

TERMS OF REFERENCE (TORS) FOR MAPPING CHILD PROTECTION (CP) AND SUPPORT SERVICES AND DEVELOPPING AN ONLINE DIRECTORY FOR CP SERVICES IN RWANDA



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Background

Rwanda is the second most densely populated country in Africa, where the child population (below the age of 18) represents 44.5% (5,896,601) of the total resident population^[1]. The country has done a lot to promote the rights of children through establishing institutions responsible of children mainly the National Child Development Agency (NCDA) and putting in place strong legal and policy frameworks including the Integrated Child Rights Policy and the Law 71/2028 on the protection of the child. Despite the progresses made by the country to provide the right legislative environment for the protection of children and promotion of their rights, a lot still needs to be done to strengthen services for children at risk of violence. Available data show a decline on service meant for children, and the widespread of issues affecting children like abuse, neglect, violence, and exploitation.

Child abuse and other forms of child maltreatment are still widespread. The UN CRC Committee's Country Care Review (2020) and the National Violence against Children Survey Report (2018) noted high incidence of physical, sexual, and emotional violence against children. According to 2017 Violence against Children and Youth Survey, violence against children remains high, with physical violence affecting 60 % of boys and 37 % of girls, and sexual violence affecting 24% and 10 %. Child protection service provision, including service coordination, has continued to develop over time, culminating in the development and launch in 2023 of the National Child Protection Case Management

Framework. The Framework enables an integrated response and improves service coordination, child-centredness, accountability and efficiency. Effective child protection services require a comprehensive understanding of existing structures, service gaps, and areas for improvement.

Purpose and Objectives of this assignment

The main objective of this assignment is to map existing child protection and support services and develop an online services directory for the NCDA to enhance access to information and referrals.

The primary objectives:

- To identify and document existing child protection services, actors, and referral mechanisms in all 30 districts of Rwanda.
- To assess the availability, accessibility, affordability of child protection services.
- To design and develop an interactive online directory that provides accurate, up-to-date information on available child protection services.
- To ensure the online directory is user-friendly, accessible, and regularly updated
- To provide recommendations for strengthening service delivery, financing and coordination.

Scope of Work

The consultant/company will be responsible for:

Service Mapping:

- Identify and document official registered partners in the child protection including government, non-governmental, and community-based organizations providing child protection services.
- Conducting a desk review of relevant policies, guidelines, and reports on child protection to link it to the services being mapped in Rwanda.
- Mapping service providers, including government agencies, NGOs, community-based organizations, and other stakeholders.
- Categorize services based on type (e.g., case management, general child protection, emergency response, legal aid, psychosocial support, disability service, rehabilitation, alternative care, justice services, health services, education services etc.);
- Analysing case management procedures, referral pathways, and service accessibility.

Stakeholder Consultations:

- Identify relevant key stakeholders to be engaged, including government agencies, CSOs, the Child Protection workforce at both national and local levels and community representatives.
- Conduct interviews and focus group discussions to gather insights on service effectiveness and gaps.

Development of the Online Directory:

- Design an easy-to-navigate, mobile-friendly online platform to host the directory.
- Ensure the directory includes search filters based on location, type of service, and target beneficiaries.
- Integrate a mechanism for regular updates and verification of service providers.

Capacity Building & Handover:

- Train relevant personnel on how to manage and update the online directory.
- Develop a sustainability plan for maintaining and updating the platform.
- Developing a detailed report with findings, analysis, and recommendations.

Methodology

The consultant/Company will employ a mix of qualitative and quantitative research methods, including:

- Document secondary Data review
- Suggest any other methodology to be used in the assignment
- Key informant interviews (KIIs) with relevant stakeholders
- Focus group discussions (FGDs) with service providers and beneficiaries
- Surveys to gather quantitative data
- Field visits to observe service delivery practices

Deliverables

The consultant/company will provide the following:

- **Inception Report** – A detailed work plan, methodology, data collection tools and timeline for the assignment.
- **Final Child Protection Services Mapping Report** – A comprehensive report on the existing services, including gaps and recommendations.
- **Lead validation workshop** with stakeholders to review findings.
- **Online Services Directory** – A fully functional online platform hosting the directory.
- **Training Manual & Handover Report** – A guide on platform management, including recommendations for sustainability.

