

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

Family Tracing and Reunification within Turkey: developing a guidance note on FTR	<b>REF: PRO/TURA/2019-N</b>
<p><b>Links with the Country Programme Priorities:</b></p> <p><b>Outcome 1:</b> 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><b>Output 1.C:</b> By 2020, community-based child protection mechanisms have increased capacity to prevent and respond to child protection risks and violations.</p>	

**I. BACKGROUND**

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In its ninth year, the conflict in Syria continues to take a huge toll on the lives of children. Against a backdrop of violence, continuous displacements and worsening socio-economic conditions, children in Syria continue to endure multiple protection risks and violations of their rights on a daily basis, including separation from their families.

While there is no accurate data available on how many children have been separated from their families, findings from the 2018 Humanitarian Needs Overview (HNO) indicate that separation from caregivers is a significant and growing issue of concern. As the conflict continues so will displacement. There is a strong likelihood that the number of separated and unaccompanied children will continue to increase especially in areas of Syria where there are ongoing military operations.

Across the response significant investments have been made by child protection actors in the development of procedures and associated tools (e.g. decision making trees, forms) that clarify and set out the roles and responsibilities for actors involved in family tracing and reunification (FTR) for unaccompanied and separated children.

In Ankara, UNICEF has co-led efforts to coordinate FTR among respective agencies through an inter-agency workforce. To date, a total of three rounds of technical consultations on Family Tracing and Reunification (FTR) processes took place in Turkey in 2017, 2018 and 2019. During the consultations participants: i) took stock of the situation of FTR processes in Turkey, ii) identified bottlenecks and challenges for more timely and accountable FTR, and iii) agreed on a way forward. Two of the main recommendations made during the technical consultations were to: i) develop a guidance note to further facilitate coordination and synergies among actors in Turkey and to facilitate a more accountable and effective FTR process; and ii) develop a set of key recommendations to strengthen current FTR processes in Turkey.

**II. PURPOSE**

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The main purpose of the consultancy is to:

- 1) Based on partner consultations, develop FTR Standard Operating Procedures and associated tools to streamline the coordination as well as the implementation of FTR processes inside

Turkey;

- 2) Provide technical support to child protection actors in Turkey by organizing a minimum of 2 one-day workshops with the aim to further coordinate and streamline FTR processes focusing specifically and only within the scope of the UNICEF Turkey Country Office;
- 3) Develop a set of recommendations to strengthen the FTR process inside Turkey;
- 4) Develop one training module on Unaccompanied and Separated Children (UASC) focusing on identification, registration, FTR and care arrangements, to be incorporated in current and future capacity building programmes for both NGO partners and government authorities;
- 5) Develop a Guidance Note for social workers of the Ministry of Family, Labour and Social Services (MoFLSS) conducting the social inquiry/assessment process.

### III. FOCUS AND SCOPE OF THE EXERCISE

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The focus of the exercise is on streamlining FTR processes for FTR actors, including NGOs such as the Turkish Red Crescent and UN agencies, including IOM and UNHCR. The second focus of this exercise is on developing guidance notes and a module on UASC for UNICEF NGO and government partners and, in particular, social workers of the MoFLSS.

The scope of this exercise is nation-wide and for FTR in particular, the note and related consultations will be within the scope of the UNICEF Turkey Country Office.

### IV. METHODOLOGY and ACTIVITIES

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The methodology for each of the components will be based primarily on consultations with key actors and a desk review as outlined below:

1. Develop FTR Standard Operating Procedures and associated tools with a focus on key principles: safe return, identification and latest developments around UASC, principled approach for coordination and communication, roles and responsibilities, etc. The Standard Operating Procedures will include lessons learned, case studies, scenario-specific approaches relevant to Turkey as well as key messages for advocacy with government institutions.
2. Provide technical support to child protection actors on case studies that concern UASC and organize and lead at least 2 one-day long inter-agency capacity building workshop for FTR partners on the SOPs. The focus of the workshops will be on the flow of the SOP and the principal agreement between different mandated agencies on communication and coordination. The workshop will build on the recommendations and information gathered as part of the FTR SOP development processes and bilateral consultations .
3. Develop a set of recommendations to strengthen the FTR process inside Turkey.
4. Develop one training module on UASC, focusing on early identification, registration, FTR, care arrangements, etc., to be incorporated in current and future capacity building programmes for both NGO partners and government authorities.
5. Develop a Guidance Note for social workers of the Ministry of Family, Labour and Social Services conducting the social inquiry/assessment process to ensure that child protection risks and violations can be more effectively detected during household visits and other outreach activities.

The methodology will have to comply with the UNICEF Procedure for Ethical Standards in Research, Evaluation, Data Collection and Analysis as well as with relevant national legislative provisions and international good practices.

## V. PROCESS AND TIMELINE

The Consultant will work under the direct supervision of the Child Protection in Emergencies Specialist of the UNICEF Turkey Office in close collaboration with other relevant colleagues from UNICEF.

The following is a tentative work-plan explaining timing and human resource allocations. The work-plan is based on the assumption that the assessment will be conducted by an individually contracted consultant. The purpose of this schedule is to illustrate the ideal process and to provide indications of the required time allocation per task and deliverable. Candidates can propose alternative solutions by providing a clear rationale.

