



Agenzia Italiana per la Cooperazione allo Sviluppo
Ufficio di Gerusalemme
CUP H36G17000010001
CIG 7D91F2DABZ

Gerusalemme, 27.06.2017

SAWA
Ramallah

Cari/e Signori/e,
L'Agenzia Italiana per la Cooperazione allo Sviluppo (AICS), Ufficio di Gerusalemme, dopo averlo ritenuto congruo, ha accolto il preventivo e la proposta del 24 maggio 2017 (allegati 1 e 2), che diventano parte integrante del contratto, presentati dalla vostra Organizzazione. Pertanto, vi viene richiesto di fornire i servizi descritti nello stesso preventivo all'Ufficio AICS di Gerusalemme, sito in Mujeer Eddin St. N. 2, Sheikh Jarrah, per un ammontare, IVA inclusa, pari a Euro 27.800,00 (euro ventisettemila e ottocento).

I patti e le condizioni da osservare sono i seguenti:

1. L'Organizzazione si impegna a fornire il servizio sulla base degli allegati 1, 2 e 3;
2. L'Organizzazione accetta di provvedere a quanto suesposto e, con la somma in alto citata, si dichiara soddisfatta per il servizio prestato;
3. Nel caso in cui l'Organizzazione venga meno ai patti concordati ovvero alle norme legislative e regolamentari vigenti, AICS ha la facoltà di rescindere l'obbligazione mediante semplice lettera di cancellazione;
4. AICS, qualora accerti nell'Organizzazione incapacità ed evidente negligenza nell'esecuzione dell'impegno, può, a suo insindacabile giudizio, rescindere l'obbligazione ed esperire azioni per danni contro l'Organizzazione medesima, la quale sarà tenuta al pagamento dell'eventuale maggiore spesa che la Sede dovesse sostenere per



Italian Agency for Development Cooperation
Jerusalem Office
CUP H36G17000010001
CIG 7D91F2DABZ

Jerusalem, 27.06.2017

SAWA
Ramallah

Dear Sirs/Madams,
The Italian Agency for Development Cooperation (AICS), Jerusalem Office, is pleased to inform you that it accepts the quotation and the proposal, dated 24 May 2017 (Annex 1 and 2), which are integral parts of the contract, submitted by your Organization. Therefore, it is requested to provide the services therein described to the AICS, located in Mujeer Eddin St. n. 2, Sheikh Jarrah – Jerusalem, for an amount, VAT included, of Euro 27.800,00 (Euro twenty-seven thousand eight hundred only).

Terms and conditions of the service:

1. The Organization agrees to provide the service based on the Annexes 1, 2 and 3;
2. The Organization agrees to realize and carry out the abovementioned service and declares to be fully satisfied with the amount above specified;
3. In case the Organization does not comply with the Terms and Conditions contained herein, AICS can terminate the contract by a simple letter of termination;
4. AICS reserves itself the right, in case of obvious unwillingness, inability or negligence on the part of the Organization in complying with the terms of this contract, to cancel the order and to take legal action against the Organization that will be obliged to refund the price difference which AICS may pay in order to purchase the service from another organization;

acquisire la prestazione tramite un'altra organizzazione;

5. Il pagamento dell'importo verrà eseguito in un tre soluzioni:

- 2.780,00 euro alla firma del contratto dietro presentazione di un piano di lavoro della durata del contratto;
- 19.460,00 euro al completamento della prima fase (sulla base dell'Allegato 3) e in seguito all'eventuale controllo amministrativo dell'AICS (vedasi Art. 6 in basso);
- 5.560,00 euro al completamento della seconda fase (sulla base dell'Allegato 3) dietro presentazione del rapporto finale.

6. L'Amministrazione dell'Ufficio AICS può effettuare, entro 20 giorni dalla presentazione del rapporto relativo alla I e II fase, un controllo amministrativo presso l'Organizzazione per verificare i costi delle attività e le spese effettuate.

7. Ogni controversia fra le parti nell'interpretazione, realizzazione o risoluzione del presente Atto che non si possa definire con un tentativo di preliminare composizione amministrativa, sarà deferita ai fori locali.

8. L'Organizzazione assume tutti gli obblighi di tracciabilità dei flussi finanziari di cui all'art. 3 della Legge 13 agosto 2010 n. 136 e successive modifiche.

