Terms of Reference

International Institutional Consultancy for technical assistance to the Ministry of Interior for capacity building of frontline workers working with migrant, asylum seeking and refugee children and families on child protection standards, including GBV and PSEA, cross-sectoral cooperation and child access to quality health services

Background and Context

In recent years the Western Balkans experienced an unprecedented rise in the movement of migrants and refugees headed towards the European Union (EU). This movement created challenges in ensuring a coordinated response to populations in need both EU in Member States and candidate countries along the route.

Mixed migration flows to Montenegro increased considerably since the summer 2019 as refugees and migrants have been seeking alternative routes through the Western Balkans to reach the EU. The trend has continued in the early 2020 and, according to data from the Government of Montenegro between 1\textsuperscript{st} January 2020 to 16\textsuperscript{th} March 2020, the authorities registered 1200 new arrivals (expression of intentions to seek international protection), with the following figures: January (519), February (470) and March (211). These were mostly adult men, while the number of children and women was very small. The most common countries of declared origin were Morocco (803), Algeria (210), Pakistan (43), Afghanistan (30), Syria (24), and Iran (22).

However, due to unexpected global crisis of COVID-19 pandemic, the admissions of migrants, asylum seekers and refugees has stopped from 16\textsuperscript{th} March 2020 onwards. To reduce the risk of virus transmission, the Government imposed strict precautionary measures – including putting asylum seekers in quarantine in the two state-run asylum accommodation facilities, the Asylum Centre and the alternative accommodation in Konik, so that the risk of importing of the virus is reduced to a minimum. As of end May 2020, the measures have been slightly relaxed, including opening of the quarantines. The statistic for April is four 4 new intention declarations and for May 37. The number of persons in state-provided accommodation was 489 in March, 170 in April and 186 in May. The asylum procedures in the country have been resumed from 08 June.

The Government, with support from UNHCR and IOM, invest considerable resources and efforts to ensure an adequate response. State institutions responsible for protection of migrants, asylum seekers and refugees are equipped with legislation and procedures to deal with the situation. The Ministry of Interior manages and coordinates the overall response. Despite the Government’s best efforts, the system’s response capacities have been stretched. Also, the capacities of the system to meet the immediate needs of children and families in terms of nutrition, health care, and child protection are limited and require additional strengthening and support.

In March 2020, UNICEF Montenegro, in close cooperation with the Ministry of Interior, UNHCR and IOM, completed a Rapid Needs Assessment on the current situation of refugee, asylum seeking and migrant children and families, both with temporary and long stay in Montenegro. The assessment shows that Montenegro faces important challenges in assisting and supporting vulnerable groups as the existing support is predominantly focused on meeting basic and urgent needs, with a limited focus on sustainability, as the needs are greater than the support capacities. The key recommendations call for strengthening institutional capacities for the response and decreasing the dependence of support from non-institutional actors. The Assessment also confirmed insufficient capacities of the system to
adequately meet the short-term and long-term needs of children and families in terms of nutrition, health care, and child protection.

In December 2019, UNICEF Montenegro supported the Government of Montenegro, i.e. the Ministry of Interior (MoI), in organizing a first set of training for strengthening the capacities of a cross-sectoral group of frontline workers (more than 50 professionals), working directly with migrant, asylum seeking and refugee children and families, with the objective of increasing the access of children and families to quality child protection, health and nutrition services of migrant, asylum seeking and refugee children and families.

The training was focused on international human rights and humanitarian standards of work with migrant, asylum seeking and refugee children and families in health and child protection, and beyond with specific focus on: Identification of child protection risks and referral pathways; strengthening social service providers in prevention and response to child protection risks; case management and coordination; best interest determination; age determination; working with trauma and provision of quality psycho-social support and protection services; application of child safeguarding procedures; prevention of gender-based violence and violence against children and referral pathways; prevention of sexual exploitation and abuse of children; application of national standard operating procedures for working with unaccompanied and separated children; assessment of immediate health conditions and needs of children and women, assessment of early childhood developmental needs, application of breastfeeding practices, child immunization; assessment of nutritional needs and situation of children and application of related standards; cooperation with other sectors (education: leisure time, catch up classes, sport activities) and justice (free legal aid), etc.

