

UNICEF-Turkey
TERMS of REFERENCE (ToR)
SHORT TERM NATIONAL INDIVIDUAL CONSULTANCY

Develop and Strengthen the Decision Making and Support Mechanism in Child Protection System	REF: PRO/TURA/2020-C
<p><u>Links with the Country Programme Priorities:</u></p> <p>UNDCS- Pillar 1: Sustainable, Inclusive Growth and Development. Outcome 1.2.: By 2020, all underserved population groups have more equitable and improved access to integrated, sustainable and gender sensitive quality services (e.g. health, education, decent employment, and social protection systems).</p> <p>Country Programme Outcome- 1. Equity increased through social inclusion and resilience building By 2020, the education, child and social protection and health systems, NGOs, communities and families provide vulnerable children with increasingly inclusive opportunities to realize their rights to protection, education, development and participation.</p> <p>Output- 1/c: By 2020, the child protection system, including the PSS services, has increased capacity to detect, refer, assess, prevent and manage cases of children in need of protection.</p> <p>ACTIVITY: 5.5. Support the capacity development of Child Protection and First Reception/ Assessment Units</p>	

I. BACKGROUND

Affiliated to the Provincial Directorates of Family, Labor and Social Services (PDoFLSS), Child Protection Initial Response and Assessment Units (ÇOKİM) are responsible for providing the sheltering and other basic needs of children who are in need of protection or dragged into crime, until the court makes its decision for them and/or the suitable service model is chosen¹. The child can apply to these units him/herself (in these cases, law enforcement should be informed, and the child can be accepted to the unit within their knowledge) or can be brought by his/her family or relatives. Also, a child who is deemed to be in need of protection can be referred to ÇOKİM either upon the order given by the public prosecutor after his/her statement is taken in child units under a police station and gendarmerie or in any units of police station and gendarmerie, or without waiting for receiving any directive in case of an emergency in the child’s situation. Application to court is made for the child brought to the unit and an emergency protection measure is requested pursuant to Child Protection Law (C.P.L.) No. 5395. Within this time period, if the case does not involve an emergency protection measure ordered pursuant to C.P.L., a temporary protection measure for a period of one month is ordered upon an urgent approval received from the office of the governor as per Social Services Law (S.S.L.) No. 2828. This measure also covers the permission to keep the vulnerable child under protection in this unit or transferred to another unit, especially 0-6 age group, until he/she is referred to a suitable institution. In addition to this, as a result of the evaluation, which is conducted, without permission of governorate or emergency protection decision, in first 8 days after the child brought to the unit, the child can be returned to his/her family.

Main mission of ÇOKİM can be summarized as follows: member of profession makes the psychosocial assessment of the child by conducting a pre-interview immediately, beginning with the social inquiry

¹ Article 20 provided under the Communiqué No. 2012/15 on Child Services of the Ministry of Family, Labor and Social Services (MoFLSS) Directorate General for Child Services (DGoCS)

of the child's family and social circle and drawing up an individual implementation plan for him/her; follows up the legal procedures; provides the most suitable service to the child depending on his/her situation in accordance with the court's decision; reports the case to the Directorate General for Child Services to request the transfer of the child in the event that there is no available service model suitable for the child's situation in the same province and ensures that a decision is made about this request which is then sent to PDoFLSS for action. Regarding the acceptance of children and applications to the unit, the actions taken involve the placement of children in ÇOKİM, whose situation is reported to PDoFLSS by the Office of the Public Prosecutor or via various ways, selection and implementation of the most suitable service model immediately after evaluating the children's situation, and immediate assessment of the health, education and counselling measures² depending on the situation of the child after the social inquiry is conducted for him/her. At this stage, care measure is regarded as the last resort.

The social inquiry form and the report are the main tools of decision making and support mechanism in child protection system. Assessment should be a dynamic process, which analyses and responds to the changing nature and level of need and/or risk faced by the child from within and outside their family. It is important that the impact of what is happening to a child is clearly identified and that information is gathered, recorded and checked systematically, and discussed with the child and their parents/carers where appropriate. In this process, social worker incurs high responsibility which is so critical for the future of the child. In order to carry out good assessments on the case through Social Inquiry Form, social workers should have the relevant knowledge for child and family social work.

