**UNICEF Lebanon Terms of reference (TOR) for LTA**

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| **PROJECT/ASSIGNMENT TITLE: Providing caretakers to care for children separated from their caregivers in COVID 19 isolation centers.** |
| **WORKPLAN CODE NUMBER:**  ***Specific Intervention Code:*** Child Protection and Gender Based Violence Rolling Workplan 2020  ***Activity:*** Provide COVID 19 isolation centers with caretakers to care for children that are temporarily separated from their caregivers due to COVID 19 and are placed in the centers. |
| Background:  UNICEF is engaged with the Disaster Risk Management Committee in Lebanon to support the isolation/quarantine centers established by the Ministry of Interior and Municipalities to support the government strategy to isolate people who have been in contact with the disease (quarantine centers) and to those that are asymptomatic (isolation centers). UNICEF engaged a multi-sectoral operation inside the isolation/quarantine centers involving different sections (health and nutrition, water sanitation and hygiene, child protection, field operations, etc…).  It is anticipated that due to COVID-19 a number of children will be in need of temporary care outside their family and/or and home. This need will be the result of caregivers falling ill and not being able to care for a child (be the child COVID positive or not), or because of children falling ill and not being able to be taken care of by a caregiver who is at-risk or may have other persons to care for. In this scenario temporary care will include a placement that can be informal or formal, and ranging from extended family to specific spaces in Quarantine/Isolation centers. Therefore, UNICEF is looking to provide human resource support to isolation/quarantine centers by covering the costs of caretakers to provide the necessary care for children; this will include the provision of all the necessary personal protection equipment to the caretakers to avoid contracting the disease.  The government of Lebanon is looking at establishing 38 isolation centers distributed in all the governorate. An average of 16 centers out of the 38 centers might host separated children due to COVID-19 and will need in this case to have caretakers to provide care and support. . UNICEF is looking for companies that provide that provide care services for children, including for example child carers, nurses or educators, but not limited to these specific categories if profiles are able to care for children. |

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| General Conditions:   1. The contractor will be requested, before the initiation of a contract, to submit a brief proposal describing the methodology of conducting the required tasks. 2. The pricing should be calculated based on the annexed tabulation to these Terms of Reference. 3. The contractor team should be able to work using Arabic language. The general manager should be fluent in both Arabic and English languages. 4. Having a Long-Term Agreement is not considered at any point a promise for signing contracts with UNICEF.   Management and financial arrangements:   1. The Child Protection officer at UNICEF will be managing this LTA in close coordination with Field Operations and Haalth and Nntrition sections. 2. A specific staff member from UNICEF will be assigned to lead the technical communication specific to with the contractor, in turn, the contractor is expected to assign a communication focal point. Other non-technical matters should be communicated with UNICEF Supply Team Programme focal point. 3. The contractor will commit to address shortfalls based on provided feedback from UNICEF. 4. The payment tranches will be agreed upon before the signature of the contract based on clearly outlined deliverables, on a basis that UNICEF cannot proceed with the any payment until the deliverable/service is submitted.   Scope of Work and Required Services:  To technically qualify for a specific category of service (Lot), bidders must submit their proposals under the modality (1) and (2). The modalities are the following:  (1). Skilled personnel: The bidders present to UNICEF adequately skilled personnel for the specific service(s) (for the overall Lot and not to a sub Lot) described here when invited to submit candidates against specific asks.  (2). Technical expertise: The bidders present to UNICEF technical expertise and mechanisms to undertake the project for a specific required service(s) (for the overall Lot and not to a sub Lot) described here when invited to submit proposal against specific asks.  Periodic reviews and evaluations of the talent pool and quality of services will be carried out by UNICEF. Repeated failure of a contractor to meet the required and expected standards and/or quality of work will result in consequent non-use of the LTA and possible subsequent non-renewal at the expiry date of the term of the LTA.  **Expected service:Provide caretakers to support in caring for separated children placed in isolation centers.**  **Geographical coverage:** All 8 governorates in Lebanon (please specify if your coverage is limited to one or more governorate)  **Number of centers to be covered:** a minimum of 2 and a maximum of 16 centers  **Ratio of caretakers per number of children:** 1 caretaker for every 8 children (no more than 5 under the age of 8 and no more than 3 under the age of 3)  **Number of days:** caretakers should commit for a minimum of 6 weeks (3 weeks of care at the isolation center, 2 weeks quarantine at home, 1 week of holiday)  **Modality:** Shifts should not exceed 8 hours per person, therefore considering the above ratios: a minimum of 12 caretakers will be needed per Centre to cover 3\* 8 hours shift for a total of 32 children (this is assuming 16 children who are confirmed COVID-19 positive and 16 children who were exposed but not confirmed).  **Child Safeguarding Measures:** Children separated from their parents/caregivers in isolation/quarantine centres with limited freedom of movement and dependent on humanitarian aid are more vulnerable to sexual exploitation and abuse and other forms of harm from other whom they feel they should trust. The contractor should share mechanisms in place to ensure child safeguarding including but not limited to:  Ethical standards and values;  Code of conduct;  Clients feedback mechanisms (including hotline);  **Caretakers expertise required:**  The following criteria apply in the identification of caretakers:   * Fit and healthy – emotionally and physically -to be able to care for a child/children (no history of diabetes, high blood pressure, cancer, asthma, chronic lung disease etc) – provide medical certificate to be paid by the NGO for contracted frontline workers and staff * Is willing to commit for a minimum of two weeks of uninterrupted care (or at a minimum 1 week) and willing to be tested before and after being in the centre * Is able to self-isolate after completing the duration of care provision (home assessed as suitable for self-isolation; eg. No high-risk individual residing with her/him) * Committed to being able to promote the best interests of children * Does not have any criminal/judicial record or concerns – provide two references that can provide verification for the caretaker (PSEA, Child Safeguarding, Code of Conduct, etc) in addition to judicial clearance document to be paid by the NGO for contracted frontline workers and staff; note an updated one needs to be provided if it has not been issued in last 6 months * Be prepared to work with others concerned with supporting the child, including case managers / social workers and health staff * Be prepared to help the child retain their identity (faith, cultural values) * Can demonstrate knowledge and experience caring for children of different age groups (under 5, 6-13, 14-17) – provide CV * Willing to undergo a child safeguarding and PSEA training * Ensure gender parity (male and female staffing), and make sure to meet the needs of female frontline workers[[1]](#footnote-1); preferably caretaker can be same sex of the child.   **Caretakers key tasks and accountabilities**   1. Upon Arrival of a Child to the Centre:    * + - Upon entering the centre, help child to remove their shoes, wash their hands and face, shower and change into clean clothes which they will be asked to bring from home.        - Upon entering the center, chick child temperature checked and ask if they have any symptoms.        - As the virus can remain on surfaces it is recommended to consult health staff regarding what items can come with the child from outside (eg a child may want to bring a toy or something which is comforting to them or a favorite book etc).        - Notify the social workers (from the Syndicate of Social Workers) in the centre as soon as a child arrives and take-in key information, this is important to ensure family reunification as soon as possible once the child/family have recovered. 2. During stay of the Child in the Centre:    * + - Ensure provision of basic care for children (hygiene, support during meals, emotional support)        - Conduct non structured recreational activities with children        - Facilitate contact of children with their families (through phone/social media) their caregivers if possible 3. Upon Dismissal of a Child to the Centre:    * + - Ensure the center lead approves the child leave the quarantine or isolation.        - Ensure social workers complete the exit documentation which includes signature of the parent/caregiver or child alternative caregiver if the child is being placed in alternative care.        - Prepare the child for exit and where they will be going after leaving the centre; this can also be done in coordination with case management agencies if relevant.        - Ensure the child and their family/caregiver know who to contact if they have any additional problem or concern.        - When leaving ensure the child should take all their belonging including the one given to them during their stay in the quarantine or isolation centre; this should be sanitized during dismissal from the centre.   **Mandatory trainings**  UNICEF will provide the caretakers with the trainings listed below. The contractor will commit to ensure that their caretakers attend the trainings.   * Child Protection/Child Safeguarding and Safe Identification and Referral. MoSA will be delivering a four hours session on child protection principles and safe identification and referral for all the staff in the quarantine/isolation centres prioritizing those who interact with children. This will be done face to face or remotely depending on the scenario. * Protection from Sexual Exploitation and Abuse: UNICEF will provide PSEA training for all staff/service providers in the centres. * Gender Based Violence and Safe Identification and Referral: UNICEF team with the support of KAFA will provide training on GBV basics and safe referrals for all staff in the centre interacting with women and children. * Psychological First Aid and Self- Care: UNICEF in coordination with partners will assess the need and if necessary, provide Psychological First Aid and Self-Care for caretakers of children in the centres. * Proper use of Personal Protective Equipment: UNICEF Health and Nutrition program will provide this training. * Recreational Activities: UNICEF will provide tips and resources for play based activities for all groups. |