The Agenda of the training was defined and agreed with the Ministry of Interior and UNHCR, and on the basis of the Ministry of Interior’s request, specific topics related to the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention) and the Convention on Elimination of all forms of discrimination against women (CEDAW) were integrated into the training.

As a follow up to this training, participants recommended the following trainings/topics:

- Deepening knowledge on SOP on UASC and relevant legislation in Montenegro;
- More information on protocols/procedures and inter-sectoral work with this vulnerable population;
- More information on good practices, practical examples, case studies and specific cases of children – case load management from the start to the end;
- More information on prevention and response to sexual exploitation and abuse of women and children refugees and migrants;
- Specific knowledge and skills in interviewing techniques;
- Specific knowledge in voluntary repatriation and Integration
- More on admission/reception and health of children and families affected;
- More in depth and longer training with more details on some of the topics/areas.

UNICEF Montenegro agreed with the Ministry of Interior to organize a more in depth and longer training with more details on some of the specified topics/areas with support of IOM to engage in increasing capacities of service providers for protecting rights of children in migration and forced displacement. More specifically, IOM will be engaged in this activity through the implementation of a

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1 The training addresses the rights of children who declared intention (i.e. asylum seekers) and children who did not declare intention as well as the coordinated response to children needs, including those who wish to seek asylum or have already applied for asylum.
sub-regional project “Regional Support to Protection Sensitive Migration Management in the Western Balkans and Turkey”, Phase II, one of which specific activities is aimed to support mainstreaming of child protection in migration governance processes. Moreover, IOM’s intervention will be based around “Guidance to Respect Children’s Rights in Return Policies and Practices”3, which provides guidance for state authorities on the design and implementation of return procedures that are child rights compliant.

UNHCR will provide guidance, in the context of the consultancy and resulting trainings, on the difference between migrants and asylum seekers/refugees, the identification and response to specific needs and protection of accompanied and unaccompanied or separated children in the asylum process, including effective guardianship in the asylum process.

The pressing priority is to further strengthen cross-sectoral cooperation, the capacities of health professionals (re health and nutrition needs/risks, hygiene and immunization) and front-line workers- and social work professionals and others re child protection standards, case management, prevention of gender based and sexual violence against children etc. Therefore, UNICEF agreed the following support to strengthening the system capacities in 2020:

- Training of health workers on health protection, breastfeeding, immunization, etc.;
- Cross sectoral training of frontline workers on major Child Protection issues and concerns;
- Cross-sectoral training on Gender Based Violence and Prevention of Sexual Abuse and Exploitation.

The training will be built on already developed training material and will provide more of an in-depth information on required practical skills, based on the recommendations from previous training and findings of the Rapid Needs Assessment.

**Purpose and Objective**

**The purpose** of this consultancy is to improve cross-sectoral cooperation at operational level and increase the access to and quality of child protection, health and nutrition services provided to migrant, asylum seeking and refugee children and families, including on GBV and PSEA through capacity building of professionals, in direct contact with children and families.

**The objective** of this consultancy is to strengthen the capacities of health professionals (re health protection and nutrition needs/risks assessment, hygiene and immunization of children and families, HIV prevention) and other front-line workers on cross-sectoral cooperation, child protection standards, case management, gender based and sexual violence, child safeguarding, prevention of sexual harassment and abuse of children.

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2 The project has been implemented in the Western Balkans region as of 2016 in partnership with FRONTEX (European Border and Coast Guard Agency) UNHCR and EASO, funded from the IPA II funds, with the overall objective to develop and operationalise a comprehensive migration management system in the IPA II beneficiaries focused on protection, resilience and human rights promotion.

3 This document was produced in September 2019 by UNICEF, the UN Human Rights Office (OHCHR), the International Organization for Migration (IOM), Save the Children, the Platform for International Cooperation on Undocumented Migrants (PICUM), the European Council for Refugees and Exiles (ECRE) and Child Circle. In particular, it sets out concrete measures necessary to ensure respect for the rights of every child, including children in families, when implementing return legislation and policy in Europe, in line with international law obligations, in particular the UN Convention on the Rights of the Child (CRC), the EU Charter of Fundamental Rights, and the EU Return Directive where applicable.
At least three trainings will be organized as follows:

1. Training for professionals at central and local level on cross-sectoral cooperation regarding protection and well-being of migrant, asylum seeking and refugee children and families, including UASC and PSEA, child protection standards in emergencies and case management (to be developed and organized in cooperation with IOM and UNHCR);
2. Training of frontline workers for work on GBV prevention and response and PSEA;
3. Training of health professionals on child access to quality health services for children, child immunization, nutrition and breastfeeding.

