

***Terms of References – 6.9 Providing an innovative digital solution for disseminating messages of social behaviour change (PIDSDMSB)***

**I. ToR Expectation**

The Adventist Development and Relief Agency (ADRA) is a global humanitarian organization with a mission to work with people in poverty and distress to create just and positive change. ADRA Mozambique belongs to the worldwide ADRA network, comprised of over 120 supporting and implementing country offices. ADRA has four core sectors; (i) Sustainable Livelihood, (ii) Health, Nutrition and WASH, (iii) Education, and (iv) Emergency Management.

In November 2022 European Union awarded a three-year grant to a consortium led by ADRA Mozambique, include NLR and LIVANINGO as partners and, this grant will be implemented in partnership with ADRA Austria.

This ToR aims to appoint research consultants/consulting firm with a proven track record in providing an innovative digital solution for disseminating messages of social behaviour change in Zambézia Province. This assignment will be used to meet the project goals of the project whose general objective is to provide Women, Young People and People living with disability (including those affected by leprosy, konzo, phyllaries and other Neglected Tropical Diseases ) to enhance their capacity to claim and influence the provision of local public services, to be adopted and respected, to be visible and actively involved in social and economic processes and represented in public decision-making spaces at district level, provincial and national. This assignment will be used in Zambézia province, namely Mocuba, Ile and Lugela districts, for a three-year project, titled: **Advancing Inclusion and Resilience**. The consultants/ consulting firm will work for ADRA Mozambique in close coordination with ADRA Austria and must work on the agreed conduct.

**2. Target Audience**

The assignment will target Women, Young People and People living with disability including those affected by leprosy, konzo, phyllaries and other Neglected Tropical Diseases (NTD) in Zambézia province namely Mocuba, Ile and Lugela districts.

**3. Project and study background and objective**

Specifically, the project aims to achieve:

1. **Result 1:** The social structures of the community of women, youth and people with disabilities are empowered and operate effectively in carrying out social audits in defense of the interests of its members and communities;
2. **Result 2:** Enhanced social structures and community members with powers to generate income to support their operation and needs;

3. **Result3:** Improvement of inclusive community-based health and education services for People with Disabilities.

**4. Purpose of the assignment:**

- To provide an innovative and interactive digital platform that can be accessed free by beneficiaries for 90 days to be used by 4965 beneficiaries
- To design and launch IVR bulk message for the purpose of sharing information on rights of women, youth and people those affected by leprosy, konzo, phyllaries and other Neglected Tropical Diseases (NTD) to 4965 beneficiaries
- To disseminate messages IVR bulk messages about rights of women, youth and persons with disabilities including those affected by leprosy, konzo, phyllaries and other Neglected Tropical Diseases (NTD) in Portuguese and local languages for 90 days to 4965 beneficiaries

**5. Methodology**

The consultant will be responsible for designing the methodology that will be shared, reviewed and approved by the evaluation manager at ADRA. It is the consultant’s responsibility for and carrying out the overall assessment, with guidance from the program staff at ADRA Austria and ADRA Mozambique and will also collaborate with local partners.

The consultant is responsible for the list of resources (staff, tools and equipment) required during assignment implementation

	<b>Task</b>	<b>Date</b>	<b>Responsible</b>	<b>Location</b>
01	Sign contract	28.07.2023	ADRA Moz	
02	Orientation with ADRA – Protocols and existing information	31.07. 2023	ADRA Moz & Consultant	Online
03	Inception report	03.08. 2023	Consultant	Online
04	Hosting of content creation workshop	07.08. 2023	Consultant under ADRA supervision	To agree with Consultant
05	Development of messages in English	14.08. 2023	Consultant	To agree with Consultant
06	Feedback from ADRA	18.08. 2023	Consultant	To agree with Consultant
07	Translation of messages to local languages	25.08. 2023	Consultant/ ADRA supervision	To agree with Consultant
08	Submission of English and local language messages to ADRA for approval	14.08. 2023	Consultant	Online To agree with Consultant
09	Submission of Final report	18.08. 2023	ADRA	Online To agree with Consultant

10	Commencement of message sharing for 90days	21.08. 2023	Consultant	Online To agree with Consultant
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## 6. Deliverables

The consultant will be responsible for leading the assignment implementation, under ADRA supervision and its regular contributions through a collaborative process. The consultant will incorporate feedback from the ADRA review team throughout the implementation process, including responding to and incorporating comments. The consultant will ultimately produce a report in line with the quality requirements needed.

