

## **TERMS OF REFERENCE**

### **Baseline Evaluation**

#### **Project “Protection of girls and boys from cyber bullying and gender-based cyber violence” for the period from 2021-2024**

Location: Quang Binh and Kon Tum

Duration: 1st November to 25th December 2021

### **1. About Plan International Vietnam**

Founded in 1937, Plan International is a development and humanitarian organisation that advances children’s rights and equality for girls. We strive to advance children’s rights and equality for girls all over the world. As an independent development and humanitarian organisation, we work alongside children, young people, our supporters and partners to tackle the root causes of the challenges facing girls and all vulnerable children. We support children’s rights from birth until they reach adulthood and enable children to prepare for and respond to crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge. For over 80 years we have been building powerful partnerships for children, and we are active in over 75 countries.

Plan International has been working in Vietnam since 1993. By June 2019, Plan International Vietnam (PIV) has improved the lives of more than 1,300,000 children, their families and communities from over 131 communes in 10 provinces across the country. Our goal by 2021 is to reach 2 million girls from 1,875 ethnic communities in Vietnam so they can learn, lead, decide, and thrive.

### **2. Project Background and Objectives**

In 2020, approximately 70% of all Vietnamese (68.17 million out of the total population of 96.90 million) had access to the internet and that 65 million people or 67% actively use social media.<sup>1</sup> In 2020, the number of young people in the age bracket from 15 to 24 years is estimated at 15.3 million (15.2% of the overall population)<sup>2</sup>. Internet access has been beneficial for boys and girls as it is for the rest of the population, but at the same time, the use of the internet brings a range of new risks for the safety and security of children. Due to COVID19, more people, including adolescents use the internet for their learning, shopping, entertainment, communicating, doing business and accessing services, which increases the exposure to risks. Thus, online learning, a future educational trend that has just been widely deployed in the context of the COVID19 pandemic, poses significant risks for adolescents to deal with cyber bullying and gender-based cyber violence like trolling, hacking, spamming, and harassment online.

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<sup>1</sup> <https://datareportal.com/reports/digital-2020-vietnam>

<sup>2</sup> [https://www.indexmundi.com/vietnam/demographics\\_profile.html](https://www.indexmundi.com/vietnam/demographics_profile.html)

In that context, it is crucial to understand deeply about the situation and identify gaps in capacity, legal framework, social and cultural environment to propose appropriate interventions to ensure safety for children on cyber spaces. With the support from Plan International Germany and Plan International Vietnam, Project “Protection of girls and boys from cyber bullying and gender-based cyber violence” from 2021 – 2024 was approved. The proposed project aligns well with the “National Plan for Cyber Security and Support Healthy Online Interaction for Children, 2021-2025”, approved by the Vietnam Prime Minister in Decision 830/QĐ-TTg, dated June 1st, 2021.

The project will be conducted at both national and provincial levels in which Quang Binh, Kon Tum provinces are locations of the project.

### **Objectives**

Adolescents aged 10-18, particularly girls and the most vulnerable, are empowered to safely use the internet and social media and protected from all forms of (gender-based) online abuse

*(For this proposal we define dimensions of the “most vulnerable” as ethnic minority status, poverty, disability status, LGBTIQ).*

To achieve above objective, the project aims to following outcomes/outputs by the end of July 2024:

**Outcome 1:** Adolescents, particularly girls and vulnerable groups, have enhanced collective agency to protect themselves and others from cyber bullying and gender-based cyber violence.

- Result 1.1: Adolescents, particularly girls and vulnerable groups, have enhanced individual knowledge and skills on CSE, harmful practices and forms of gender - based cyber violence to protect themselves from online abuse
- Result 1.2: Adolescents, particularly girls and vulnerable groups, actively participate in protecting themselves and others from online abuse at schools and communities.

**Outcome 2:** Families, schools and communities have established protective mechanisms to protect children, especially girls and vulnerable groups, from online abuse.

- Result 2.1: Parents, teachers and child protection service providers understand about types and risks of online abuse
- Result 2.2: Families, schools and communities have enhanced capacity to preventing and responding to cyber protection

**Outcome 3:** Government authorities, media agencies and IT service providers have effective prevention and response measures to ensure children’s safety on cyber spaces.

