**ANNEX 1 – TERMS OF REFERENCE (TOR)**

**Project Title: ENHANCING WOMEN’S URBAN AND RURAL RESILIENCE AND LIVELIHOODS THROUGH INCLUSIVE EXPANSION OF SPECIALIZED PROTECTION INFORMATION AND NETWORKS IN JOWHAR AND BELETWEYNE, SOMALIA**

1. **Project Description**

Displaced women in Somalia, and particularly women from less affluent social groups or women with disabilities, face extraordinary barriers to achieve self-reliance, resilience and access to sustainable livelihoods. Patriarchal norms, compounded by competition over diminishing resources in a climate vulnerable environment, cement forms of exclusion and therefore prevent women to become productive assets to society and effectively be on pathways for resilience and durable solutions.

Lack of information to timely access protection services and relief during a crisis, or to understand market opportunities in relation to availability of good and commodities and their market value, plays a role in heightening the vulnerability of women in displacement, and subsequently in limiting their agency in the search of viable economic opportunities.

Against this backdrop, there are numerous barriers to the creation of business opportunities and income generating activities. For instance, in the market environment, navigating complex trade regulations and customs procedures can be particularly challenging for small-scale traders, leading to increased costs and delays. What is more, vulnerable groups such as people living with disabilities and women often face systemic gender biases and discrimination that limit their access to business opportunities, resources, and markets. They also often lack access to timely and accurate market information, including prices, exchange rates, and trade procedures, which is crucial for making informed business decisions. Overall, there is a lack of comprehensive data and research on the specific needs and challenges faced by women and people with disability who are traders in Somalia.

In order to address the lack of inclusive and gender-sensitive information about the specific needs and barriers faced by women and marginalized groups, IOM will carry out a series of need assessments that will contribute towards identifying the needs to realize the humanitarian-development peace nexus (HDPN). These assessments will aim to obtain the necessary data to inform and develop a mobile-based technology platform, with the objective of providing accurate and relevant information to its users (primarily women) that work in the trade business. The design of this platform will thus be shaped to ensure its effectiveness and inclusivity of generally marginalized groups such as women and youth, contributing to the diversification of business and the creation of more opportunities.

Concretely, the platform will leverage SMS and USSD technologies to ensure that crucial information reaches minority groups and persons with disabilities, even in remote areas. This collaboration includes providing market price information and engaging in sensitization campaigns. The platform will be free to use, and the project aims to directly train 1875 individuals, expecting to reach a maximum of 20,000 users through a networking effect.

The information should made accessible by translating it into minority languages and in user-friendly formats for persons with disabilities, including integrating web-based apps (WhatsApp), automatic voice response, and the like. Feedback mechanisms will be integrated so that the platform remains fit-for-purpose, and abuses can be reported to alert protection organizations and authorities.

By drawing information directly from marginalized and highly vulnerable communities, this project will ensure comprehensive engagement and inclusiveness in the design of the platform. These efforts will shape the humanitarian response, creating an ecosystem conducive to systemic change. Specifically, using technology to empower women-led businesses can have ripple effects that help create lasting change for households, communities, and market systems. Data generated by the platform will allow IOM to glean important insights from social groups who are normally the intended targets of humanitarian, durable solutions and stabilization interventions, but who are often not prioritized as informants due to the linguistical and disability barriers.

# Scope of Services, Expected Outputs and Target Completion

IOM is seeking a Service Agreement for the development of a data platform that distributes information through bulk SMS and collects data from users using free of charge USSD technology and can be customized to suit the needs of women in displacement, Internally Displaced Persons from minority groups, as well as persons in displacement with disabilities.

The service provider will directly contribute to the achievement of Outcome 1 of the Korea funded project “Enhancing women’s urban and rural resilience and livelihoods through inclusive expansion of specialized protection information and networks in Jowhar and Beletweyne, Somalia.”

