

Dated the XXXXXXXXXX 2026

XXXXXXXX

AND

CONCERN WORLDWIDE

CONSULTANCY

Schedule 1 to Consultancy Agreement – Terms of Reference

Terms of Reference Consultancy Services to Conduct AAP Project Outcome Assessment in (Renk, Malakal, and Aweil West counties), South Sudan

1. Introduction and Background

Concern Worldwide, in partnership with Community Engagement Network (CEN) and The Radio Community (TRC), have been implementing an Accountability to Affected Populations (AAP) project from June 2025 to date in Renk, Malakal, and Aweil West counties of South Sudan. The project aimed to strengthen accountability, inclusivity, and responsiveness within the humanitarian response by establishing and supporting accessible two-way communication mechanisms between affected populations and humanitarian actors, with a particular focus on food assistance, cash-based transfers, protection, and safeguarding.

The project was implemented in a complex humanitarian context characterized by large refugee and returnee populations, overcrowded transit centres, limited access to reliable information, and heightened protection risks. Project activities included the establishment of community listening groups, production and dissemination of humanitarian radio programming through FM stations, and Boda Boda Talk Talk (BBTT) systems (loudspeakers), operation of helpdesks at border points and transit centres, mobile outreach activities, and regular collection, analysis, and dissemination of community feedback through structured feedback and complaints response mechanisms (FCRM). Humanitarian feedback bulletins were regularly shared with WFP and other partners to inform humanitarian decision-making.

1.1 Concern AAP Programme Overview

Concern Worldwide intends to engage an external expert/company to conduct an independent project outcome assessment. The purpose of this assessment is to examine the extent to which the project achieved its intended outcomes by improving accountability to affected populations, enhancing access to accurate and timely information, strengthening community participation, and enabling community feedback to influence humanitarian response planning and service delivery.

The expert is expected to use a mixed-method study that assesses the outcome of the AAP project activities in Renk, Aweil West and Malakal counties in South Sudan. Data will be collected using a survey questionnaire, Focus Group Discussions and Key Informant Interviews. The researcher will develop data collection instruments in collaboration with Concern Worldwide and WFP. This means Concern Worldwide and WFP will review and approve data collection tools before the researcher conducts data collection. The study will target participants who are 18 years and above, both males and females, residing in Wedweil Refugee Settlement in Aweil West County, Malakal IDP Settlement, Daniel Comboni and IDP Centers, Malakal TC in Malakal County, and Renk Transit Centre and Abukhadra returnee integration site in Renk County, as well as in the surrounding host communities in these three counties. Specifically, the assessment will target only long stayers in Malakal and Renk TCs or displacement centers, as well as Wedweil Refugee Settlement (those who have stayed in TCs,

displacement centers, and refugee settlement areas for more than one month and above are the target for assessment as new arrivals have limited information to assess project outcome).

2. Study Methodology

The researcher is expected to apply a mixed-methods approach combining quantitative and qualitative methods. Data collection may include surveys with community members, focus group discussions disaggregated by gender, age, and disability, key informant interviews with community representatives, Concern Worldwide and implementing partners (CEN & TRC), WFP, and other humanitarian actors, as well as a review of relevant project documentation and feedback tracking tools. The methodology should ensure ethical, culturally appropriate, and conflict-sensitive data collection, with strong attention to safeguarding, gender, and inclusion.

2.1 Purpose and Objectives

The purpose of the AAP Project Outcome Assessment is to determine the extent to which project interventions in Renk, Malakal, and Aweil West counties achieved their intended outcomes by strengthening accountability to affected populations, improving access to timely and accurate information, enhancing inclusivity and participation across diverse groups, and ensuring that community feedback effectively influenced humanitarian planning and service delivery. The study aims to generate evidence that will inform future accountability and community engagement programming, strengthen adaptive management, and contribute to learning within the humanitarian response in South Sudan.

2.2 Specific Objectives

The specific objectives of the assessment are:

- **Assess accountability:** Determine how far the project strengthened safe, trusted, and accessible two-way communication channels.
- **Examine information access:** Evaluate changes in access to relevant, timely, and accurate information on food assistance, cash programmes, onward transport, and protection services.
- **Evaluate feedback use:** Assess how effectively community feedback were collected, analysed, shared, and used by humanitarian actors to adapt programmes and improve service quality.
- **Analyse inclusivity:** Explore differential impacts across women, men, youth, elderly, persons with disabilities, refugees, returnees, and host communities.

