

*TERMS OF REFERENCE (TOR) FOR INSTITUTIONAL CONTRACTORS***International Institutional Consultancy for the provision of support to the Government of Montenegro in capacity building for health and social and child protection sector to strengthen prevention and response to violence against children****1. Background and Context**

Protection of children from violence is guaranteed by Montenegro's Constitution and is an integral part of the country's strategies and action plans for EU accession (Action Plan for Chapter 23), as well as for achieving the 2030 Agenda for Sustainable Development (Goal 16.3). Since 2017, Montenegro has gained recognition as one of the pathfinding countries in the Global Partnership to End Violence against Children.¹ In the past decade, Montenegro has made significant progress in aligning its legal and strategic framework with international standards on the protection of children from violence. The country's commitment to ending violence against children has been reflected in ratification of all relevant UN and Council of Europe (CoE) treaties². In addition to the legal and policy framework largely aligned with relevant international standards, institutional capacities have been built, capacities of different sectors' professionals strengthened and family and community-based services that can prevent violence expanded.

Despite all efforts invested in the previous period there remains a high prevalence as well as wide-spread societal tolerance towards violence against children in Montenegro. Latest available MICS³ data (2018) for Montenegro show that violence against children is a key issue - 66% of children were estimated to have experienced violent discipline by their family members in the last month preceding the survey. The EC Montenegro Progress Reports for the past several years (2019, 2020, 2021, 2022) have been highlighting gender-based violence and violence against children as issues of serious concern. In addition, the COVID-19 caused public health emergency had multiple direct and indirect impacts on children's protection, well-being, and development, both short- and long-term. It directly increased threats to children's safety and wellbeing – including online violence, sexual violence and abuse, mistreatment, gender-based violence, exploitation, social exclusion and separation from caregivers.⁴ As regards system-level bottlenecks, weak inter-sectoral collaboration results in insufficiently developed preventive measures and interventions as well as lack of response and support services which leaves children without an integrated efficient system support. The country struggles with insufficient number of child protection, family support and outreach services, lack of effective victim protection measures and limited capacities of health, social and other services for children exposed to violence and exploitation. Professionals in different sectors (social workers, teachers, health workers, police officers, judicial representatives, etc.) still need capacity building i.e. relevant knowledge, skills and standardized working procedures, to efficiently and effectively prevent and protect children from violence. The health sector in particular has a specific role in the prevention and recognition of violence against children and the provision of adequate protection, in accordance with the current legal regulations of Montenegro, thus, it is crucial for the health professionals to be well capacitated to play this role i.e. prevent and identify violence against children and provide them with adequate support.

Recognizing the importance of protecting children from all forms of violence, abuse and neglect, the Ministry of Health has intensified its efforts in this area and, with the expert support of UNICEF and World Health

¹ End Violence Against Children, Montenegro (<https://www.end-violence.org/impact/countries/montenegro>).

² Convention on the Rights of a Child, Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (the Lanzarote Convention) and Convention on Preventing and Combating Violence against Women and Domestic Violence (the Istanbul Convention).

³ MICS – Multiple Indicator Cluster Survey <http://www.monstat.org/eng/page.php?id=1561&pageid=16>

⁴ [Rapid Social Impact Assessment of the COVID-19 Outbreak in Montenegro - September 2021 | United Nations in Montenegro](#)

Organization, developed in 2019 the [*Guidelines for Health Service Providers Acting with a View to Protecting Children and Adolescents from Violence, Abuse and Neglect*](#) to improve the work of health service providers at all levels of protection in the area of identifying cases of abuse, neglect and violence, reporting and further referral to competent services. The Guidelines have been approved earlier and adopted by the Ministry of Health in 2022.

To respond to some of the challenges relevant to several sectors and inter-sectoral cooperation, the Ministry of Labour and Social Welfare started implementing an *initiative to strengthen national child protection system for prevention and protection of children from all forms of violence and exploitation* in December 2022, with UNICEF technical and financial support of the European Union. Within this initiative, the Ministry of Labour and Social Welfare has undertaken to draft a new policy document, a four-year costed Strategy for the Prevention and Protection of Children from Violence. In addition to policy development, the initiative includes capacity development support to foster increased inter-sectoral cooperation to better prevent and protect children from violence, including sexual violence, sexual abuse, and gender-based violence across the sectors.

In cooperation with the Ministry of Labour and Social Welfare and Ministry of Health, UNICEF in Montenegro will engage an international consultancy company gathering experts with different fields of expertise in the area of child development/child psychology, health, social and child protection in order to provide the identified needed capacity building activities to strengthen capacities of the health and social and child protection sectors and the country's overall capacity to better prevent, identify and respond to violence against children.

2. Objectives, Purpose & Expected Results

The purpose of this assignment is to support the Government of Montenegro, i.e. the Ministry of Labour and Social Welfare and Ministry of Health to strengthen capacities of social and child protection and health sectors professionals to prevent, identify and respond to cases of violence and exploitation and provide them with quality support in a holistic and timely manner.

