

TERMS OF REFERENCE

Section:	Child Protection Programme	Date:	22 June 2020
Title:	Contractor to develop the child protection case management monitoring and evaluation framework	Duty station:	Beirut
Reporting to:	Child Protection Officer	Contract type:	Institutional Contract
Duration:	180 days (during a period of 9 months)	Start date:	November 2020

Section	Content
Background	<p>Following the roll out of the standard operating procedures for the protection of children in Lebanon, the Ministry of Social Affairs increased its workforce capacities to conduct child protection case management and provide the needed response to children subject to violence neglect exploitation and abuse. One important pillar in the child protection case management process is the supervision, monitoring and evaluation framework. UNICEF and MoSA are thus seeking a contractor to support in the development of this framework.</p> <p>Currently MoSA have a set of quantitative and qualitative indicators on which the social workers and case management focal point report on monthly bases. MoSA is using Kobo to collect quantitative non identifiable information on child protection case management to analyse trends. The Ministry is looking at using the CPIMS+ primero in the future to facilitate case management reporting and data protection, sharing and analysis.</p>
Purpose and Objectives	The objective of this consultancy is to develop the child protection case management monitoring and evaluation framework for Lebanon.
Scope of work	<p>Based on the standard operating procedures for child protection in Lebanon, the case management standardised tools and forms and the child protection information management system in use, the consultant will work on developing the Monitoring and Evaluation Framework, tools and indicators for the provision of the child protection case management service.</p> <p>This framework comprises 4 aspects:</p> <ol style="list-style-type: none"> 1- The case workers, case managers and programme managers performance evaluation tools including self-evaluation and supervisor's evaluation guidelines and templates and monitoring and supervision guidelines and guidance checklists. 2- The child friendly beneficiaries' feedback mechanism and feedback tools that will be used with children and parents. 3- The case audit mechanism and tools. 4- The child protection case management quantitative and qualitative standardised indicators and bi-yearly report template.
Stakeholders	<p>The Ministry of Social Affairs;</p> <p>The case management task force;</p> <p>Child protection case management agencies.</p>
Reference List	<p>The below list is suggestive, but not limited to the following:</p> <ul style="list-style-type: none"> - UN (1989) Convention on the Rights of the Child. Adopted and opened for signature, ratification and accession by General Assembly resolution 44/25 of 20 November 1989. Entry into force 2 September 1990. - Government of Lebanon (2002) Law 422 - قانون حماية الأحداث المخالفين للقانون أو المعرضين للخطر - UNICEF (2012) Strengthening the Child Protection System in Lebanon: Challenges and opportunities (Also available in Arabic: تعزيز نظام حماية الطفل في لبنان – تحديات وفرص) - Standard Operating Procedures for Child Protection Case Management in Lebanon – الإجراءات التنفيذية الموحدة لحماية الطفل في لبنان - Abou Jaoude, M. (2007) 2002-422 القانون تطبيق (Available only in Arabic).

	<ul style="list-style-type: none"> - Khamis, F. (2010) <i>الليات حماية الاحداث المعرضين للخطر في ضوء القانون والاجتهاد اللبناني</i>، Presentation made during the National Conference on Priorities for Children - Workshop on the protection of children, La Sagesse University, 23 March 2010 (Available only in Arabic). - Child Protection minimum standards. 										
Deliverables and Schedules	Task(s)	# of working days	May 2020	Jun 2020	July 2020	Aug. 2020	Sept. 2020	Oct. 2020	Nov. 2020	Dec. 2020	
	Inception Report										
	The case workers, case managers and programme managers performance evaluation tools including self-evaluation and supervisor's evaluation guidelines and templates and monitoring and supervision guidelines and guidance checklists.	40 days	x	x	x						
	The child friendly beneficiaries' feedback mechanism and feedback tools that will be used with children and parents. (This include assessment with groups of children and caregivers and testing of the proposed tools)	60 days	x	x	x	x	X				
	The case audit mechanism and tools.	40 days	x	x	x						
	The child protection case management quantitative and qualitative standardised indicators and bi-yearly report template.	40 days							x	x	x
Total working days:	180 days										
Materials under this assignment are the co-shared property of UNICEF and MoSA.											
Timing	Duration of assignment: 180 days (within a period of 9 months). Start date: November 2020										
Reporting Requirements	<p>The Contractor will report directly to UNICEF Lebanon's Child Protection Officer.</p> <p>Monthly report will be submitted to MoSA's DG.</p> <p>The Contractor will make reasonable time at the beginning and end of the assignment to meet and discuss the assignment (e.g. outcome, methodology and findings) with, at a minimum, the Chief of Child Protection Section at the UNICEF Lebanon Country Office (LCO), and representatives from the Ministry of Social Affairs. These lines of communication and liaison will remain open for</p>										