3. Scope

The scope of the AAP Project Outcome Assessment covers the evaluation of project activities implemented in Renk, Malakal, and Aweil West counties, focusing on long-staying refugees, returnees, IDPs, and host communities. That is, those who have stayed in the camp for one month and above. The assessment examines the extent to which the project strengthened accountability to affected populations through safe and accessible two-way communication channels, improved access to timely and accurate information on food assistance, cash transfers, protection, and safeguarding, and enabled community feedback to influence humanitarian decision-making. The study also assesses inclusivity and participation across diverse groups (women, men, youth, elderly, persons with disabilities), the

functionality and trustworthiness of feedback mechanisms, perceptions of humanitarian actors, conflict sensitivity, and the sustainability of AAP mechanisms beyond the project period. Data will be collected through surveys, focus group discussions, key informant interviews, and document reviews, ensuring both quantitative and qualitative insights.

Location – The study will target participants who are 18 years and above, both males and females, residing in:

- Wedweil Refugee Settlement blocks, and surrounding host communities in Aweil West County, Northern Bahr el Ghazal State.
- Malakal IDP Settlement, Daniel Comboni IDP Centre, Way Station IDP Centre, Malakal TC, and the host community in Malakal County, Upper Nile State.
- Renk Transit Centre, Abukhadra returnee integration site, and in the surrounding host communities in Renk County, Upper Nile State.

Key questions for assessment

Key assessment questions will explore whether community members were aware of, and able to use, available feedback and complaints channels; whether people felt safe providing feedback and raised sensitive issues with confidence; how long does it usually take for community complaints or feedback to be responded to and fully resolved; and whether communities perceived that their feedback was listened to and acted upon. The assessment will also examine whether affected populations received clear and timely information on food and cash assistance, understood eligibility criteria and entitlements, and experienced reduced confusion and misinformation. Additional questions will consider which communication channels were most effective and trusted, how community feedback was analysed and shared with humanitarian partners, whether tangible programme changes resulted from this feedback, and whether information on actions taken was communicated back to communities.

The assessment will further explore whether women, men, youth, elderly people, and persons with disabilities were able to participate equitably in project activities, whether language, literacy, and physical accessibility barriers were adequately addressed, and whether safeguarding and protection messaging increased awareness of reporting pathways and confidence in their use. Attention will also be paid to changes in trust toward humanitarian actors, the project's contribution to reducing aid-related tensions or rumours, and the likelihood that community-based feedback mechanisms and local capacities can be sustained beyond the project timeframe.

3.1 Specific Tasks to be undertaken by the Consultant(s)

a) Planning

The consultant will prepare an inception report detailing methodology, sampling, and workplan; develop draft data collection tools; and submit to Concern Worldwide for review and approval. **b)**

Training

The consultant will train enumerators and any other research staff on survey tools, FGDs, and KIIs, ensuring ethical standards, safeguarding, and conflict-sensitive approaches are understood and applied.

c) Implementation

The researcher will oversee field data collection across Renk, Malakal, and Aweil West counties, ensuring quality control, adherence to protocols, and timely completion of surveys, FGDs, and KIIs.

d) Data analysis and report writing

The consultant will clean and analyse quantitative and qualitative data, synthesize findings, and produce draft and final reports, including recommendations and a stakeholder presentation.

4. Duration of the Consultancy

The assessment is expected to take place over an estimated period of six to eight weeks, with fieldwork conducted in Renk, Malakal, and Aweil West counties. Concern Worldwide will facilitate access to project documentation and relevant stakeholders and will support coordination with partners to enable field data collection, while maintaining the independence of the assessment. The researcher will be responsible for the quality, rigour, and integrity of the assessment process and outputs.

5. Payment

The consultant/researcher will be remunerated in line with the agreed budget, payable in two instalments linked to the completion of key deliverables. Payments will be made upon satisfactory submission and approval of the inception report, draft assessment report, and final report, as well as delivery of the stakeholder presentation. Concern Worldwide will process payments through bank transfer, subject to compliance with contractual obligations, quality standards, and agreed timelines. Any delays or non-compliance with deliverables may affect payment disbursement.

6. Expected Deliverables Outputs for each Lot

- An inception report outlining the proposed methodology, data collection tools, and workplan
- Data collection tools: finalized FGD, KII guides, and the survey questionnaire.
- Draft assessment reports (each location to have its specific report): preliminary findings and analysis.
- Final assessment reports (Renk Report, Malakal Report, & Aweil West Report): incorporating revisions and recommendations.
- Stakeholder presentation: summary of key findings and recommendations (according to each study location) to Concern Worldwide, WFP and relevant stakeholders.