- Result 3.1: Adolescent and youth-led initiatives on cyber protection are scaled up by respective stakeholders at provincial and national levels.
- Result 3.2: Government, IT service providers and social media agencies have enhanced capacity, effective systems, procedures and tools to prevent and respond to cyber abuse.

## **3. Purpose of the Baseline**

### **3.1 Purpose:**

The purpose of the assignment is to carry out a study to establish baseline against each indicator given in Appendix 1. The information on the indicators will later be used to measure and monitor the project progress against the set indicators over the course of the project implementation.

In addition to collecting data to measure the indicators, it aims to address the following questions:

1. What is the current situation in relation to cyber bullying and online gender-based violence against girls and boys in the targeted area of the project? And what are the specific different gendered risks and effects of online abuse for girls and boys/ young women and men?
2. How to ensure availability and accessibility of essential support services for children affected by online GBV?
3. What are determinants influencing engagement of government agencies, IT companies and support services to prevent and responds to the issue?

### **3.2 Scope of work:**

The study will be covered specific areas as following:

- Knowledge and behaviour of adolescents, parents/care givers, teachers and child protection service providers on CSE, harmful practices, forms and risks associated to gender - based cyber violence and abuse
- Self-protection abilities of girls, boys and vulnerable groups to prevent from and respond to cyber violence
- Availability and quality of support services on early detection and prevention of online abuse, as well as reporting mechanism of cyber violence cases among children in communities, at provincial and national level
- Enabling and hindering factors to adolescent and youth-led initiatives on cyber protection
- Challenges and opportunities for Government, IT service providers and social media agencies to create effective collaboration systems, procedures and tools to prevent and respond to cyber abuse
- Specific needs and priorities of relevant stakeholders related to expected outcomes of this project

### **3.3 Geographical coverage**

The baseline survey will be conducted in Quang Binh province (Minh Hoa, Quang Ninh and Le Thuy districts), Kon Tum province (Kon Plong and Kon Ray Districts) and Hanoi

### **3.4 Target groups to be covered**

This baseline survey will cover representations of project stakeholders, policy makers, government authorities, social service workers, community members, women and men, children and young people in Quang Binh and Kon Tum and Hanoi, including:

- Adolescents aged 10-18, particularly girls and vulnerable groups (representation of different ethnic groups, people with disabilities...)

- Parents/ caregivers who are both project participants in their role as duty bearers as in other existing projects of PIV;
- Education authorities, school managers and teachers will work as the primary duty bearers as they are working with students and using internets for teaching;
- Child protection stakeholders at both provincial and national level, and other allied services (Helpline operators, counsellors, journalists) effectively contribute to the child and family protection system as per their mandate
- IT service providers and social media platforms offers services that are used by children to a large extent or even primarily targeted at children or young adults

## 4 Users of the Baseline

The intended users of this data are Plan International Germany, Plan International Viet Nam, project stakeholders, and relevant partners.

### Dissemination of findings:

Findings of the baseline survey will be disseminated to donor, the project stakeholders and beneficiaries in order to get their feedback/comments. Dissemination activities will be logistically organized by PIV through project's workshop among project partners, stakeholders and beneficiaries. The consultants will be invited to participate and do presentations.

## 5 Methodology

### 5.1 Methods for Data Collection and Analysis

The consultants/ experts are expected to be responsible for describing the overall baseline evaluation design, data sources to be used (including sampling), methodology and data collection tools that are best suited to the assignment and local context. The consultants/ experts are recommended to use different data collecting methods, such as:

- Desk review (external literature, key project documents): review the relevant documents, including the project proposal, resources and results framework, documentation, reports, and other relevant research.
- Direct observation
- Key informant interviews
- Questionnaires
- Focus group discussions

The survey design and methodology will be discussed and agreed with PIV project team and with the implementing partners at the beginning of the consultancy. The consultants/ experts are also expected to provide friendly and simple methods so that youth and adolescents, vulnerable people can participate. Child participation survey methods are required to guide and support youth and adolescents implement child-led survey.

