Institutional/Corporate Contract

Terms of Reference (TOR)

Summary:

Title	International Consultancy – The development and delivery of training on online sexual exploitation and abuse for teachers
Purpose	Development and implementation of statutory guidance for schools and colleges and related capacity building for stakeholders
Location	Remote (with travel during the training/assessment stage of the consultancy)
Duration	170 days over a period of 11.5 months
Start Date	2 January 2021 to 15 December 2021

1. Background:

The novel coronavirus (COVID-19) outbreak in the Eastern Caribbean Area[1] has meant that schools and colleges increasingly work online. Therefore, it is essential that children are safeguarded from potentially harmful and inappropriate online material. As such, Ministries of Education, other governing bodies and school administrations should ensure appropriate filters and appropriate monitoring systems are in place to keep their children safe online, including when they are online at home.

Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners should make sure their approach is child-centred. This means that they should consider, at all times, what is in the best interests of the child. No single practitioner can have a full picture of a child's needs and circumstances. If children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

The use of technology has become a significant component of many safeguarding issues including child sexual exploitation and sexual predation. Technology often provides the platform that facilitates harm. An effective approach to online safety empowers a school or college to protect and educate the whole school or college community in their use of technology and establishes mechanisms to prevent, identify, intervene in, and escalate any incident where appropriate.

The breadth of issues classified within online safety is considerable, but can be categorized into three areas of risk:
- content: being exposed to illegal, inappropriate or harmful material; for example, pornography, fake news, racist or radical and extremist views;

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[1] Anguilla, Antigua and Barbuda, Barbados, Dominica, Grenada, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, Virgin Islands UK

- contact: being subjected to harmful online interaction with other users; for example, commercial advertising as well as adults posing as children or young adults; and
- conduct: personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images, or online bullying.

However, balance is required. Whilst it is essential that governing bodies and administrators ensure that appropriate filters and monitoring systems are in place, and that stakeholders including children themselves know how to better protect themselves, they should be careful that "over blocking" does not lead to unreasonable restrictions as to what children can be taught with regard to online teaching and safeguarding.

2. Scope of Work:

Under the guidance of the UNICEF Education Manager, in collaboration with the Child Protection Specialist, the recruited Institution will:

1. Design and facilitate a process for consultation with the OECS Commission and governing bodies for the Education sector in the Eastern Caribbean Area on online safety for children.

2. Conduct a desk review of lessons learned from delivery of online teaching learning in East Caribbean countries during school closure due to COVID-19 and identify related child protection challenges that need to be addressed

3. Review and update/develop model statutory guidance for schools and colleges which can be adapted to support reasonable limitation of children's exposure to the risks from the school's or college's IT system. The model guidance should: -

   a) Consider the responsibility of schools and colleges to safeguard and promote the welfare of children, and provide them with a safe environment in which to learn;

   b) Should also consider the age range of pupils, the number of pupils, how often they access the IT system;
   c) Provide guidance based on, the proportionality of costs versus risks;
   d) Include a risk assessment tool that guides schools and colleges on the appropriateness of any filters and monitoring systems;
   e) Include a school IT procurement and e-security policy.

4. Develop processes and the relevant modules that ensure that all staff, in-service and at induction, undergo training in online safety. This must include a process for regular safeguarding and child protection updates (for example, via email, e-bulletins, staff meetings) as required, and at least annually, to provide them with relevant skills and knowledge to safeguard children effectively. This should also include do's and don'ts on virtual teaching.

The process also must recognize the expertise staff build by undertaking safeguarding training and managing safeguarding concerns daily. Opportunity should therefore be provided for staff to contribute to and shape the online safety within wider safeguarding arrangements and child protection policies.

The modules must also include advice for parents and careers on how to keep children safe from online harms, including advice about specific harm such as online sexual abuse, sexting and cyberbullying and well as support to stay safe online including security and privacy settings, blocking unsuitable content and parental controls

5. Identify and promote online safety self-review tools for schools that provide a whole school or college guidance to online safety which includes a clear policy on the use of mobile technology in the education facilitates for both students and staff, and helps responsible bodies assure themselves that their online safety arraignments are effective.

