

REQUEST FOR EXPRESSIONS OF INTEREST
CONSULTING SERVICES

Selection #: RG-T3868-P003

Selection Method: Simplified Competitive Selection

Country: Jamaica

Sector: Social Investment

Funding – TC #: ATN/OC-18707-RG

Project #: RG-T3868

TC Name: *Crime and Violence in the Caribbean: Perception, Data, and Policy*

Link to TC document: <https://www.iadb.org/projects/document/EZSHARE-120800207-23?project=RG-T3868>

The Inter-American Development Bank (IDB) is executing the above-mentioned operation. For this operation, the IDB intends to contract consulting services described in this Request for Expressions of Interest. Expressions of interest must be delivered using the IDB Portal for Bank Executed Operations (<http://beo-procurement.iadb.org/home>) by: *October 20, 2021*, 5:00 P.M. (Washington D.C. Time).

The consulting services (“the Services”) include the *creation a more streamlined and robust approach to the reporting on domestic violence in Suriname, through an evidence-based reform of the current system. The estimated budget for this consultancy is US\$40,000. The estimated contract duration is eight (8) months.*

Eligible consulting firms will be selected in accordance with the procedures set out in the Inter-American Development Bank: [Policy for the Selection and Contracting of Consulting firms for Bank-executed Operational Work](#) - GN-2765-4. All eligible consulting firms, as defined in the Policy may express an interest. If the Consulting Firm is presented in a Consortium, it will designate one of them as a representative, and the latter will be responsible for the communications, the registration in the portal and for submitting the corresponding documents.

The IDB now invites eligible consulting firms to indicate their interest in providing the services described above in the draft summary of the intended Terms of Reference for the assignment below. Interested consulting firms must provide information establishing that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Eligible consulting firms may associate in a form of a Joint Venture or a sub-consultancy agreement to enhance their qualifications. Such association or Joint Venture shall appoint one of the firms as the representative.

Interested eligible consulting firms may obtain further information during office hours, 09:00 AM to 05:00 PM, (Washington D.C. Time) by sending an email to: *Dana King at danak@iadb.org and Jason Wilks at jwilks@iadb.org*

Inter-American Development Bank

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TERMS OF REFERENCE

CONSULTANCY TO IMPROVE DOMESTIC AND SEXUAL VIOLENCE REPORTING IN SURINAME

1. Background and Justification

- 1.1.** Domestic and gender-based violence prevention is a priority area for the Government of Suriname. International comparative data on the prevalence and severity of the problem suggest that the problem is severe. For example, the 2018 Women's Health and Lifestyles Survey, the first nationally representative survey on women's experiences with domestic violence, indicates that 32 percent of women who have ever lived with a partner have experienced at least one act of physical and/or sexual violence by the partner in their lifetime and that 14 percent of Surinamese women experienced sexual violence over their lifetime, from a non-partner. About one in three women who have experienced such violence have never disclosed their experience and most survivors have not sought or received any help from state agencies tasked to provide such services. These factors contribute to Suriname having the highest rate of intimate partner homicides relative to total homicides within a regional sample of states in 2016 (UNODC, 2019).
- 1.2.** Extant literature affirms that the most appropriate state responses to domestic and sexual violence involve a comprehensive, wrap-around services delivery model. Such a model requires, at a minimum, an integrated approach to providing preventive services, psychosocial counselling, medical care, police investigation and legal assistance. More expansive welfare models also include financial support to victims, perpetrators and witnesses of violence as well as training opportunities, housing and employment to minimise dependencies in the relationship. The Surinamese government envisages such a model as the core tenet to its domestic and sexual violence prevention efforts.
- 1.3.** To facilitate integrated service delivery, data on the scope of the problem and effectiveness of state responses is critical. Article 19 (2) of the Domestic Violence Control Act adopted and entered into force in 2009 states that it is the duty of any investigating officer responding to a report of domestic violence to use a domestic violence registration form (DVRF), which is included in the National Domestic Violence Register that was established by state authorities and maintained by the Korps Politie Suriname (KPS). The DVRF collects demographic and relational data on the victim, perpetrator and other actors as well as descriptive data on the domestic violent incident to facilitate classification and summary reporting. The form then facilitates state responses at both the operational level and policy level across several agencies.
- 1.4.** The DVRF has been in use since 2018 and works in parallel with the existing serious crime incident reporting digital database of the KPS. However, in practice, the collection of domestic and sexual violence data has been sub-optimal. The reasons for the under-reporting are presently unknown but may be related to several factors such as public distrust in the reporting process, lack of institutional resources, duplication with the serious crime database or the need for more information than the form currently provides for effective state responses.

