on online and mobile technologies to learn, participate, play, entertain and socialise. The digital age has brought opportunities to children and its use has been amplified by the Covid-19 pandemic. However, despite the many positive opportunities it provides, the internet also increases children's risk of abuse and exploitation and compounds offline risks and negative experiences such as bullying and harassment, exposure to pornographic and other potentially harmful materials, and possible dangerous contacts.

In 2021 UNICEF in partnership with the South Africa government conducted the National Kids Online Study as part of the Disrupting Harm Study to examine the opportunities and risks of ICT within a national context. The study revealed that most children (95.3%) and their parents/caregivers (80.2%) have access to the internet via a mobile device - which brings significant opportunities as well as risks. 70% of children use the internet without parental supervision and 1 in 3 children in South Africa are at risk of online exploitation. Risky online activities included meeting someone face-to-face with whom they met on the internet, actively seeking new friends, adding strangers as friends and sharing photos or videos of themselves with persons they have never met. Yet, many children remain silent about their experiences, with 50.5% of children not telling anyone what happened.

### Scope of Work

Under the supervision of the Child Protection Specialist, the consultancy company will review/adapt a training package developed in the previous phase, which was focusing on online violence prevention and safety measures for children using online platforms. The package will be adopted in the South African context to ensure social and cultural sensitivity and relevance. The developed materials and toolkits will be aligned with the UNICEF's online safety framework as well as international child online safety instruments and national legislation and considering the online platforms available in SA. It will target frontline workers (social workers and educators) who support, work and educate children for prevention and response services.

The consultancy company is expected to review the literature and relevant documents including existing training materials, and then organize validation with government agencies. Develop a training roadmap and provide the training to front-line workers (social workers and educators) within 6 months period. Lastly to develop a data base of those trained with pre and post evaluations to demonstrate knowledge growth and training impact.

Expected Activities and tasks are follows:

**Desk review:** The consultancy institute will conduct a literature review and pursue numerous online research documents, and training materials developed globally and in South Africa to produce relevant training packages for frontline workers.

**Organize a joint consultation** with relevant UNICEF section focal and government counterparts and non-governmental organizations working in the space of child online safety.

**Conduct two FGD interviews** with stakeholders including government officials, and frontline workers that will support the development of training and need assessment.

**Adaptation of the existing package of training materials and toolkits** for the capacity development of frontline workers. The consultant will cover materials for knowledge development on online safety issues including risk, prevention and mitigation strategies, the role of caregivers, and service providers, including appropriate content to promote the safety of children both online and offline. Take initiative for wider sharing with the Government counterparts, CSOs, and networks for final inputs on the content and training package.

**Develop a roadmap for training delivery** for frontline workers within the timeframe, in consultation with line departments.

**Conduct training sessions** with front-line workers according to the training roadmaps.

**Submit to UNICEF compiled reports** to articulate the key progress and challenges and the way forward for future implementation of the training package.

#### Expected Deliverables and Reporting Requirements

Deliverables	Duration (Estimated # of days)	Schedule of Payment
Desk review report submitted	10 days	15%
Adapted training package for frontline workers developed with pre-and post-evaluation and the Training Roadmap	30 days	15%
Training reports for 3,000 social workers and educators including pre- post- assessment comparison	60 days	50%
Final Report with recommendations and way forwards	20 days	20%

#### Desired competencies, technical background and experience

- The lead consultancy should have an advanced University degree in Law, Human Rights, and Social Science, International Relations, Public Policies, Development Studies, Social Work.
- The lead consultancy should have 5 to 8 years' experience within training/capacity development and/ or conducting research in the field of digital platform.
- The team should have a training facilitation and training delivery experiences, experience of training frontline workers is essential.
- Outstanding knowledge on online safety for children including analytical skills, strong ability to analyse data, reports, integrate and summarise information, and data in the digital space.

- Good command of English and excellent writing skills in English, including a demonstrated ability to draft, clear and concise reports.
- Ability to work independently and ensure high-quality deliverables.
- Demonstrated capacity to engage key stakeholders and facilitate workshop dialogue with government officials.
- Demonstrated capacity to carry out the assignment within the time frame.

#### Administrative issues

The consultancy company is expected to support its own IT and communication equipment such as laptops, mobile phones and internet provision.

Transportation budget is allocated in the contract, which can be claimed through invoice with evidence documents (such as receipts).

The transport cost cannot be claimed if the travel is within Gauteng province.

#### Conditions

Under this contract,

- No office space/equipment will be provided by UNICEF
- In the case of travel, chose most economical fare and reimbursement,
- Consultants are eligible to UN DSA rates for subsistence and accommodation.

As per UNICEF DFAM policy, payment is made against approved deliverables. No advance payment is allowed unless in exceptional circumstances against bank guarantee, subject to a maximum of 30 per cent of the total contract value in cases where advance purchases, for example for supplies or travel, may be necessary the team/firm selected will be governed by and subject to UNICEF's General Terms and Conditions for institutional contracts.

#### Technical Evaluation Criteria and Relative Points

Criteria must be included for evaluating the submissions of proposals/bids. See Sample below.

Technical Criteria	Description of Technical Sub-criteria	Maximum Points %
Overall Response	Completeness of response	10
	Overall concord between RFP requirements and proposal	10
Maximum Points		20
Institution & Key Personnel	Range and depth of experience with similar projects	10
	Number of customers, size of projects, number of staff per project	5
	Client references	5
	Key personnel to be assigned: relevant qualifications & experience	10
Maximum Points		30
Proposed Methodology and Approach	Proposed Methodology for this project	10
	Proposed Work Plan to accomplish the Project	10
Maximum Points		20
Total Score for Technical Proposal		70
Minimum Acceptable Score for Technical Proposal		40

**Weights:** 70 % Technical 30 % Financial Offer