The objective of this assignment is to build capacities of professionals in health and social and child protection sectors on prevention, identification of the early signs of violence, child trauma and victim support services i.e. capacity building of psychiatrists and psychologists on carrying out counselling, mental health support, therapeutic work and forensic interviews with children, victims of violence, sexual violence, abuse and exploitation.

3. Description of the Assignment

This consultancy should use the existing wealth of evidence of the training needs in the health and social and child protection sectors as well as relevant Standard Operating Procedures and guidelines for professionals relevant for the prevention and protection of children from violence and exploitation in both sectors, and based on it develop targeted training programs for:

- health care and social and child protection professionals on prevention, identification, referral, treatment of children exposed to violence, abuse and exploitation, child trauma and victim support and rehabilitation services within health care social and child protection sectors and support to their families (i.e. a program of cooperation of centres for social work and health care institutions in prevention and identification of violence against children);
- psychiatrists and psychologists in both health and social and child protection sectors on carrying out counselling, mental health support, therapeutic work and forensic interviews with children, victims of violence, including sexual violence and exploitation;

The training programs should also make reference to the national *Guidelines for Health Service Providers Acting with a View to Protecting Children and Adolescents from Violence, Abuse and Neglect* and define the application of

specific procedures and measures, which health workers and health associates should implement in all public health care institutions and private practices within the health care system.

Training programs will be prepared for accreditation by the Consultancy and accredited in Montenegro by the Institute for Social and Child Protection and the Medical Chamber of Montenegro to ensure sustainability and continuity of the training in both sectors and to avoid building parallel processes.

The consultancy company will be responsible for developing the training programs in agreement with UNICEF and Ministry of Labour and Social Welfare and Ministry of Health, submitting the programs for accreditation to the Institute for Social and Child Protection and the Medical Chamber of Montenegro and reviewing the training programs as requested by the aforementioned institutions and preparation of training materials.

Training materials for each training including a detailed agenda, handouts/background materials for the group work, training evaluations, brief report with key observations regarding capacities of the participants and recommendations for further capacity building are to be prepared by the trainers and delivered to UNICEF by the Consultancy Company.

Trainings schedule will be agreed with UNICEF and the relevant line ministries and institutions.

All deliverables should be produced in local language and the final report in English language.

4. Key deliverables, timelines, and payment schedule

Deliverables	Timeline	Schedule of Payment
Desk review, consultations with relevant counterparts and UNICEF, development of a concise training needs assessment.	By mid-October 2023	
<p>Development of two training programs for the professionals from health and social and child protection sectors:</p> <ul style="list-style-type: none"> - 1) on prevention, identification, referral, child trauma and victim support and rehabilitation services within health care and social and child protection sectors to children victims of violence, sexual violence, abuse and exploitation and support to their families (i.e. a program of cooperation of centres for social work and health care institutions in prevention and identification of violence against children). - 2) on carrying out counselling, mental health support, therapeutic work and forensic interviews with children, victims of violence, including sexual violence and exploitation <p>developed and submitted to the Institute for Social and Child Protection and Medical Chamber of Montenegro, for accreditation.</p>	By mid-November 2023	

Two two-day trainings delivered to the professionals from health and social and child protection sectors on prevention, identification, referral, child trauma and victim support and rehabilitation services within health care and social and child protection sectors to children victims of violence, sexual violence, abuse and exploitation and support to their families (i.e. a program of cooperation of centres for social work and health care institutions in prevention and identification of violence against children).	By end February 2024	50%
Two three-day trainings delivered to the professionals from health and social and child protection sectors on carrying out counselling, mental health support, therapeutic work and forensic interviews with children, victims of violence, including sexual violence and exploitation.	By end March 2024	
Final report on capacity building activities with recommendations for further strengthening of capacities in different sectors whose participants underwent trainings.	By end April 2024	50%

5. Travel

Travel to Montenegro is expected and breakdown of travel costs should be separately included in the financial offer. Travel is to be confirmed by UNICEF.

- **Important:**

Travel costs will be calculated based on economy class travel, regardless of the length of travel. Costs for accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC).

6. Management and Organisation

Management: The consultancy company will be supervised by UNICEF Montenegro Child Protection Officer. The Consultancy Company (i.e. the designated team lead) should communicate with the Child Protection Officer on a regular basis and share all training programs, materials/deliverables as they become available for review and potential feedback. The materials for the deliverables should be provided in advance of trainings and meetings involving national counterparts to allow sufficient time for review of training agenda and materials. All deliverables need to be validated by UNICEF and relevant institution i.e. depending on which sector the training was organized for.

Organization: International Institutional Consultancy is required to produce the expected results, meeting the criteria described below.

Recourse:

- UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs is incomplete, not delivered or for failure to meet deadlines.

Schedule: The assignment will commence on **25 September 2023** and end on **30 April 2024**.