### 5.2 Sample

The consultants/ experts (team) will be expected to propose an appropriate sampling methodology and size that is statistically valid and cost-effective, based on information provided by the project team to ensure that necessary information can be collected. All data, qualitative and quantitative collected through the study must be disaggregated by sex. Both the sample size and revised tools will be discussed and agreed with PIV project team before the commencement.

The consultants/ experts are expected to develop and suggest a sampling strategy including a description of:

- Sample size (or expectations of the consultant (s) in calculating it).
- Necessary respondents' disaggregation
- Number and type of locations
- Sampling approach

\* Sample size submitted to PIV should follow table format below:

| Data collection methods            | Sample   | Total |
|------------------------------------|--|-------|
| Questionnaires                     | With men, women<br>With adolescent girls and boys<br>With people with disabilities   |       |
| FGDs                               | With adolescent girls<br>With adolescent boys<br>With people with disabilities<br>Local government staff, media agencies and IT service providers and members of community-based child protection mechanisms |       |
| KII with partners and stakeholders | Leaders of project partners and government agencies  |       |
| Case study                         |  |       |

## 6 Ethics and Child Protection

PIV is committed to ensuring that the rights of those participating in data collection or analysis are respected and protected, in accordance with [Ethical MERL Framework](#) and our [Global Policy on Safeguarding Children and Young People](#). All applicants should include details in their proposal on how they will ensure ethics and child protection in the data collection process. Specifically, the consultant(s) shall explain how appropriate, safe, non-discriminatory participation of all stakeholders will be ensured and how special attention will be paid to the needs of children and other vulnerable groups. The consultant(s) shall also explain how confidentiality and anonymity of participants will be guaranteed.

A risk assessment will be conducted by the safeguarding focal points and the consultant team before implementing the baseline survey to mitigate foreseen risks for children, youths and participants in the survey

**Level of Contact with Children:**

**High level:** *Interaction with children in consultations are required. The consultant must comply with Plan's child protection policy and standards throughout the research process*

## 7 Key Deliverables

The consultants/ experts are expected to provide the following key deliverables:

a. Inception report (in English)

The consultants shall submit an inception report after signing of the agreement detailing on the survey methods, tools and work plan. It should include:

- an updated timeline;
- detailed methodology, including draft sampling methodology and size;
- draft data collection tools;
- ethical considerations;
- consent forms for any primary data collection;
- (draft) methods for data analysis;
- brief justification of the methods and techniques used (including relevant underlying values and assumptions/ theories) with a justification of the selections made (e.g. of persons interviewed).

b. Draft Baseline Report including an Indicator Tracking Table with baseline data inserted

c. Final Baseline Report (including Executive Summary) in English and Vietnamese

d. Final Sampling methodology (including unit of sampling and sampling frame) and size

e. Final Data Collection Tools

f. Cleaned Data (including data files (e.g. Excel, SPSS), transcripts of qualitative data, syntax/ code books etc.)

g. Completed Consent Forms (including for children and their caregivers and adults)

h. Other Communication Products for Dissemination

## 8 Timeline and Estimated Working Days

The consultancy is estimated to be undertaken within 40 days from November 2021 and to be completed by December 2021.

A detailed timeline will be worked out jointly with the consultants after recruitment but a preliminary timeline for the key deliverables is:

| Task/ Deliverable                  | Deadline         | Estimated No. of working days |
|------------------------------------|------------------|-------------------------------|
| Inception report                   | 15-19/11/2021    | 05 days                       |
| Prepare schedule for field work    | 20-22/11/2021    | 03 days                       |
| Field work                         | 23/11-07/12/2021 | 15 days                       |
| Data entry, cleaning, and analysis | 08/12-14/12/2021 | 07 days                       |
| Prepare draft report               | 15/12-18/12/2021 | 04 days                       |
| Presentation of the findings       | 20/12/2021       | 01 day                        |

|   |               |         |
|---|---------------|---------|
| Consultation, feedback collection, refine report, incorporating in the report | 21-25/12/2021 | 05 days |
| Submission of final report to PIV   | 27/12/2021    | N/A     |

## 9 Budget

The consultants are required to propose a detailed budget for this consultancy together with the technical proposal, and submit to PIV for review and approval. The budget should include number of working days and daily rate for the lead consultant(s) and in-country team members. The consultancy fee does not include traveling, field work and logistic costs that will be paid for directly by PIV.