7. Security

The Researcher will seek consent from all participants before conducting any research, with all participants guaranteed confidentiality and anonymity, and that their participation in this study is voluntary. Consent will also be sought from participants before using and publishing their photos in the report. No real names will be documented during data collection, instead, the Researcher will use special codes and numbers in data collection and report writing. Data collected such as audio files, and

SPSS datasets will be stored in encrypted files. Access to these files will be restricted to personnel responsible for analysis and review. The Consultant/Researcher will also comply with local laws and requirements for conducting research in South Sudan. As required by South Sudan laws, the Researcher will seek letter of approval from national RRC in Juba before starting fieldworks in study areas. Concern Worldwide or a representative of implementing partners (TRC & CEN) will facilitate the approval processes and introduction to local authorities and other stakeholders in the three locations including introduction to the camp management teams.

8. General conditions of the consultancy

The consultancy will be conducted independently by the selected external expert, with Concern Worldwide facilitating access to project sites, documentation, and stakeholders. The consultant is expected to adhere to ethical standards, safeguarding principles, and conflict-sensitive approaches throughout the assignment. All deliverables, including the inception report, data collection tools, draft and final reports, and stakeholder presentations, must meet agreed quality standards and timelines. The consultant will be responsible for ensuring methodological rigor, confidentiality of data, and compliance with cultural and contextual sensitivities, while Concern Worldwide will provide oversight to guarantee the integrity and utility of the assessment findings.

Logistics

Concern Worldwide will not assume responsibility for logistical arrangements related to the consultancy. All logistical requirements, including IT equipment, data management tools, flight tickets, local travel, vehicle hire or facilitation, accommodation, meals, and any other associated costs will be the sole responsibility of the consultant. The consultant is expected to make independent arrangements to ensure smooth execution of the assignment, including securing transport to field sites, accommodation in study locations, meals, and data management tools. Concern Worldwide and partners will provide introductions to relevant stakeholders and facilitate access to project sites and documentation, but the operational and financial responsibility for logistics rests entirely with the consultant.

9. Management and Oversight

Concern Worldwide will provide overall coordination of the assessment, ensuring access to project documentation, stakeholders, and field sites, while maintaining the independence of the external expert. Oversight will include joint review and approval of data collection tools by Concern Worldwide and WFP, regular progress monitoring against agreed timelines, and quality assurance at each stage of the process – from planning and fieldwork to analysis and reporting. The researcher will be responsible for methodological rigor, ethical compliance, and the integrity of findings, while Concern Worldwide will oversee adherence to standards. The findings of this assessment will be used by Concern Worldwide, WFP, and partners to strengthen future AAP and community engagement programming, enhance accountability practices, and contribute to learning and adaptive management within the humanitarian response in South Sudan.

10. Essential and Desirable Experience/Qualifications

- a. Advanced degree in social sciences, humanitarian studies, international development, or related field.
- b. Proven expertise in designing and conducting mixed-methods research (quantitative and qualitative).
- c. Strong experience in accountability to affected populations, community engagement, and feedback/complaints response mechanisms.
- d. Demonstrated capacity to analyse complex data sets and produce high-quality reports with actionable recommendations.
- e. Familiarity with humanitarian operations in fragile or conflict-affected settings, particularly South Sudan.
- f. Commitment to ethical research practices, safeguarding, gender, and inclusion standards.
- g. Previous consultancy experience with UN agencies, INGOs, or humanitarian consortia.
- h. Knowledge of food assistance, cash-based transfers, and protection programming.
- i. Experience in conflict sensitivity and community tensions analysis.
- j. Strong communication and ability to present findings clearly to diverse stakeholders.
- k. Language skills in Arabic or local South Sudanese languages to facilitate fieldwork.
- l. The working language of the assignment will be English.

Other necessary/desirable skills/qualifications.

- m. Excellent facilitation skills to lead FGDs and KIs across diverse groups.
- n. Strong organizational capacity to manage multi-site fieldwork within tight timelines.
- o. Proficiency in digital tools for data collection, management, and analysis (e.g., Kobo, ODK, SPSS).
- p. Cross-cultural communication skills with sensitivity to language, literacy, and accessibility barriers.
- q. Ability to work independently while coordinating effectively with multiple stakeholders.
- r. Strong writing and synthesis skills to produce clear, concise, and actionable reports.
- s. Flexibility and adaptability to respond to dynamic humanitarian contexts and logistical challenges.
- t. Capacity building experience to train and mentor local enumerators and field staff.

