



GENDER DIVISION – CABINET OFFICE

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES)**

**GIRL'S EDUCATION AND WOMEN EMPOWERMENT AND LIVELIHOODS
FOR HUMAN CAPITAL DEVELOPMENT PROJECT (GEWEL 2.0 No. 181391)**

Grant No.: 1DA E3020

**ASSIGNMENT TITLE: ENHANCEMENT OF THE GENDER BASED VIOLENCE
DASHBOARD AND INTEGRATING IT WITH THE GENDER BASED VIOLENCE CALL
CENTRE**

Reference No. ZM/GD/CS/25

The Government of Zambia, with support from the World Bank, is implementing the Girls' Education and Women's Empowerment and Livelihoods for Human (GEWEL 2) Project with the main objective of increasing girls' access to education and supporting women with productive grants for improved livelihoods, complemented by the provision of cash transfers and social protection systems strengthening. The project is being implemented across three government agencies: The Ministry of Community Development and Social Services (MCDSS), the Ministry of Education (MOE), and the Gender Division (GD). The project has four components: (i) Support to Women's Livelihood (SWL) currently implemented and coordinated by the Department of Community Development in MCDSS; (ii) Keeping Girls in School (KGS) implemented and coordinated by MOE; (iii) Social Cash Transfer (SCT) implemented and coordinated by the Department of Social Welfare in MCDSS; and (iv) Institutional Strengthening and Systems Building (ISSB) implemented by the Planning Departments at MCDSS and the Gender Division.

As part of the support under the Project, the Government of the Republic of Zambia is setting up a government-operated GBV call center. The call center will serve both GBV prevention and programming and support the operations of Grievance Redress Mechanisms under the (GEWEL 2). The call center is located in the Gender Division and is to be set up with support from the GEWEL 2 Project. The Gender Division is mandated to coordinate GBV prevention and response and will therefore host the call center and refer to the appropriate service providers. This will help strengthen the role of the Division in coordinating GBV response. Further, the GBV service directories and the dashboard will enable efficient referrals of cases and enhance GBV case management.

Overall Objective

To enhance the existing GBV dashboard by incorporating additional functionalities, data points, and security measures, and seamlessly integrate it with the GBV call center to improve case management, data analysis, response efficiency, and survivor-centered support, while adhering to ethical standards for data privacy and protection.

The detailed Terms of Reference (TOR) for the assignment can be obtained from *Office of the President Cabinet Office, New Secretariat Building P.O Box 30208 Lusaka* or through e-mail: Dorothy.Katongo@cabinet.gov.zm or Kyeyakasabula@gmail.com

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The Gender Division now invites eligible "Consultants" to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The assignment is expected to be conducted by the firm with the following qualifications or requirements. Key Experts will not be evaluated at the shortlisting stage

Knowledge/Expertise/ Skills required

- At least 5 years' experience in ICT systems development, integration, or digital transformation.
- At least 5 recent live implementations of Management information system two of which have to be in Zambia.
- Demonstrate understanding of Zambian demographics.
- Demonstrate understanding of GBV, Social Protection & Case Management Systems.
- Demonstrate strong capacity in Information Security & Data Protection.
- Demonstrate capacity in Call Centre & Communication Systems Integration.
- Demonstrate a local presence in Zambia with capacity to provide on site support during implementation and post deployment support.
- Information detailing the company existence to include: PACRA Certificate of Registration, PACRA documents showing shareholding structure, valid ZRA tax clearance and valid Social Security compliance (NAPSA, Workers Compensation or NHIMA).

The attention of interested Consultants is drawn to the World Bank's "Procurement Regulations for IPF Borrowers" February 2025 (Procurement Regulations). The consultant will be selected in accordance with the Consultant Qualification Selection (CQS) method.

Consultants may associate with other Consultants to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

Expressions of Interest must be delivered in a written form in sealed envelope must be deposited in the tender box no later than **Wednesday, 21st January, 2026 at 10:00 hours** local time and be clearly marked **"Enhancement of the Gender Based Violence Dashboard and Integrating it with the Gender Based Violence Call Centre"**.

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