Within the scope of the Rolling Work Plan between UNICEF and the MoFLSS for 2020, UNICEF is supporting the developing and strengthening decision making and support mechanism in child protection system. The MoFLSS and UNICEF have long been in partnership for developing and analysing the tools in use and the needs in the system to improve the decision making and support mechanisms. Moreover, UNICEF has been supporting the MoFLSS to standardize the practices and improving the capacity of the staff. Within the Rolling Work Plan 2020, it has been agreed that, UNICEF will provide support in the analysing the decision making and support mechanisms and developing guidelines on the usage of social inquiry forms for the social workers actively working in the field to standardize the practice and improve the quality of the reports.

II. PURPOSE

The consultant(s) will support the Turkey Country Office (TCO) to develop and strengthen the decision making and support mechanism in child protection system through the tasks below:

- **Task-1: Analysis and Development of Information Gathering Tool to Support the Preparation of the Social Inquiry Report Analysis and the Evaluation Scales/Criteria of the Child at Risk and/or in Need of Protection**
- **Task-2: Develop an assessment framework handbook to guide social workers in the social inquiry application process.**
- **Task-3: Support the testing period of the assessment framework in three selected provinces**

III. SCOPE OF WORK, DELIVERABLES AND TENTATIVE WORK CALENDAR

For the purposes of this assignment, the consultant(s) will work under the guidance and supervision of the Child Protection Officer to ensure the programme's alignment with:

² Pursuant to Articles 5 and 9 under C.P.L. or Articles 21 and 25 under S.S.L.
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- International child rights and child protection in emergency principles and standards
- Child-centered, multidisciplinary approach and interactive methodologies
- UNICEF Child Protection Key Documents and Training Programmes

The detailed scope of the work is as follows:

Task-1: Analysis and Development of Information Gathering Tool to Support the Preparation of the Social Inquiry Report Analysis and the Evaluation Scales/Criteria of the Child at Risk and/or in Need of Protection

1.1. Conduct a literature review to analyse the tools used for the assessment of the children in Turkey and in other 3 countries selected in line with the country context.

The analysis should include, but not be limited to:

- Decision Making and Support Mechanism; Structure of decision making and support mechanism; The workflows in the mechanism (based on the cases and institutions); Roles and responsibilities of the institutions/units in the system; Legal framework; Struggles and obstacles in the system; Strengths and weaknesses of the mechanism,
- Tools of Decision Making and Support Mechanism; Identification of tools and the categories and areas of usage; Strengths and weaknesses of these tools; Profiles of the staff using these tools actively,
- Suggestions for the country; Improving the tools; Revisions in the current tools if required; New tools if required; Staff Capacity; Legal Framework; Standardization of the tools and practices.

1.2. Review the Ministry's existing reports to better understand the challenges and bottlenecks in at least 10 center's reports and conduct 10 KIIs; and prepare an analysis on the challenges; prepare a recommendation list; develop a road map to strengthen the mechanism

The consultant(s) is supposed to develop a comprehensive action plan including a timeline and draft budget to strengthen the mechanism. The action plan should include, but not be limited: Revision of tools; Development of new tools; Capacity building of the staff; Standardization of the practices; Reporting mechanism; Development of M&E tools.

Task-2: Develop an assessment framework handbook to guide social workers in the social inquiry application process.

2.1. Prepare the handbook for the social workers; The main purpose of developing this handbook is to improve the quality of the assessment and standardize the practices at each step from conducting the assessment to writing social inquiry report.