11. Application procedures

Applications must include the following:

- a. Cover letter,
- b. Curriculum Vitae of the consultant should not exceed 3 pages
- c. Technical Proposal including a work plan with detailed methodologies
- d. Financial Proposal (budget)- use the template in Annex 1

- e. One report previously written (Concern will keep it confidential.)

Applications must be submitted to southsudan.logs@concern.net by 5:00 GMT 16-July-2026.

Concern has an organisational **Code of Conduct (CCoC)** with **three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy**. These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for and maintain the highest standards in their day-to-day conduct in the workplace, **in accordance with Concern's core values and mission**. Any candidate offered a consultancy opportunity with Concern Worldwide will be expected to **sign the Concern Code of Conduct and Associated Policies as an appendix to their consultancy contract**. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the **safeguarding** and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with vulnerable adults and children are recruited by us for such roles. Subsequently, being engaged as a consultant with Concern is subject to a range of vetting checks, including **criminal background checking**.

Annex 1: Financial Offer Template

Please use this template and guidelines for a financial proposal.					
FINANCIAL OFFER The consultant's financial offer must be inclusive of all fees, costs and 20% withholding tax on the gross amount					
No	Item Description	Quantity	No of Month	Unit Cost	Total Amount (USD)
1	XXXXXX	XXXXXX	XXXXXX	XXXXXX	XXXXXX
Subtotal: Gross Fees Charged					
Less: Withholding tax (20% of gross amount)		20%			
Net Amount Payable (USD)					
Note: Concern will pay for per diem (as per the standard rates applicable to Concern staff), accommodation, and flight tickets for in-country flights to the field locations. In addition, Concern will arrange for enumerators, accommodation, transport during field visits, and any training costs for enumerators, etc.					

Name: _____

Signature: _____

Date: _____

Stamp:

*Government rate at time of payment will apply

Schedule 2 to Consultancy Agreement – Mandatory Policies

- **Concern's Code of Conduct and Associated Policies**

- Concern's Programme Participant Protection Policy (P4), ○

- Concern's Child Safeguarding Policy and

- Concern's Anti-Trafficking in Persons Policy

- **Concern's Anti-Fraud Policy**

- **Concern's Whistleblowing Policy**

- **Concern's Acceptable Use, Email and Internet Policies**

For consultancies involving travel, ensure each individual travelling signs the pre-departure Security Briefing Form and returns it to Concern Desk Officer

Schedule 3 to Consultancy Agreement – Fair Processing Notice

Concern takes the protection of personal data very seriously and will comply with all applicable data protection legislation.

Our Privacy Statement (together with our terms and conditions and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Data Controller	Concern / Concern UK / Concern NI
Data Protection Officer	dpo@concern.net
Privacy Statement	Concern's: www.concern.net/about/privacy Concern UK & Concern NI: www.concern.org.uk/privacy

The following information supplements that contained in the Privacy Statement and is particular to those entering into consultancy contracts with Concern. The Consultant is required, as a matter of entering a consultancy contract with Concern, to provide Concern with certain personal data. Failure to do so may prevent Concern from entering into a consultancy contract. Concern generally collects the following personal data for consultants with the following lawful bases and for the following purposes:

Personal Data	Lawful Basis	Purpose
Name, Address, Contact Details, CV and References	Performance of a Contract	To enable us to identify and communicate with the Consultant about this or other consultancies
Bank Details and details of expenses/payments to be made	Performance of a Contract	To be able to pay consultants to their nominated bank account
Passport information in the case of international consultancies	Performance of a Contract	To apply for visas and travel documents to enable the consultancy
Terms of Reference, Quotations, Bids and scoring of applicants/tenders	Performance of a Contract	To enable Concern to select and demonstrate that an appropriately qualified Consultant undertook the work
Signed Codes of Conduct and Associated Policies	Performance of a Contract	To enable Concern to demonstrate that the Consultant has agreed with its Code of Conduct and associated Policies

Where the Consultant is undertaking a consultancy based in one of Concern's international offices, details of the consultancy may be shared with that office and Concern will rely on various safeguards for the international transfer of personal data as provided for in the applicable Data Protection legislation.

