



TERMS OF REFERENCE FOR THE DEVELOPMENT AND IMPLEMENTATION OF MOBILE SOLUTIONS FOR THE DELIVERY OF SBCC, MONITORING AND CAPACITY BUILDING FOR SCALING SUSTAINABLE NUTRITION FOR ALL

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Terms of Reference Scaling Sustainable Nutrition for All (SSN4A)

1. Introduction

1.1 Project information

The DFID supported Scaling Sustainable Nutrition for All (SSN4A) is a new two-year programme which will expand the current SDC SN4A programme to three additional districts in the Northern Province of Zambia; Lunte, Mporokoso and Mungwi¹. SSN4A is currently being implemented in the three districts of Lunte, Mporokoso and Mungwi in the Northern and Muchinga Provinces of Zambia.

The main objective of Scaling SN4A is to improve the diets of WRA (including adolescents) and infants (6-23 months) over a 2-year programme. The project aims to cover at minimum 100% of wards in the district and 90% of households. To ensure validity and consistency of the monitoring and evaluation (M&E) framework, SNV will work closely with the National Food and Nutrition Commission. SN4A applies both a demand and supply side strategy, integrating the key pillars of demand creation through triggering, social and behaviour change communication (SBCC), improved supply of safe, affordable and nutritious diets year-round and strengthened sub-national governance. Recognising that improvement in nutritional outcomes are affected by gender roles within households, SN4A engages both men and women within the community to review and address intra-household decision making on food production, expenditure, consumption and allocation; access to resources and women's time and workload that often affect care practices. SN4A integrates behavioural motivators to create demand, followed by participatory SBCC. SNV operates at the interface of research, governance and implementation. It is investing in measuring the impact of its approach to fill the dietary data gap using validated dietary diversity and food environment indicators. SNV's model involves continual analysis and review of progress, also in line with district and national Government of Zambia (GRZ) targets. To encourage ownership, results, progress and data is shared with community members, who in turn are instrumental in demanding and shaping solutions to improve their own diets, health and nutrition. To ensure sustainability and scalability, SN4A works with District Nutrition Coordinating Committees (DNCCs) and Ward NCCs (WNCCs), strengthening their capacity to plan and implement nutrition sensitive strategies.

1.2 Project results

The project outcome results are as follows:

- Outcome 1: Improved capacity of DNCCs, WNCCs, hub NCCs and local leaders to trigger and maintain demand for intra-household dietary and hygiene practices at scale.
- Outcome 2: Effective behaviour change communication tailored to all target groups is anchored in local practice, supported by social structures and results in improved dietary and hygiene practices.
- Outcome 3: Appropriate and diversified nutritious products are available at scale and supported by locally available and locally managed inputs, extension services and market linkages.
- Outcome 4: Strengthened governance capacity to implement NSA and IHH dietary and hygiene practices within multi-sectoral frameworks at scale.
- Outcome 5: Evidence generated on the scaling of SN4A model for improving nutrition.

¹ Mporokos and Mungwi are in the stressed district category according to the Vulnerability Assessment Committee, 2018.

2. Assignment

This Terms of Reference outlines the scope of work for the development and implementation of mobile solutions for the delivery of SBCC, monitoring and capacity building of SSN4A beneficiaries and stakeholders for the Scaling Sustainable Nutrition for All. SNV seeks a Consultant to provide mobile solutions for development for the Scaling Up Sustainable Nutrition Programme. The Consultant will provide a full-service mobile technology approach which combines: Interactive, targeted and measurable mobile engagement campaigns and surveys, full-featured mobile engagement platform to serve Interactive Voice Response (IVR), SMS, Apps, and social media bots with in-country design and implementation support of services delivered at scale in Lunte, Mporokoso and Mungwi districts.

3. Scope of Work

The specific tasks related to the Consultant are to:

- i. Deliver a Behaviour Change Communication campaign through the delivery of key SSN4A, MCDPII key messages to project beneficiaries on a weekly basis. This will be done through pre-recorded audio in Bemba, 1 minute in duration, content developed for Covid19 mixed with WASH, nutrition, agriculture etc,
- ii. Deliver the 667 project to Lunte, Mporokoso and Mungwi districts in the form of gamified content on Covid19, WASH, agriculture, nutrition for more engaging and interactive content types.
- iii. Air radio shows radio spots, and radio dramas on community radio stations and national radio stations in Lunte, Mporokoso and Mungwi districts. For radio dramas, pre and post survey questions on the 667 Service to create impact data that can be used for MEL. Radio spots for promotion of 667 through radio jingles and radio spots to drive traffic, registration of 667 users to increase database for outbound communication via SMS or pre-recorded audios.
- iv. Surveys: Interactive voice response technology to deploy audio-based surveys, max 15 questions in one call, callers answer by using number buttons on their phones for the
- v. Deliver training via mobile platforms to Community based volunteers through an audio curriculum consisting of series of 5-6-minute lessons

3.1 Schedule for completion of tasks

TASK	Schedule for Completion from the date of award of contract
(i) Deliver a Behaviour Change Communication campaign through the delivery of key SSN4A, MCDPII key messages to project beneficiaries on a weekly basis. This will be done through pre-recorded audios in Bemba disseminated through mobile platforms 1 minute in duration, content developed for Covid19 mixed with WASH, nutrition, agriculture etc,	From 15 June to 31 December 2020 with submission of monthly reports on coverage and feedback from beneficiaries
(ii) Deliver the 667 project to Lunte, Mporokoso and Mungwi districts in the form of gamified content on Covid19, WASH, agriculture, nutrition for more engaging and interactive content types.	From 15 June to 31 December 2020 with submission of monthly reports on coverage and feedback from beneficiaries

