Terms of Reference (ToR)

Consultancy: Integrating People with Disabilities

Project Title:

Activating the Role of Young People in Public Services Through Social Accountability

Project Implementation Period:

March 2023 – May 2024

Project Funded by:

 Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

Implemented by:

CARE Egypt Foundation for Development (CEF)

# **CARE Egypt Foundation:**

CARE Egypt Foundation, previously known as CARE International, has been operating in Egypt since 1954. The organization’s programming aims to help communities living in poverty meet basic needs, improve their social positions and cope with their challenging environments in ways that are sustainable and empowering.

Underpinning all of CARE’s work is a commitment to strengthening local civil society, promoting human rights and addressing the underlying causes of poverty and injustice, such as poor governance, gender inequity, economic and social exclusion and conflict. CARE places special emphasis on investing in women and girls because its experience shows that their involvement invariably brings long-term benefits to families and communities. CARE Egypt focuses on four main programs: Women’s Rights, Governance and Civic Engagement, Education, and Agriculture and Natural Resources.

**For further information, please visit our website:** [www.care.org.eg](http://www.care.org.eg)

# **Women’s Rights Program Brief:**

The Women’s Rights (WR) Program is designed to empower poor and marginalized women in Egypt who suffer from rights’ violation. Its impact goal is: By 2025, poor women in Egypt especially in Upper Egypt are empowered and enjoying a better quality of life, having attained their rights. In order to achieve this goal, the program works with both the duty bearers in government and civil society, as well as rights bearers, women themselves, to address discriminatory attitudes and behavior towards women and girls.

The WR program works with the duty bearers to support their role to protect and uphold the rights of women, and also with the women to encourage them to understand voice and demand their rightful entitlements. The program works on three domains (agency, relations and structure) in order to empower poor women in Egypt to gain their rights. Through the focus on agency, women’s self-esteem and confidence are built, and women have increased financial independence to fulfill their potential as productive and income-earning members of their households and society. In addition, when power relations (families) are gender sensitive whilst tackling all forms of gender-based violence (GBV) within and outside the household, and when structures (social norms or laws) particularly in the area of personal status, domestic violence are reformed, passed and implemented, gender equality can be achieved.

The program has three themes, which are:

1. Tackling Gender-based Violence (GBV)

2. Women’s Social and Economic Empowerment

3. Engaging Men and Boys (EMB)

# **Project Brief**

# The goal of the project, activating the role of young people in public services through social accountability, is to promote social participation and achieve gender equity by facilitating access to public services through dialogue between health service providers and recipients. It aims to engage male and female youth as well as people with disabilities (PWDs) in the local decision-making process. CARE Egypt is focused on increasing the impact of youth in service provision to improve overall health outcomes. To achieve this, the project will utilize knowledge and materials from official bodies such as research centers, ministries, and relevant authorities.

# The project will be implemented in Assiut and Sohag with a specific focus on enhancing heatlh services provided by the local health unit with a focus on sexual and reproductive health services. It will employ a social accountability methodology and a participatory approach, using tools like the gender-responsive Citizen's Charter that is inclusive of PWD. Gender equity will be promoted throughout the interventions, incorporating the gender integration and mainstreaming index based on the gender equality framework (Agency, Relationship, and Structures). Stakeholders and power imbalances will be analyzed to bridge gaps and address gender imbalances within relationships.

# The methodology aims to develop a concise document in consultation with health service providers and service recipients. This document will outline service evaluation criteria and methods, providing citizens with necessary information about the services provided by governmental bodies. Additionally, it will regulate communication channels between service recipients and providers, seeking their opinions on service quality and methods of improvement. The project will also establish a grievance system to build trust between the parties involved and involve Civil Society Organizations (CSOs), youth groups, and service providers in its implementation.

**The main goal of the project is:**

# Strengthening the social engagement of male/female youth and PWDs and achieving gender equality for the services offered by the health units by supporting the channels of dialogue between service providers and recipients; to facilitate the reach of general services to the marginalized groups, particularly young men and women and PWDs, as well as their integration in decision-making.

**The three outcomes of the project are:**

1. Organized civil and youth society that is well-informed and has the ability to engage with influencers in decision-making formally and informally.
2. Efficient mechanisms for engagement in decision-making between service providers and recipients (particularly male and female youth and PWDs).
3. Decision-makers more responsive to the needs of male/female youth and PWDs, and subject to the principles of accountability and transparency.

# **Target beneficiaries:**

The project is expected to achieve the following targets:

**Disaggregation**: Youth are individuals within the age range of 15 to 29 years. 50% males, 50% females, and **20% of the youth will be people with disabilities**.

|  |  |
| --- | --- |
| **Governorate** | **Target** |
| Assiut | 80 youth + 20 service providers + 100 community members  |
| Sohag | 80 youth + 20 service providers + 100 community members |
| **Grand total** | 160 youth + 40 service providers + 200 community members |

# **Overview of the Consultancy**

# CEF is seeking a qualified and dedicated consultant/team to conduct a thorough process documentation and analysis of the dynamics of the production of the citizen charters in each of the four communities in Assiut and Sohag. The consultant will be in charge of working with the project beneficiaries, subgrantees, other professionals and project team members to create a report including the overall process, obstacles, lessons learned and successful steps taken to finalize the citizen charters. This will support the successful replication of the project in other communities when needed.

# **Specific Tasks of the Consultant Firm**

1. **Inception:**

The consultant will go through the project materials and meet with the project team to understand where the project stands and the steps taken so far.

1. **Designing tools / materials:**

The consultant will be responsible for developing a comprehensive methodology and tools to be used in the process documentation.

1. **Fieldwork:**

The consultant will visit the working groups in the four communities in Assiut and Sohag to observe and gather the required data for the process documentation.