The Contractor is supposed to build on the existing training curriculum and provide more in-depth knowledge in following thematic areas:

- Improving cross-sectoral cooperation;
- Identification of child protection risks and referral pathways, including risks of human trafficking;
- Strengthening social service providers in prevention and response to child protection risks;
- Case management and coordination;
- Best interest determination and ensuring protection of child rights in returns;
- Age determination;
- Working with trauma and provision of quality psycho-social support and protection services;
- Application of child safeguarding procedures;
- Prevention of gender-based violence and violence against children and referral pathways;
- Prevention of sexual exploitation and abuse of children;
- Application of national standard operating procedures for working with unaccompanied and separated children;
- Assessment of immediate health conditions and needs of children and women, bottlenecks in accessing health services and referral pathways;
- Assessment of early childhood developmental needs with specific focus on supporting the child in early days and ensuring access to quality cross-sectoral services for children with disabilities;
- Implementation of individual integration plans for refugees;
- Application of breastfeeding practices;
- Child immunization;
- Assessment of nutritional needs and situation of children and application of related standards;
- Prevention of contagious diseases;
- Prevention of HIV transmission.

Methodology and Technical Approach

The Contractor will receive in depth guidance by the Ministry of Interior, UNICEF and IOM, in consultation with UNHCR. The Contractor is supposed to perform:

- Desk review of the relevant international human rights and humanitarian standards, legislative and policy documents and available publications/reports pertaining to migrant and refugee situation;
- Regular consultations with the Ministry of Interior and other national stakeholders and UNICEF, IOM and UNHCR;
• Development of the training curricula for three in depth training on the basis of international human rights and humanitarian standards of work with migrant, asylum seeking and refugee children and families and already developed training curriculum in the area of health and child protection and cross-sectoral cooperation;
• Deliver three trainings (three days each) for three groups of front-line workers (30 participants per each group).

The Contractor’s team of experts will work both from home and in the field. The Contractor’s team of experts should include a national team member. The national team member will be in charge of supporting the international experts in the implementation of tasks specified below, communication with national institutions and the delivery of below deliverables.

Further guidelines relating to the methodology are outlined in the section “Activities and Tasks”.

**Activities and Tasks**

The activities of the assignment will be conducted in close cooperation with the relevant national stakeholders, IOM, UNHCR and UNICEF Montenegro team.

The contractor is expected:

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Location</th>
<th>Number of days and Timeframe</th>
</tr>
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<tbody>
<tr>
<td>To review, within the preparatory phase, the Convention on the Rights of the Child, UNICEF Core Commitments for Children, the Global Compact for Migration (UN, 2018); Global Compact on Refugees; UNHCR Convention Relating to the Status of Refugees, the EU Migration Policy, SPHERE standards, UN General Secretary Bulletin on Prevention of Sexual Exploitation and Abuse; the Montenegrin Law on Foreigners from February 2018, Law on the international and temporary protection of foreigners with the amendments from 2019, the Family Law of Montenegro with reference to guardianship, the Law on Social and Child Protection (with reference to the case management and work with UASC, GBV and VAC), the respective policy and legal framework in the area of health (General Law on Health Protection), etc and already developed training curriculum.</td>
<td>Home based</td>
<td>5 days By 8th September 2020</td>
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</tbody>
</table>
To communicate with respective officials from the relevant institutions, IOM, UNHCR and UNICEF to receive in-depth guidance | Home based | 1 day | By 10\textsuperscript{th} September 2020
---|---|---|---
To develop three in depth training curricula on the basis of international human rights and humanitarian standards of work with migrant, asylum seeking and refugee children and families and on the basis of previously developed training curriculum in the following areas:
1. Training for professionals at central and local level on cross-sectoral cooperation regarding protection and well-being of migrant, asylum seeking and refugee children and families, including UASC and PSEA, child protection standards in emergencies and case management;
2. Training of frontline workers for work on GBV prevention and response and PSEA;
3. Training of health professionals on child access to quality health services for children, child immunization, nutrition and breastfeeding, etc. | Home based | 16 days | By 30\textsuperscript{th} September 2020
---|---|---|---
To adjust the training curricula on the basis of comments by the Ministry of Interior, UNICEF, UNHCR and IOM | Home based | 3 days | By 10\textsuperscript{th} October 2020
---|---|---|---
To deliver three trainings (three days each) for the three groups of front-line workers/professionals (30 participants per each group). | Montenegro based (trainings to be delivered online in case of the travel restrictions) | 12 days | By 10\textsuperscript{th} November 2020 (9 days in case of online training)
---|---|---|---
Delivery of the Final Consultancy Report | Home based | 3 days (by 30\textsuperscript{th} November 2020) |  |
---|---|---|---
Total number of working days | 40 days |  |
---|---|---|---

