DRC

Terms of Reference (TOR)

for

Development of Interactive Online Learning Tools

1. Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 40 countries with 9,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

The Durable Solutions Platform was established in 2016 to improve policy and programming approaches in support of durable solutions for people displaced in and from Syria. In 2022 and beyond, DSP is focused both on displacement in and from Syria and other forcibly displaced populations in the Middle East.

2. Purpose of the consultancy

The Danish Refugee Council Middle East Regional Office based in ***Jordan*** seeks proposals from a consultant to develop an online interactive learning tool around the Durable Solutions Toolkit

3. Background

The Durable Solutions Platform(DSP) was established in 2016 to improve policy and programming approaches in support of durable solutions for people displaced in and from Syria. In 2022 and beyond, DSP is focused both on displacement in and from Syria and other forcibly displaced populations in the Middle East. DSP is not an implementing agency but a joint initiative of six non-governmental organization (NGO) members: Action Against Hunger (AAH), Danish Refugee Council

(DRC), International Rescue Committee (IRC), Oxfam, Norwegian Refugee Council (NRC) and Save the Children. DSPs regional secretariat is based in Amman, Jordan and currently works on Syria, Jordan, Lebanon, Turkey and Iraq.

The DSP acts across three pillars: research, policy and advocacy and capacity building; it also systematically engages with local civil society. As such, it intends to close a loop and ensure close engagement between research best practices, policy development and on the ground activities.

The Durable Solutions Platform has developed a toolkit to support members in developing and implementing programming that supports durable solutions. The toolkit aims to answer practical questions, provide advice and support, and discuss examples. It is targeted at field level staff as well as junior and middle management. The toolkit was finalized in October 2022, and is in the process of being rolled out.

DSP aims to develop an online, interactive version of the toolkit to support members to access information and best practices on durable solutions. This online toolkit should be static (i.e., changes should not be regularly required from the DSP team) and should be geared toward member needs.

4. Objective of the consultancy

The overall objective of this consultancy is **to develop and put online an interactive, digital version of the Durable Solutions Toolkit**. The online toolkit should be situated within DSP's website, and should be easily accessible to members of DSP and other international community members. Specific objectives are:

- To work with DSP to develop an appropriate method of dividing the information in the toolkit (e.g., in 5 targeted modules), and methods of supporting uptake (e.g., module-related quizzes, interactive games, etc.).
- To develop the interactive toolkit
- To pilot the toolkit and ensure that it works with member agencies after going online.

The consultant will be required to develop an online, interactive digital version of the durable solutions toolkit.

5. Scope of work and Methodology

It is anticipated that a methodology for this evaluation will consist of, at a minimum, the following elements:

- Interviews and intensive engagement with DSP secretariat staff
- Identification of specific interactive engagements that can support improved uptake of information
- Development of toolkit

The consultancy can be done remotely, as the output is digital. The audience for the final product is field staff across Syria, Lebanon, Jordan, Iraq and Yemen, from at least six civil society organisations, DRC, NRC, IRC, Oxfam, ACF and SCI.

The Consultant will be required to prepare a detailed methodology and work plan indicating how

the objectives of the project will be achieved, and the support required from DRC.

6. Deliverables

The Consultant will submit the following deliverables as mentioned below:

Phase	Expected deliverables	Indicative description tasks	Maximum expected timeframe
Phase 1 Inception	**Inception Report**	Scope out modules and interactive methodologies	**5 working days**
Phase 2 Development	**Initial Test Version**	Online test version	**15 days**
Phase 3 Proofing	**Revised Version**	De-bugged and proofed version, incorporating DSPs and members comments	**15 days**

The Consultant will provide the documentation by email and upload to DSP's website

7. Duration, timeline, and payment

- The total expected duration to complete the assignment will be no more than 35 days.
- The consultant shall be prepared to complete the assignment no later than 15 December.
- 20% of the total amount will be paid on the inception report, 30% on the initial test version and 50% on the final version uploaded successfully to DSP's website.

8. Proposed Composition of Team

- Website developer
- Project Manager

9. Eligibility, qualification, and experience required

- Post-graduate degree in Computer Sciences
- At least 5 years of experience in developing online toolkits and platforms
- At least 3 years of experience in working with online tools for civil society
- Strong knowledge of the Middle East context
- Strong teamwork skills
- Demonstrated record of producing similar products
- Ability to produce high quality materials in English
- Ability to present to a range of stakeholders.

10. Technical supervision

The selected consultant will work under the supervision of Ruta Nimkar, DSP Manager, ruta.nimkar@drc.ngo

11. Location and support

The consultancy can be home based. The Consultant will provide her/his own computer and mobile telephone

12. Travel

No travel is anticipated.

13. Submission process

Refer to the RFP document name of the document.

14. Evaluation of bids

- Please refer to the RFP letter invitation.
- Only the winner will be contacted for an interview with the panel to ensure its understanding of the consultancy services.