The handbook should include, but not be limited to:

- Structure and methodology of Assessment; Purpose of assessment; The principles and parameters of a good assessment; Assessment framework; Focusing on the needs and views of the child; Developing a clear analysis; Focusing on outcomes; Timeliness of an assessment; Processes for managing individual cases; Referral of the case; Conducting an Assessment-Managing the interview; Identification of assessment criteria for CP risks; Identification of the indicators for (UASC, Children exposed to dangers and injuries, Child victims of physical violence, Child victims of sexual abuse, Child victims of neglect, Children with lack of family support, Child labour, Child marriage, Children out of school, Juvenile pushed to crime);

Identification of information sources; Procedure of Child Assessment in decision making and support mechanism (Assessment questions for ages; 0-6; Assessment questions for ages; 7-12; Assessment questions for ages; 13-18); Identification of the best service model for child (Age group; 0-6; Age group; 7-12; Age group; 13-18); Report writing, etc.

2.2. Develop a chapter in the assessment framework handbook to identify ÇOKIMs’ assessment procedures to standardize the process.

- Organize 2 focus group discussions with the ÇOKIM’s staff; organize field visits to 5 ÇOKIMs located in selected 5 provinces; organize 5 KIIs with the provincial directors.

Task-3: Support the testing period of the assessment framework in three selected provinces

- 3.1. Prepare a series of presentation on conducting assessment, using social inquiry form and preparing report,
- 3.2. Organize a workshop to inform staff on the tool in these three selected provinces,
- 3.3. Provide supervision support to the staff in 3 provinces during three months period,
- 3.4. Prepare an impact report on the piloting of the guideline and assessment process in three selected provinces.

TABLE 1. TENTATIVE WORKLOAD FOR DELIVERABLES

#	TASKS	DELIVERABLES	WORKLOAD
1.	Task-1: Analysis and development of information gathering tool to support the preparation of the social inquiry report analysis and the evaluation scales/criteria of the child at risk and/or in need of protection		
1.1.	Conduct a literature review to analyse the tools used for the assessment of the children in Turkey and in other 3 countries selected in line with the country context.	Inception report Literature review and analysis tools	4 working days
1.2	Review the Ministry’s existing reports to better understand the challenges and bottlenecks in at least 10 center’s reports and conduct 10 KIIs; and prepare an analysis on the challenges; prepare a recommendation list; develop a road map to strengthen the mechanism	Review report Focus group and KII assessment tools and reports; detailed road map	6 working days
2.	Task-2: Develop an assessment framework handbook to guide social workers in the social inquiry application process		
2.1.	Prepare the handbook for the social workers	Assessment Framework-Handbook	20 working days
2.2.	Develop a chapter in the assessment framework handbook to identify ÇOKIMs’ assessment procedures to standardize the process.	ÇOKIMs’ working principals documents	5 working days
3.	Task-3: Support the testing period of the assessment framework in three selected provinces		
3.1	Prepare a series of presentation on conducting assessment, using social inquiry form and preparing report,	Presentations	2 working days
3.2	Organize a workshop to inform staff on the tool in these three selected provinces,	Workshop agenda, report	4 working days
3.3	Provide supervision support to the staff in 3 provinces for three months period,	Supervision programme	16 working days
3.4.	Prepare an impact report on the piloting of the guideline and assessment process in three selected provinces.	Supervision report and assessment tools for the supervision period	2 working days

4.	Final report	Report	1 working day
TOTAL WORK LOAD			55 working days

** The project program activities will be followed by UNICEF Turkey Country Office and feedback will be supplied to the experts/trainers at all stages of the process. Furthermore, the experts/trainers will be expected to work with other UNICEF experts/researchers assuming the role of proofreading, language redaction, document graphic design, etc., to finalize the project documents.*

TABLE 2. EXPECTED EXPERT/TRAINER WORKLOAD DISTRIBUTION

Task	1	2	3	4
Expert 1	X	X	X	X
Expert 2	X		X	
Expert 3	X		X	
TOTAL				

** Please see the titles and required qualifications for the experts below.*

Expert 1: Team Leader/Coordinator
 Expert 2: Consultant
 Expert 3: Consultant

TABLE 3. TENTATIVE WORK CALENDAR

Tasks	May 2020	June 2020	July 2020	August-September 2020
1				
2				
3				

** Please note that this is a tentative work calendar, based on planning with governmental and non-governmental counterparts. The time frame may vary accordingly.*