**Reporting, Timeframe, Deliverables and Payment Schedule**

This assignment is expected to commence on 1\textsuperscript{st} August 2020. The Contractor is expected to spend a total of 39 working days on this assignment, out of which 12 working days in Montenegro while rest of the time home based. Number of total consultancy days to be decreased in the case training is held virtual.

The Consultant is expected to produce the following key deliverables:

<table>
<thead>
<tr>
<th>Key Deliverables</th>
<th>Timeframe</th>
<th>Payment Schedule</th>
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<tbody>
<tr>
<td>To develop three in depth training curricula on the basis of international human rights and humanitarian standards of work with migrant, asylum seeking and refugee children and families</td>
<td>By 30\textsuperscript{th} September 2020</td>
<td>50%</td>
</tr>
</tbody>
</table>
human rights and humanitarian standards of work with migrant, asylum seeking and refugee children and families and on the basis of previously developed training curriculum in the following areas:

1. Training for professionals at central and local level on cross-sectoral cooperation regarding protection and well-being of migrant, asylum seeking and refugee children and families, including UASC and PSEA, child protection standards in emergencies and case management;
2. Training of frontline workers for work on GBV prevention and response and PSEA;
3. Training of health professionals on child access to quality health services for children, child immunization, nutrition and breastfeeding.

| To deliver three trainings (three days each) for the three groups of front-line workers/professionals (30 participants per each group). | By 10th November 2020 |
| Delivery of the Final Consultancy Report | By 30th November 2020 | 50% |

**Management and Organisation**

**Management:**

The Contractor will be supervised by UNICEF Montenegro Child Protection Officer, who will provide technical guidance to the process, liaise with national counterparts, and monitor implementation of the process (in programmatic and financial terms).

The Ministry of Interior will designate focal point who will coordinate the process on their behalf, jointly with UNICEF CP Officer. They will facilitate the process, ensure availability of necessary documents, and facilitate organization of related meetings, training and presentations.
Organization: Institutional consultancy is required for this consultancy. The Contractor’s team of experts should include one national consultant, who will be in charge of supporting the international team members in the implementation of required tasks.

Schedule: This assignment will commence on 1st September 2020.

Qualifications and Requirements

The assignment is expected to be undertaken by an institution/company to produce the expected results

Institution/Company:

- Organization/agency with proven experience and involvement in Human Rights and/or Humanitarian Law, Emergency Management, Public Health, Social and Child Protection and/or other related social science;
- Proven ability to secure a team of consultants working in a migrant and refugee response with focus on children and women;
- Experience in working with a UN organisation and/or UNICEF will be considered an asset.

Team members with:

- Master’s degree in Social Sciences, preferably Human Rights and/or Humanitarian Law, Emergency Management, Public Health, Social and Child Protection and/or other related social science; national team member with university degree in social sciences;
- At least 10 years of experience in the areas of children’s rights: health, education, social and child protection spheres, and/or others; national team member with at least two years of experience;
- At least 3 years of experience of working in an emergency context except for national team member;
- Proven track record of working in a migrant and refugee response with focus on children and women;
- Knowledge of the Convention on the Rights of the Child (CRC) and Core Commitment for Children and other relevant international and regional standards of importance for migrant and refugee response;
- Expertise and experience in applying Human Rights Based Approach and gender mainstreaming and gender sensitive programming.
- Knowledge of PSEA standards and child safeguarding procedures;
- Proven analytical and research skills;
- Previous work experience with UN/UNICEF or other international organization will be considered as an advantage.