Duration and Timeline: The consultancy/Company is expected to last for **6 months**, with the following tentative timeline:

- Inception report submission: **25th April 2025**
- Data collection and analysis: **5th -23rd May 2025**
- Draft report submission: **30th May 2025**
- Validation workshop: **13th June 2025**
- Final report submission: **26th June 2025**

Qualifications and Experience

The ideal consultant/Company should have:

- A degree in Social Work, Child Protection, Human Rights, or a related field.
- At least **10** years of experience in child protection, case management, or social services research.
- Experience in service mapping, qualitative and quantitative research methodologies.
- Strong analytical and report-writing skills.
- Familiarity with child protection frameworks and international best practices.
- Strong research, analytical, and stakeholder engagement skills.
- Demonstrated Experience in working with the Government Institutions or International Organisation in conducting Similar experiences

Application Process

Interested candidates should submit:

- A technical proposal detailing their understanding of the assignment, proposed methodology, and work plan.
- A financial proposal with a detailed budget breakdown in Rwandan Francs (Frw).
- A CV for the team highlighting relevant experience in conducting a similar assignment.
- Samples of similar work undertaken with a proof of certificate of completion .

Supervision and Reporting

The consultant/Company will report to **Head of Monitoring, Evaluation, Accountability and Learning** and UNICEF Child Protection Section.

Budget

The consultant will be remunerated based on agreed on deliverables. The payment schedule will be as follows:

- **30%** upon submission of the inception report.
- **30%** upon completion of data collection and draft report submission.
- **40%** upon submission and approval of the final report.

Support of Save the Children

Save the Children will provide the consultant with available information about organization's interventions relevant to this research. The organization will keep all survey data and transcripts.

Child Safeguarding Policy

Any employee, consultant, contractor or the supplier undertaking an activity on behalf of Save the Children International's must sign The Child Safeguarding - Declaration of Acceptance Form and comply with the Save the Children International Child Safeguarding Policy, which

is a statement of Save the Children International commitment to preventing abuse and protecting children with whom it comes into contact. This extends not only to children with whom Save the Children International and its partners work directly but also includes children whom staff are responsible for. Save the Children International believes that the situation of children must be improved through the promotion of their rights supported and demonstrated by all members of staff. Save the Children International's Code of Conduct sets out the standards, which all staff members must adhere to. Save the Children, has zero tolerance to fraud.

Disclosure of Information

- It is understood and agreed that the Consultant(s) shall, during and after the effective period of the contract, treat as confidential and not divulge, unless authorized in writing by Save the Children, any information obtained during the performance of the Contract. Information will be made available for the consultants on a need-to-know basis.

Intellectual property

- All background intellectual property rights in all material (including but not limited to reports data and designs whether or not electronically stored) produced by Save the Children or its personnel, members or representatives prior to undertaking this project will be the property of Save the Children. All intellectual property rights in all material (including but not limited to reports, tools, data and designs whether or not electronically stored) produced by either the consultant or SC or its personnel, members or representatives during the assignment of this Consultancy will be the property of Save the Children.

How Apply

- The prospective consultant(s) shall present a detailed CV along with a technical proposal that will include the understanding of the assignment.
- Financial proposal should be prepared in Rwandan francs inclusive of all required taxes.
- The applicant shall present together with the above, copies of related accomplished consultancy work in the past.

Interested consultant (s) should submit their applications to rwanda.bid@savethechildren.org with the mention **Mapping of CP Services in Rwanda not later than 23rd April 2025 at 17:00 PM**. No hard copies will be accepted.