6. Design with national authorities, services and education processes to support for children to be online safely, access free and confidential advice, to report and remove harmful online content and on making a report about online abuse and to run ongoing anti-cyberbullying education for children.

3. Expected Deliverables:

The specific tasks for the Institution are described below:

#	Task	Deliverable	Estimated # of days	Target Date
1.	Design and facilitate a process for consultation with the OECS Commission and governing bodies for the Education sector Conduct a desk review of lessons learned from delivery of online teaching learning in East Caribbean countries during school closure due to COVID-19 and identify related child protection challenges that need to be addressed.	Draft inception report on approaches to assignment after consultation with key stakeholders; Monthly reporting template. *(UNICEF & OECS will require 1 week to provide inputs)*	15	20 January 2021
	Finalize inception report based on feedback from UNICEF and OECS.	Final inception report.	3	31 January 2021
2.	Review and update/develop model statutory guidance for schools and colleges on online safety	Model Statutory Guidance for Education Sector on Online Safety	20	31 March 2021
3.	Identify and adapt online safety self-review tools for schools	Online Safety Tool for ECA Schools	95	30 April 2021

#	Task	Deliverable	Estimated # of days	Target Date
4.	Develop processes and the relevant modules that ensure that all staff, in-service and at induction, undergo training in online safety, produce a Training Manual which benefits from	Training Modules and associated training materials for teaching staff and delivery plan Training of Trainers (ToT) for educators and final training materials, with pre and post evaluation Training Report of the Trainers of Training (ToT) e-Training Manual which outlines training methodologies and training materials, finalized based on feedback from ToT participants.		30 September 2021
5.	Facilitate sub regional interdisciplinary workshop where guidance/technical assistance is provided for the development of national strategic implementation plans for children's online safety	National Strategic implementation plans for children's online safety by participating countries	35	30 November 2021
6.	Full project documentation	Final Project Report *(UNICEF will require 1 week to provide inputs)*	7	30 November 2021

4. Administrative Issues:

A Resource Person from the OECS and each Ministry of Education in each country will be made available in order to establish the required support.

Progress updates will be provided by the Service Provider Institution to these resource persons *via* email during the duration of the assignment.

5. Conditions:

- The Institution is expected to work remotely for the majority of the assignment with provision of its own computers, telephones and administrative support.
- The Institution/team is expected to travel a minimum of once to St Lucia/OECS to conduct the TOT workshops. Note that the number of trips could be increased based on the

evolution of the assignment, but all trips will be agreed to in advance to ensure availability adequate preparation time.

- All travel costs should be included as a lump sum fixed cost. For all travel costs, UNICEF will pay as per the lump sum fixed costs provided in the proposal. A breakdown of the lump sum travel costs should be provided in the financial proposal.
- Please note that i) travel costs shall be calculated based on economy class fare regardless of the length of travel and ii) costs for accommodation, meals and incidentals shall not exceed the applicable daily subsistence allowance (DSA) rates, as propagated by the International Civil Service Commission (ICSC). Details can be found at http://icsc.un.org
- Payments will be issued upon receipt of satisfactory deliverables as outlined above and based on satisfactory fulfilment of UNICEF's quality standard.
- As per UNICEF DFAM policy, payment is made against approved deliverables. No advance payment is allowed unless in exceptional circumstances against bank guarantee, subject to a maximum of 30 per cent of the total contract value in cases where advance purchases, for example for supplies or travel, may be necessary.
- The Institution selected will be governed by and subject to UNICEF's General Terms and Conditions for institutional contracts.

6. Reporting:

The successful Institution will submit the monthly progress reports via email and have regular bi-monthly virtual meetings with the UNICEF (Supervisor and Specialists) and key counterparts to provide updates on any progress or challenges being encountered. *Ad hoc* meetings may be organized based on the changing situation and/or stemming from the weekly progress updates.

7. Expected Background and Experience:

To ensure the success of the assignment, the Institution must show documented evidence that: Personnel assigned to this project have:
- Have combined qualifications which include advanced university degrees in law, psychology or related fields.
- Extensive experience of no less than 10 years in practical experience in child protection, online child safety, response services for children/adolescents who are victims of sexual abuse;
- Proven experience in capacity building and transfer of knowledge (including online/virtual) to service providers on working with child protection (child sexual abuse/online sexual abuse);
- Proven facilitation skills, excellent oral and written communication skills;
- Experience in online teaching/learning processes and familiarity with issues and challenges;
- Proven knowledge and experience in child protection and justice systems (would be an asset in the Caribbean).
- Strong research, analytical and report writing skills.
- Specific expertise and experience in delivering multi-disciplinary skill training.
- Experience in producing high quality deliverables within the specified timeframes.

