

Expansion and enhancement of the Trinidad and Tobago Central Registry on Gender Based Violence

TERMS OF REFERENCE	
Hiring Office:	Sub-regional Office for the Caribbean
Spotlight Activity(ies)	<ol style="list-style-type: none"> 1. Activity 4.2.2 Development of a GBV Case Management system inclusive of a list of service providers, a referral pathway specific to the provision of services for the survivors (health, security, justice, social services and economic empowerment at the community level), GBV Geographic Information System (GIS) Mapping Prototype for provision of disaggregated GBV data and statistics. 2. Activity 5.1.2 Support the collection and inclusion of family violence data in health information, audit and surveillance systems and in the Multiple Indicator Cluster Survey (MICS) – Within this activity, UNFPA is responsible for facilitating the interface of health information system with the GBV Registry 3. Activity 5.1.3 Collaborate with Civil Society Organizations (CSOs) to use technological innovations to improve collection of community-based data on family violence to inform accountability mechanisms for service delivery and policy implementation – Within this activity, UNFPA is responsible for training CSOs and providing equipment. Only training is being considered as part of this assignment.
Background	<p>Trinidad and Tobago is a high income country and ranks at 69 out of 189 countries on the Human Development Index, although poverty and socio-economic inequalities persist. The Constitution guarantees a range of fundamental freedoms and rights, including non-discrimination based on sex and equality of treatment by public officials. The Equal Opportunity Act also prohibits discrimination by state and non-state actors because of sex, though that protection is not extended to discrimination based on sexual orientation or on HIV status. The state now considers sexual harassment as a form of discrimination.</p> <p>The country is also a signatory to a number of human rights conventions, including the Convention on the Rights of the Child, Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and the Inter-American Convention on the Prevention, Punishment and Eradication of Violence against Women.¹ In meeting its obligations, discrimination has been largely eliminated from laws, with the notable exception of discrimination based on sexual orientation as well as HIV status. Over the last 30 years women and girls have had high rates of retention in schools and increased educational certification, surpassing that of boys and men.</p> <p>Despite relative progress, gender inequality persists. World Sustainable Development Outlook 2014 indicated that there were marked differences in women’s access to positions of decision making and influence. Women hold only 30% percent of parliamentary seats and 27% of private sector executive-level positions. Female participation in the labour market is 51% compared to 74% for men and the average male earns almost 25% more than their female counterparts.² It is unlikely that there have been significant changes to these figures over the past eight years.</p>

¹ Apart from the main UN human rights conventions, Trinidad and Tobago is also a signatory to the ILO’s Discrimination (Employment and Occupation) Convention, 1958 (No. 111) which prohibits discrimination based on sex and has also agreed to the Programme of Action of the International Conference on Population and Development and its hemispheric agreement, the Montevideo Consensus on Population and Development that not only speaks to addressing women’s empowerment and GBV, but also universal access to Sexual and Reproductive Health and Rights.

² Reshma Mahabir, Dindial Ramrattan, Central Bank of Trinidad and Tobago: Influences on the gender wage gap of Trinidad and Tobago: An economic concept or a social construct? In World Sustainable Development Outlook 2014

This inequality is also evidenced by limited access to sexual and reproductive health and rights and the pervasiveness of gender-based violence (GBV) against women and girls. Unsafe abortions and adolescent pregnancy continue to be major public health concerns faced primarily by poor women and girls who lack access to information, education and services. Women and girls are disproportionately the victims of violence at the instance of male family members.³ The most recent prevalence survey on intimate partner violence revealed that one in three women and girls in unions in Trinidad and Tobago have experienced abuse of which 29% were victims of a combination of physical and sexual assaults.⁴ Pregnant women and girls are also at increased risk of exposure to violence.⁵ From this, the researchers extrapolate that roughly 10,000 women are currently in domestic violence situations.⁶

Men are both the majority victims and perpetrators of most crimes (for example the UN Global Study on Homicide 2019 stated that 90% and 89% of homicide victims were men for 2016 and 2017 respectively), with the exception of gender-based crimes (sexual violence and family violence) for which women and girls are overwhelmingly the victims.

As a result, the selection of Trinidad and Tobago as a Spotlight country is a recognition of the high rates and prevalence of family violence which is both a cause and consequence of gender inequality and associated harmful gender norms and stereotypes. The Spotlight Initiative is a global, multi-year programme funded by the European Union in collaboration with the United Nations (UN) focused on eliminating all forms of violence against women and girls (VAWG).