| **Mandatory Qualification Requirements that shall be included in the vendor proposal:**   * Registered contractot (company or non profit) based on the Lebanese law and regulations. * Able to work in all the governorates of Lebanon. * The contractor must have at least 5 years of proven experiences in providing home care for children including those with disability. * Verifiable knowledge and experience with the relevant technical skill set as indicated for each of the services presented above; Credentials (including CVs) of teams that would be candidates for assignments will be required with professional references and concrete examples of working products will be requested. * Senior staff holding At the least a Master’s degree in nursing, education, social work, public health management. * Description of the client’s feedback and children safeguarding measures including sharing code of conducts and ethical framework. * The bidder must submit the organogram of the contractor as well as profiles of the project manager and team members confirming that they meet the following mandatory requirements: Organogram of the contractor should include the profiles of a minimum of 12 caretakers, 1 project manager). * Ability to work in English and Arabic. * Proven experience in working with multiple governoment and non-government stakeholders and the United Nations is an added value.   ***Profile of the contractor to be submitted its core values, code of onduct, client feedback mechanism together with CVs and educational degrees of the team members: team leaders and all available care takers.*** |
| **Reporting and Responsibility**  The roles and responsibilities of representatives from the selected vendor(s) and UNICEF are outlined below. Roles and responsibilities may be defined in more detail in purchase orders/contracts created for specific projects based on the resulting LTAS(s). However, at a minimum:    Vendor shall be responsible for:   * Providing a single point of contact for overall LTAS’s management; * Providing a single point of contact for each specific project (based on the type of services required); * Ensuring that each project remains within the agreed budget and alert UNICEF’s project team if there is a need for any scope adjustment; * Submitting the staffing weekly plan and timeline for each center; * Requesting approval from UNICEF for any changes in the team during the execution of a project; * Hosting bi-weekly project meetings and sending monthly written reports to UNICEF on the progress against the agreed objectives; * When applicable, documenting and informing UNICEF on key decisions related to the implementation; * Submitting outputs in the format specified for the relevant service; * Overall quality control; |
| **TECHNICAL EVALUATION SCORING CRITERIA**   |  |  |  |  | | --- | --- | --- | --- | | Criteria Type | Description | Benchmark | Points | | Organization Capability and project management | The contractor should share their portfolio presenting the following: profile of the organization (mission, vision, years of experience, organogram and number of staff), services provided, previous projects implemented, contractual arrangements in place the reporting methodologies and tools they are planning to use. ISO certifications if any will carry additional value. | 20 points on the relevance of the portfolio to the requested task.  The portfolio should demonstrate the expertise of the contractor in the area of providing home-based care for children including those with disability. | 20 | | Ethics and confidentiality standards | The contractor shall share a document highlighting their ethical standards, their code of conduct signed by all staff members and a detailed description of their clients feedback mechanisms. The contractor must demonstrate that their clients feedback mechanisms can be adapted to be child friendly. | 10 points ethical standard and code of conduct  5 points on client feedback mechanism  5 points on demonstrating child friendly processes. | 20 | | Talent Pool | The contractor shall show the caliber of personnel resources available for assignment in relevant areas. Thus the contractor shall share via CVs/resumes of a project manager and a minimum of 14 caretakers (CV and credentials of project manager and team members to be provided) | 2 points per relevant CV. | 30 | | Previous Client Experience | The contractor shall share a minimum of 2 recommendation letter demonstrating strength and relevance to services proposed.  Similar projects with UN agencies, Ministries, public sector or other large-scale organizations is considered an asset. | 5 points per recommendation letter. | 10 | |  | **Passing score for technical evaluation is 60 points.** |  | 80 | |

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| Financial evaluation Criteria:  *Only bidders obtaining the minimum pass mark in the technical evaluation (60 points) will be considered for the financial evaluation;*  *Financial evaluation is composed of 20 points. The lowest financial offer will obtain the maximum number of points.*  **Ethical concern and confidentiality**  In line with the Standards for UN Evaluation in the UN System (developed by the UN Evaluation Group), all those engaged in designing, conducting and managing evaluation activities will aspire to conduct high quality and ethical work guided by professional standards and ethical and moral principles. The proposal must identify actual or potential ethical issues, as well as measures and methods adopted to mitigate against these issues. All interviewees will be informed with the purpose of the evaluation and their role and what information is required specifically from them. Confidentiality of their views is ensured. If interviewees will include minors, a written consent should be taken from the persons in charge of their care. All the documents, including data and fieldwork instruments, developed in the course of this consultancy are the intellectual property of UNICEF.  Reference guides:   * [Secretary General’s Bulletin: Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations (ST/SGB/2017/2)](https://undocs.org/ST/SGB/2017/2), 20 January 2017 * UNEG Ethical Guidelines * Ethical research involving children * Checklist on ethical standards in research |

1. Including menstrual hygiene management. [↑](#footnote-ref-1)