## 10 Management

Consultant(s) will conduct the baseline evaluation based on the workplan and methodology agreed with Plan International Vietnam.

Project Coordinator in PIV Country Office will be the focal person to coordinate the consultant hire, work plan, methodology and review reports to ensure the report meets criteria.

Provincial Partnership Managers (PPMs) at Quang Binh and Kon Tum Program Units are focal persons and responsible to coordinate and arrange the field work, meetings, invite key relevant stakeholders for interviews, FGDs ... during field data collection as well as input comment during finalization of the reports.

## 11 Qualifications and Experience of the Consultants

PIV is looking for a consultant/expert (or a group of experts) with strong records in conducting evaluation related to community development and empowerment, participatory development and methodologies, asset-based community development, gender-based violence, child marriage prevention, youth activism, particularly in Vietnamese and mountainous, ethnic minority community's context. The consultants/ experts will need respect and credibility within the field, excellent knowledge of monitoring and evaluation in theory and practice, and a good understanding of policy work.

### Required Competencies:

- Demonstrable expertise (5 to 10 years) on community participatory development and empowerment, asset-based community development, community engagement and policy advocacy, GBV with gender sensitizing.
- Demonstrable experience (5 to 10 years) in designing and conducting quantitative and qualitative research/evaluation of complex programs and ability to conduct high quality research, meet deadlines and respond to requests and feedback provided timely and appropriately;

- Strong analytical skills and previous experience in data entry using statistical analysis software;
- Experience in undertaking participatory research and consultations
- Knowledge of Vietnam governance and cultural context.
- Knowledge of women's and children's rights: previous experience conducting research with children and vulnerable groups would be considered an asset;
- Excellent and demonstrated understanding of Child Protection and ethical issues in research.
- Excellent written and verbal communication and reporting skills in English.

## 12 Contact

Consultants/ experts who are interested in taking this consultancy, please submit the proposal package in English via email to: [thang.hathiminh@plan-international.org](mailto:thang.hathiminh@plan-international.org) and [VNM.Procurement@plan-international.org](mailto:VNM.Procurement@plan-international.org)

## 13 Applications

Interested applicants provide a proposal covering the following aspects:

- Detailed response to the TOR
- Proposed methodology
- Ethics and child safeguarding approaches, including any identified risks and associated mitigation strategies
- Proposed timelines
- CVs
- Example of previous work
- Detailed budget, including daily fee rates, expenses, taxes, etc.

The deadline for submitting the proposal package will be **no later than 05:00 PM on 7<sup>th</sup> November 2021**. Only short-listed consultant groups will be contacted for interview.

Prepared by

Financial Reviewed by

Reviewed by

Approved by

**Ha Thi Minh Thang**

Project Coordinator

Date: 28/09/2021

**Tran Bao Chi**

CO Finance Officer

Date:                     

**Truong Vu Trung**

M&E Team Leader

Date:                     

**Luu Quang Dai**

Program Quality &

Development Manager

Date:



