

LRPS-2020-9162344
TOR – Annex 1
UNICEF Lebanon Terms of reference (TOR) for LTA

PROJECT/ASSIGNMENT TITLE: Capacity building and community engagement around public health and emergency issues.

WORKPLAN CODE NUMBER:

Specific Intervention Code:

Activities

- Build capacity of UNICEF partners, governmental counterparts (MOSA, MEHE,...) and municipalities
- Conduct community engagement activities based on needs to promote healthy behaviors and respond to emergency needs
- Develop training materials, guidelines and key messages (content, design, production)

1. Objectives:

The goal of this assignment is to contribute to the development of technical skills, and improve knowledge and attitudes of the front line workers, health educators, community mobilisers, community health workers for the efficient delivery of Communication for Development (C4D), and Social and Behavioral Change Communication (SBCC)and Risk Communication and Community engagement (RCCE) activities in the framework of UNICEF-supported programs.

Output: front line workers, health educators, community health worker, community mobilisers working with implementing partners, municipalities, MOSA, MEHE and NGO staff are appropriately equipped and trained for the relevant technical skills.

In order to achieve this, the selected institution will:

- Develop, adapt, contextualize and pre-test existing training materials from the global guidance and references
- Develop supporting tools to conduct online and face to face training sessions,
- Review training materials, tools based on the need of the target group and the scope of the activity.
- Train and build a team of volunteers, community mobilizers to be deployed when it is needed.
- Appoint a qualified team, specialists who are able to conduct capacity building activities and community activities.

2. Background

UNICEF communication for development section is working on community engagement and building the capacity of partners, sectors, municipalities and ministries in order to respond to urgent needs and to enhance interpersonal communication skills.

In public health emergencies, UNICEF with other UN agencies and stakeholders, develop national guidelines and harmonize key messages to prevent the spread of diseases and protect the most vulnerable.

UNICEF is looking for an institution who is able to mobilize a qualified team to respond urgently to public health related needs, capacity building needs and able to deploy community mobilizers in the field.

The institution will sign a long term agreement with zero value, and based on UNICEF request will provide services as per the signed LTA.

3. Purpose of Assignment and Scope of work:

1. Capacity building:

Design, adapt and develop training materials addressing different target groups (age, gender, profession, public and private sectors) at governmental and community level. The package should be in line with UNICEF values, evidence, adult education principles and practices, and using participatory approach.

The training package will consist of the following elements, and will be applied in line with requirement communicated by UNICEF

1.1 Topics of trainings:

- Social behavioral Change Communication
- Interpersonal skills communication
- Public health in schools, nurseries, communities
- Hygiene promotion and community mobilization
- COVID-19
- Environmental health topics: climate change, air pollution
- Community engagement
- Health education in schools, green and health promoting schools
- Other public health related topics based in need,

1.2 Activities:

- One session online or face to face: max 3 hours
- One full day session (8 hours)
- More than one day session (8 hours per day)
- Follow up meeting: (max 2 hours)
- Field and home visit, on job coaching (half day or full day)
- Preparation days before the activity
- Coordination and communication at field level in order to prepare for a specific activity
- Facilitating meeting with local authorities: preparation, implementation and follow up
- Provide the logistics and coordinate with the concerned entity at field level after consultation with UNICEF focal point.
- Coordination between implementing partners and UNICEF (Beirut and field) to provide technical support to partners during the implementation of specific interventions example RCCE, this activity entail review of action plan, development of M&E framework, follow up on the implementation of the plan.
- Edited, printed Arabic version of handouts used in each training module

2. Development of guidelines and key messages

- Provide technical support for UNICEF and its partners: review of documents/ manuals, reality check for specific information and triangulation of information from different resources to develop key related messages addressing different target group.
- Stimulation activities in order to contextualize and adapt key messages and behaviors e.g. visit, spending time in a specific business.
- Development of guidelines to promote public health measures in institutions.
- Design of supporting tools and implementation of the guidelines.

P.S: printing and production of tools will be done through other LTAs in coordination with UNICEF.