To address the issue of data and GBV Case Management, in 2020, upon the request from OPM Gender Affairs to identify an alternative solution for the Domestic Violence Registry, UNFPA, with support from its UN sister agencies, identified the GBV Case Management system used by Antigua and Barbuda as a good practice, which could be adopted by Trinidad and Tobago. A GBV Case Management system would reduce the burden of the survivor having to repeat his/her story to each service provider, assist service providers in better understanding the GBV cases being reported while also enabling actors to share data internally across project sites and externally with agencies for broader trend analyses and improved GBV coordination.

To support the implementation of the Antigua and Barbuda system in Trinidad and Tobago, an Information Technology Company was hired to adapt the Antigua and Barbuda system to Trinidad and Tobago. Although areas were modified to address feedback from stakeholders and attempts were made to migrate the legacy data to the new system, the new system has not yet been fully adopted and the company is no longer able to complete the assignment. We are therefore seeking another company with the capacity to develop software similar to the Antigua and Barbuda Case Management system and to facilitate the training of all first responders to GBV in Trinidad and Tobago to use the system.

³ Between 2009-2017, 74% of the reports (11,159) made to the police of domestic violence were made by women.

⁴ Cecile Pemberton and Joel Joseph: National Women's Health Survey for Trinidad and Tobago, IADB 2018: <https://publications.iadb.org/en/national-womens-health-survey-trinidad-and-tobago-final-report>

⁵ The IADB WHS indicates that 7 per cent of women who have ever been pregnant have experienced physical intimate-partner violence during a pregnancy.

⁶ IADB National Health Survey; ibid

<p>Scope of work:</p>	<p>The assignment will include the following:</p> <ul style="list-style-type: none"> ● The development and implementation of a GBV Case Management system, similar to the Antigua and Barbuda model that meets the needs of Government and first responders to GBV along with a strategy to migrate and harmonise legacy data with the new system so that it is available to service providers assisting GBV survivors and other authorised users to support analysis; ● Develop a referral pathway and service mapping using a GIS prototype, for easy referrals to health, security, justice, social and economic empowerment services, as well as a feature displaying anonymised, disaggregated GBV statistics and data ● Based on an assessment of first responders and further mapping of current systems used to capture data, the vendor will be expected to develop systems and interfaces to capture data used by first responders for inclusion in the GBV registry, particularly health, the police, other social services and justice services (Activity 5.1.2). This will include the revision, alignment and harmonization, as necessary, of data collection protocols (in keeping with standard operating procedures for treating with GBV survivors and data sharing protocols⁷) to reduce the reporting burden by first responders; maintain confidentiality by only sharing key data needed by the first responder; reduce the number of times the survivor will have to tell or relive his/her experience; and ensure that standardized and approved definitions for the various categories of GBV are used (e.g. sexual assault, rape, domestic violence, intimate partner violence). ● Develop and incorporate geographic information systems (GIS) tools into the system with capability to track incidents and to map services (Activity 4.2.2) ● Ensure that the system is able to generate key reports needed by service providers and OPM Gender Affairs and include a referral system. ● Train users in the production and analysis of data (Activity 5.1.3): <ul style="list-style-type: none"> ▪ Phase 1 – General Overview ▪ Phase 2 – Case Management & Referrals ▪ Phase 3 – System Architecture – Data input, analysis and reporting (to be supported by UNFPA Population and Development Specialist) <p>The training undertaken by the Systems Developer will be focused on the following:</p> <ul style="list-style-type: none"> ▪ Using the system ▪ Confidentiality and data protection in alignment with SOPs for data sharing ▪ Coordination with key stakeholders ▪ Ease of data collection, analysis ▪ Creation of customized reports <ul style="list-style-type: none"> ● Produce a training manual or other related tools for the management (OPM) and use of the system. 						
<p>Duration and working schedule:</p>	<p>January– July 2023 (90 days)</p> <table border="1" data-bbox="402 1554 1559 1753"> <thead> <tr> <th data-bbox="402 1554 1063 1617">Tasks</th> <th data-bbox="1063 1554 1263 1617">w/d</th> <th data-bbox="1263 1554 1559 1617">Implementation Period</th> </tr> </thead> <tbody> <tr> <td data-bbox="402 1617 1063 1753"> <ul style="list-style-type: none"> ● Review the Antigua and Barbuda Case Management System, the GBV Hotline data collection system, the assessment of GBV first responders </td> <td data-bbox="1063 1617 1263 1753">30 days</td> <td data-bbox="1263 1617 1559 1753">months 1 & 2</td> </tr> </tbody> </table>	Tasks	w/d	Implementation Period	<ul style="list-style-type: none"> ● Review the Antigua and Barbuda Case Management System, the GBV Hotline data collection system, the assessment of GBV first responders 	30 days	months 1 & 2
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⁷ Appropriate procedures will be followed to ensure the confidentiality of the survivor is protected at all times.

