

Dated the XXXXXXXXXX 2026

XXXXXXXX

AND

CONCERN WORLDWIDE

CONSULTANCY

Schedule 1 to Consultancy Agreement – Terms of Reference

Terms of Reference Consultancy Services to Conduct Community Engagement via PSA Drama Skits for (Renk, Malakal, and Aweil West counties), South Sudan

1. Introduction and Background

With funding from WFP, Concern Worldwide, in partnership with Community Engagement Network (CEN) and The Radio Community (TRC), are implementing AAP project in Renk, Malakal, and Aweil West counties. The project aims 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. As part of this effort, Concern Worldwide seeks to engage a media Consultant to design and produce culturally appropriate public service announcement (PSA) drama skits that promote livelihoods opportunities, business initiatives, and employment, while encouraging a gradual transition from reliance on humanitarian assistance toward more development-oriented and self-reliant livelihoods strategies.

1.1 Concern AAP Programme Overview

The AAP Programme is funded by WFP and implemented by Concern Worldwide in partnership with The Radio Community (TRC) and the Community Engagement Network (CEN) in Renk, Malakal, and Aweil West counties. The programme is designed to strengthen accountability, inclusivity, and responsiveness within the humanitarian response by establishing safe, accessible, and trusted two-way communication channels between affected populations and humanitarian actors. Through mechanisms such as radio broadcasts, community listening groups, and facilitated dialogues, the programme ensures that communities receive timely and accurate information on food assistance, cash-based transfers, protection, and safeguarding services. Equally, it enables humanitarian actors to systematically collect, analyse, and act upon community feedback, thereby improving service delivery and reinforcing trust. By embedding accountability practices into humanitarian operations, the AAP Programme contributes to more transparent, participatory, and needs-driven interventions that empower communities and enhance resilience.

2. Study Methodology

The assignment will follow a structured and collaborative production process. Based on the activity objectives, the Consultant will conduct a brief literature review and develop three draft scripts in English, each addressing a different livelihood-related theme. The scripts will be shared with Concern Worldwide for review and technical input. Following approval, the scripts will be translated into Classical Arabic, Dinka, Nuer, and Shilluk languages. The approved translations will then be recorded, edited, and proof-listened by translators to ensure linguistic accuracy and cultural appropriateness. Finalized PSA episodes will be submitted to Concern Worldwide for onward dissemination by local partners (TRC & CEN) through radio broadcasts, community listening groups, and public announcement systems.

2.1 Purpose and Objectives

To produce engaging and contextually relevant PSA drama skits that use storytelling and role-modelling to influence knowledge, attitudes, and aspirations related to livelihoods and economic participation.

2.2 Specific Objectives

- To demonstrate positive examples of income generation and livelihood diversification.
- To encourage participation in local markets while reflecting the humanitarian and socioeconomic realities of target communities.
- To apply social change communication principles to inspire gradual transition from reliance on humanitarian assistance toward more self-reliant and development-oriented strategies.

3. Scope

The consultancy will design and produce three short PSA drama skits, each lasting 4 – 5 minutes, focusing on distinct themes such as income-generating opportunities, livelihood diversification, and strengthening local markets. The consultant will conduct a brief literature review to inform the scripts, draft them in English, and submit for review and technical input from Concern Worldwide. Once approved, the scripts will be translated into Classical Arabic, Dinka, Nuer, and Shilluk, recorded, edited, and proof-listened to ensure cultural and linguistic accuracy. Finalized episodes will be delivered to Concern Worldwide for dissemination through radio broadcasts, community listening groups, and public announcement systems by local partners (TRC and CEN).

Location – The consultant will produce PSA drama skits and hand over to Concern Worldwide for dissemination through CEN and TRC in:

- Wedweil Refugee Settlement blocks, and surrounding host communities in Aweil West County.
- Malakal IDP Settlement, Daniel Comboni IDP Centre, Way Station IDP Centre, Malakal TC, and the host community areas in Malakal County.
- Renk Transit Centre, Wunthou/Joda, Abukhadra returnee integration site, and in the surrounding host communities in Renk County.

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

a) Planning

The consultant will prepare an inception plan detailing methodology, thematic focus, and production workflow. This includes conducting a brief literature review, selecting topics, and developing draft scripts aligned with community context and project objectives. **b) Training**

The consultant will orient translators, voice actors, and production staff on the scripts, ensuring clarity on cultural sensitivity, safeguarding principles, and technical standards for recording and editing. **c)**

Implementation

The consultant will oversee the translation of scripts into Classical Arabic, Dinka, Nuer, and Shilluk, coordinate recording sessions, and manage editing and proof-listening to guarantee linguistic accuracy and cultural appropriateness.

d) Data analysis and report writing

While submitting the drama skits, the consultant will compile a final report summarizing the production process, lessons learned, and recommendations. Additionally, the consultant will deliver a discussion guide in English to support facilitated listening sessions and community dialogues during the dissemination stage.

4. Duration of the Consultancy

The assignment is expected to run for approximately seven (7) weeks. The timeline is structured into sequential phases:

Activity	Timeframe
Literature review and topics selection	1 week
Scripting	1 week
Scripts reviews	1 week
Translation	1 week
Recording	1 week
Editing	1 Week
Review and final submission	1 week

5. Payment

The consultant will be remunerated in line with the agreed budget, payable in two instalments linked to the completion of key deliverables. Payments will be processed by Concern Worldwide through bank transfer and will be linked to the satisfactory completion and approval of key deliverables, including the inception report, draft scripts, finalized PSA episodes, and the discussion guide. Disbursement will be contingent upon compliance with contractual obligations, quality standards, and agreed timelines, with delays or non-compliance potentially affecting payment release.