Language:

- Between the team members, excellent knowledge (oral and written) of both local and English languages is required.

Other:

- Effective communication and writing skills;
- Good interpersonal /communication skills.
- Strong analytical, synthesising, report writing, presentation skills and training skills.
- Demonstrated abilities to meet deadlines.
Content of proposal

The potential contractors are expected to submit a proposal (Technical and Financial) based on these Terms of Reference.

The proposal should consist of:

Technical Proposal including:

   a) Portfolio of the organisation/institution/agency with examples of previous work on similar projects and clients in last 5 years, which should include:
      • Title/Designation of each team member on the project and their CVs
      • Experience in working on similar project and assignment
   b) Detailed description of the methodology and technical approach, quality assurance mechanism and risk mitigation measures put in place
   c) Project implementation and work plan showing the detailed sequence and timeline for each activity and days necessary for each proposed team member

Financial Proposal (Budget) including:

   • Daily fee rates for each team member per deliverable, as well as total cost per professional based on number of working days included in the technical proposal.
   • Estimated reimbursable travel costs (all travel must be pre-approved by UNICEF and will be based on most direct and economy class ticket irrespective of the duration of the flight. UNICEF will reimburse the service providers upon the presentation of the travel tickets and boarding pass/receipts etc.). Daily subsistence allowance (DSA) will, where applicable, be paid up to a maximum of the official UN rate.
   • Other costs if applicable.

The financial proposal shall indicate budget estimated in EUR.

Proposal evaluation

Each proposal will be evaluated against a weight allocation of 70 for the technical proposal and 30 for the commercial (financial) proposal. The total maximum obtainable points is 100.

A) Technical evaluation - Maximum points: 70
   - Professional profile - 30
   - Proposed Methodology and Approach -20
   - Quality of Personnel and Suitability for the assignment – 20
## Technical Proposal Evaluation Form

<table>
<thead>
<tr>
<th>1</th>
<th>Professional profile</th>
<th>Max. Points Obtainable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In brief: Evidence of experience with similar projects and clients</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.1 Evidence of experience in similar projects</strong></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>- e.g. Human Rights and/or Humanitarian Law, Emergency Management, Public Health, Social and Child Protection and/or other related social science;</td>
<td></td>
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</tr>
<tr>
<td>- e.g. Migrant, asylum seeking and refugee response with focus on children and women;</td>
<td></td>
<td></td>
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<tr>
<td>- e.g. previous engagements with UNICEF or other UN agencies related to child protection</td>
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<td></td>
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<tr>
<td><strong>1.2 - Evidence of familiarity with humanitarian law and specific context and needs of migrant, asylum seeking and refugee children and women;</strong></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td><strong>1.3 Familiarity with key human rights and humanitarian instruments, the Convention on the Rights of the Child, UNICEF Core Commitments for Children, the Global Compact for Migration (UN, 2018); UNHCR Convention Relating to the Status of Refugees, the EU Migration Policy, SPHERE standards, UN General Secretary Bulletin on Prevention of Sexual Exploitation and Abuse, etc.</strong></td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

| 2 | Proposed methodology and Approach | 20 |
| **In brief: Approach, methodology and workplan for the review, technical assistance and capacity building** |
| **2.1 Overall understanding of the ToR and the needs and objectives of the assignment** | 10 |
| **2.2 An outline of proposed Training and Training agenda** | 10 |

| 3 | Quality of Personnel and Suitability for the assignment | 20 |
| **In brief: Evidence of knowledge, skills and experience** |
| **3.1 Profile and experience of the organization** | 10 |
| **3.2 Academic background and required professional experience of the team members (as per the ToR)** | 10 |

**Total**: 70 points

### B) Financial proposal (Budget) – Maximum points: 30

- 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.