

**TERMS OF REFERENCE FOR CONSULTANCY FOR THE
DOCUMENTATION OF LIFELINE/CHILDLINE ZAMBIA SUCCESS
STORIES OF THE SIDA-CSO PROJECT AT BENEFICIARY LEVEL
2017-2021**

1.0 PURPOSE

The main objective of the assignment is to document Lifeline/Childline Zambia's achievements and success stories in print, photography, audio and video as told by the beneficiaries of its services in the context of the SIDA- CSO Project. The outputs from the case studies shall highlight the achievements registered by Lifeline/Childline Zambia during the last five years of operation. The outputs will be shared with various target groups that include stakeholders, current donors and potential donors to showcase the impact of the organization implementation trajectory in Katete, Kapiri Mposhi, Choma and Lufwaynama districts and to mobilize more resources to fund its ever-growing operations in Zambia. In a nutshell, the assignment seeks to determine the project's success and impact.

2.0 BACKGROUND

Lifeline/Childline Zambia has been implementing the SIDA funded project (Civil Society Strengthening Project-Sida CSo 2017-2021), under the Child Protection theme. The goal of the project is to ensure that Civil society actors including children influence government at National and Local levels to put in place structures and systems to prevent and respond to child protection issues in Zambia. Lifeline/Childline Zambia has been implementing Child protection activities ensuring capacity building and strengthening of local civil society organizations to advocate against violence against children (VAC), promote child safeguarding issues, strengthen the coordination of active child protection referral mechanisms at district and community levels and empowerment of children and their caregivers in the prevention of, reporting and responding to all forms of violence against children, girls and women in particular. The five-year project whose focus is to ensure that Civil society actors including children influence government at national and local levels to put in places structures and systems to prevent and respond to child protection issues in Zambia is implemented in four districts of Zambia namely; Katete, Choma, Kapiri Mposhi and Lufwaynama.

The implementation of activities is spearheaded and supported by District and Community child protection committee structures formulated and adopted in the four project sites(Kapiri Mposhi, Lufwanyama, Katete and Chadiza) influencing positive change among beneficiaries and local community actors who include(traditional leaders, teachers, parents) and other Government key stakeholders such as (Ministry of education, Department of social welfare etc) Lifeline’s main strengths include flexibility and innovation in program design and implementation, evidence-based programming and commitment to culturally relevant approaches. While Lifeline’s initial mandate was focused on strengthening and enhancing child protection referral systems using the toll- free lines(116 ChildLine and 933 Gender based violence helplines) , the organization has expanded its activities across the projects cross- cutting issues such as climate change and Gender mainstreaming etc. Under the Sida funding, Lifeline/Childline has undergone organisation capacity development. A project aimed at providing technical support, Organizational capacity building and child protection case management services to internal and external organizational staff, community child protection structures, community beneficiaries such as children, parents, teachers and district child protection committees in order to strengthen the Child Helpline as a referral mechanism as part of the Child Protection system. Headquartered in Lusaka, Zambia, Lifeline/ Childline Zambia is a hybrid organization with an international affiliation to the Child helplines world-wide. Lifeline/Childline Zambia is a unique organization due to the telephone psychosocial counselling service it provides for children and their care takers 24 hours a day/ 7 days a week on all network providers and these are; (MTN. Airtel and Zamtel) for free. The organization has been responding to children’s voices for over 17 years now; ensuring that all children are protected from all forms of violence and ill-treatment in their everyday life.

3.0 SCOPE OF PROJECT

Lifeline/Childline Zambia is seeking the services of consultant(s) to document the programmes achievements through case/success stories in print, photography, and video/audio (documentary) to showcase the impact of the project through district and community-led interventions. Lifeline/Childline Zambia has been implementing in Katete, Choma, Lufwanyama and Kapiri Mposhi districts. The documentation will cover the various programmes of child protection and Child safeguarding including Community child protection referral Systems Strengthening, documentation of legal child protection frameworks at district level advocating for children's rights, Gender based violence awareness and sensitization programmes conducted in the past and during survivor referrals and support, direct child related psychosocial support Services, empowerment of children and their caregivers on violence against children (VAC) through school and community awareness programs. The achievements to be documented should be told by the beneficiaries of the services. The outputs from the success stories shall highlight the achievements registered by Lifeline/Childline Zambia in the last five years of the SIDA-CSO project implementation.

4.0 The specific objectives of this exercise are to:

- To provide case studies of beneficiaries for each of the programmes (highlighted above in the scope of the project), and what they consider as the most significant changes occurring at district, community and individual-level as a result of using LLCZ services. These stories will be used to market the programmes and feed into future programme evaluation efforts.
- To provide a ready source of materials for knowledge management, accountability, resource mobilization and up-scaling of proven interventions.
- To capture video/audio and photographs that will accompany the case studies and document the programme's achievements.

The consultant(s) will be expected to travel to SIDA-CSO project supported districts where the programmes is being implemented to carry out interviews with community members, beneficiaries of the services, Lifeline/Childline staff, community child protection committee members, district child protection committee members and other pertinent stakeholders to collate, analyse and synthesize case studies of the projects impact.

