

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES  
EXTERNAL CONSULTANCY  
TERMS OF REFERENCE**

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| Title of project: | <b>GBV Fundacion Contra Violencia Relacional (FCVR)</b> |
| Category:         | Consultancy   |
| Location:         | Based in Oranjestad, Aruba                              |
| Effective date:   | 30 November 2024  |
| Payment:          | Per payment schedule                                    |

## **1. GENERAL BACKGROUND**

Aruba is an autonomous, self-governing constituent country of the Kingdom of the Netherlands and is considered a small island development state. The proximity of Aruba to Venezuela, historical cultural and economic ties, as well as higher living standards in Aruba have made the island an important destination for Venezuelans fleeing the humanitarian situation in Venezuela. In addition, Aruba continues to receive individuals from Colombia, and other countries in the region and hosts a significant number of persons as part of the mixed movement flows of which a substantial number of asylum-seekers.

Gender-based violence (GBV) remains a concern in Aruba, for both the host community as well as the forcibly displaced community. Harmful gender norms and stereotypes persist, resulting in incidents of physical, sexual, economic, social, and psychological/emotional abuse. Displaced persons in Aruba are residing primarily undocumented on the island with limited access to services and protection, increasing their vulnerability to further violence, exploitation, and abuse.

UNHCR in collaboration with partners has focused on strengthening the national capacity to prevent and respond to GBV. Efforts have been dedicated to stakeholder engagement, capacity building of key actors, advocacy for the access to services for GBV survivors, and awareness raising among the host community and displaced community.

This consultancy is part of strengthening the capacity of national actors to enhance the prevention, risk mitigation, and response to gender-based violence. The service provider will support the development of key policies, standard operating procedures, and guidelines at Fundacion Contra Violencia Relacional (FCVR). FCVR is a local organization working on gender-based violence, with a majority of cases related to intimate partner violence. FCVR operates a safe shelter for GBV survivors, provides case management services, and mental health and psycho-social support services. Furthermore, FCVR advocates for policy and legal reforms at a national level, as well as providing capacity building training for other stakeholders.

## **2. OVERALL PURPOSE AND SCOPE OF THE SERVICE PROVISION**

Concise and detailed description of activities, including measurable outputs and delivery dates, impact indicators (what qualitative and quantitative results would be achieved upon completion of service provision), quality indicators (timelines, value of the service rendered in relation to the cost, timeliness) and workplan:

The service provider is expected to work closely together with the team of FCVR in reviewing their current policies and procedures, conduct a desk review, draft essential guidelines, standard operating procedures (SOPs), and provide recommendations. The products will be closely reviewed by FCVR and UNHCR.

To this effect, it's envisaged that the company/service provider will:

- Work directly at Fundacion Contra Violencia Relacional to review their current practices and conduct a gap analysis.
- Through a participatory and coordinated process with FCVR draft policies, guidelines, and SOPs to build a strong foundation of FCVR to continue their services safely, timely and effectively.

These include, but are not limited, to:

- GBV Case Management SOPs
- Safe Shelter SOPs
- Data Protection Protocol
- Code of Conduct
- Safety and Security Protocol
- SOPs working with specific groups (e.g. male survivors, LGBTIQ+ community, survivors with disabilities, child survivors, survivors engaged in the exchange and/or selling of sex, survivors with severe mental health concerns, etc.)
- Prevention of Sexual Exploitation and Abuse policy
- Establish/strengthen a functional Complaint and Feedback Mechanism
- Train the staff of FCVR on the development of SOPs, protocols, and guidelines.

### 3. SERVICE DELIVERABLES

The final products (e.g. survey completed, data collected, workshop conducted, research documents produced specify):

**Deliverable 1:** a) Review and gap analysis on policies and procedures at FCVR

**Deliverable 2:**

a) FCVR GBV Case Management SOPs

b) Safe Shelter SOPs

c) SOPs working with specific groups

d) Data protection protocol

e) Safety and security protocol

**Deliverable 3:**

Code of conduct

a) PSEA policy

b) Complaint and Feedback Mechanism

**Deliverable 4:**

a) Final report with recommendations

b) Presenting to the staff at Fundacion Contra Violencia Relacional and UNHCR the SOPs, Protocols and Guidelines developed during the consultancy.

**Monthly report:** The service provider will also send a brief report to UNHCR at the end of each month to report on the prior month, including an overview of the work carried out, challenges, recommendations, and any questions for discussions.

