

TERMS OF REFERENCE (ToR)

Consultancy Opportunity: Development of a Digital Safety Toolkit with Integrated Reportrix Safeguarding / GBV Reporting Application

I. GENERAL INFORMATION

Title of Consultancy	Development of a Digital Safety Toolkit with Integrated Reportrix Safeguarding / Gender-Based Violence Reporting Application
Project	Strengthening Digital Safety and Collective Resilience for Women Human Rights Defenders (WHRDs) in Northern Nigeria
Engaging Organization	Centre for Information Technology and Development (CITAD), Kano, Nigeria
Contract Type	Short-term consultancy (individual consultant or consultancy team/firm)
Supervisor	Project Lead, WHRDs Digital Safety Project – CITAD
Duty Station	Home-based, with consultations in Northern Nigeria as agreed at inception
Duration	2–4 weeks from the effective start date (indicative 20 consultant-days)
Consultancy Fee	₦1,000,000 – ₦1,400,000 (lump sum, tied to deliverables)
Application Closing Date	[insert submission deadline]

II. ABOUT CITAD

The Centre for Information Technology and Development (CITAD) is a non-governmental organization based in Kano, Nigeria, working to promote the use of information and communication technologies for development, democratic governance and social inclusion. CITAD's programming spans digital rights and internet freedom, digital literacy and skills development, countering hate speech and misinformation, gender-responsive access to technology, and community engagement across Northern Nigeria.

CITAD works with women's groups, youth networks, journalists, human rights defenders, civil society organizations and community structures, and maintains long-standing relationships with grassroots constituencies across the region. The organization also develops and maintains digital tools for programme delivery, including Reportrix, its safeguarding and gender-based violence reporting application.

III. PROJECT CONTEXT

Women Human Rights Defenders (WHRDs), feminist organizers, journalists and community advocates across Northern Nigeria increasingly encounter online harassment, surveillance, doxxing, misinformation, account compromise and other forms of technology-facilitated gender-based violence (TFGBV) linked directly to their advocacy work. These threats are not incidental to their activism; they are a response to it, and they carry consequences that extend offline into physical safety, family relationships, professional standing and psychological wellbeing.

Existing digital security resources are often produced for international audiences, written in technical language, and assume levels of connectivity, device ownership and institutional support that do not reflect the realities of grassroots defenders in the region. Where guidance does exist, it frequently stops at prevention and offers no functional route to report an incident or reach protection, legal or psychosocial support. The result is that WHRDs absorb risk individually and in isolation.

IV. PURPOSE OF THE CONSULTANCY

CITAD is implementing the project ***“Strengthening Digital Safety and Collective Resilience for Women Human Rights Defenders (WHRDs) in Northern Nigeria,”*** which seeks to strengthen digital safety knowledge, peer-support structures and collective protection systems for WHRDs. A core output of the project is a practical digital safety toolkit tailored to the risks defenders in the region actually face.

CITAD therefore seeks a consultant or consultancy team to (i) develop the digital safety toolkit in English, and (ii) customize and technically integrate Reportrix's safeguarding and GBV reporting features so that the application functions as the toolkit's embedded reporting and referral mechanism. The two work streams are interdependent: toolkit content must guide users into Reportrix, and Reportrix's workflows must reflect the risks and referral pathways defined in the toolkit. CITAD will arrange translation of the finalized toolkit internally after the assignment; the consultant is therefore required to hand over fully editable source files.

V. OBJECTIVES OF THE ASSIGNMENT

- Equip WHRDs to identify digital threats, secure devices and accounts, protect sensitive information and respond safely to online attacks.
- Customize Reportrix's reporting workflows to reflect WHRD-specific referral pathways, including protection focal points, legal aid and psychosocial support.
- Ensure the toolkit and the Reportrix module together form a single coherent user journey, from recognizing a threat, to consulting the toolkit, to reporting.
- Apply feminist, rights-based, trauma-informed and survivor-centred principles throughout both content and technical design.
- Test the integrated product with a small sample of WHRDs and CITAD staff and incorporate feedback before finalization.

