



**CONSULTANCY TO CONDUCT BASELINE STUDY OF HUMAN RIGHTS-RELATED
SATISFACTION, CONCERNS AND PERCEPTIONS BY USERS OF SERVICES BY THE SECURITY
SECTOR IN LESOTHO AND RECOMMENDATIONS FOR IMPROVEMENT**

TERMS OF REFERENCE

Duration and location assignment:	2 months
Responsible Unit:	UN Resident Coordinator's Office (RCO)
Time of assignment:	02 August – 01 October 2021
Type of service:	National Individual Consultant

1. BACKGROUND:

The Lesotho National Dialogue of 2018 identified among other things that the politicization of the security sector was an impediment to long-term stability and peace in Lesotho. A number of initiatives aimed at sustaining the momentum created during the National Dialogue are ongoing including security sector reforms which, if implemented, will help prevent security related conflicts, reduce gender-based violence linked to the security sector, and improve the human rights situation in the country. The proposed interventions are aimed to support the formulation and implementation of new policies, the strengthening of institutional mechanisms and the capacities of civil society to contribute to the transformation of the security sector to be effective, efficient, and responsive to democratic control and oversight, and to meet the security and justice needs of the Basotho.

A joint project by UNDP, OHCHR in collaboration with UN Women has been developed entitled "Effective Implementation of Lesotho National Security Sector Reforms for Peacebuilding (NSSRP)" and funded through the United Nations Peace Building Fund to address the concerns identified in the Lesotho National Dialogue process.

The project seeks to help establish the minimum conditions for a successful Security Sector Reform in Lesotho through the following three Outcomes; first is the development, implementation and effective communication of a national security policy and strategy in line with Lesotho's international human rights commitments and obligations with the engagement of civil society, sustained commitment of key political and security actors in order to provide a concrete framework to prevent politicization of security institutions; second is strengthened internal and public oversight mechanisms to effectively prevent partisanship within security institutions and enforce the protection of human rights including women's rights and SGBV; third, enhance citizen participation in implementation of the security sector reforms and related peace-building initiatives.

2. OBJECTIVE:

The overall goal of this baseline survey is to establish human rights-related user satisfaction, concerns and perceptions of security services by members of the public including by the Lesotho Mounted Police, Lesotho Defence Forces, Lesotho Correctional Services and the Lesotho Intelligence

Services at the beginning of the project. The survey is also aimed at establishing the human rights violations attributed to security services and the changes that members of the public would like to see implemented. The study will provide information to be used to update the Human Rights Due Diligence Policy (HRDDP) risk assessment conducted in 2019. The findings will also provide an information base against which to monitor the progress, implementation of the project and its impact upon completion. The baseline study shall act as a benchmark for the measurement of the project's success or failure.

The baseline study will employ a variety of research methods including perception surveys with target community members, focus group discussions, and key informant interviews with members of the community and other stakeholders. Both quantitative and qualitative data collection methods will be used. The findings of the baseline assessment will be validated and shared with stakeholders at the national level. This will guide monitoring and evaluation and provide a valuable learning experience at the outset for the project and its stakeholders. The results of the baseline assessment will be used to measure on-going progress and impact of the project up to the end of the eighteen (18) months period.

3. SCOPE OF ASSIGNMENT:

- Develop a work plan for the assignment, including the proposed approach, the specific activities and timeline and get approval from the Senior Human Rights Adviser;
- Produce an inception report which presents the study approach, methodology, expected scope of deliverables and proposed report structure of the baseline;
- Produce a preliminary list of respondents;
- Conduct initial consultations and strategic meetings with all security sector agencies: Lesotho Mounted Police Service, the Lesotho Defence Force, Lesotho Correctional Services as well as the National Intelligence and Security Service .
- Develop and administer a questionnaire for a national baseline survey of rights holders to establish user satisfaction of security services and suggestions for reforms needed;
- Use the baseline data to update the current Human Rights Due Diligence Policy (HRDDP) assessment for Lesotho;
- Convene a stakeholders' roundtable to agree on HRDDP mitigation measures and agree on an implementation matrix;
- Review ongoing government initiatives in the area of security reform;
- Identify the impact of security sector on women and women's rights and capacities of security institutions to protect women's rights and respect principles of gender equality.