1. **Reporting:**

The consultant will analyze the data collected and compile the process in a report/manual.

1. **Collaborating and communicating with team and project stakeholders:**

The consultant should maintain regular communication with the project team, provide progress updates, and promptly report any issues or challenges encountered during the whole process. They should actively collaborate with the project team to ensure the successful implementation of the assignment and integration into the overall project framework.

The consultant will also work closely with project stakeholders, such as local organizations (subgrantees) and project beneficiaries/participants including service providers and government officials, to ensure alignment of the assignment objectives with the project goals. Regular communication and coordination with the project team will be essential to address any concerns, provide updates, and seek input throughout the assignment.

1. **Adhering to ethical guidelines:**

The project is promoting inclusivity among vulnerable populations, especially youth and individuals with disabilities. The consultant must uphold ethical standards in all aspects of the consultancy, including ensuring participant confidentiality and safeguarding participants' rights.

**Key Outputs and Deliverables:**

The consultant will report progress regularly to the CARE focal point. It is expected that consultant submit reports as follow:

* Draft methodology/tools: Consultant will have a meeting with CARE project team to understand the project and review required documents such as project proposal, logical framework, training materials on other components of the project etc.
After that, the consultant will submit and present the draft of the methodology and tools to CARE team.
* Progress report: Regular updates and check-ins will be needed to ensure the smooth finalization of the assighment.
* Draft manual/report: Upon the completion of the fieldwork, the consultant will compile all data and observations and submit a draft of the report.
* Final report: After receiving feedback on the draft report, the consultant will make the final amends and submit the report to the project team.

# **Consultant’s Qualifications:**

*Technical Requirements*

* Solid experience working in process documentation.
* Experience working in the fields of gender equality and youth engagement and empowerment.
* Experience in designing tools and writing reports/manuals.
* Working experience with international organizations.
* Demonstrated writing and oral communication skills in Arabic and English.
* Ability to establish priorities in a time-sensitive environment and meet deadlines with strong attention to detail and quality.
* Specific expertise in fieldwork in Egypt and specifically Upper Egypt.
* Experience dealing with local governmental entities and public service providers.

# **Core Competencies Required**

1. **Situation Awareness**
* Be familiar with existing relevant sectoral programming in Egypt.
* Be aware of context, humanitarian situation and cultural practices in target communities.
1. **Design and Writing**
	* Designing tools
	* Report writing
2. **Key Internal Contacts**
	* CARE Women’s Rights Team.
3. **Reporting lines**
	* Reports to Initiative/Project Manager.
4. **Core Competencies**
* **People Skills:** Ability to work independently and as a team player who demonstrates leadership skills.
* **Communication Skills**: Well-developed written and oral communication skills. Able to communicate clearly and sensitively with internal and external stakeholders as a representative of CEF. This includes effective negotiation and representation skills.
	1. *Integrity:* Works with trustworthiness and integrity and has a clear commitment to CEF’s core values and humanitarian principles.
	2. *Resilience/Adaptability and flexibility*: Ability to operate effectively under extreme circumstances including stress, high security risks and harsh living conditions. Works and lives with a flexible, adaptable, and resilient manner.
	3. *Awareness and sensitivity of self and others*: Demonstrates awareness and sensitivity to gender and diversity. Have experience and the ability to live and work in diverse cultural contexts in a culturally appropriate manner. Has a capacity to make accurate self-assessment particularly in high stress and high security contexts.
	4. *Work style:* Is well-planned and organized even within a fluid working environment and has a capacity for initiative and decision making with competent analytical and problem-solving skills. Working with very tight deadlines.
	5. *Knowledge and skills:* knowledge of CARE policies and procedures, International Codes of Conduct. Requires general finance, administration, information management and telecommunication skills and proficiency in information technology/ computer skills.

# **Assessment Phasing & Time Schedule:**

A total of **10-15 work days** is foreseen for this assignment, including planning, inception, training, and reporting.

**Execution of Assignment:**

Consultancy start and end date: From **1 March 2024** to **30 April 2024** (Dates are tentative. Subject to change).

The below division of days is not binding and can be amended according to the discussion between the project team and the consultant.

|  |  |
| --- | --- |
| **Time Schedule for Impact Assessment Study** | **Work Days (after contracting)** |
| 1-3 | 4-10 | 11-15 |
| **Planning and development** |  |  |  |
| **Fieldwork** |  |  |  |
| **Reporting** |  |  |  |

# **Conditions of Implementation:**

Interested applicants should submit the following documents in their offers:

1. **Technical Proposal:**
2. A brief statement in understanding of the assignment, and general approach to it.
3. A brief description of the methodology proposed to be used in the assignment.
4. A capabilities statement of the consultant organization and/or brief description of relevant (similar) consultancies that would qualify for this assignment. This statement should be included as a separate annex, in addition to the five-page proposal.
5. A work sample of a previous training assignment with a similar scope
6. Consultant CV
7. It should indicate a complete list of deliverables and a proposed timeframe.
8. **Financial Proposal:**
	1. The financial proposal should include a breakdown of the cost elements to assist in determining the rationale of the given rates. CARE will withhold applicable taxes and deposit the funds with the applicable for tax authorities under this agreement.
	2. Consultant MUST be able to provide tax invoices.

**The evaluation will be based on the following criteria according to the submitted documents:**

|  |  |
| --- | --- |
| **Evaluation type** | **Percentage** |
| Qualifications  | 10% |
| Service proposed / Technical plan | 35% |
| Experience (CV/ profile should be included) | 20% |
| Timeframe & commitment | 10% |
| Financial Evaluation | 25% |

*P.S. applications rated less than 40% in the technical evaluation will be excluded.*

**Payment Schedule:**

All payment should be linked with deliverables and will be settled against tax invoices.