

ANNEX 2. TERMS OF REFERENCE FOR INSTITUTIONAL CONTRACT

Reference: LRPS-2024-9189644

Title: Development of the Model of National Response Strategy for online Safety for children

Location: Pretoria, South Africa

Duration: 8 months

Background and Justification

South Africa is a middle-income country more than 27 years into the advent of democracy with remarkable progress to improve the well-being of its citizens. South Africa is recognized 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 socialize. 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 SA there are pockets of online projects that require coordination and synergy to ensure a meaningful impact on the safety of children online. Furthermore, the National Study on the online safety of children in South Africa conducted in 2018 by UNISA Bureau of Market Research (BMR) highlighted the importance of strengthening coordination for effective utilization of resources across the country. Additionally, the launch of the Disrupting Harm Report for South Africa country in 2022, clearly indicated the need to develop the model of national response in the country as the strategy that would close the gaps towards the prevention of online sexual exploitation of children.

Scope of Work

The objective of the consultancy is to contextualize the Model of National Response¹ strategy for the Government of South Africa and to support the approval process of this key document in line with the programme proposal to the Safe Online (formerly known as the Global Partnership to End Violence Against Children). This work is in line with signed Annual Workplan of UNICEF South Africa under output 4.1. Government, civil society and communities are mobilized against abuse, neglect and violence against children.

¹ <https://www.weprotect.org/model-national-response/>

The successful consultancy company will first provide an inception report, articulating the methods, timeline and deliverables based on the ToR. Desk review will be conducted to understand the level of online violence prevention and response interventions in the country, including current government policies, legislation, strategies, response interventions and conduct consultation sessions with key informants to ensure responsiveness of this strategy as well as implementation processes for online sexual violence and exploitation of children. The contractor will also develop the implementation plan to the effect. The final document should be field tested with children themselves. The consultation/ field testing with children can be conducted in coordination with DSD as the lead department in this regard and the final version of the MNR strategy will be supported by the child friendly version thereof. The contractor will finally develop presentations for both duty bearers and children in an effort to create tools for popularising this strategy.

Expected Deliverables and Reporting Requirements

The successful service provider is expected to produce the below deliverables:

1. An inception report, outlining the methodology of their work and workplan based on the ToR
2. Desk review report, following the literature review and desk review of existing materials on online violence already developed in the country, review the research pieces in the country (and the Disrupting Harm Report for South Africa) identify all key aspects in line with six pillars of the MNR framework developed by the global partners.
3. Draft MNR strategy for South Africa, based on the global MNR framework
4. Draft the MNR implementation plan for South Africa
5. Consultation report, following the consultation and field test of the two documents with children between 12 to 18 years as well as with duty bearers for their validation
6. Final MNR Strategy for South Africa and its Implementation Plan, both endorsed by stakeholders who are critical in its implementation including government departments, children and CSOs as well as online service providers (such as mobile network, internet and social media network providers) and caregivers.
7. Two workshop reports following the presentation of the documents with relevant government officials
8. Final report submitted to both UNICEF and government and all other supporting documents and reports submitted earlier (as a compendium of documents) for handover of the project.

| Deliverables | Duration (Estimated # of days) | Payment % |
|---|--------------------------------------|--------------|
| Develop and present inception report with clear methodology, workplan based on the ToR | 10 days | 10% |
| Background report submitted based on the literature review | 20 days | 10 % |
| Draft MNR Strategy and implementation plan | 20 days | 15 % |
| Consultation reports submitted, for both duty bearers and children | 60 days | 20 % |
| Final submission of MNR strategy and plan printed copies | 20 days | 20 % |
| Two workshops for validation and popularization (stakeholders and children) and reports | 60 days | 15 % |
| Submission of all records and reports for handover | 30 days | 10 % |

Desired competencies, technical background and experience

The consulting team should have:

- * a proven record of experience in developing desk reviews and research, development of national documents and reports/ materials for the government including illustrations, cartoons and other child friendly visual aids.
- * Knowledge and experience of working in the field of online violence / online safety for children
- * Knowledge and experience in social behaviour change programme among children is a value add.
- * Full display of efficiency and ability to engage on a broader level with multiplicity of stakeholders
- * Good track record and competency in delivering results.

Administrative issues

- * The consultancy team/ contractor is expected to work from their respective homes or their office, and necessary devices to design the product should be provided by the contracting firm.
- * The consultancy team is expected to liaise with the focal person in UNICEF South Africa office closely, and to join the coordination meeting with the DSD and the Online Safety steering committee that will lead and oversee the implementation in the country under the guidance of DSD
- * The travel costs required for the consultation with other stakeholders in the country including children should be included in the quote.
- * The final products should be in full layout and be in English language and should also be included in the quote.
- * Three printed copies and the soft version should be handed over to UNICEF and DSD(This should include the child friendly versions)

Conditions

As per UNICEF DFAM policy, payment is made against approved deliverables only. 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 TOR must mention that 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

| Technical Criteria | Description of Technical Sub-criteria | Maximum Points % |
|---|--|------------------|
| Overall Response | Completeness of response | 5 |
| | Overall concord between RFP requirements and proposal | 5 |
| Maximum Points | | 10 |
| Institution & Key Personnel | Range and depth of experience with similar projects | 15 |
| | Number of customers, size of projects, number of staff per project | 5 |
| | Client references | 10 |
| | Key personnel to be assigned: relevant qualifications and experience | 10 |
| Maximum Points | | 40 |
| 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: we weigh 70 % Technical vs. 30% Financial Offer