<p>and legacy data stored from OPM's previous data system.</p> <ul style="list-style-type: none"> • Identify and obtain any additional information needed by first responders (with the support of OPM Gender Affairs) to develop the new system and propose and demonstrate a system and strategy for the migration and use of legacy data and for the onboarding of first responders, including those that have an existing system. • Develop an information sharing protocol • develop system which is able to generate reports to support data analysis; Integrate GIS for services and for the analysis of data by users (The idea is to develop a set of location-aware tools integrated with GIS services including an interface through which counselling and support services are shared with the public as well as a real-time statistical dashboard, which can be integrated into the registry. – Activity 4.2.2); and include any recommendations by OPM and UNFPA including the development of updated intake and referral forms, where needed. – Activity 5.1.2; . 		
<p>Presentation of the proposed new system to OPM/UNFPA, modify as needed, and then present the proposed system to senior officials from first responder agencies in an orientation organised by OPM including reports that the system can generate.</p>	10 days	months 2/3
<p>Present the system to OPM, UNFPA (providing an update of storage and end user hardware requirements, including networking facilities and security, if needed) and other key first responders and make adjustments as required.</p>	10 days	Month 4
<p>Draft user manual in alignment with agreed upon SOPs.</p>	10 days	Month 5
<p>Test system with selected users and make adjustments as needed including the identification of additional data needed and the coding of this data</p>	10 days	Months 5/ 6
<p>As part of an orientation of first responders (See Annex I), train users in how to input data and produce reports to guide programming in accordance with SOPs and the user manual.</p>	15 days	Months 5/6

This will include training by UNFPA specialists on data analysis. – Activity 5.1.3. (2 days general training for all first responders and 2 days each for training each organization that has an interface)		
Produce final report including final user manual, final GBV Case Management system (including all necessary code and any relevant databases, data structures) to the satisfaction of OPM and UNFPA	5 days	Months 6/7
TOTAL	90 days	

Place where services are to be delivered: Services are to be delivered from the Office where the Systems Developer works; in the Offices of first responders to GBV in Trinidad and Tobago; and in the Office of the Prime Minister, Trinidad and Tobago.

Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	Deliverables		Dates
	1	Proposed new system (including the hardware needed for storage and use by end-users); a written strategy to migrate and harmonise legacy data to integrate systems used by other first responders; a data dictionary and coding sheet.	End of Week 6
	2	A new system inclusive of legacy data, intake forms, reports, GIS capabilities and protocols for sharing data	End of Month 2
	3	Based on user testing and feedback by OPM and UNFPA, provide and demonstrate the system ensuring that reports can be generated to facilitate analysis; and indicate the storage and hardware needed by end users to implement the system.	End of Month 4
	4	Produce draft user manual and SOPs for data sharing and referrals incorporating feedback from OPM and UNFPA including users (Draft to be presented prior to user training and finalised after user training)	End of Month 5
	5	Produce training report in use of the system, data entry and production of reports in accordance with SOPs for trainings conducted.	End of Month 6
	6	Draft and Final Report (including technical and non-technical manual of operations and full hand-over of application)	End of Month 7
	The reports are to be delivered electronically and the training is to be delivered in person with the option of mixed virtual participation.		

Monitoring and progress control, including reporting: Monitoring will be conducted by UNFPA in collaboration with the M&E Officer from the UN Resident Coordinator's Office and staff from the Office of the Prime Minister, Gender Affairs, which should include a dedicated Project Officer/Manager and persons with statistical, IT and gender backgrounds. Progress updates will be conducted virtually approximately every two (2) weeks.