	regular contact throughout the assignment, and staff will remain available to assist and participate in the assignment as necessary or appropriate. Ultimately however, the contractor is expected to have the self-sufficiency to work independently in Lebanon.
Profile Requirements	<p>The contractor consists of a team of full-time individuals who will be coordinating directly with the Child Protection Officer at the UNICEF LCO and the Director General of MoSA. The team should comprise at least two members in addition to a team leader, with a strong background in social work, program management and relevant expertise in monitoring and evaluation. Fluency in Arabic and English is a must as all the tools need to be delivered in both languages.</p> <p>The composition of the team would need to combine the following expected profiles and skills:</p> <p>Experience:</p> <ul style="list-style-type: none"> • Trained and practiced the use of the standard operating procedures for juvenile protection in Lebanon for a minimum of 2 years • Minimum 5 years' experience in child protection case management including two in a managerial or monitoring and evaluation position. • Proven experience in developing M&E frameworks, including qualitative and quantitative indicators in Child Protection area. (minimum 3 years) • Proven experience in developing M&E frameworks, including qualitative and quantitative indicators in Child Protection area. (minimum 3 years) <p>proven experience in Child Protection and or M&E program management (minimum 3 years)</p> <ul style="list-style-type: none"> • Previous experience within and good understanding of the Lebanese public administration rules and context is an asset • Proven experience in instructing/facilitating feedback sessions and focus group discussions <p>Technical knowledge:</p> <ul style="list-style-type: none"> • Know the theoretical framework needed for working with children subject to violence, neglect, exploitation or abuse and their families. • Know and understand the local context including child development; relationship dynamics within the context; and cultural practices impacting on child welfare. • Understand protection concerns for children in Lebanon. • Good knowledge of indicators for and consequences of abuse, neglect, exploitation and violence on children; core theories related to childcare and protection; how to identify factors that increase vulnerability and risk and reduce resilience in different situations and during different stages of development. • Understand child protection programming: Understand: the main principles and approaches to child protection programming; linkages with other sectors; the basic roles and responsibilities of agencies involved with safeguarding children. • Use a rights-based approach in child protection: Basic knowledge of national and international legal frameworks and conventions relating to childcare and protection including the UNCRC, law 422 and law 293; the challenges associated with addressing children's rights holistically with limited time / resources. • Understanding Protection Concerns for Children (1): Implement measures to ensure that confidential information and sensitive documents are kept safely; ensure colleagues comply with UN standards on sexual exploitation and abuse and organizational codes of conduct; ensure breaches of confidentiality are addressed with immediate effect

