

## TERMS OF REFERENCE

### ICT Associate Consultancy for the shelters and helplines for survivors of VAWG managed by the Bureau of Gender Affairs (BGA)/Ministry of Culture Gender, Entertainment and Sports (MCGES)

<b>Hiring office:</b>	UNFPA Sub-regional Office for the Caribbean (SROC), Jamaica
<b>Background:</b>	<p>In September 2017, the EU and the UN launched an ambitious partnership to eliminate all forms of violence against women and girls worldwide. The Spotlight Initiative (SI) aims at mobilizing commitment of political leaders and contributing to achieving the Sustainable Development Goals (SDGs). The Initiative aims at ending all forms of violence against women and girls, targeting those that are most prevalent and contribute to gender inequality across the world.</p> <p>The SI Jamaica Country Programme will use a multi-sectoral, multi-layered, interlinked community-centered approach to the implementation of the interventions on the following six Outcome Areas based on the socio-ecological model for addressing Sexual and Gender Based Violence (SGBV):</p> <ul style="list-style-type: none"> <li>• Pillar One: Legislative and Policy Frameworks</li> <li>• Pillar Two: Strengthening Institutions</li> <li>• Pillar Three: Prevention and Social Norms</li> <li>• Pillar Four: Delivery of Quality, Essential Services</li> <li>• Pillar Five: Data Availability and Capacities</li> <li>• Pillar Six: Supporting the Women’s Movement and CSO</li> </ul> <p>The SI in Jamaica will address three key priority areas within the overall focus on Family Violence against women and girls: 1) Child Sexual Abuse, 2) Intimate Partner Violence (IPV) and 3) Discrimination against vulnerable groups. The approach will be guided by the ecological theory that underpins the connections between family and society.</p> <p>According to the "Women's Health Survey 2016 Jamaica ", the lifetime prevalence Intimate Partner Violence (IPV), was 28.8 per cent. The overall vision of the Spotlight Initiative in Jamaica is that women and girls realize their full potential in a violence-free, gender-responsive and inclusive way. The programme will contribute to the elimination of SGBV through the creation of a broad partnership with Civil Society, Government, Private Sector, Media, among others; and, build a social movement of women, men, girls, boys and transgender people as champions and agents of change at the national, subnational (regional and Parish) and community levels. A specific focus will be on reaching and including in the programme women and girls who are often isolated and most vulnerable to SGBV and harmful practices due to intersecting forms of discrimination. The programme will also seek to address the Sexual and Reproductive Health and Rights (SRHR) needs of all women and girls in all their diversity using a life-cycle approach.</p> <p>The COVID-19, which was declared by the WHO as a public health emergency on January 30, 2020, affected Jamaica since March 10th, when the first imported confirmed case was reported. Accordingly, the Government of Jamaica established preventive measures that include lockdowns, curfews, and closure of public spaces and services. Due to these measures and increasing stress and uncertainty, women and girls are at greater risk of violence by perpetrators living with them under the same roof.</p> <p>This situation highlighted the importance to urgently address the need of additional safe spaces where to accommodate survivors of violence against women and girls at imminent risk. As a matter of fact, in Jamaica, the only operating shelter functions as an emergency temporary residence for</p>

	<p>women in crisis, not providing comprehensive long-term recovery support. In the existing shelter, safe spaces are limited to 14 – 21 days and for a limited quantity of persons, including the adult women and their children. It was already well known that this shelter, based in Kingston and run since 1997 by a non-governmental organisation (NGO) (Woman Inc.) that receives supports from the government, was not sufficient to respond to the existing needs of survivors of GBV, especially those of the rural areas; and the COVID-19 related increase in GBV increases the gap between demand and available safe spaces.</p> <p>Concerned about this situation, the government of Jamaica, with the guidance of the BGA, planned the establishment of State-run National Shelters for survivors of GBV. Accordingly, in 2018 the first property was acquired and in 2020 the purchase of two (2) other buildings in different areas of the island has been pursued giving priority to rural areas.</p> <p>Additionally, the BGA is in partnership with the Spotlight Initiative for the strengthening of the helplines for survivors of VAWG.</p> <p>The BGA is a branch of the lead ministry partnering with the Spotlight Initiative, the Ministry of Culture, Gender, Entertainment and Sport (MCGES). The BGA is the lead agency for the implementation of the 10 years National Strategic Action Plan to Eliminate Gender-based Violence in Jamaica (NSAP-GBV) 2017 – 2027, that is the most important policy referent for the SI in Jamaica.</p> <p>The Spotlight initiative is supporting the MCGES/BGA in the establishment and operationalization of the shelters, and in strengthening the helplines.</p>
<p><b>Purpose of the consultancy</b></p>	<p>To provide high level support in the provision of ICT services to maintain and enhance the information technology capabilities among the shelters and helplines for survivors of violence that is managed by the of the Bureau of Gender Affairs (BGA), providing leadership for the planning, development, and maintenance of the BGA’s relevant information technology resources.</p>
<p><b>Scope of work: (Description of activities or outputs)</b></p>	<p>The consultant will pursue the following performance standards:</p> <ul style="list-style-type: none"> <li>• ICT policies and procedures of the shelters and helplines of the BGA are properly documented, current, and support the achievement of the Bureau’s mission, goals and objectives in keeping with parent ministry and Government of Jamaica standards.</li> <li>• Support services are provided in accordance with established policies, procedures, and quality standards; monitoring mechanisms are effective.</li> <li>• Information Technology (IT) systems are operated in an efficient and cost-effective manner.</li> <li>• Good coordination and effective working relations exist with other Divisions/Units of the BGA and MCGES in general, and external associates.</li> </ul> <p>This will be achieved through different tasks, including the following:</p> <p>MANAGEMENT/ADMINISTRATIVE RESPONSIBILITIES</p> <ul style="list-style-type: none"> <li>• Participates in the development of the strategic, operational plans and budget related to the shelters and helplines managed by the BGA;</li> <li>• Liaises with all suppliers of goods and services in relation to the technological needs for the establishment and coordination among the shelters and helplines managed by the BGA.</li> <li>• Create and maintains procedures manuals for all functional areas within the span of control and ensures that they are easily accessible by staff.</li> </ul>

- Trains and advises users on general systems, applications and to use modified or new equipment.