3. Deployment of volunteers

- Capacity building of volunteers and frontline workers to enable them to respond in emergency cases.
- Deployment of volunteers at community level, each volunteer work half or full day (half day is 4 hours, full day is 8 hours)

4. Monitoring and Evaluation of training packages delivered

- Reporting of conducted activities on the identified platforms and within the deadline identified by UNICEF
- Document good practices and report any gap in information, needs in the field
- Develop human stories, and success stories
- Provide weekly plan to UNICEF offices to monitor activities.

4. Deliverable: Specific service / outputs to be delivered at a specific time as per stated objectives and performance / quality requirements

The contracted institution will have a long term arrangement (LTA) and deliverables will be based on the objective of the same for all three training modules each training planned and conducted

- **Deliverable 1:** Capacity building: Development of training materials including all support materials, presentations and hand-outs. Materials and work plan will be approved by UNICEF prior to delivery.
- **Deliverable 2:** Development of guidelines and key messages, the final product should be approved by concerned stakeholders (MOPH, WHO, MEHE...)
- **Deliverable 3:** Deployment of community mobilizers and volunteers: with good qualification.

5. Methodology

The contracted institution will be called upon need to provide one specific service or several services in an identified period.

It is expected that the institution will lead the implementation of activities after approval and endorsement of content from UNICEF and other stakeholders such as MEHE, MoPH and WHO.

The LTA is managed by C4D section, but the contracted institution should be flexible to accept requests from other UNICEF programs.

The institution is invited to propose innovative capacity building techniques, approach, tools and materials and provide concept notes and methodology of implementation before agreeing on the contract.

6. Responsibilities:

Contracted institution:

- Prepare/print training materials (handouts, presentations, tools, case studies, role play, lesson plan...)
- Coordinate and Send invitation to partners
- Book venue (middle to high venue), or define the online platform to be used
- Prepare certificate with UNICEF and Donor visibility
- Organize and deliver training using participatory approach
- Revise action plan based on the implemented activities
- Submit regular report based on a template shared by UNICEF
- Document the implemented activities: reports, pictures...
- Arrange the necessary security and travel arrangements for the staff and consultants to undertake any field travels related to the assignment.
- Provide a primary list of venue to be rented for the training (two options in each area)
- Conduct field visits, meeting stakeholders, online session as per need
- Provide action plan for volunteers and community mobilizers to be deployed in the field.

The UNICEF's C4D section is responsible to:

- Share with the institution existing materials and any relevant documentation.
- Define the scope of the activity, contact person, and expected results

- Ensure the coordination with the UNICEF Zonal Offices for consultant's field visits
- Revise and endorse all drafts of the training package, guidelines
- Provide overall technical guidance/oversight on the implementation of the assignment, in particular in terms of time management to ensure delivery of service on time.
- Coordinate with programme sections and partners
- Coordinate with line ministries

7. Reporting requirements:

- Summary report of each activity with detailed report
- It has to include:
 - o the feedback/evaluation from training participants
 - o Lessons learnt using evaluation results
 - o Finding of the field visit with recommendation for further support if any

8. Qualification Requirements:

The team designated for preparing the training package and the delivery should meet the following requirements:

Education: Advanced university degree for each facilitator in the social/behavioral sciences (Sociology, Anthropology, Psychology, community-based development) with emphasis on participatory communication, adult learning, communication planning, social mobilization, participatory research, and impact evaluation of communication interventions.

Work Experience:

- Ten years (at least one team member) progressively responsible work experience in social development programmes, including two years in Lebanon, with practical experience in the adaptation and application of communication planning processes to specific programmes, and in the development of training materials, training of trainers and facilitation of learning activities and workshops. A work experience in the Human-rights based and equity approach programming applied to community participation would be an asset.
- At least one facilitator has three years' experience in interpersonal communication skills.

Critical Competencies:

- Ability to mobilize competent trainers and facilitators
- Knowledge of current developments in the fields of communication theory, adult learning theory, community organization and participation.
- Knowledge of social behavioral change communication and public health related topics
- Ability to coordinate with municipalities and local stakeholders
- Proven skills in communication and facilitation.
- Demonstrated experience in communication/social mobilization.
- Ability to organize and implement training using interactive adult learning methodologies, including development of curricula.
- Ability to express clearly and concisely ideas and concepts in written and oral form.
- Computer skills, including internet navigation, and various office applications.
- Knowledge and work experience in emergency settings is an asset.
- Knowledge of local culture and ability to adapt material accordingly
- Knowledge of gender sensitive programming
- Ability to work with people from diverse background.
- Good relationship with MEHE, MoPH, MOSA.