VI. SCOPE OF WORK

Stream 1: Toolkit Content Development

- Review the project proposal, relevant CITAD materials and secondary literature on TFGBV and digital security for human rights defenders.
- Conduct brief consultations (interviews and/or small focus group discussions) with CITAD staff and a sample of WHRDs to validate priority risks and information needs.
- Draft toolkit content covering, at minimum: account and device security; secure communications; protecting sensitive information; recognizing and responding to doxxing, misinformation and online harassment; and psychosocial first aid and self-care.
- Integrate clear, step-by-step guidance directing users to Reportrix for reporting and escalation.
- Design the toolkit for both print and accessible digital distribution, using simplified layout, visual aids and low-literacy-friendly formatting.
- Hand over the toolkit in fully editable source format, with fonts, images and layout assets, so that CITAD can produce translated versions internally after the assignment.

Stream 2: Reportrix Customization and Integration

- Review the current architecture, features and data flows of the existing Reportrix safeguarding and GBV reporting module.
 - Configure reporting workflows to reflect WHRD-specific referral pathways, including protection focal points, legal aid providers and psychosocial support services.
 - Implement survivor-centred privacy and consent safeguards, including anonymized or pseudonymous reporting options and data protection controls appropriate to sensitive GBV data.
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- Embed clear access points to Reportrix within the toolkit, whether through direct links, a QR code or shortcut instructions.
- Conduct functional testing and a brief user-acceptance testing round with a small group of WHRDs and CITAD staff, and apply the fixes arising from that testing.
- Prepare technical documentation of all customizations, a plain-language user guide for CITAD staff, and deliver a short briefing on module administration and troubleshooting.

VII. REFERENCE MATERIALS

CITAD will provide the selected consultant or team with the following, subject to the signing of a confidentiality and non-disclosure agreement:

- The approved project proposal and results framework.
- Existing Reportrix technical documentation and access to a test environment.
- CITAD's safeguarding, data protection and referral policies.
- Relevant CITAD training, programme and community engagement materials.
- Contact details of protection focal points, legal aid providers and psychosocial service providers required for referral mapping.

VIII. LEVEL OF EFFORT

The assignment is expected to run for approximately 2–4 weeks from the effective start date. The indicative level of effort is set out below and will be confirmed in the signed contract and the inception report.

Phase	Activity	Days
Phase 0	Inception meeting, planning and agreement of the work schedule	1
Phase I	Desk review, stakeholder consultations and inception report	3
Phase II	Drafting of toolkit content	5
Phase III	Reportrix configuration, customization and integration	5
Phase IV	Functional testing, user-acceptance testing and application of fixes	2
Phase V	Finalization, layout, design and technical documentation	3
Phase VI	Staff briefing session and final consultancy report	1
Total	Indicative level of effort, to be confirmed in the inception report	20 days

IX. DELIVERABLES AND INDICATIVE TIMELINE

All deliverables are to be submitted in draft for CITAD review and comment before finalization, and in editable formats. Indicative timing assumes a four-week assignment; a firm schedule will be agreed at inception.

Deliverable	Description	Indicative Timing
1. Inception report and work plan	Understanding of the assignment, methodology, work plan and consultation schedule for both work streams.	End of Week 1
2. Draft toolkit content	Draft covering account and device security, secure communications, doxing and misinformation response, TFGBV response and psychosocial first aid, with referral	Week 2

Deliverable	Description	Indicative Timing
	pathways into Reportrix.	
3. Customized Reportrix module	Reporting features configured and tested for WHRD-specific referral workflows, with survivor-centred privacy and consent safeguards.	Weeks 2–3
4. User acceptance testing report	Findings from functional and user testing with WHRDs and CITAD staff, with a log of fixes applied.	Week 3
5. Final toolkit package	Print-ready and accessible digital versions, with Reportrix access instructions and QR code embedded, plus editable source files and layout assets.	Week 3
6. Technical documentation and user guide	All customizations and configuration settings, plus a plain-language guide for CITAD staff and Digital Safety Champions.	Week 4
7. Staff briefing session	Short session for CITAD staff on toolkit use and Reportrix administration and troubleshooting.	Week 4
8. Final consultancy report	Work completed, challenges encountered, and recommendations for sustaining the toolkit and Reportrix module beyond the project period.	End of Week 4

X. REPORTING AND SUPERVISION

The consultant or consultancy team will report to the Project Lead for the WHRDs Digital Safety Project at CITAD, with technical input from CITAD programme and IT staff as required. Check-in meetings, whether virtual or in person, will be scheduled at key milestones. All deliverables require CITAD's written approval before the corresponding payment is triggered.

XI. CONSULTANT'S QUALIFICATIONS

This assignment spans both content development and technical application customization. CITAD welcomes applications from individual consultants holding both skill sets, or from a small consultancy team or firm — for example, a lead consultant paired with a developer.