The following documents must be submitted:

- An **Inception Report and Detailed Work Plan in English** explaining the team's understanding of the ToR, the general approach to the assignment, the methodology to be used (approach, tools, means, coordination) as well as a work plan and schedule of the assessment. The Inception Report must be approved by ADRA before the next steps of the task can take place.
- A **Final Report** in English and Portuguese which addresses the consultancy's purpose and above-mentioned deliverables.

## 7. General Data Protection Regulation

All documents and data collected are to be treated confidentially and, in the case of personal data, in accordance with the provisions of data protection law (in particular the EU General Data Protection Regulation and the Federal Data Protection Act) and are to be used exclusively for the evaluation. Interviews are always anonymized. No later than one year after the completion of an evaluation, the contractor shall destroy the data and documents permanently and in accordance with data protection law.

Additionally, ADRA requires that the datasets that are compiled or used in the process are submitted to ADRA when the assignment is completed. Data must be disaggregated by gender, age and other relevant diversity, in line with this ToR and the Log Frame of the project.

## 8. Payment Schedule

Payments will be delivery-based. Any deliverable not meeting the required specifications will have to be reworked and resubmitted at no additional cost to ADRA. The proposed payment schedule for this assignment is a 40% payment at the beginning of the assignment, after submission of inception report and 60% of the payment upon submission and approval of the assignment report with all the indicated satisfactory deliverables shared and agreed upon.

In case of satisfactory completion of the work there might be an option for follow-up contracts for any future similar assignments.

## 9. Qualifications

We expect that the potential candidates should be whether individuals or companies, however, we encourage companies with proven experience in the related matters.

- MSc or PhD Academic qualification in the related discipline;
- Expertise on info-technology and analysis;
- Minimum of 10 years of relevant professional and technical expertise in info-technology in Mozambique, with an adequate understanding of the landscape in the North region;
- Proven ability to execute the assignment expectations;
- Track record of facilitating focus groups;
- Experience with using digital platforms for disseminating key messages
- Experience or familiarity with friendly environmentally projects;
- Language skills: Portuguese and English essential. Speaking local languages (Macua) will be an advantage;
- The consultant must adhere to humanitarian principles, ADRA Protection Policy, and ethical values of ADRA.

## 10. Selection Criteria

In addition to the quality of the content of the offer, the total price and scope of the services offered, previous experience of the services offered, previous experience, references, and target group orientation are also considered. The following evaluation basis is available for this:

- Presentation of experience (incl. references) in the implementation of comparable proposals (30%)
- Concept sketch with a first method proposal and work plan (40%)
- Qualification of the team (30%)

For the evaluation of the proposals, the indicative method will be used. The proposals will be ranked using the formula below to determine the proposal with the best value for money. The contract will be awarded to the bidder with the best value for money.

Formula: Ratio Z= Total Technical Points (TP) / Quoted Price (P).

## 11. How to apply

Qualified candidates are kindly requested to submit their application by email in English language to [applications@adramozambique.org](mailto:applications@adramozambique.org). Please use “AVIR Zambezia 6.9 PIDSDMSB” as subject line of your email.

The application should include:

- A cover letter addressing the selection criteria above;
- Applicant's CV, highlighting experience relevant to this baseline study, with contact details of at least two references from recent employers or clients;
- Specific roles and responsibilities of the team leader, supervisory chain and other core members of the evaluation team;
- Technical proposal illustrating the applicant's understanding of the ToR and potential detailed plan of action for work with schedule of key activities preferably in a format of a Gantt chart;
- Financial proposal: Cost estimates for services rendered including daily consultancy fees and logistic cost of work.

**Application deadline: July 25, 2023**