5.0 KEY DELIVERABLES: The consultant(s) selected to undertake this project would be expected to deliver the following;

6.0 Written case studies

- Document and produce success human interest stories; (these will be presented as magazines)
- Present the draft case studies to Lifeline/Childline Zambia for review;(same as above)
- Finalize case studies based on feedback received

7.0 Documentary

Produce a 10-minute documentary (with 5-minute mini- documentaries which would be good for Facebook/YouTube) showing the successful interventions/impact on the beneficiaries across the districts.

8.0 Photography

- At least 300 high-resolution photographs, edited and captioned (these will be live pictures captured to tell a story with various backgrounds while further guidance will be provided to the consultant by the communications officer.)

9.0 Report

- Copy of all interview recordings and/or transcripts
- A detailed report on all photographs, including names and contact details of all individuals interviewed including original copies of signed consent forms filled out by each interviewee will handed over to Lifeline during and after the assignment. The consultant will not be in possession of these document.

- **TECHNICAL PROPOSAL-**

Based upon the scope of the assignment, the agency is expected to submit along with its tender proposal, a production schedule, a brief proposal describing the type of promotional document it would produce if awarded the contract. Bidders should demonstrate professional competency in their tender submissions. Bidders must be able to demonstrate their capability to produce work of the highest quality through the submission of past work and at least three references from their present clients.

The Technical Proposal should clearly and specifically cover but not necessarily be limited to; Criterion Percentage Interpretation of the Terms of Reference: Demonstrations of the understanding of the work to be done, a proposed work approach and methodology at 15% Creativity: A proposed design and production approach demonstrating innovation and ingenuity at 30%.

Capacity: Copies of CVs for the principal consultant for the proposal should be attached to the application at 20% and 15% a detailed work plan, which must include clear timetable/ schedule of the work activities that will be performed.

Samples: quality of samples of past work -20%

- **FINANCIAL PROPOSAL:** The financial proposal to be presented in a separate envelope should provide a clear and detailed breakdown of all costs that would be associated with undertaking the entire assignment

together with the proposed payment schedule. Only bids that have attained a rating above 70% in the technical evaluation will proceed to the financial evaluation stage.

10. ELIGIBILITY

Upon the opening of the tenders, the documents will be inspected to ensure that they are in agreement with the guidelines. The following checklist will be applied;

- Signed and completed cover sheet (Applicant Information & Project Information)
- Proposal - Detailed project narrative, Budget summary and a detailed budget narrative (separate program costs from management fee)
- Registration certificate/ Certificate of Incorporation
- Detailed Company Profile
- 3 Reference letters from similar projects
- Presentation of Past work

The duly certified copies of the prescribed documents as specified above shall be included as an annex to the bid package. Non- Compliance to the above will render the submission invalid and therefore disqualified.

11. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

11.1 In consideration of the fees paid, the consultant expressly assigns to Lifeline/Childline Zambia any copyright arising from the works the consultant produces while executing this contract.

11.2 The consultant may not use, reproduce or otherwise disseminate or authorize others to use, reproduce or disseminate such works without prior consent from Lifeline/Childline Zambia.

11.3 All materials directly related to the production of this document must be handed over to Lifeline/Childline Zambia at the end of the contract in digital form. This excludes materials obtained independently by the consultant.

11.4 All legal arrangements related to the acquisition and use of additional materials and photos will be the sole responsibility of the consultant.

12. REPORTING

The successful bidder will work closely with the LLCZ Project Manager, MEAL, Call Center Manager and Finance Team.

13. DURATION AND QUALIFICATION

The duration of the assignment will be for a period of Three months, from the date of accepting the offer.

14. CONSULTANCY ARRANGEMENTS

It is the responsibility of the appointed consultant to ensure that work is done diligently and to the highest possible standard.

15. PAYMENTS

The consultant shall be paid the agreed fee in instalments and details will be provided in the final contract and Payments will be done as will be agreed by the consultant, Lifeline/ChildLine Zambia and its partners.

16. COST OF PREPARING: The bid shall be prepared and submitted entirely at the expense of the tenderer/supplier.

17. **VALIDITY OF PROPOSAL:** The quotation shall remain valid for a period of 90 days from the submission date stipulated in this document. Any tender incomplete is liable for disqualification.

18. AWARD

The successful bidder will receive written notification and will then be asked to make presentations of how they are going to carry out the tasks stipulated in these TORs – with an opportunity given to stakeholders/panellists to ask questions/make clarifications/and/or suggest best ways of carrying out certain activities for this assignment before signing a contract agreement with Lifeline/Childline Zambia after negotiations. Lifeline/Childline Zambia shall notify the approved bidder (if any) of such acceptance by letter of submission during which the Tender will remain valid as per the provision of the tender conditions. Lifeline/Childline Zambia does not bind itself to accept the lowest tender proposal, or any proposal, but reserves the right to accept or reject any proposal in whole or in part without added reasons to the action.

19. DEADLINE FOR SUBMISSION OF PROPOSAL

- The closing date for the proposal submission is 10TH July 2021
- Proposals (1 original and 4 copies) must be submitted in plain sealed envelopes bearing inscription:

DOCUMENTATION OF SUCCESS STORIES: SIDA-CSO PROJECT LIFELINE/CHILDLINE

ZAMBIA / SAVE THE CHILDREN
- Bidders should submit expression of interest to nkhuwaflo@gmail.com ,

akekelwachitonka@yahoo.com , kawangapo@yahoo.com , chenjelani.gabriel@gmail.com

The organisation has no obligation to accept any proposal submitted after deadline and reserves the right to take any decision it deems fit.

