

CALL FOR PROPOSALS

TERMS OF REFERENCE FOR CONSULTANCY SERVICES



FOR DEVELOPMENT OF A CASE MANAGEMENT HAND BOOK FOR NCHRD-U

APRIL, 2019

**NATIONAL COALITION OF HUMAN RIGHTS DEFENDERS UGANDA
(NCHRD-U)**



1.0. BACKGROUND:

The National Coalition of Human Rights Defenders-Uganda (NCHRD-U) is a membership organization that was formed in 2013 with a mission to promote and protect the work of human rights defenders (HRDs) in a safe and secure environment through linkages with National, Regional and International likeminded entities.; this has been achieved through different individuals and organizations working to provide a unified and coordinated voice focusing on addressing issues of protection of HRDs. The NCHRD-U membership also comprises of both individuals and organizations. Italso envisions is a society that upholds the dignity and rights of every human rights defenderand the mission.

NCHRD-U with support from the Democratic Governance Facility (DGF) is developing a case handbook which will be used by all HRD case handlers in the management of the different HRDs at riskthat they encounter in their human rights work. In this task, NCHRD-U intends to interview protection service providers and focal persons, review any existing materials that NCHRD-U andany CSO actors have developed over the years to ascertain whether they speak to the current social, economic and political context in which HRDs work in putting importance to the gender aspect of the HRDs. Theinterviews and review will inform the development of a gender based case management hand book that will include among others:

- i. A working definition of HRDs.
- ii. A step by step process of how to handle an HRD at risk or under threat.
- iii. Criteria for selecting HRDs.
- iv. Guidelines for managing HRD cases.

- v. Information about the Protection fund and services that can be accessed under the same,
- vi. Threats and risks HRDs face including case handlers.
- vii. Referrals & referral flow chart.
- viii. Tools that can be used in case management, communication.
- ix. A gender responsive case management hand book.

NCHRD-U believes that the information in the case management will increase the knowledge about HRDs, improve the way HRD cases are handled by different stakeholders and support better service delivery to HRDs at risks.

For this purpose, NCHRD-U is seeking the services of a well-qualified individual (Consultant) with knowledge and information of HRD concept, human rights, gender and experience of development of gender based case management hand books especially for Human rights Organisations and HRDs.

2.0. RATIONALE:

The NCHRD-U in 2016 established and currently co-ordinates a National HRD protection Referral Network which has around 35 different member organizations inclusive of the Regional focal persons and regional representatives who offer protection services to embattled HRDs and /or support them access the services. Each of the member organisations has case handlers that handle different HRD cases.

From research findings conducted by Freedom House under Rights and Rule of Law program, June 2015 on the assessment on the legal, medical, psychosocial response services for HRDs in Uganda, one of the key findings of the assessment revealed that although legal, medical and psychosocial services for HRDs exist, there is a limited knowledge of the organizations that provide these services, and also a limited awareness of those that are in need of the services. It was then recommended that a communication strategy will work to ensure that those in need are able to communicate their need and access services and therefore the case hand book will greatly be used as a source of information to improve service delivery for HRDs and provide a uniform

standard to both protection service providers and different case handlers in the protection of HRDs. It is therefore of great importance to deliberately target the different referral network case handlers and various service providers to improve service provision, delivery and access by HRDs.

SUMMARY OF THE TASK:

3.0. OVERALL OBJECTIVE:

The overall objective of the task is to review existing materials, consult different key stakeholders, develop and deliver a gender sensitive HRD case management that is simple, clear and participatory and user friendly for all case handlers and protection service providers especially at the grass root level.

4.0. SPECIFIC OBJECTIVES

The specific objectives of the assignment are:

1. Assess the existing materials and identify gaps including gender gaps
2. Interview the relevant stakeholders involved in case management of HRDs at risk or under attack.
3. Develop the draft HRD case management hand book.
4. Organize and participate in the validation meeting to enrich the draft handbook.
5. Incorporate the inputs of different and relevant key stakeholders and deliver a final HRD case management handbook.

5.0. ASSIGNMENT:

The Consultant is expected to:

1. Identify and prepare the resource materials to be revised through stakeholder and expert consultations
2. Interact with key stakeholders in the HRD work portfolio to capture their experience and feedback for revising the content and materials

3. Review the existing materials and any other relevant document.
4. Incorporate suggestions/feedback whilst preparing the draft case management handbook.
5. Participate and facilitate in the validation meeting of the draft case management hand book.
6. Finalize a gender sensitive HRD case management hand book for sharing with NCHRD-U and the DGF team.

6.0. KEY DELIVERABLES:

The consultant is expected to produce the following:

1. An inception report that provides details on the methods and tools to be used including the work plan with clear time frames.
2. Draft of the developed HRD case management hand book
3. Provide adequate samples of a gender HRD case management hand book ready for production.

7.0. TIME OF ASSIGNMENT

The consultant(s) will complete this assignment as per the contract and TORs within 4 weeks from the date of signing the contract with NCHRD-U. The timelines for intermittent activities and products are estimated as follows:

- I. An inception report with detail methods, procedures and delivery schedules submitted within one (1) week from signing of the service Contract.
- II. The consultant(s) will submit the final products within 3 weeks after acceptance of the inception report.

8.0. MANAGEMENT OF THIS ASSIGNMENT

For implementation of this assignment, the service provider/consultant will be accountable to NCHRD-U and DGF for both quality of the deliverables materials and administrative matters.

9.0. CONSULTANT'S QUALIFICATION AND EXPERIENCE

Academic and professional background in the following disciplines, social sciences or humanities, project management, communication, or any other related field.

At least over 10 years of demonstrated experience in development of study or user manuals, developing human rights based documents, gender assessments and mainstreaming, governance, gender equality and women's rights, Proven competencies in facilitation skills, good communication and excellent English language and writing skills

10.0. APPLICATION PROCESS:

Interested candidates should submit their proposals (Technical and Financial) accompanied by a current CV, detailed profile indicating the consultant's experience in assignments of similar nature, names and addresses of three reputable referees, and contact details (e-mail, telephone) by email to: info@hrdcoalition.ug or capacity@hrdcoalition OR hand delivered them to **The Executive Director, National Coalition of Human Rights Defender Uganda (NCHRD-U) P.O.Box 302 Ntinda, Plot 148 Semawata Road Ntinda, Kampala.**

Technical proposal details:

1. Technical bid demonstrating the consultant understanding of the assignment
2. A detailed methodology of how the assignment will be conducted
3. A work plan outlining the schedule of the major activities

Financial proposal details:

1. An itemized budget quoted in Uganda Shillings
2. All applications should be received not later than Friday 17th May, 2019 at **5:00pm.**
3. NCHRD-U will only respond to shortlisted candidates