- A degree in Information and Communication Technology, Computer Science, Gender Studies, Human Rights, Development Studies or a related discipline.
- Demonstrated experience developing digital security training materials or toolkits, ideally for women human rights defenders, journalists, feminist organizations or civil society actors.
- Demonstrated technical experience customizing, configuring or integrating a reporting or case-management application, with attention to data protection and privacy-by-design.
- Familiarity with technology-facilitated gender-based violence and with survivor-centred, trauma-informed approaches to safeguarding and reporting.
- Familiarity with the Northern Nigeria context and the operating environment for WHRDs and grassroots civil society, with strong facilitation skills for stakeholder consultations and staff training.

XII. CONSULTANCY FEE AND PAYMENT TERMS

The total consultancy fee ranges from ₦1,000,000 to ₦1,400,000. This is a lump sum inclusive of all applicable taxes and statutory deductions, and of all assignment-related costs, including stakeholder consultations,

design and layout, and user testing. The final fee will be agreed with the selected consultant or team on the basis of their financial proposal and the level of effort confirmed at inception.

Milestone	Trigger	% of Fee
1st Tranche	Signing of contract and submission of the inception report and work plan (Deliverable 1)	30%
2nd Tranche	CITAD approval of the draft toolkit content, the tested and integrated Reportrix module, and the UAT report (Deliverables 2, 3 and 4)	40%
3rd Tranche	Acceptance of the final toolkit package, technical documentation, staff briefing and final consultancy report (Deliverables 5–8)	30%

The agreed fee will be specified in the signed consultancy contract. Statutory taxes and deductions applicable under Nigerian law are the consultant's responsibility unless otherwise agreed in writing.

XIII. SUBMISSION OF APPLICATION

Interested consultants and consultancy teams should submit a single application package containing:

1. A cover letter.
2. A technical proposal outlining understanding of the assignment, proposed methodology and work plan for both the toolkit content and the Reportrix customization (maximum 5 pages).
3. A financial proposal indicating the total lump-sum fee and proposed payment schedule, in line with Section XII.
4. CV(s) of the consultant or team members, clearly demonstrating both content-development and technical or development expertise.
5. At least two samples or portfolio items of previous relevant work, such as digital safety toolkits, security training materials or reporting-application customizations.
6. Contact details of two professional references.

Applications should be submitted to info@citad.org by **13th August, 2026**, with the subject line: **“Consultancy Application – WHRDs Digital Safety Toolkit & Reportrix Integration.”** Only shortlisted applicants will be contacted.

Equal Opportunity Statement: CITAD is an equal opportunity organization. Women, women-led consultancies and consultants based in Northern Nigeria are strongly encouraged to apply.

XIV. EVALUATION CRITERIA

Applications will be assessed against the following weighted criteria:

Criteria	Weight
Relevant experience in digital safety and security training and toolkit development, ideally with WHRDs, feminist or civil society organizations	30%
Demonstrated technical capability to customize or integrate a reporting application (Reportrix or comparable GBV/safeguarding systems)	25%
Quality and feasibility of the proposed methodology and work plan	20%
Cost-effectiveness and reasonableness of the financial proposal	15%
Familiarity with the Northern Nigeria context and the operating environment for WHRDs and grassroots civil society	10%

XV. CONFIDENTIALITY, DATA PROTECTION AND OWNERSHIP

- Given the sensitive nature of GBV and safeguarding data, the consultant or team will be required to sign a confidentiality and non-disclosure agreement prior to commencing work.
- All work involving Reportrix must apply data protection best practice, including informed consent, data minimization and secure handling of any personal or case-related information encountered during testing.
- All deliverables - content, designs, layout source files, technical customizations and code, and documentation - shall become the property of CITAD upon final payment, and may not be reused, published or distributed by the consultant without CITAD's prior written consent.

XVI. TERMS OF SERVICE

- This consultancy is offered under a non-staff contract. The consultant or team shall not be considered an employee of CITAD and will not be entitled to staff benefits.
- Payment is milestone-based and conditional upon CITAD's written acceptance of the agreed deliverables.
- The consultant or team will work in close collaboration with CITAD project and technical staff throughout the assignment.
- Any change to the scope of work, timeline or fee must be agreed in writing by both parties.
- CITAD reserves the right to accept or reject any application without obligation to disclose reasons.

This ToR may be annexed to and read together with the signed consultancy contract, which shall govern in case of any conflict.