IV. LOCATION

Home based, visits to the selected provinces

V. SUPERVISOR

Child Protection Officer, UNICEF Turkey Country Office

VI. PAYMENT SCHEDULE, DURATION AND RESERVATIONS

- **Duration:** Assignment will cover 55 days (covering from May 2020 to September 2020) and payments will be affected upon the delivery of outputs. In case of any unexpected delay in the estimated time frame (approval process, force majeure etc.) the duration of the assignment might be extended subject to the same conditions and mutual will of the parties.

- **Estimated Cost of Consultancy:** Bidders shall present a detailed financial proposal that elaborates on daily costs on the basis of the below-mentioned programme and deliverables, including a total sum demanded. Travel and accommodation costs arising from planned visits and other costs related to administrative tools, communications, etc. shall be covered by the consultant(s).
- **Payment schedule: The Contract will be issued in TRY.**

Bidders are required to specify their daily rates, the number of anticipated working days for each deliverable in the financial proposal, and provide the breakdown of the lump sum amount for each deliverable in TRY.

- **Reservations:** UNICEF reserves the right to terminate the contract and/or withhold all or a portion of payment if the rules and the regulations regarding confidentiality, ethics and procedures of UNICEF and the partners are not followed, the performance is unsatisfactory, or work/deliverables are incomplete, not delivered or fail to meet the deadlines.

The consultant(s) should comply with the ethics and visibility rules of UNICEF while preparing the documents, implementing the activities and particularly seeking and incorporating the opinions of children in the process. While writing reports terminology, ethical rules and publication and citation guidelines of UNICEF should be followed. Necessary guidelines will be provided by UNICEF.

All documents to be produced shall respect gender equality and be in line with the UN Convention on the Rights of the Child and other human rights instruments. Additionally, the consultant(s) is also expected to take full account of the principles stated in the General Comment No. 2 of UNCRC during their terms of office.

The intellectual property rights of all documents and related materials shall separately appertain to UNICEF and the documents and materials should not be used by a consultancy company and/ or a third party with another purpose. To use the documents and materials by giving reference will be object to the written permission of the parties.

In the light of these principles, bidders are expected to submit their technical and financial proposals and CVs to UNICEF in compliance with the format attached to this ToR.

As a part of the tender process, the consultant(s) will be invited to a pre-bid meeting.

Technical and financial proposals should be submitted in separate folders. After the technical evaluation, the financial proposals of qualified bidders will be evaluated. The technical evaluation will be completed based on the attached evaluation criteria form.

VII. SUBMISSIONS

The consultant(s) is required for the above listed tasks.

As part of the submission package, please complete and submit the technical and financial proposals as they are described in the advertisement. Technical proposals should be written in English and submitted in the following format in a submission portfolio:

1. Cover Page
2. Table of Contents
3. List of Tables and Figures
4. Abbreviations Used
5. UNICEF Request for Proposal for Services (RFPS) Form (*signed by the consultant(s)*)
6. Introduction
7. Background
8. Work Plan
 - Proposed Approach and Methodology for Each Task Outlined in the ToR
 - Tentative Work Schedule
 - Success Indicators
 - Associated Risks & Back-up Plan
9. Qualifications of the Expert/s
 - CVs of the proposed expert/s
 - Relevant education and professional experience of the proposed expert/s
10. Bibliography
11. Appendices
 - Short descriptions of the relevant work (ongoing and/or completed)
 - Professional references of the expert/s/researcher/s
12. Financial Proposals (along with fee per expert/researcher and workload distribution for each expert/researcher)
 - *must be submitted in a separate sealed envelope*
 - **please use the standard format provided*

**** Proposals must be submitted in accordance with the instructions described in the RFPS form.***

PROFESSIONAL QUALIFICATIONS:

The consultancy team should be formed by the related specialists complementing each other to achieve the targets of these terms of reference. While assigning the specialists, it should be kept in mind that the assignments as mentioned above require multidisciplinary approaches. Although the final decision will be up to the bidders offering suggestions, the minimum criteria for assignment shall be as follows:

The assignment should be carried out by a team composed as follows:

- **Team leader:** the team leader has the responsibility to coordinate the whole team. He/she is also responsible for the overall deliverables and for liaising with UNICEF
- **Social Services Experts are** national consultants, with proven experience in social services, child protection and case management in Turkey.