**Potential additional deliverables:** These will be defined based upon the gap analysis.

**Delivery periodicity:** Apart from the monthly reports, the general calendar and time frame will be discussed and agreed upon with the service provider. It is envisioned that it will take approximately 4 – 5 months to produce all deliverables.

#### **4. CONTRACT TERMS AND COMPENSATION:**

This is a project-based consultancy with a fixed compensation for the entire project. Payment will be made upon successful completion of agreed deliverables, as outlined above.

- **10%** at the start of the contract upon submission of a Plan of Action with specific timeframe.
- **40%** upon finalizing deliverables 1-2
- **40%** upon finalizing deliverables 3
- **10%** upon completion of deliverable 4

#### **5. QUALIFICATION AND EXPERIENCE REQUIREMENTS**

- **Service provider(s) area of education**  
Service provider personnel are required to have a University degree in social work, economics, political science, legal or other related studies.
- **Service provider(s) area of experience**
  - At least one previous job/project/consultancy on public policy, social work, human rights, humanitarian sector, gender, GBV and other related areas.
  - Experience in developing guidelines and SOPs desired.
  - Experience in stakeholder management, working with various organizations including governmental entities.
- Must be a registered consultancy firm, officially recognized with the Chamber of Commerce in the firm's country of residence.

#### **6. SKILLS AND COMPETENCIES REQUIREMENTS**

##### **Service provider(s) expected skills**

- Excellent writing skills with the ability to keep an overview of the ongoing processes and deadlines.
- Collaborative work and capable of working independently.
- Good communication skills and capable of supervising team members, giving and receiving constructive feedback from peers.
- Familiarity with data management and security protocols.

## Service provider(s) expected competencies

- High affinity with working on GBV prevention, risk mitigation and response.
- Excellent interpersonal skills.
- Excellent planning and organizing skills.
- Ability to work well under pressure on multiple tasks simultaneously, establish priorities and deliver quality output in a time-efficient manner.
- Excellent drafting skills.
- Excellent stakeholder management skills.
- Fluency in English required; Papiamento, Dutch and Spanish desirable.

## 7. RFQ SUBMISSION

Your quotation shall be received on or before 22 November 2024 in PDF format to [aruor@unhcr.org](mailto:aruor@unhcr.org)

Bidders are required to submit any request for clarification in respect to this RFQ by e-mail to [aruor@unhcr.org](mailto:aruor@unhcr.org)

The deadline for receipt of questions for clarification: 18 of November 2024.

Please note that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 20 Mb so it may be necessary to send more than one e-mail for the whole submission (though it may not be applicable).

Please indicate in the e-mail subject field:

- **'GBV Fundacion Contra Violencia Relacional'**
- Legal name of your organization
- Number of e-mails that are sent (example: 1/2, 2/2)
  - *For example: Consultancy\_FCVR\_001 Company Name (email 1 of 3)*

The quotation submitted by the service provider must be valid at least for **30** days. The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Please find attached in **Annex A on the UNHCR's General Conditions of Contracts for the Provision of Services-2010**, which must be acknowledged by submitting a signed copy together with your offer.

**However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.**

The award of this purchase will be given to the lowest priced offer best meeting the stated requirements.

Service Provider Expected Qualification:

Factors such as:

- Past experience providing services to UNHCR
- Company profile
- Evidence of relevant experience especially with humanitarian organizations in this field
- List or reference for previous services,
- Timelines for delivery,
- Confirm the flexibility in staffing set-up and prioritization,
- Business registration,
- Qualifications of the proposed service provider personnel working on survey, will be considered. Please provide service providers CVs, if available.

In submitting the cost, we propose the following itemized components to be included, in addition to all items that are relevant to your specific modality of work to deliver the required output as explained above:

| <b>Deliverables</b> | <b>Number of Units (eg. # of days, # of pages)</b> | <b>Cost/Unit</b> | <b>Total Cost</b> |
|---------------------|--|------------------|-------------------|
| Deliverable 1-2     |  |                  |                   |
| Deliverable 3       |  |                  |                   |
| Deliverable 4       |  |                  |                   |

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

Thank you for your kind attention.

**Contact Focal Points (FCVR and UNHCR):**

FCVR Project Focal Point: Fundacion Contra Violencia Relacional (FCVR)

Name: Ms. Cinthia Quant

Title: Project Manager

UNHCR Focal Point: UNHCR Aruba & Curacao

Name: Irene van Rij  
Title: Head of Office, UNHCR