The Institution will likely be a team of professionals with combined skills and expertise in the above-mentioned areas.

8. Payment Terms:

The payment schedule is based on the negotiated terms within the financial proposal submitted, on a fixed cost basis as follows: -

- **Payment 1: (10%)** Submission and approval of final Inception Report – (31 January 2021);
- **Payment 2: (30%)** Submission and approval of final Model Statutory Guidance for Education Sector on Online Safety & Online Safety Tool for ECA Schools – (30 April 2021);
- **Payment 3: (40%)** Submission and approval of final Training Modules and associated training materials for teaching staff and delivery plan; Training of Trainers (ToT) for educators and final training materials, with pre and post evaluation; Training Report of the Trainers of Training (ToT); e-Training Manual which outlines training methodologies and training materials, finalized based on feedback from ToT participants – (30 September 2021);
- **Payment 4: (20%)** Submission and approval of the following: National Strategic implementation plans for children's online safety by participating countries; and final report - (30 November 2021).

As per UNICEF Division of Financial and Administration Division (DFAM) policy, payment is made against approved deliverables, upon receipt of an invoice. No advance payment is allowed unless in exceptional circumstances against bank guarantee, subject to a maximum of 30 per cent of the total contract value in cases where advance purchases, for example for supplies or travel, may be necessary.

9. Evaluation Criteria:

The technical evaluation will be considered in accordance with the following information:

Technical Criteria	Description of Technical Sub-criteria	Points
Overall Response (10 points)	Understanding of, and responsiveness to UNICEF requirements	3
	Understanding of scope, objectives and completeness of response	4
	Overall concord between UNICEF requirements and the proposal	3
Institution and Key Personnel	Range and depth of experience with similar projects	8

Technical Criteria	Description of Technical Sub-criteria	Points
(30 points)	Team lead: Relevant experience, qualifications, and position with firm	4
	Key personnel to be assigned (relevant qualifications and experience)	10
	Organization of the team and roles and responsibilities	3
	Number of customers and size of past projects	5
Methodology and Work Plan (30 points)	Quality of the proposed approach and methodology	10
	Quality of proposed implementation plan, i.e how the bidder will undertake each task, and time-schedules.	10
	Risk assessment - recognition of the risks/peripheral problems and methods to prevent and manage risks/peripheral problems.	10
Maximum Points		70
Minimum Acceptable Score for Technical Proposal		49

Note: The Financial Proposals will be opened only to the companies considered technically approved (range between 49 to 70 points)

10. How to Apply:

Prospective Institutional or Corporate Contractors interested in this position are requested to submit the following documents to ecaprocurements@unicef.org by **5 December 2020 at 00:00hrs Eastern Standard Time (EST).** Kindly ensure the subject line is denoted with the heading "**Online Protection in the Education Sector**":

1. **Cover Letter** – highlight relevant experiences and skills related to the assignment in <u>**no more than two pages**</u>

2. **Technical Proposal** which clearly provides:
   a) Design of service in accordance with the required Scope of Works and Deliverables and provision of risk analysis
   b) Team leader CV which includes relevant experience, skills and qualifications.
   c) Team members CVs which include relevant experience, skills & qualifications
   d) Background on the Service Provider including professional expertise, knowledge and experience with similar projects, contracts, clients and consulting assignments;

    e) At least three (3) references

    f) A Certificate of Incorporation documentation providing evidence of legal registration as a company or institution.

3. **Financial Proposal** – Please **provide an all-inclusive fee (daily rate in the currency of the designated bank account) administration and logistics)** required to undertake this assignment.

Applications submitted without a fee/rate will not be considered. Only shortlisted institutions will be contacted and advance to the next stage of the selection process. If you have not been contacted within 1 month of the closing date, please accept that your application was unsuccessful. Regret emails will be sent only to shortlisted/contacted institutions.