Copia della presente lettera dovrà essere restituita a questo Ufficio AICS datata e firmata per ricevuta e per accettazione incondizionata delle clausole e dei patti in essa contenuti

La Titolare
Cristina Natoli



SAWA Legal Representative
Ohaila Shomar



5. Payment of the service will be made in three tranches:

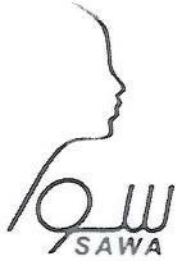
- 2.780,00 euro at the signature of the contract upon submission of a narrative report on the activities of selection of the participants and promotion and a request for payment;
- 19.460,00 euro at the completion of phase 1 (on the basis of Annex 3) following a possible administrative check by AICS (see Art. 6 below);
- 5.560,00 euro at the completion of phase 2 (on the basis of Annex 3) upon submission of the final report.

6. The Administration of AICS Office could conduct an administrative check at the Organization, within 20 days from the submission of the report related to the first and second phase, to verify the costs of the activities and the expenses made.

7. Any controversy between the parties in the interpretation, realization or resolution of this Contract that may not be resolved through a preliminary administrative attempt, will be deferred to the local Courts.

8. The Organization shall comply with all the obligations on finance tracking as specified by Art. 3 of the Italian law no. 136 (13/08/2010) and subsequent amendments.

Please return a copy of this letter signed, stamped and dated to this AICS office, as receipt and unconditional acceptance of the Terms and Conditions.



May 24, 2017

Dear Ms. Cristina Natoli,

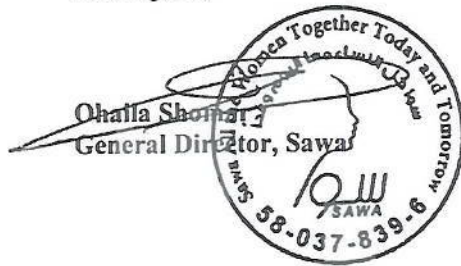
Kindly find attached our economic offer for psychosocial support services to women, particularly victims of SGBV through our national toll-free Helpline, for a period of seven months.

Our service will include psychological support, basic legal and medical guidance. It will also contain referral to other qualified service providers, depending on the victims' needs.

It will consist of support to Helpline operators and promote activities of the Helpline. All for the total price of 27,800 Euros.

We hope you can positively consider our offer, looking forward to hear from you soon.

Best regards,



Use Smartphone

Ramallah: P.O.Box 2315 | Tel: 02 241 8100 | Fax: 02 241 8111
Jerusalem: P.O. Box 69429 | Tel: 02 532 4122 | Fax: 02 532 4025
E-mail: info@sawa.ps | www.sawa.ps | [f](https://www.facebook.com/SawaOrganization) Sawa Organization



Advancing the provision of prompt, appropriate and confidential support to vulnerable Palestinian women

Concept note

1. Organizational and project information

Organizational information	
Name of organisation:	Sawa Organization – All the Women Together Today and Tomorrow
Registration number:	
Address and contact information:	Al-Baloo, Ramallah, T: 02-241-8100, 02-241-8111, www.sawa.ps
Name of authorised person to sign the contract:	Ohaila Shomar – CEO, E: ohaila@sawa.ps , M: 05-46-32-4602, 05-98-90-3343
Project information	
Location(s) of project / implementation:	Palestine (West Bank)
Duration of project (in months):	7 months
Estimated start date:	May 1, 2017
Estimated end date:	December 31, 2017
Amount requested from the Italian Development Cooperation in EUR:	27,800 EUR

2. Background and project context

Sexual, gender-based and domestic violence (SGBV) against women remain widespread in Palestine. Palestinian women, regardless of location or background, are harmed and constrained by many traditional attitudes and practices related to gender roles and expectations, sex, and violence. These women and their families are often also beset by economic struggle, conflicts within their communities, and by the restrictions and violence imposed by the occupation. Palestinian culture still largely accepts rigid and stereotyped ideas about proper gender roles, which confine women to childcare and home-making. As such, women are not expected to be primary breadwinners which often put them in an economically dependent position. As a result, Palestinian women may be unable to escape a violent or unstable home situation, due to having no means to support themselves and their children.