2. Objectives

- 2.1.** The objective of this consultancy is to create a more streamlined and robust approach to the reporting on domestic violence in Suriname, through an evidence-based reform of the current system. This consultancy will entail (i) a review of institutional mechanisms for domestic and sexual violence data entry, management and analysis; (ii) delivery of training on updates and reforms to the national reporting framework on domestic and sexual violence, once approved; (iii) the piloting of new business processes and technology; and (iv)

submission of recommendations for improving the national reporting framework, towards informing policy and monitoring operational responses to domestic violence.

3. Scope of Services

3.1. Consultancy category and modality: Consulting firm

Estimated duration: Sixty-five (65) non-consecutive working days over an eight (8) month period

Place(s) of work: Country of the consulting firm and/or Paramaribo, Suriname.

3.2. The consulting firm will be required to assess the reporting gaps and redundancies within the current regime for capturing information on domestic violence. This diagnostic assessment should yield a clear description of how to improve deploying and managing the DVRF.

3.3. The consulting firm must deliver training to key stakeholders regarding the entry, management, analysis, presenting and application of domestic and sexual violence data for state responses at the strategic and operational level.

3.4. Through close cooperation with key stakeholders in the public sector, private sector and civil society, the consulting firm must conceptualise and pilot an updated reporting framework, with the DVRF at the center, that facilitates improved incident- and summative-reporting, case tracking and data sharing with existing and expected domestic and sexual service provider data collection systems.

3.5. The consulting firm must produce a summative report with recommendations on the detail the resources needed, be they finances, personnel or technology, to implement and maintain said framework as well as the appropriate governance structure to ensure sustained, inter-agency coordination.

4. Key Activities

4.1. The consulting firm shall perform the following tasks:

- Research and examine the current administrative and operational arrangements for collecting domestic violence data using the DVRF to determine the main factors contributing to the under-reporting of domestic violence cases. This initial assessment should specify where deficits exist regarding, but not limited to, the following areas:
 - Hardware/software equipment
 - Data flows and administrative protocols for centralising the data
 - Functional scope of the DVRF
 - Personnel training and competencies
 - Compatibility with other crime reporting forms currently in use
 - Information security management.
- Liaise with key stakeholders, including persons involved in the development of the DVRF, to better understand (i) the reporting experience for victims of domestic violence; (ii) business processes and user requirements for databases with data related to domestic violence; and (iii) the use of data as evidence by decision makers.
- Propose and justify suitable approaches for maintaining the DVRF database including the appropriate governance structure (eg location(s) and oversight responsibility); detailed descriptions of business processes to be re-engineered; alignment with existing crime reporting databases within the KPS;

storage requirements; potential software solutions; changes to the DVRF template; training needs and security protocols.