## APPENDIX 1:

| Objective                           |   | Indicator   |
|-------------------------------------|---|---|
| Outcomes/<br>Specific<br>objectives | SO1   | Adolescents, particularly girls and vulnerable groups, have enhanced collective agency to protect themselves and others from cyber bullying and gender-based cyber violence                                       |
|                                     | PROO1.4.1(*)  | % of CAY who report that they are confident to report a protection violation to a reporting structure   |
|                                     | SO2   | Families, schools and communities have established protective mechanisms to protect children, especially girls and vulnerable groups, from online abuse   |
|                                     | PROO3.2.1   | % of community members who report that they are confident to report a protection violation to a reporting structure   |
|                                     | PROO5.1.2   | % of social service workers that demonstrate key competencies required to identify and respond to cases violence against children (VAC) and intimate partner violence (IPV).                                      |
|                                     | SO3   | Government authorities, media agencies and IT service providers have effective prevention and response measures to ensure children's safety on cyber spaces   |
|                                     | LEAO3.1.1(*)  | % of government policymakers (plus UN agencies in humanitarian settings) who respond to and support the young people's advocacy asks  |
|                                     | PROO5.6.1   | Degree to which law enforcement agencies and other allied services effectively contribute to the child and family protection system as per their mandate  |
|                                     | VNM-LDI-O-003-001-#<br><i>policies/standards/platform developed by relevant stakeholder to preventing and responding to online abuse.</i> | # policies/standards/platform developed by relevant stakeholder to preventing and responding to online abuse  |
| Outputs/<br>Results                 | Result 1.1  | Adolescents, particularly girls and vulnerable groups, have enhanced individual knowledge and skills on CSE, harmful practices and forms of gender - based cyber violence to protect themselves from online abuse |
|                                     | PROO1.1.1(*)  | % of CAY who demonstrate knowledge of child protection risks and behaviors  |
|                                     | SRHO1.1.1   | % of CAY with correct knowledge about SRHR core topics  |
|                                     | SHRO1.2.1   | % of CAY who feel able to make informed decisions about their sexual and re-productive health   |
|                                     | Result 1.2  | Adolescents, particularly girls and vulnerable groups, actively participate in protecting themselves and others from online abuse at schools and communities  |
|                                     | VNM-LDI-Op-001-001-% of CAY<br><i>who report feeling confident about applying provided skills in practice</i>                             | % of CAY who report feeling confident about applying provided skills in practice  |
|                                     | Result 2.1  | Parents, teachers and child protection service providers understand about types and risks of online abuse   |
|                                     | PROO2.2.1(*)  | % of parents and caregivers who can identify common types of violence and abuse against CAY in their communities  |
|                                     | PROO2.2.3   | % of parents and caregivers who can identify signs of violence, abuse, exploitation and neglect in their CAY  |
|                                     | PROO2.2.5   | % of parents/caregivers who report that they know the major protection risks their children face including in a crisis-affected context   |

|  |  |  |
|--|--|--|
|  | <b>VNM-LDI-Op-002-002</b> - % of service providers who report that they know the major protection risks children face including in a crisis-affected context | % of service providers who report that they know the major protection risks children face including in a crisis-affected context                                 |
|  | <b>Result 2.2</b>  | Families, schools and communities have enhanced capacity to preventing and responding to cyber protection  |
|  | <b>PROO3.3.1(*)</b>  | % of community-based child and family protection mechanisms which meet minimum quality standards   |
|  | <b>Result 3.1</b>  | Adolescent and youth-led initiatives on cyber protection are scaled up by respective stakeholders at provincial and national levels                              |
|  | <b>VNM-LDI-Op-003.003</b> - # of young people's organizations own and joint actions  | # of young people's organizations own and joint actions  |
|  | <b>VNM-LDI-Op-003.004</b> - % of young people's organizations that collaborate effectively with relevant stakeholders  | % of young people's organizations that collaborate effectively with relevant stakeholders  |
|  | <b>Result 3.2</b>  | Government, IT service providers and social media agencies have enhanced capacity, effective systems, procedures and tools to prevent and respond to cyber abuse |
|  | <b>VNM-LDI-Op-004.005</b> - # of guidelines / tools developed by relevant stakeholders to prevent and respond to online abuse                                | # of guidelines / tools developed by relevant stakeholders to prevent and respond to online abuse  |
|  | <b>PROO5.10.1</b>  | Level of awareness amongst influential law and policymakers, local authorities of the rationale for investing in Protection from Violence programmes             |

**Remark(\*):**

- The indicators: **PROO1.4.1, LEAO3.1.1, PROO1.1.1, PROO2.2.1, PROO3.3.1** do not need to collect the result. Data will be provided to selected consultant group .
- For AOGD indicators, the consultant has to follow the standard guidance in defining the numerators, denominators and calculations in AOGDs. It will be provided to the selected consultant group for their inception report development
- The percentage indicators: Report both count and percentage (numerator and denominator must be estimated).