SGBV against women go unreported. A 2011 national survey found that more than 60% of the victims remain silent, by which we mean that they do not report SGBV incidents and do not come forward to ask for help. There are a number of reasons for that. One of the reasons is that many women, especially in marginalized and conservative communities, are not aware of their rights, the dangers of SGBV, and the services potentially available to them. Another reason is the importance of the preservation of family honor for which women and girls in Palestine bear the brunt of responsibility. The concept of family honor is centered largely on the sexual “purity” of the family’s female members. Women who have experienced SGBV are reluctant to report, and often blame themselves. They fear blame, disbelief and stigmatization from the surrounding society, and further violence from perpetrators and/or family members. This only adds to the psychological damage already suffered by survivors of SGBV.

Finally, the high percentage of unreported SGBV cases can be accounted for the social norms. In Palestine, violence within the family or by husbands against their wives is often accepted as a way of “keeping order”. Further, there is a preference for settling problems of family violence privately, rather than reporting a perpetrator to the police or seeking counseling to build a healthier family or marital dynamic. Professionals (such as social workers, policemen, doctors, nurses, or counselors) themselves may prioritize a family’s privacy and reputation over the needs of victims of SGBV. They also may refrain from intervention due to fear of retribution from the family and/or the perpetrator.

Uneven quality of SGBV services available for women. Even when women feel empowered to report cases of SGBV the support system available for them in Palestine (including psycho-social support, legal or medical services) is of uneven quality; without the type of across-the-board standards of practice and confidentiality observed in some communities. For example victims have complained that certain service providers insist on involving family or mediating with them even against the wishes of the client, when dealing with SGBV cases. Women who have accessed these services also complain of service providers sharing their personal information with others without permission, a breach of basic principles of confidentiality and privacy.

From this analysis it is apparent that in order to successfully challenge and combat SGBV in Palestine multifaceted strategies are needed, addressing women and girls, the victims and service providers at once.

3. Project objectives

The overall objective of this project is to (O1) “to contribute to a Palestinian society in which all forms of SGBV against women and children are prevented and eliminated, and in which victims of SGBV have unconditional access to support, healing, and redress.”

The specific objectives of the project are:

(SO1) “To enable victims of SGBV to have unconditional access to gender-sensitive, and victim-centered support, healing and redress.”

(SO2) “To contribute towards the improved protection of SGBV victims in Palestine by increasing the capacity of service providers to identify and properly attend cases of SGBV.”

4. Anticipated results and activities foreseen

(R1) Increased number of women, especially victims of SGBV, have access to prompt, appropriate and confidential emergency support and advice

A1.1 Provide emergency and psycho-social support to women, especially to SGBV victims, through Sawa’s toll-free Helpline. The Helpline is available 7 days a week, 16 hours a day, and it offers psychological support, basic legal and medical guidance, and referral to other qualified service providers, depending on the victims’ needs. Ten trained operators and psycho-social counselors will answer calls, identify and document cases, provide emergency support and refer cases when necessary.

- Output: At least 3000 women receive prompt, appropriate and confidential emergency support, counseling and referral through the Helpline.
- Outcome: The protection of women, especially SGBV victims, improves.

A1.2 Provide Helpline operators with support through weekly individual and group supervision. Providing quality support to victims of SGBV is an emotionally demanding task. To preserve the well-being of the counselors, prevent them from repeating their trauma or burning out, Sawa developed a professional guidance system, under which operators take part in individual and group sessions with the Counseling Supervisor, process cases and debrief together. This support activity also allows Sawa to maintain the high quality of its emergency and counseling services, provided to the callers.

- Output: Ten operators will take part in weekly individual and group sessions.
- Outcome: Sawa's Helpline operators maintain their well-being, avoid retraumatization, burning out and dropping out from the program.

A1.3 Promote the services of the Helpline. To make sure that as many women as possible are aware of the Helpline's support, promotion will occur through the radio, and social media such as Facebook, and Youtube.

- Output: Monthly advertisements of the Helpline's services such as Facebook posts, radio spots.
- Outcome: There is an increase in the visibility of the Helpline.

A1.4 Provide Free Legal Counseling through Sawa's Toll Free Helpline, for women in need for legal support.

- Output: At least 200 women receive legal support through Sawa's Helpline.
- Outcome: The awareness of women towards their legal rights, improves.

A1.5 Conduct training for the counselors about Chat Counseling.

- Output: Ten counselors receive training on chat counseling.
- Outcome: Women are able to share with their personal issues through chat counseling.