7. Qualification Requirements

The Consultancy Company team should consist of Health Care and Child Protection professionals with the requirements as listed below.

a. The International Consultant must possess:

- Advanced university degree in psychiatry/psychology; PhD degree will be considered as an advantage;
- 10 or more years of experience and expertise in psychology/psychiatry and working with children, including those exposed to violence and exploitation;
- At least 5 years of experience in building capacities of different sectors relevant to protection of children from violence and exploitation;
- Excellent analytical and writing skills demonstrated by proven record of concise reports in child protection area. As a part of the technical evaluation, applicants are requested to provide a recent relevant piece of work.
- Experience in working with practitioners and multiple government stakeholders for multisectoral approach;
- Excellent knowledge of the local context in Montenegro in particular with respect to the child protection system is a distinct advantage;
- Knowledge of the Convention on the Rights of the Child and relevant international (UN and CoE) standards relevant to treatment/work with children exposed to violence and exploitation;
- Excellent command of English language, local language is an advantage (both spoken and written);
- Previous work experience with UNICEF and/or UN system will be considered as an advantage.

b. The International Child Protection Consultant must possess:

- University degree in social sciences/social policy/social work or a related field;
- At least 10 years of experience and expertise in the area of social and/or child protection;
- At least 7 years of experience in delivering trainings/capacity building in the area of social and child protection with particular familiarity of the system relevant to protection of children from violence;
- Knowledge of the Convention on the Rights of the Child, Convention on Elimination of All Forms of Discrimination Against Women, Convention on the Rights of Persons with Disabilities, European Social Charter, Revised European Social Charter, European Convention on Human Rights and Fundamental Rights, etc. and other relevant international and regional standards in the area of social and child protection;
- Good knowledge of the social and child protection reform processes in Montenegro;
- Excellent analytical and writing skills demonstrated by proven record of concise and clear publications and reports relating to analysis of social policy, strategy and plan development, etc. As a part of the technical evaluation, a recent relevant piece of work has to be provided. Experience in working with practitioners and multiple government stakeholders for multisectoral approach is an advantage;

- Excellent command of English language, local language is an advantage (both spoken and written);
- Familiarity with the local context in Montenegro is a distinct advantage;
- Strong communication skills, participatory planning processes skills;
- Previous work experience with an UNICEF will be considered as an advantage.

8. Application procedure

The potential contractors are expected to submit a proposal based on these Terms of Reference. The proposal should consist of:

i. **Technical Proposal including:**

- Portfolio of the organisation/institution/agency with examples of previous work on similar projects and clients in the last 5 years, including recent piece of work similar to the one as per the ToR;
- Title/designation of each team member including their CVs;
- For each team member an example of a recent piece of work in the same/similar activity i.e training on the same topic and same group of professionals e.g. training program excerpts with agendas etc.
- Detailed description of the methodology and technical approach;
- Tentative work plan with the number of days and timeframe in line with the above deadlines for deliverables;
- LRPS Form signed.
- 3 Reference contacts from other clients.

ii. **Financial Proposal (Budget) including**

- daily fee rate for each team member per deliverable as well as the total cost per professionals based on the number of working days included in the Technical Proposal
- Estimated travel costs calculated as explained above (see heading 5. Travel)
- Other costs if applicable.

The financial proposal shall indicate budget estimated in EUR.

8. Evaluation

Technical components (total of 70 points)

ITEM	TECHNICAL EVALUATION CRITERIA	MAX OBTAINABLE POINTS
1	Overall Response <i>Overall Response - the understanding of the assignment by the proposer and the alignment of the proposal submitted with the ToR</i> 1.1 Completeness of response 1.2 Overall concord between TOR requirements and proposal	10 1.1 – 5 1.2 – 5

2	Company and Key Personnel <i>Range and depth of organizational experience with similar projects</i> 2.1 Demonstrated expertise and capacity for strengthening capacities/delivering capacity building activities in social and child protection and health care 2.2 Samples of previous work for each team member 2.3 Key personnel: relevant experience and qualifications of the proposed team for the assignment 2.4 Company policy on Child labor, Safeguarding and Prevention of Sexual Exploitation and Abuse (articulate policies for the protection & safeguarding of children and prevention of PSEA) 2.5 Gender component: At least 1 female in the management structure or ownership of the company 2.6 Workplace policies on disabilities	40 2.1 - 14 2.2 - 5 2.3 - 14 2.4 - 2 2.5 - 2 2.6 - 3
3	Proposed Methodology and Approach 3.1 Work plan 3.2 Methodology used - compatibility with UNICEF 3.3 Project management, monitoring and quality assurance process	20 3.1 - 10 3.2 - 6 3.3 - 4
TOTAL TECHNICAL SCORE		70

Minimum technical score: 70% of 70 points = 49 points

2) Financial component (total of 30points)⁵

- Technical proposal evaluation. Proposals passing the minimum technical pass score (49 points-70% of the maximum points obtainable for technical proposal) will continue into the Financial proposal evaluation.
- Financial proposal evaluation. The lowest price proposal will be awarded the full score assigned to the commercial proposal.
- Recommendation. The recommendation for award of contract will be based on best combination of technical and financial score.
- Final award and contracts. Based on verified nominations and final scores, contract negotiations could be initiated with one or more successful Proposers.
- The UNICEF evaluation team will select the Proposal which is of high quality, clear and meets the stated requirements and offers the best combination of technical and financial score.

⁵ Financial offer will be reviewed only if Technical proposal meets minimum required quality standards.