- Conceptualise an updated database for the DVRF, with at least the following capabilities:
 - Exists online with a preference for open-source language in its programming, while complementing the current regime of paper-centric reporting;
 - Facilitates data entry by service providers, access to data modules for end users and management of the system by administrators, within an appropriate and secure authorisation scheme;
 - Uses offense and relationship codes that are compatible with international incident-based crime reporting systems;
 - Provides for data analysis based on relevant disaggregations such as geography, age, gender, nationality, ethnicity, religion, marital status, and employment;
 - Allows for daily/monthly/annual validation and presentation of data using appropriate tools such as fact sheets, GIS maps or dashboards; and
 - Accommodates data sharing with complementary or superordinate databases within the criminal justice sector, whether in existence or pending.
- Upon approval of proposed database redesign by key stakeholders, deliver a series of training sessions to key stakeholders on the change management and technical capacity necessary to transition to a more integrated and modern database. At a minimum the training should include (i) guidance on how to identify and document domestic violence case for frontline personnel; (ii) domestic violence data analysis and presentation by end users; (iii) the use of domestic and sexual violence data analysis for strategic decision making by senior law enforcement personnel; (iv) and administrative management of the database. These training sessions should be facilitated by and content encapsulated in a training manual that must be made available by the conclusion of the pilot exercise.
- Pilot the updated database for the DVRF for the minimal time required to facilitate analysis of one (1) month of reported domestic and sexual violence incident data.
- Report summatively on the effectiveness of the training sessions and the updated DVRF database pilot.
- Produce recommendations and an implementation plan to guide full implementation of the new system.

5. Expected Outcome and Deliverables

5.1. The consulting firm shall prepare and submit the following in Dutch and English:

1. Inception Report and Work Plan
2. Diagnostic Assessment
3. DVRF database redesign proposal(s)
4. Report on DVRF database redesign pilot and training manual
5. Final report with recommendations and implementation plan

6. Project Schedule and Milestones

6.1. The consulting firm will be free to propose their specific working methods and schedules in their submission.

However, the consulting firm should anticipate submission of deliverables according to proposed timelines. The proposed project schedule for submitting deliverables under this consultancy is as follows:

DELIVERABLES		
No.	Description	Timeline
1	Inception Report and Work Plan	Within ten (10) working days of contract signing
2	Diagnostic Assessment	By the end of eight (8) weeks
3	DVRF database redesign proposal(s)	By the end of sixteen (16) weeks
4	Report on DVRF database redesign pilot and training manual	By the end of twenty-six (26) weeks
5	Final report with recommendations and implementation plan	By the end of thirty-two (32) weeks

7. Reporting Requirements

- 7.1.** All reports shall be delivered electronically, with all supporting documentation in editable format.
- 7.2.** At a minimum, the consulting firm must confer with the Public Management Sector Senior Specialist on a bi-weekly basis, either by email, videoconference, or telephone.
- 7.3.** The IDB and JUSPOL will be required to provide feedback to the consultancy firm, in writing, within 10 working days after receiving each report.
- 7.4.** All source code and related programming information shall be made available to JUSPOL to facilitate updates and modifications as necessary in the future.

8. Acceptance Criteria

- 8.1.** The first deliverable of an inception report should provide an accurate description of the preparatory and implementation processes for the database development. When the work plan is reviewed there must be clear descriptions of the diagnostic process – the schedule of stakeholder conversations; the topics to be covered during site visits; the learning outcomes for each conversation and site visit; and the modality by which existing gaps will be identified and quantified where possible. The inception report should detail any pre-conversation assignments and assessment tools to be completed by key stakeholders. A draft inception report will be reviewed by the Inter-American Development Bank (IDB) Public Management Sector Senior Specialist and, upon her approval, the approved inception report can be submitted by the consulting firm to facilitate the first payment under this contract. Both submission and approval of the draft inception report can be done via electronic correspondence. The approved inception report must be submitted in soft copy to the Public Management Sector Senior Specialist, who will provide her acceptance of the deliverable via electronic correspondence.
- 8.2.** The second deliverable of a diagnostic assessment should be in accordance with the approved inception report. The consulting firm should provide an accurate description of the preparatory and implementation processes for the assessments. To further verify the extent or severity of systemic deficiencies, there should

be evaluation of available resources and system protocols based on metrics from standardised assessment tools that were approved previously by the Public Management Sector Senior Specialist. In addition, examples of system deficiencies should be documented by photos, where appropriate, and submitted to the Public Management Sector Senior Specialist via electronic correspondence. The Public Management Sector Senior Specialist will provide her acceptance of these submissions via electronic correspondence.