Languages: Fluency in English and Arabic is required.

The institution should have experience in the production of relevant training packages including printing and designing as well as organization of training events.

It should ensure the availability of at least **2 advanced facilitators** for the delivery of each training based on an agreed work schedule.

9. Terms of Payment

Payment term: Upon delivery of services

Payment condition: Timely and quality delivery of agreed products upon delivery of each service

Payment method: Bank transfer

10. Timing:

The LTA will be signed for one year with possible extension for one year based on satisfactory performance.

11. Duty Station: will be identified based on the scope of the work, capacity building will be conducted all over Lebanon based on the need.

12. Evaluation of the proposals:

12.1 Technical Evaluation:

The Technical Proposal should address all aspects and criteria outlined in this Request for Proposal, especially in the Terms of Reference detailed in Section 3 and 8 of this Request for Proposal. UNICEF welcomes new ideas and innovative approaches. Technical proposals must be complete and provide all relevant support documentation in English to enable the RFP Evaluation Team to adequately assess and evaluate the Proposal.

At a minimum, the Technical Proposal must include:

| Criteria | Breakdown of Marks | Marks | Benchmarks |
|--|---|-------|---|
| - Overall response to UNICEF request for proposal (RFP) and understanding method of submission. - Company profile (official registration, scope of works, etc.) | (2) (3) | 5 | - Valid registration document, VAT. Relevant company profile of at least half page. Willingness to travel to Lebanon and zonal offices. |
| - Proof of expertise in the implementation of relevant training (a minimum of 3 letters of reference are required) | Each training (5) | 15 | - Range of delivery of public health training. Staff will range of expertise including technical (Risk Communication and community engagement, Interpersonal communication skills, health, public health, solid waste, and water treatment), training and management. |
| - Mobilization plan (human resources and equipment) for the implementation of the project taking | One team leader with 10 years experience (4) Minimum 4 CVs of qualified facilitators (6) | 10 | - Minimum two qualified facilitators have to be available to deliver training upon an agreed schedule |
| - Methodology proposed | Provide methodology for | 10 | - Minimum a narrative description of the methodology that will be used |

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|---|--|-----------|--|--|
| | the three objectives/services | | in the capacity building, development of guidelines and deployment of community mobilizers. | |
| - Specifications of the proposed Material to be used | Minimum three participatory techniques each one (5) e.g. case study, role play, video, participants led session,... | 15 | - Innovative initiatives that could be used to inform participants. | |
| - Work plan and time line for completion of all the works | Each work plan (1.6) | 5 | - Framework preparation, delivery and reporting of each type of service (development of guidelines, capacity building, deployment of volunteers) | |
| TOTAL | | 60 | | |

12.2 Financial offer

Financial offers will be evaluated out of 40 points and must be submitted in a separate envelope. Minimum 70% of 60 (42) on the technical evaluation will be considered for next step of submission (financial evaluation).

12.3 Bidders are requested to submit the following in English:

- Company profile (official registration, scope of works, etc.)
- Proof of expertise in the implementation of training packages (a minimum of 3 letters of reference are required)
- Minimum 5 CVs for relevant staff (one team leader 10 years' experience, and 4 CVs of qualified trainers/facilitators)
- Description how the training will be developed plus 3 agenda one for each training
- Technical specifications of the proposed material to be used and how learning will be achieved
- Proposed work plan with timeline for each type of training listed in the section 3.

13. Administrative issue

The contract is supervised by the UNICEF Lebanon's Chief of C4D and C4D specialist is the Focal Point for regular follow up on all other daily tasks and communication necessary to move forward in the assignment schedule and will be accessible by phone and e-mail.

The institution's team members are expected to be physically present in Lebanon during the period of the assignment and work remotely with frequent visits to UNICEF's office in Beirut, as well as some visits to Zonal offices. **Transportation/accommodation to and from the field as well as in trainings, should be estimated and outlined in the budget proposal submitted by the institution prior to contract signature with UNICEF.** Any fee outside this contract will not be covered by UNICEF.

Bidders are requested to provide an all-inclusive cost in the financial proposal, including all cost implications for the required service / assignment.

14. Conditions

Quote should take into consideration the Attached budget template