

ANNEX 1: TERMS OF REFERENCE

BACKGROUND INFORMATION

When communities are affected by violence, access to essential services is limited. A strong sense of collective agency is key for communities to find their own effective solutions to these challenges. Hence, most humanitarian organizations use approaches which aim to support the communities' own solutions. For example, NGOs collect information via surveys and create groups of community representatives to create "action plans".

However, with the emergence of digital communication tools, there is a trust crisis with these traditional participation channels. People expect more transparency and direct participation.

With funding from Innovation Norway, Norwegian Church Aid seeks to leverage expertise from the private sector to develop, test and disseminate a digital participation platform to disruptively empower crisis-affected communities. This platform should help them to develop locally owned solutions to respond to shocks and protect their dignity and allow external aid agencies to understand these local initiatives.

This project, called ProTECHtion¹, will be first piloted in Pemba, Tanzania, where NCA's needs assessment² verified that both Aid practitioners and Rights holders perceive a need for ensuring more rapid and effective participation of affected communities in decisions, and plans of NGOs. Specifically, the assessment found that women, persons with disabilities, and individuals residing in rural or harder-to-reach areas face significant challenges in participating in communication with aid organizations like NCA. Logistical barriers, cultural taboos, and prioritization by community leaders contribute to the lack of influence of these groups. The needs assessment (link below) also showed a great potential to use digital tools to improve this situation as a great majority of rights holders are using mobile phones. It further gives relevant information about the type of devices and technical capacities that are available in the location.

In the ProTECHtion project, NCA is following Innovation Norway's Innovation-Friendly Procurement Process. As such, NCA conducted the afore-mentioned needs assessment. Then, NCA conducted a global market dialogue with private companies, software developers, social enterprises, humanitarian actors and other experts and institutions. The market dialogue consisted of an information session³ and two co-creation workshops that led to the conclusions in Annex 3⁴. The purpose of the market dialogue was to help NCA prepare this Request for Proposals by clarifying problem statements and needs, exploring existing market solutions, collecting input on the tender strategy, and learning more about potential solution strategies. The conclusions of the market dialogue, and the expected outcomes from the participation platform are reflected in the "Requirement Specification List" that is Annex 5 of the present request for proposals.

The selected solution is planned to be piloted in Pemba, Tanzania for a duration of **8 months** between December 2024 and August 2025.

In Pemba NCA implements a project called "Championing Interfaith Approaches for Women and Youth Empowerment for Peaceful Coexistence along the Swahili Coast of Tanzania". The project that started in 2023 and will last until 2026, aims to improve access to economic opportunities for the most vulnerable, promote a culture of dialogue among the population and strengthen sexual and reproductive health among adolescents.

The project will reach **about 3000 rights holders** in the island, including youth, women, persons with disabilities, government officials and religious leaders. During the pilot phase, they will be the main users of the suggested solution, together with the NCA staff working in the project.

After 2025, NCA has the ambition to improve the solution and scale-up its use to other countries. Additionally, other Aid agencies have expressed interest in the project. Hence, NCA is looking for a supplier that is interested in a longer-term partnership for scaling with NCA, beyond the timeframe of this innovation project.