6. Expected Deliverables

Outputs for each Lot

- **Scripts**
 - 12 scripts in English (three episodes, each translated into four languages).
 - Scripts must be contextually relevant, culturally appropriate, and aligned with livelihoods themes.
- **Produced PSA Drama Skits**
 - 12 fully produced PSA drama skits in Classical Arabic, Dinka, Nuer, and Shilluk.
 - Each episode should run for 4 – 5 minutes, with clear audio quality and culturally sensitive messaging.

- **Discussion Guide**

- One comprehensive discussion guide in English.
- Designed to support facilitated listening sessions and community dialogues, with key learning points and suggested discussion questions linked to livelihoods and resilience during PSA disseminations by local partners.

- **Final Submission Package**

- Complete set of scripts, audio episodes, and discussion guide submitted to Concern Worldwide.
- Outputs ready for dissemination through TRC and CEN via radio, listening groups, and public announcement systems.

7. Security

The consultant will be required to strictly adhere to Concern Worldwide's safeguarding and security protocols throughout the assignment. All production activities, including recording, editing, and dissemination, must be conducted in safe environments that protect staff, actors, and community participants. Sensitive materials such as scripts, translations, and recordings should be safeguarded to prevent unauthorized access or misuse, while ensuring that content remains culturally appropriate and does not expose vulnerable groups to harm. The consultant must comply with all organizational security guidelines, including confidentiality, ethical standards, and proactively mitigate risks associated with field dissemination through radio broadcasts, listening groups, and public announcement systems. By embedding safeguarding and risk management into every stage of the consultancy, the process will uphold accountability, protect communities, and maintain the integrity of outputs.

8. General conditions of the consultancy

The consultancy will be conducted independently by the selected media consultant, with Concern Worldwide providing overall coordination, contextual guidance, and timely feedback. The consultant is expected to uphold ethical standards, safeguarding principles, and conflict-sensitive approaches throughout the assignment. All deliverables including scripts, translations, recordings, edited episodes, and the discussion guide must meet agreed quality standards and be delivered within the stipulated seven-week timeline. The consultant will be responsible for ensuring methodological rigor, editorial integrity, confidentiality of data, and cultural appropriateness of content. Concern Worldwide and its partners (TRC and CEN) will provide oversight to guarantee that outputs are relevant, accurate, and suitable for dissemination through radio, listening groups, and public announcement systems.

9. Management and Oversight

Concern Worldwide will provide overall coordination, contextual guidance, and timely feedback throughout the consultancy. The organization will facilitate access to project documentation, stakeholders, and contextual information, and will review and approve draft scripts, translations, and final outputs to ensure alignment with project objectives and quality standards. The consultant will be responsible for the technical quality, editorial integrity, and timely delivery of all outputs, including

scripts, recordings, and the discussion guide. Final products will be submitted to Concern Worldwide for dissemination through local partners (CEN and TRC) who will broadcast and share the PSA drama skits with communities via radio, listening groups, and public announcement systems. Oversight will also ensure compliance with safeguarding, ethical, and conflict-sensitive standards, guaranteeing that the content is culturally appropriate and responsive to community needs.

10. Essential and Desirable Experience/Qualifications

- a.** Advanced degree in media, communication, social sciences, humanitarian studies, or related field.
- b.** Proven expertise in designing and producing drama skits or public service announcements for social change communication.
- c.** Strong experience in accountability to affected populations, community engagement, and culturally sensitive messaging.
- d.** Demonstrated capacity to develop and adapt scripts across multiple languages with accuracy and cultural appropriateness.
- e.** Commitment to safeguarding, ethical standards, and inclusivity in media production.
- f.** Previous consultancy experience with UN agencies, INGOs, or humanitarian consortia.
- g.** Knowledge of livelihoods, food assistance, and cash-based transfer programming in humanitarian contexts.
- h.** Experience in conflict-sensitive communication and adaptation of content for fragile settings.
- i.** Strong communication and ability to present findings clearly to diverse stakeholders.
- j.** Language skills in Classical Arabic or local South Sudanese languages (Dinka, Nuer, Shilluk) to facilitate production and fieldwork.

Other necessary/desirable skills/qualifications.

- k.** Creative storytelling ability – skilled in using drama and narrative techniques to convey complex humanitarian and livelihood themes in simple, engaging formats.
- l.** Audio production expertise – familiarity with recording, editing, and mastering audio content to ensure clarity and professional quality.
- m.** Community engagement experience – ability to design culturally sensitive content that resonates with diverse audiences, including women, people with disability, youth, and vulnerable groups.
- n.** Multilingual adaptability – capacity to work with translators and adapt scripts across Classical Arabic, Dinka, Nuer, and Shilluk while maintaining accuracy and nuance.
- o.** Conflict sensitivity – awareness of fragile contexts and ability to avoid harmful stereotypes or messaging that could exacerbate tensions.
- p.** Strong organizational skills – competence in managing timelines, coordinating with multiple stakeholders, and delivering outputs within tight deadlines.
- q.** Monitoring and evaluation familiarity – understanding of how to collect and analyse feedback from listening groups to assess impact and improve future productions.
- r.** Capacity building – ability to train and mentor local production teams, translators, and facilitators to sustain community engagement efforts.

11. Application procedures

Applications must include the following:

- Cover letter,
- Curriculum Vitae of the consultant should not exceed 3 pages
- Technical Proposal including a work plan with detailed methodologies
- Financial Proposal (budget)- use the template in Annex 1
- Submit proof of a relevant content previously produced (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: <i>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.</i>	
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**
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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.