<p>(iii) Air radio shows radio spots, and radio dramas on community radio stations and national radio stations in Lunte, Mporokoso and Mungwi districts. For radio dramas, pre and post survey questions on the 667 Service to create impact data that can be used for MEL. Radio spots for promotion of 667 through radio jingles and radio spots to drive traffic, registration of 667 users to increase database for outbound communication via SMS or pre-recorded audios.</p>	<p>From 15 June to 31 December 2020 with submission of monthly reports on coverage and feedback from beneficiaries</p>
<p>(iv) Surveys: Interactive voice response technology to deploy audio-based surveys, max 15 questions in one call, callers answer by using number buttons on their phones for the post-triggering monitoring, programme monitoring and programme accountability.</p>	<p>From 15 June to 31 December 2020 with submission of monthly reports on coverage and feedback from beneficiaries</p>
<p>(v) Deliver training via mobile platforms to Community based volunteers through an audio curriculum consisting of series of 5-6-minute lessons</p>	<p>From 15 June to 31 December 2020 with submission of monthly reports on coverage and feedback from beneficiaries</p>

4. Deliverables

The main deliverables of the assignment are:

- i. An Inception report outlining the proposed work plan, timing, locations for research, methodologies proposed, data collection tools and a draft framework for the final report to be presented within 3 days of contract signature
- ii. A mobile-based Social Behaviour Change Communication campaign package for the delivery of key SSN4A, MCDPII key messages delivered weekly to beneficiaries in Lunte, Mporokoso and Mungwi districts.
- iii. 667 project delivered to Lunte, Mporokoso and Mungwi districts in the form of gamified content on Covid19, WASH, agriculture, nutrition for more engaging and interactive content types.
- iv. Aired radio shows radio spots, and radio dramas on community radio stations and national radio stations in Lunte, Mporokoso and Mungwi districts.
- v. Surveys summary reports based on interactive voice response technology to deploy audio-based surveys
- vi. A mobile-based training platform established and implemented to build capacity of Community based volunteers through an audio curriculum consisting of series of 5-6 minute lessons

5. Location of Service

The Consultant will implement the assignment in Lunte, Mporokoso and Mungwi, districts.

Further information on the districts include:

- **Mungwi district** is in the Northern Province and shares boundaries with Mbala, Isoka, Nakonde, Chinsali and Kasama. It covers 13 wards.
- **Mporokoso district** covers 10 wards. Two wards cover township areas (Mikomba and Kapumo).
- **Lunte District** is about 134 kms from the district of Mporokoso, bordering Kasama to the West. It covers 12 wards.

6. Period of Contract

The Assignment timeframe is 6.5 months: 15th of June 2020 to the 31st of December 2020. All the activities within this contract, including reporting to SNV must be finalized by 30 January 2021. Therefore, the scopes of works described above need to be completed as stipulated above.

7. Reporting Requirements

The Consultant will be directly accountable to Tendai Gunda, SNV'S SSN4A Project Manager Tendai will also render the day to day support to ensure the field work progresses smoothly.

8. Qualification and experience

The Consultant must have the following qualifications and experience:

- i. A proven track record of professionalism and ethical conduct.
- ii. Relevant technical knowledge, skills and extensive work experience in undertaking crop and livestock surveys and have capability to design data collection tools and materials,
- iii. Experience in providing Consultancy and excellent track record of completion of tasks according to timelines.
- iv. Experience with donor-funded projects
- v. Excellent reporting and writing skills with experience in projects of a similar nature, of at least a minimum of 5 years.
- vi. Prior experience working in Zambia

Additionally, the consultant should possess the following qualifications:

- a) Key personnel must have at least a degree / equivalent qualification in Computer Science, ICT or related fields.
- b) The Consultant should have demonstrable experience in and knowledge of agronomy, Nutrition, facilitation and community development in Uganda.
- c) If the Consultant is a firm, they will ensure that all proposed key personnel work directly in the assignment. Substitution of staff after contract award is discouraged and will have to be approved by the client.
- d) Knowledge of English is a must and that of local languages such as Bemba is essential for the researchers doing field work.

9. Payment Terms

The Consultant will have a consultancy contract for an agreed fee for a total not exceeding 45 working days. Where applicable, for instance for DSA and mileage, current SNV rates will be used.

Invoices.

Payment to the consultant will be based on the invoice submitted to SNV for the attention of Ms. Tendai Gunda for the SSN4A Project activities. Invoices will contain an itemized statement of the services performed and any expenses incurred. All individual expense claims over Euro 25 will be supported with original receipts attached to the invoice. The invoice shall be submitted in accordance with the payment terms outlined in the contract and indicated below.

In consideration of the services to be provided by the Consultant, SNV shall make an initial down payment on the contract amount of 10% and subsequent payments will be made as follows:

- i. After reconciliation of the initial down payments, Subsequent instalments will be made on monthly basis in accordance with the liquidity plan as will be agreed
- ii. All payments will be done in Zambian Kwacha (ZMW) or US Dollars by bank transfer

These payments are all subject to acceptance of the deliverables by the SSN4A Programme manager leaders on the completion of services by the consultant.

10. Submission of proposal:

All submissions should be sent via: Email: zambiaprourement@snv.org; tgunda@snv.org
the subject line should read "Development and implementation of mobile solutions for the delivery of SBCC, monitoring and capacity building for SN4A."