Personal data will be stored and processed for a period of seven years from the end of the project to which the assignment relates. This could require retention of up to 12 years. This is to comply with Concern's donor audit requirements. Concern may share the Consultant's personal data with statutory and donor auditors.

Schedule 4 to Consultancy Agreement – Data Processing Clauses

Data Processing Clauses for Overseas Offices

(Only applicable if the services to be provided involve the processing of personal data)

The work of the Consultant requires the processing of personal data under the control of Concern. Concern and the Consultant shall determine the minimum personal data required in order for the Consultant to provide the services to Concern. The Consultant shall comply with all applicable legislation in relation to the protection of personal data and these Clauses ("the Clauses").

These Clauses shall be governed by the same law and jurisdiction as the main Agreement for Receipt of Consultancy Services.

1. Definitions

For the purposes of the Clauses:

- 1.1. 'personal data' means any information relating to a natural person where that natural person is identified or identifiable (either directly or indirectly) from that data;
- 1.2. 'process', 'processing', 'processed' means the accessing or collection of personal data by the Data Controller and Data Processor and any further use or operation conducted with that personal data;
- 1.3. 'the Data Controller' means the controller who transfers the personal data (Concern);
- 1.4. 'the Data Processor' means the processor who agrees to receive from the Data Controller personal data intended for processing on his behalf after the transfer in accordance with his instructions (The Consultant);
- 1.5. 'the sub-processor' means any processor engaged by the Data Processor or by any other sub-processor of the Data Processor who agrees to receive from the Data Processor or from any other sub-processor of the Data Processor personal data exclusively intended for processing activities to be carried out on behalf of the Data Controller after the transfer in accordance with his instructions, the terms of the Clauses and the terms of the written subcontract;
- 1.6. 'technical and organisational security measures' means those measures aimed at protecting personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing.

2. Obligations of the Data Processor

The Data Processor agrees and warrants:

2.1. to process the personal data only on behalf of the Data Controller and in compliance with its instructions and these Clauses unless required to do so by domestic law;

2.2. to inform the Data Controller promptly where it believes the instructions given to it by the Data Controller contravene applicable data protection legislation;

2.3. that it has no reason to believe that the legislation applicable to it prevents it from fulfilling the instructions received from the Data Controller and its obligations under the Consultancy Agreement;

2.4. that it has implemented appropriate technical and organisational security measures to allow it to adequately protect personal data;

2.5. that it will promptly notify the Data Controller about:

2.5.1. any legally binding request for disclosure of the personal data by a law enforcement authority unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation;

2.5.2. any unauthorized access or disclosure of personal data; and

2.5.3. any request received directly from the data subjects without responding to that request, unless it has been otherwise authorised to do so;

2.6. it will deal promptly and properly with all inquiries from the Data Controller relating to its processing of the personal data;

2.7. that at the request of the Data Controller it will provide evidence that its processing of personal data is adequately secure;

2.8. that, in the event it enters into a contract with a sub-contractor to provide any of the services, and that sub-contractor requires the personal data, that it has previously informed the Data Controller and obtained its prior written specific or general consent to the processing services by the sub-contractor. In the case of sub-contracting, the Consultant shall have a written agreement in place with the sub-contractor which provides the same protections as these Clauses;

2.9. that its staff and persons authorised to process personal data have committed themselves to confidentiality or are under appropriate contractual obligations of confidentiality;

- 2.10. that the Data Processor shall assist the Data Controller where necessary in the case of a person requesting information about how their data is processed, requesting a copy of their personal data or requesting the erasure of their personal data;
- 2.11. that, where deemed necessary by the Data Controller, the Data Processor shall assist in completing a Data Protection Impact Assessment design as a risk assessment for the impact of projects on data subjects' privacy;
- 2.12. that the Data Processor shall not transfer personal data outside South Sudan unless the transfer is to a country or organisation in the European Union or United Kingdom.
- 2.13. that it will co-operate fully with the Data Controller and any local Supervisory Authority or Regulator in relation to any queries regarding the processing of personal data;
- 2.14. that it will indemnify the Data Controller against any cost, claim, penalty or fine incurred as a result of the Data Processor's processing of personal data;

that it will immediately, upon request of the Data Controller, return or destroy all personal data processed by it at the end of the term of the contract, or earlier as determined by the Data Controller unless the Data Processor is required by law to continue to store the personal data.