**Outcome 1: Vulnerable urban populations in Somalia, especially women and displacement affected communities’ resilience is improved through improved access to specialized protection information and revenue generating activities.**

In specific, the services expected to be provided by the provider are:

1. **Needs assessment and consultations to inform the design of the platform**

* Prepare the data collection tools for the needs assessment to identify specific needs and barriers faced by women and marginalized groups to inform the platform design.
* Conduct stakeholder mapping, identify relevant groups including women and marginalized groups and coordinate with IOM for the data collection in Beletweyne and Jowhar through enumerators
* Organize consultations for platform design in collaboration with local organizations, communities and service users. Engage with local organizations and community leaders throughout the platform development process.
* Coordinate with IOM’s protection teams, to advise and ensuring a protection lense is taken throughout the design phase, adhering to ‘Do No Harm’ policies

1. **Develop, test and launch of the USSD platform**

* Develop, test, and launch the fully functional USSD platform with real-time information on weather updates, market prices, exchange rates, and additional thematic areas identified during the needs assessment
* Coordinate with the IOM Protection team in the development of the systems to report abuse and harassment by women traders.
* Research and provide information on 3 additional thematic areas based on the needs assessment (in addition to weather updates, market prices and exchange rates)

1. **Training and Outreach**

* Provide direct training to 1875 individuals
* Training Completion Report: A report summarizing the training provided to individuals, including participant data and feedback from the training sessions.
* Implement outreach efforts to engage key stakeholders, media outlets and social media in promoting the platform to reach 20.000 users through networking effect.
* Sensitization Campaigns Report: Conduct and document sensitization campaigns and dialogues with stakeholders to ensure the platform’s relevance and effectiveness.

1. **Monitoring and Evaluation**

* Regular reports providing insights into platform usage, user engagement, and feedback, with recommendations for ongoing improvements.

# Institutional Arrangement

* The service provider is required to exhibit his or her full commitment with IOM during the specified period and should take into consideration IOM policies, security situation, do no harm and protection principles.
* In the event of a delay, the service provider will inform IOM promptly so that decisions and remedial action may be taken accordingly.
* Should IOM deem it necessary, it reserves the right to commission additional inputs, reviews or revisions, as needed to ensure the quality and relevance of the final deliverables.
* The service provider is required to provide financial and narrative reporting upon finalization of the assignment.

IOM will support the service provider

* Protection Expertise: IOM’s protection teams will provide guidance to ensure that the needs assessment and platform design adhere to the ‘Do No Harm’ policies and maintain a strong protection focus.
* Local Engagement: IOM will assist in organizing consultations with local organizations, community leaders, and service users to ensure the platform design meets the specific needs of these groups.

# Duration of the Work

The expected duration of the service will be 7 months from 01.12.2024 until 30.06.2025. This is dependent on the availability of funding and validity of the life of the project.

# Location of Work

The expected location/s where the services will be rendered will be primarily in Jowhar, Beletweyne, with possibility to expand to other locations of Somalia, if additional units in IOM necessitate support and if additional funding is secured. Service delivery in Jowhar and Beletweyne will include community consultations, and needs assessments, whereas the development, testing and launch of the platform can be delivered remotely.

# Scope of Proposal Price and Schedule of Payments

The contract price will be fixed output-based with a cost of total USD 200.000 and will be paid as an all-inclusive *Lump Sum fixed Amount* based on the weighted percentage corresponding to each deliverable as below:

* Instalment 1 for Deliverable 1 (Inception report, and stakeholder consultations) 40% of the lumpsum amount
* Instalment 2 for Deliverable 2 (Develop, test and launch of the platform) 40% of the lumpsum amount
* Instalment 3 for Deliverable 3 (Training and outreach, final report) 20% of lumpsum amount.

Payment shall be made in tranches based on achievement of each Deliverable. After review and acceptance of Deliverables(s), the Service Provider will submit an invoice to IOM to certify that the Deliverable(s) have been achieved in accordance with the schedule of Payment. Payment will be made within 30 days of submission of the invoice.