#### TECHNICAL/PROFESSIONAL RESPONSIBILITIES

- Presents a plan of activity and design of ICT System for the shelters, helplines, and networking for survivors of Violence Against Women and Girls (VAWG) and prepares tender documents for the provision of related goods and services.
- Coordinates the successful procurement of the required devices and equipment and performs and oversees any related installations.
- Analyses proposed new system or changes to existing system to facilitate cost-benefit, timeliness, and effectiveness, while considering the confidentiality and the safety of the clients and providers as paramount.
- Actively researches and provides professional guidance in the selection and operation of hardware and software systems (including desktop computers, laptops, tablets, server, telephones, mobile phones and digital telephone system, printers)
- Ensure that Wi-Fi networks, and that the ITC equipment and software have the highest level of security possible to protect the privacy and confidentiality of clients of the helpline and the shelters, while facilitating a safe management of shared data. The consultant will have to find the best way to guarantee this, including by reviewing some recommended guidelines for choosing the most appropriate digital service platform (<https://www.techsafety.org/choosing-a-platform>) and how about technological safety of wi-fi networks, shared computers, privacy and protection practices (Shared Computers & Internet Access: Best Practices for Privacy & Security), and considering recommendations included in the Guidelines for the provision of remote psychosocial support services for GBV survivors ([https://lac.unfpa.org/sites/default/files/pub-pdf/unfpa\\_guiavbg\\_web.pdf](https://lac.unfpa.org/sites/default/files/pub-pdf/unfpa_guiavbg_web.pdf)), specifically in Chapter 4. Recommendations for use of digital services.
- Create a database for the management of data related to clients of the shelters and the helplines managed by the BGA
- Coordinates and manages the implementation and upgrade of hardware and software systems by third party providers.
- Analyses information to determine, recommend and plan layout for type of computer systems and peripheral equipment to be used and modification to existing systems.
- Responsible for the installation, configuration and coordinated maintenance and data sharing among of the shelters and helplines computer systems.
- Replaces defective or inadequate hardware systems.
- Monitors the use and functioning of computer systems and equipment to ensure they are in conformance with specification and established guidelines.

	<ul style="list-style-type: none"> <li>• Coordinates the local area network services and maintenance of server hardware and software.</li> <li>• Provides technical assistance and troubleshooting for employees.</li> <li>• Coordinates network changes.</li> </ul>																
<b>Duration</b>	Six (6) months starting from June 15 2021 until December 15 2021 with possibility of extension.																
<b>Delivery dates</b>	<table border="1"> <thead> <tr> <th>Product</th> <th>Description</th> <th>Timeline</th> <th>Payment %</th> </tr> </thead> <tbody> <tr> <td>Product 1</td> <td>Inception report with plan of activity and design of ICT System and Preparation of Tender Documents</td> <td>2 weeks</td> <td>20%</td> </tr> <tr> <td>Product 2</td> <td>Mid-term report</td> <td>End of month 3</td> <td>30%</td> </tr> <tr> <td>Product 3</td> <td>Final report</td> <td>End of month 6</td> <td>50%</td> </tr> </tbody> </table>	Product	Description	Timeline	Payment %	Product 1	Inception report with plan of activity and design of ICT System and Preparation of Tender Documents	2 weeks	20%	Product 2	Mid-term report	End of month 3	30%	Product 3	Final report	End of month 6	50%
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<b>Location of activities and expected travels:</b>	The consultant will work on a full-time basis on the successful completion of the deliverables under this consultancy. The consultant is expected to provide the services required for successful execution of the deliverables under this consultancy from the BGA office and travel to the BGA shelter locations where applicable within the context of the travel guidelines in response to the Covid-19 pandemic.																
<b>Required expertise, qualifications, and competencies:</b>	<p>Minimum Required Qualification and experience</p> <ul style="list-style-type: none"> <li>• A Bachelor’s Degree in Computer Science, Systems Management or Management Information Systems</li> <li>• Training in Computer Hardware, Troubleshooting and Computer Networking</li> <li>• At least three (3) year’s work experience as a Systems Administrator</li> </ul> <p>Candidates should count with the following competencies and experience:</p> <ul style="list-style-type: none"> <li>• Sound knowledge and competence to support and maintain a Windows Server and desktop operating systems environment; Microsoft certification is considered a plus.</li> <li>• Basic networking and troubleshooting skills (up to A+/Network+ or equivalent)</li> <li>• Ability to work with networking hardware and protocols.</li> <li>• Good leadership and teambuilding skills.</li> <li>• Excellent planning and organizational skills.</li> <li>• Excellent oral and written communication skills.</li> <li>• Good analytical and problem-solving skills</li> <li>• Knowledge of Government of Jamaica’s (GoJ’s) Information Technology practices and procedures</li> <li>• Proficient in the use of relevant computer applications</li> </ul>																
<b>Coordination &amp; reporting mechanism:</b>	The consultant will report directly to the executive director of the BGA and to the shelter managers.																
<b>Other information</b>	The consultant will be expected to main the highest level of confidentiality with respect to any and all information that is acquired by or made available to consultant during the execution of this consultancy and may be required to sign a nondisclosure agreement.																