5. Beneficiaries

Direct beneficiaries of the proposed project include:

- At least 3000 women will access prompt, appropriate and confidential emergency support and advice through Sawa's Helpline.
- Ten Helpline operators will benefit from weekly guidance, individual and group supervision. Thus operators will be able to maintain their well-being, avoid retraumatization and provide quality support for the callers.
- 200 Women will receive legal counseling and support through Sawa's Toll Free Helpline.
- Ten counselors will be able to manage chat counseling.

Indirect beneficiaries will include:

- The Palestinian community at large.

6. Monitoring and evaluation

Sawa will base the monitoring and evaluation of the project on the following mechanisms and tools:

- Call Center Database: cases of callers are documented anonymously on Sawa database, allowing Sawa to extract daily and monthly data about the number of calls, the profile of callers and the reasons for calling, and to provide regular updated reports to partners. All SGVB cases receiving support through the Helpline will be documented in the system.
- Satisfaction surveys: questionnaires are distributed after each workshop to assess their relevance and effectiveness, and the participants' satisfaction rate of participants. Questionnaires mix closed-ended and opened-ended questions to allow a quantitative and qualitative analysis of the results.
- Facilitators' summary reports: after each awareness raising session Sawa facilitators prepare a summary report recording lessons learnt, success stories, and areas for improvement.
- Operators' feedback on cases: weekly meetings with the Helpline operators enable Sawa to discuss professional issues, to assess qualitatively the psychological and physical conditions of employees and to find solutions for improvement.
- Professional committee: weekly meetings of the professional committee enable Sawa to identify and discuss difficult cases received at the Call Centre and to take decisions about them. It is also the opportunity to discuss any psychosocial issues that might affect any employees and take actions accordingly.
- Employees' monthly report: this report enables management team to get a feedback from the employees, about their accomplished and on-going work, their difficulties and recommendations for improvements.

7. Budget

Organization: Sawa All the Women Together Today and Tomorrow				
Project Title: Advancing the provision of prompt, appropriate and confidential				
Project Duration: 01/06/2016 - 31/01/2017				
Currency: Euro				
Item	Unit	Cost per Unit n	# of units	Total unit cost
1. Helpline				
1.1 Salaries				
Project Coordinator	month	550	7	3850
Helpline Coordinator	month	460	7	3220
Facilitator	month	350	7	2450
Media Coordinator	month	290	7	2030
Finance/admin Assistant	month	350	7	2450
Subtotal				14000
1.2 Direct cost for help line				
Helpline Operators (10)	month	€ 660	7	€ 4,620
Legal Support Worker	Month	€ 200	7	€ 1,400
Monthly supervision meetings	month	€ 250	7	€ 1,750
Refreshment	month	€ 150	7	€ 1,050
Transportation	month	€ 120	7	€ 840
Advertisement of Helpline services	month	€ 100	7	€ 700
Chat Counselling profesional traini	training	€ 1,200	1	€ 1,200
stationary and supplies	month	€ 120	7	€ 840
Hall rent	month	€ 100	7	€ 700
Utilities for Help line	month	€ 100	7	€ 700
Subtotal				€ 13,800
Total Help line				€ 27,800



Italian Development Cooperation Agency
Jerusalem Office

Annex 3

**ACTION PLAN FOR SERVICE CONTRACT FOR TRAINING SERVICES FOR
SAWA**

Phase	Phase Starting date-Ending date	Description of the service	Payment in Euro	Payment date
-	-	<i>To submit to the Italian Agency for Development Cooperation/IRADA a workplan for the 7 months of implementation and a request for payment.</i>	4.170,00	
Phase 1	Within 3 months after the signature of the contract	<p>- To provide specialised services to victims of violence for 4 months through the national Helpline and provide Helpline operators with support through weekly individual and group supervision</p> <p><i>To submit to the Italian Agency for Development Cooperation/IRADA a mid-term report on the activities and request of payment.</i></p>	19.460,00	After submission of a mid-term narrative report
Phase 2	Within 7 months after the signature of the contract	<p>- To provide specialised services to victims of violence for 3 months through the national helpline and Promote the services of the Helpline</p> <p><i>To submit to the Italian Agency for Development Cooperation/IRADA the radio and tv spots and a final narrative and financial report.</i></p>	4.170,00	After submission of the final narrative and financial report