The consultancy team must prove that they hold the following qualifications;

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- 1) Graduate degree on Social Sciences, Social Services or Relevant Field. In these fields, the holding post – graduate degree is of preference,
- 2) At least 5 years of relevant professional experience in relevant field (child protection, social services, case management) at Universities, international organizations or NGOs and specialized knowledge of psychosocial support, including multidisciplinary approach to the issues,
- 3) Experience in designing and development of tools, systems and guidelines and conducting analysis, assessment and delivering trainings
- 4) Excellent knowledge of child protection systems in Turkey and social inquiry forms and case management
- 5) Ability to ensure high standards of project outputs in both Turkish and English.

Skills and personal traits:

- 1) Sensitivity towards ethics with regards to human and child rights issues, different cultures, local customs, religious beliefs and practices, personal interaction and gender roles, disability, age and ethnicity.
- 2) Strong analytical, organizational and inter-personal skills.
- 3) Ability to work closely with national and international actors with tight deadlines, and to facilitate coordination of a process.
- 4) Computer literacy.

** A workload distribution schedule that outlines the roles and responsibilities of each team member as related to the tasks and outputs should be submitted with the technical proposal.*

*** Person/day cost distribution table for each member, in line with the proposed work load distribution, should be submitted with the financial proposal.*

VIII. CRITERIA FOR JUDGING THE PROPOSALS

Proposals submitted in response to this call will be evaluated in terms of technical quality and financial offer. Technical quality will be evaluated using the criteria outlined below.

Item	Technical Evaluation Criteria	Max. Points Obtainable
1.	Proposal Description	10
1.1	A brief introduction and overview of the assignment showing knowledge and understanding of the programme.	10
2.	Adequacy of the proposed work plan & approach	40
2.1.	Approach	20
2.1.1.	Scope of proposed methodology including working tools/models/techniques/approaches/principles to be applied for (i) strengthening, delivering, supervising and monitoring training programmes (ii) supporting the overall implementation of the programme and (iii) developing strategy documents (This should be consistent with the tasks detailed in the TOR under section 3).	10
2.1.2.	Proposed quality control mechanism for oversight and supervision.	5

2.1.3.	Risk management & flexibility of proposal in context of possible needs to make changes regarding time, duration, location and kind of activities.	5
2.2.	Planning & Schedule:	20
2.2.1.	Service Efficiency/appropriateness of the implementation team: Proposed adequate and right staff combination in relation to the respective expected outputs of the assignment (see TOR under Section 3 and qualification of the team members under section 7).	15
2.2.2.	Quality of proposed supervision and implementation plan with time table and key possible indicators i.e. how the agency will undertake each task listed in the TOR under section 3 for timely completion of the assignment with quality output and client's satisfaction.	5
3.	Professional experience	20
3.1.	Evidence/experience in the field of training on areas related to the scope of the programme	10
3.2.	Demonstrable experience in developing strategy documents and reports.	5
3.3.	Demonstrable experience and competency in working with large stakeholder group (UN, international development organisations, government departments, NGOs, etc.) in relation to similar scope and complexity of this assignment.	5
	TOTAL TECHNICAL SCORES	70

The financial proposals will be opened only for the technical proposals that reach or exceed fifty (50) points out of maximum seventy (70) points. Thirty (30) points will be awarded to the consultancy companies that presented the lowest fee for the services requested. The remaining financial offers will receive proportional points ($[\text{lowest bid}/\text{bid}] \times 30$ points). The purpose of the evaluation of consultancy company's Financial Proposals is to verify that the costs itemized in the financial proposals adequately cover the services offered in the Technical Proposals.