	<ul style="list-style-type: none"> Know the tools and processes as outlined in the Standard Operating Procedures for Juvenile Protection in Lebanon and by the child protection working group and the case management task force required for service mapping, documenting the case management, information management, data protection, information sharing, and working with others in case management. <p>Languages:</p> <p>Mastering Arabic and English reading, writing and speaking.</p> <p>Information technology:</p> <ul style="list-style-type: none"> Computers skills (Microsoft word, excel, power point) Knowledge and experience using the child protection or gender-based violence information management system is a plus
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Evaluation Process and Method	<p>Interested contractors shall submit their technical and financial proposals taking into account all the elements described in the below evaluation criteria.</p> <p>Technical Evaluation Criteria:</p> <ul style="list-style-type: none"> <i>Service Providers are encouraged to ensure they meet the below requested evaluation and qualification criteria;</i> <i>Technical evaluation is composed of 80 points;</i> <i>Minimum successful score for the technical evaluation is 60 points.</i> 		
	Evaluation criteria		
	Criteria	Marks	Benchmarks
	Overall concord between the Request for Proposals and the submission, with clear methodology and approach based on understanding of UNICEF requirements	40	Briefly outline the proposed methodology for the assignment - for meeting the assignment deliverables
	Expertise of the team in multi-stakeholder management and development of monitoring and evaluation tools related to child protection case management	10	Provide resume of the team members . 2 team members with minimum 5 years in child protection case management, full knowledge of the Lebanon CP CM SOPs and 3 years’ experience in developing M&E frameworks, including qualitative and quantitate indicators in Child Protection area. 5 points per relevant CV.
	In-depth insight of the team members into global framework of child protection case management monitoring framework	5	Provide previous report/document developed in relation to the subject matter (5 points)
	In-depth knowledge of the child protection legal framework and the child protection case management standard operating procedures for case management in Lebanon	5	Resume of team leader and other team members The team leader should have a Minimum of 8 years’ experience in child protection case management including two in a managerial or monitoring and evaluation position to score 5 points.
			Comments

	Experience of the contractor in engaging multi-stakeholder to develop monitoring and evaluation tools for child protection case management	10	Provide reports of previous assignments in the mentioned field (5 points per report up to 10 points)	
	Previous experience with UN agencies or similar large-scale organizations, governmental and non-governmental organizations on child protection case management	10	Provide reference letters (5 points per letter of reference, up to 10 points)	
	Total	80		
<p>Financial evaluation Criteria: <i>Only bidders obtaining the minimum pass mark in the technical evaluation (60 points) will be considered for the financial evaluation;</i> <i>Financial evaluation is composed of 20 points. The lowest financial offer will obtain 20 points.</i></p>				
Administrative Issues & Logistical Activity	<p><u>Administrative issues:</u></p> <ul style="list-style-type: none"> • The Overall review process will be led by MoSA jointly with UNICEF LCO. • The contractor should have a team leader who will closely coordinate with the Child Protection Officer at Unicef LCO and the Director General of MoSA. • The contractor should have a team leader who will closely coordinate with the Child Protection Officer at UNICEF LCO. • Assignment to be a combination of office/desk work and field work; with frequent consultations, meetings and site visits throughout Beirut and the rest of Lebanon. • The Contractor is expected to be able to work independently to ensure the smooth running of the assignment. • The Contractor will need to organize its logistics for meetings, workshops and FGDs, as well as transport means needed for the field visits and local level consultations. • The Contractor is required to provide his/her own computer and communications equipment (laptops, telephones, etc.). • The Contractor is not entitled to payment of overtime. All remuneration must be within the contract agreement. • No contract may commence unless the contract is signed by both UNICEF and the Contractor. <p><u>Logistical Activity:</u></p> <p>Any travels shall be included in the costed proposal, data collection related or others. The unit cost for each travel shall be stated in the financial proposal.</p> <p>All the meetings, consultations and interviews shall be organized by the Contractor and included in the costed proposal. UNICEF Lebanon will be responsible for organizing and coordinating the meeting for the presentation of the findings at the end of the process.</p>			
Payment	<p>Contract is budgeted based on a consultancy team comprising of at least 2 individuals, with professional levels with more than 7 years of experience. Payment will be made at a rate of 25 % per deliverable</p>			