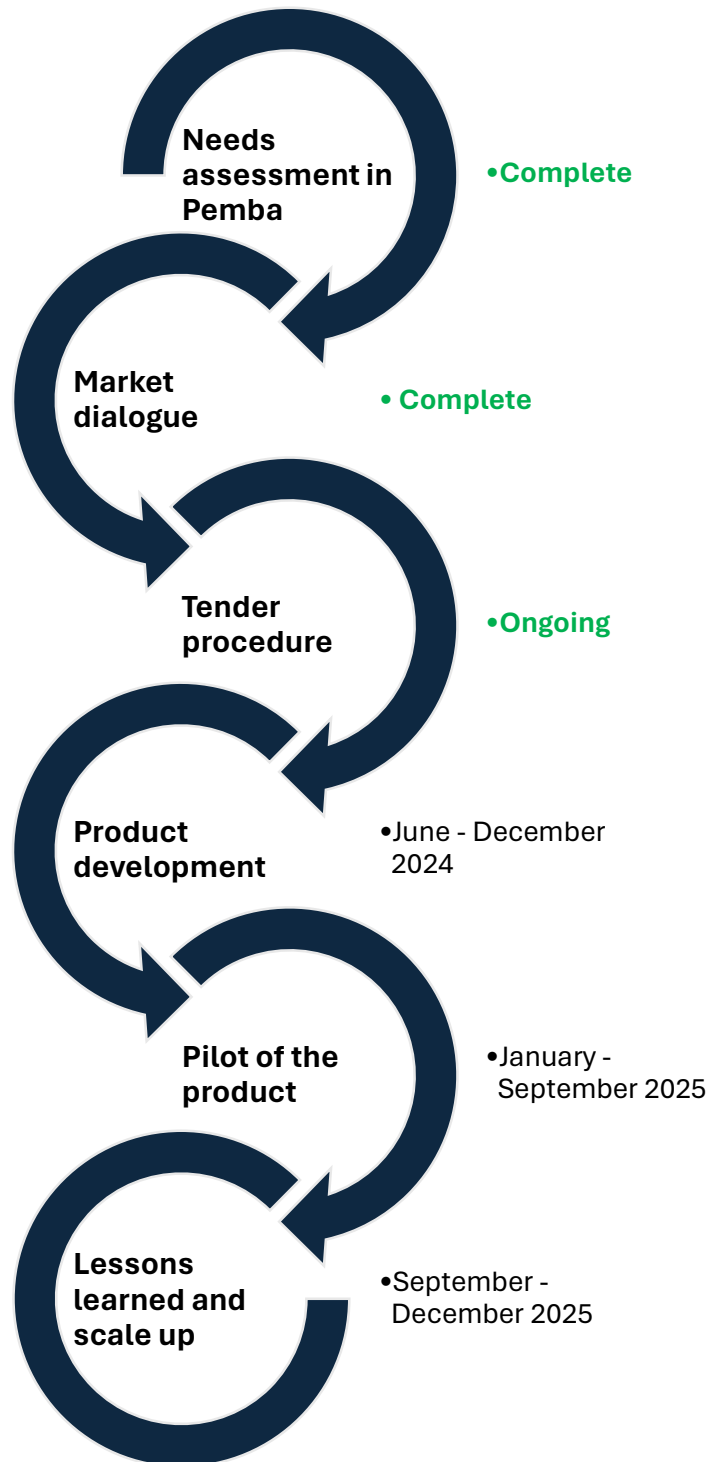
¹ [ProTECHtion: Digitally Powered Community Protection | Kirkens Nødhjelp \(kirkensnodhjelp.no\)](#)

² [Microsoft Word - Needs Assessment Report first delivery \(kirkensnodhjelp.no\)](#)

³ [ONLINE INFORMATION MEETING \(17 APRIL 2024\) | Kirkens Nødhjelp \(kirkensnodhjelp.no\)](#)

⁴ [Microsoft Word - Report EXT \(kirkensnodhjelp.no\)](#)

PROCESS AND TIMELINE FOR THE PROJECT



CONTRACT PURPOSE AND EXPECTED RESULTS

Overall objective: The overall objective of the project is to develop and pilot a first prototype of a digital participation platform for community members from conflict-affected communities to communicate among them and with humanitarian actors about their needs, ideas and aspirations. NCA has the ambition to scale up its use and replicate it in other projects and countries.

Results to be achieved by the Contractor:

1. Software:

The supplier should design, create, adapt and/or provide the software for the participation platform, including:

- Front-end aspects such as users' interface, or other channels for users' interaction
- Back-end system capable of collecting, structuring, and analyzing collected data.

As well as provide any relevant software updates during the project period.

The software may be an "off the shelf" technology that has been proven as an effective tool, or the software may be adapted from existing solutions. It can also be a proposed design of a participation platform that does not exist but will be funded within this project's budget.

The expected outcomes are specified in the "Requirement Specification List" that is Annex 5 of the present request for proposals.

2. Hardware:

None

3. User Guide:

The supplier should create a protocol and guidance for use of the solution that should include orientation and guidance for users from the aid sector explaining the technical requirements to set up the platform and basic technical steps to run it in a humanitarian project.

4. Training/orientation of NCA staff:

The supplier should provide training/orientation for relevant NCA staff and community members on how to use the technology.

5. Technical support and maintenance

The supplier should provide technical support to run the technology and maintenance (including fixing potential bugs) during the pilot phase. After the pilot, the supplier is expected to fix any malfunction of the system identified during the pilot.

The provider should also include an offer to provide necessary technical support after the end of the ProTECHtion project, in case NCA, or other aid agencies, would like to scale up the use of the selected platform.

SCOPE OF THE SERVICES

The system is to be implemented together with a team at NCA that will take part in design, implementation, training and support.

While the supplier is expected to provide the technical expertise to set up the software solution, NCA staff will provide details about the contents, the types of interaction that are expected from users, and types of information that NGO workers are interested in collecting or community members might wish to be able to share.

BUDGET

NCA estimates the cost of delivering the services above between 900.000 NOK and 1.600.000 NOK but encourages candidates to offer the solution that offers the best value for money.

TIMING, LOGISTICS AND FACILITIES

NCA aims to pilot and test the finalized solution by the end of August 2025 at the latest, though ideally sooner. Errors in the software identified during the pilot should be fixed by the supplier as soon as possible and latest within 1 month after the completion of the pilot phase.

Any expenses incurred (such as planning, transport, accommodation, food, office, etc.) to deliver the services described above shall be covered by the supplier.

KEY EXPERTS AND OTHER PERSONNEL

NCA requests that our contracting partner is knowledgeable and has broad experience in the relevant subject areas.