- 8.3.** The third deliverable of a DVRF database redesign proposal(s) must reflect the unique circumstances of the DVRF's mandate, legislative environment, organisational context and assessment by key stakeholders; while reflecting international requirements and best practices in the management of these databases. The draft DVRF database redesign proposal(s) will be reviewed by the Public Management Sector Senior Specialist and, upon her approval, the approved DVRF database redesign proposal(s) that reflects all comments from the Bank and JUSPOL will be submitted to facilitate the third payment for this consultancy. The approved DVRF database redesign proposal(s) must be submitted in soft copy to the Public Management Sector Senior Specialist, who will confirm her acceptance via electronic correspondence.
- 8.4.** The fourth deliverable of the DVRF database redesign pilot report should be in accordance with the approved DVRF database redesign proposal. The consulting firm should provide an accurate description of the preparatory and implementation processes for the pilot. To further verify the execution of the pilot there should be daily database log sheets taken at the end of each pilot day as well as an evaluation of the skill and/or knowledge acquisition of pilot participants both pre- and post-pilot, based on their responses to a standardised assessment tool that must be approved previously by the Public Management Sector Senior Specialist. In addition, the training manual that now incorporates updates and revisions based on the pilot exercise as well as examples of exercises completed during the delivery of the pre-pilot training sessions and photos of training participants should also be submitted to the Public Management Sector Senior Specialist via electronic correspondence. The Public Management Sector Senior Specialist will provide her acceptance of these submissions via electronic correspondence.
- 8.5.** The fifth deliverable of a final report with recommendations and implementation plan should incorporate feedback from key stakeholders as well as recommendations on key next steps for continued institutionalisation of the DVRF database. The final report must contain a general summary of the conduct and effectiveness of support activities proposed by this consultancy that is a minimum twelve (12) pages in length and covers the key processes and decisions made related to establishing the DVRF database going forward. The final report should also include recommendations for future training refreshers or capacity building exercises needed in support of the respective DVRF's institutional mandate, with a clear description of the rationale for said activities, proposed delivery modalities and suggested sources for additional reference information. The draft final report with recommendations and implementation plan will be reviewed by the Public Management Sector Senior Specialist and, upon her approval, an approved final report with recommendations and implementation plan that reflects all comments from the Bank and JUSPOL will be submitted to facilitate the final payment under this contract. The approved final report with recommendations and implementation plan must be submitted in soft copy to the Public Management Sector Senior Specialist, who will provide her acceptance of the deliverable via electronic correspondence.

9. Other Requirements

- 9.1.** The consulting firm must retain personnel who are bilingual (Dutch/English).
- 9.2.** The consulting firm will retain the relevant expertise with at least 5 years of demonstrable experience in the development of databases for justice sector, social protection or public health agencies in a developing state context.

- 9.3. The consulting firm is expected to retain personnel with a good understanding of the Surinamese Government's civil service structures including a thorough understanding of issues regarding the information and communication technology of the bureaucracy.
- 9.4. The consulting firm must also retain personnel with internationally recognised certification in quality and information security management systems such as ISO 9001 and ISO 27001.
- 9.5. The consulting firm will be expected to retain the relevant qualifications and experience to include the following: Graduate-level University degrees preferably in Public Administration, Computer Sciences and either Criminal Justice, Social Work or Public Health.

10. Supervision and Reporting

- 10.1. The consulting firm will work under the direct supervision of Dana King (danak@iadb.org) and Jason Wilks (jwilks@iadb.org), in coordination with the Technical Team from the Ministry of Justice and Police.

11. Schedule of Payments

- 11.1. Payments will be based on the submission of key documentation and the completion of technical assistance as approved by the Bank. Any feature of the deliverables not meeting the Bank's satisfaction will have to be reworked at no additional cost to the Bank. The proposed payment schedule for this consultancy is as follows:

DELIVERABLES		
No.	Description	Payment Percentage
1	Inception Report and Work Plan	10%
2	Diagnostic Assessment	20%
3	DVRF database redesign proposal(s)	25%
4	Report on DVRF database redesign pilot and training manual	20%
5	Final report with recommendations and implementation plan	25%