	TASKS	DELIVERABLES	TIMEFRAME	TOTAL TIME ALLOCATION FOR CONSULTANT(S)
<b>Deliverables 1 and 2: FTR</b>				
1	Briefing with the CP team, joint review of the TOR		September 2019	1 day
2	Desk-review of relevant documents & analysis of available data on FTR		September 2019	3 days
3	Preparation of questions and name list for consultations with FTR actors		September 2019	1 day
4	Consultation with key FTR actors		September 2019	3 days
5	Preparation of draft FTR guidance note, including key messages for advocacy	FTR guidance note and technical workshops for FTR actors	September 2019	4 days
6	A total of 2 one-day workshops with FTR actors		September 2019	2 days
7	Development of a document with key recommendations to improve the FTR process inside Turkey		September 2019	2 days
8	Preparation of the final guidance note (incorporating all feedback)		September 2019	3 days
			September 2019	
<b>Deliverable 3: UASC module</b>				
9	Desk review of key UASC standards and national legal framework		September-October 2019	3 days
10	Content lay out of module	One training module on UASC	September-October 2019	1 day
11	Final module (incorporating feedback)		September-October 2019	8 days
<b>Deliverable 4: Guidance note for early identification and safe screening of CP concerns</b>				
12	Preparation of outline of note	Draft outline	October 2019	2 days
13	Consultations with key actors	Write up of consultation outcomes	October 2019	3 days

14	Draft guidance note and presentation of content	Draft guidance note	October 2019	5 days
15	Final guidance note (incorporating feedback)	Final note	October 2019	2 days

The assignment will cover roughly a **2 month period (September 2019 – October 2019)** and payments will be made in two phases, upon submission of deliverables 1 and 2, followed by payment upon submission of deliverable 3 and 4 as spelled out in the tentative work-plan. It is estimated that 43 person/days are needed for the completion of the assessment and follow-up actions.

## VI. SUPERVISOR

Child Protection in Emergencies Specialist of UNICEF Turkey Office in close collaboration with other relevant colleagues from the Child Protection section.

## VIII. REMARKS AND 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 must respect the confidentiality of the information handled during the assignment. Documents and information provided must be used only for the tasks related to these terms of reference.

The assessment report and other deliverables will remain the copyright of UNICEF and UNICEF is free to adapt or modify them in the future. The consultant may not use the data for his/her own research purposes, nor license the data to be used by others, without the written consent of UNICEF.

## IX. MINIMUM QUALIFICATIONS AND SPECIALIZATION REQUIRED FOR THE ASSIGNMENT

- Advanced university degree in social sciences, social work, research or a related technical field
- At least 6 years of progressively responsible professional work experience at the national and international levels in child protection (with emergency experience);
- Advance knowledge of child protection including UASC and FTR approaches, practices and applications;
- Excellent analytical, negotiating, and communication skills;
- Excellent English writing and editing skills;
- Fluent in English;
- Experience working in emergencies and specifically on the Syria response is an asset;
- Demonstrated ability to work in a multi-cultural environment, and establish harmonious and effective working relationships both within and outside the organization.

## X. COST

- **Estimated Cost of Consultancy:** Applicants shall present a detailed financial proposal that elaborates daily costs on the basis of the above-mentioned programme and deliverables, including a total sum demanded. **All costs, including travel, accommodation, administrative tools, communications, etc. shall be covered by the consultant and should be included in the financial**

**proposal as a separate heading, and broken down into details of accommodation and travel costs.**

- **Payment schedule:** UNICEF will issue a contract in USD or TRY (depending on the preference). The payment will be done in installments upon deliverables as per contractual agreement and will be executed in USD or TRY.

**Candidates are required to specify their daily rates and the total amount as per 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 as well as incidentals of each deliverable in USD/TRY.**

**XI. APPLICATION PROCESS**

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Applicants are expected to submit to UNICEF the following documents:

1. Financial proposal as per the attached template
2. CV
3. A sample of writing conducted in the past
4. Technical proposal. The minimum content for the technical proposal is:
  - a. Main objectives
  - b. Methodology
  - c. Estimated amount of time required for each task and timetable and logistical requirements
  - d. Person/day calculations

**Technical and financial proposals should be submitted (via e-mail or post), in separate folders, by xxx 23:59. After the technical evaluation, the financial proposals of qualified candidates will be evaluated. The technical evaluation will be completed based on the attached evaluation criteria form. UNICEF may hold a pre-bid meeting. Interested applicants are advised to check the UNICEF website regularly for updates on the tender process.**

**XII. CRITERIA FOR JUDGING THE PROPOSALS**

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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:

	<b>NON-COMPLIANT</b>	<b>POOR</b>	<b>FAIR</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
	<i>The proposal fails to address the criterion or cannot be assessed due to missing or incomplete information.</i>	<i>The proposal inadequately addresses the criterion or there are serious inherent weaknesses.</i>	<i>The proposal broadly addresses the criterion but there are significant weaknesses.</i>	<i>The proposal addresses the criterion well but with a few shortcomings.</i>	<i>The proposal addresses the criterion very well but with a small number of shortcomings.</i>	<i>The proposal successfully addresses all relevant aspects of the criterion; very few minor shortcomings</i>
<b>Proposal Description</b>	0	1-9	10-15	16-21	22-27	28-30

<b>Work Plan</b>	0	1-3	4-5	6-7	8-9	10
<b>Professional Qualifications</b>	0	1-9	10-15	16-21	22-27	28-30

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 institutional consultant 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 Consultants' Financial Proposals is to verify that the costs itemized in the financial proposals adequately cover the services offered in the Technical Proposals.

**Annex(es):**

- Financial Proposal Template
- UNICEF P11 Form
- Technical Evaluation Matrix

	<b>PREPARED</b>	<b>REVIEWED</b>	<b>REVIEWED</b>	<b>REVIEWED</b>
<b>BY</b>	<b>Nurten Yılmaz</b> <i>Child Protection Specialist</i>	<b>Patrizia Benvenuti</b> <i>Chief Child Protection</i>	<b>Silvia Mestroni</b> <i>Chief Planning, Monitoring, Evaluation Representative OIC</i>	<b>Philippe Duamelle</b> <i>Representative</i>
<b>ON</b>				
<b>SGN</b>				