<p>requirements, periodicity format and deadline:</p>	<p>The above-mentioned deliverables will be submitted to UNFPA’s Spotlight Project Manager, who will obtain feedback from partners in accordance with the schedule above. Ownership of the database will remain with the UN System/Spotlight initiative and the Office of the Prime Minister, Gender Affairs.</p>
<p>Supervisory arrangements:</p>	<p>Under the overall leadership of the Director of UNFPA’s Sub-regional for the Caribbean, the Systems Developer will report directly to the UNFPA Liaison Officer in Trinidad and Tobago with day to day supervision provided by UNFPA’s Spotlight Manager in Trinidad and Tobago in consultation with OPM Gender Affairs.</p>
<p>Expected travel:</p>	<p>Travel to Tobago may be required to support any necessary data gathering and the orientation and training of users.</p>
<p>Required expertise, qualifications and competencies, including language requirements:</p>	<p>The ideal Company to develop this system should possess the following:</p> <ul style="list-style-type: none"> ● Technical staff with minimum requirements including, but not limited to, a Bachelor’s degree in Information Technology or Information and Communications Technology or other relevant Degree with expertise in Systems Development, Web development and Mobile application development. ● Expertise and experience in development of GIS tools ● At least 5 years’ experience in software development and programming, particularly Web development, Mobile application development and Database design and development ● Strong communication, writing and analytical skills ● Knowledge and experience of UNFPA’s mandate and areas of work ● Good knowledge of issues related to GBV reporting ● Experience with Case Management applications development and web applications ● Familiarity with OPM’s mandate and issues relating to GBV reporting ● Written and spoken fluent English is mandatory
<p>Inputs / services to be provided by UNFPA or implementing partner (e.g. support services, office space, equipment), if applicable:</p>	<p>The OPM Gender Affairs will need to ensure internal arrangements with partners such as memorandum of understanding (MOUs) for using the Registry are in place. OPM Gender Affairs, with support from UNFPA, will also be responsible for organising the orientation, testing and training of the first responders.</p> <p>The Company is expected to work from their own office, wherever this may be, utilising their own office space, computer, internet, telephone and other equipment, as needed, to undertake the assignment. The Company, if not based in Trinidad and Tobago, may be required to visit Trinidad and Tobago to install the system and to facilitate the training of users and IT support staff.</p> <p>OPM GCA/ UNFPA will provide a venue for the training.</p>

Other relevant information or special conditions, if any:

Payments will be made upon satisfactory acceptance of the following deliverables:

	%	Deliverables
1	10%	Upon signing of contract
2	30%	Demonstration of proposed new system; and a written strategy to migrate and harmonise legacy data; and to integrate systems used by other first responders.
3	20%	Delivery of a system including GIS mapping of services, incidents (respecting data sharing protocols) and other GIS-related functions as defined by users ensuring that reports can be generated to facilitate analysis.
4	10%	Draft user manual and SOPs for data sharing and referrals incorporating feedback from OPM and UNFPA including users (Draft to be presented prior to user training and finalised after user training)
5	10%	Training report from training of first responders in use of the system, data entry and production of reports in accordance with SOPs
6	20%	Final Report (including technical and non-technical manual of operations and full hand-over of application)

Annex I

List of First Responders

List of Organisations to be included in the Registry

- Government Shelters
- Coalition against Domestic Violence
- Rape Crisis Society
- National Domestic Violence Hotline
- ChildLine
- National Family Services
- Trinidad and Tobago Police Service (Crime and Problem Analysis (CAPA), GBV Unit, Victim and Witness Support Unit, Counter trafficking Unit, Child Protection Unit and Sexual Offences Unit)
- Ministry of Health and the Regional Health Authorities including Mental Health Unit (linking to the Perinatal Information System)
- The Judiciary/Family Court, Children's Court of Trinidad and Tobago
- Tobago House of Assembly, Gender Unit of Family Development, Division of Health, Wellness and Social Protection
- Children's Authority (they are using a UNICEF system)
- Madinah House
- Nekevah's Rescue Centre
- Myrtle's Place
- External Light Community/Vision of Hope
- External Light Community/Goshen
- Shelter for Battered Women and Children
- Business and Professional Women's Club – Halfway House
- Serenity Place Empowerment Centre for Women
- Women of Substance (Tobago)
- Family Planning Association of Trinidad & Tobago
- The Shelter
- CAISO (Coalition Advocating for Inclusion of Sexual Orientation)
- Conflict Women, Ltd.
- Families in Action
- Friends for Life
- The Silver Lining Foundation
- Rio Claro Sporting and Leisure Foundation
- Red Cross Society of Trinidad and Tobago
- Working Women/ Women Working for Social Progress
- Living Water Community, Ministry for Migrants and Refugees
- People Against Domestic Abuse
- Student Support Services, Ministry of Education
- GROOTS T&T (Grassroots Organization Operating Together In Sisterhood in T&T)
- Domestic Violence Survivors Reaching Out
- Probation Unit
- SRV Foundation
- People Against Domestic Abuse