4. EXPECTED OUTPUTS AND DELIVERABLES

The consultant is expected to produce the following outputs:

- Baseline survey report not exceeding 30 pages incorporating security services user perceptions and recommendations:
 - An executive summary presenting key findings;
 - A methodology section detailing how the data was collected and analysed sampling strategy, and any limitations to the validity of the findings;
 - The main body of the baseline report will include data for all indicators that will enable changes to be tracked over time;
 - Demographic data on age, sex and marital status must be captured;

- All data, qualitative and quantitative, collected through the assessment must be disaggregated by sex and age; that is, separately for girls and boys, men and women;
- Any other issues such as vulnerability and disability status must also be taken into account and as far as possible captured;
- The consultant will hand over to Resident Coordinator's Office all raw data collected in digital format, along with copies of all data collection tools used for future reference.
- A validation workshop to review and comment on the findings and recommendations.

5. REQUIRED SKILLS AND EXPERIENCE:

Education

- Master's degree in Law, Political Sciences, Governance, Social Sciences, Gender Studies, Public Administration, International Relations, International Law, Public Policy, or related fields. Former training and service as a police or military officer is an added advantage.
- A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

Experience and skills

- At least 5 years of relevant professional experience at national level in the formulation, designing and conducting of quantitative and qualitative research, monitoring and evaluation assessments across multiple geographic areas in Lesotho;
- Familiarity with the security sector in Lesotho;
- Proven record of producing high quality research outputs for a variety of clientele including multi-national organisations;
- Quantitative and qualitative data analysis capacity using statistical software packages (e.g. STATA, SPSS etc);
- Experience in conducting research on the security sector is an added advantage;
- Institutional knowledge of the UN would be an asset.

Language and other skills

- Fluency in English and Sesotho is required.

6. INSTITUTIONAL ARRANGEMENTS

- a) The consultant will work a maximum of 45 working days and will report to the Senior Human Rights Adviser during the implementation of this assignment.
- b) Senior Human Rights Adviser will provide day to day supervision on the assignment, working in collaboration with relevant UN agencies, relevant Government Institutions and Departments as well as civil society to ensure delivery of quality results and objectives as set out in these terms of reference.
- c) The consultant should have their own computer and facilitate own access to internet, transport and organize own logistical arrangements as necessary.

6.1 Timeline and Products

The expected duration of the consultancy is 2 months (45 working days) upon signing of the contract. The tentative schedule of deliverables are as follows:

Deliverables/ Outputs	Estimated Duration	Deadline	Review and approvals
Baseline planning and design	10	13 August 2021	Approval by technical team
Submission of inception report	10	27 August 2021	Approval by technical team
Sampling and field work	13	15 September 2021	Approval by technical team
Data processing and analysis	7	24 September 2021	Approval by technical team
Submission of draft report	2	28 September 2021	Approval by technical team
Validation meeting	1	29 September 2021	Approval by technical team
Final report and dissemination	2	30 September 2021	Approval by technical team

6.2 Payment milestones against deliverables

Deliverables/ Outputs	Estimated Duration	Target due dates	Review and approvals
Product 1: Payment upon submission of inception report	15%	20 August 2021	Approval by technical team
Product 2: Payment upon submission and acceptance of work-plan for data collection	35%	10 September 2021	Approval by technical team
Product 3: Payment upon submission and acceptance of Draft Baseline Report	25%	14 September 2021	Approval by technical team
Product 4: Payment upon submission and acceptance of Final Baseline Report	25%	24 September 2021	Approval by technical team

7. RECOMMENDED PRESENTATION OF OFFER

Interested consultants are requested to submit the following:

- a) Duly accomplished Letter of Confirmation of Interest and Availability using the template provided by UNDP;
- b) Personal CV or P11, indicating all experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references;
- c) Brief description of why the individual considers him/herself as the most suitable for the assignment and a methodology;
- d) Financial Proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided.

8. CRITERIA FOR SELECTION OF THE BEST OFFER

A successful consultant will be selected based on the Combined Scoring method – where the qualifications and methodology will be weighted a max. of 70% and combined with the price offer which will be weighted a max of 30%. The criteria for scoring the qualifications and methodology will be guided by the following:

Criteria for technical evaluation ranking	Weighting
Academic Qualification	20%
Professional Experience as outlined in Section 6 above	60%
English writing and oral skills	20%
Total	100%

APPROVAL

Name: Vimbainashe Mukota

Signature: Vimbainashe Mukota

RCO Team Leader and

Strategic Development Advisor

28/06/2021

Date: _____