

UNICEF-Turkey
TERMS of REFERENCE (ToR)
SHORT TERM NATIONAL INSTITUTIONAL CONSULTANCY

Support the Development of National Family Based Early Intervention System for Children with Disabilities	REF: PRO/TURA/2021-E
<p><u>Links with the Country Programme Priorities:</u></p> <p>UNDCS- Pillar 1: Sustainable, Inclusive Growth and Development. Outcome 1.2.: By 2020, all underserved population groups have more equitable and improved access to integrated, sustainable and gender sensitive quality services (e.g. health, education, decent employment, and social protection systems).</p> <p>Country Programme Outcome- 1. Equity increased through social inclusion and resilience building 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>Output- 1/c: By 2020, the child protection system, including the PSS services, has increased capacity to detect, refer, assess, prevent and manage cases of children in need of protection.</p> <p>Activity 6- Strengthen the provision of services for children with disabilities</p>	

I. BACKGROUND

The Convention on the Rights of Persons with Disabilities, which aims to encourage and ensure the full and equal enjoyment of all human rights and fundamental freedom for people with disabilities, and to strengthen respect for human dignity, was signed by Turkey in 2007. Services for disabled people are provided by different ministries and institutions. The Presidency Decree No. 1 and the General Directorate of Disabled and Elderly Services, under the Ministry of Family, Labor and Social Services (MoFLSS) were established to promote the implementation of the rights of people with disabilities and to develop policies and services for the disabled.

UNICEF supports the MoFLSS to strengthen the child protection system and enhance access to both preventive and specialized services for children and families at risk, including for children with disabilities. The Rolling Work Plan (RWP) signed between UNICEF and the Ministry includes as one of the key interventions the development of the family-based early intervention programme, which is aimed at detecting potential disabilities at an early stage and providing effective services to the families.

Early intervention programmes are known for optimizing children’s developmental potential and reducing the secondary effects of chronic disease and other disabilities. Such programmes promote and reinforce attachment as a determinant factor in development, minimize the negative influence of risk factors, and strengthens as well as enhances the child’s ability to live in society¹. For the family, early intervention reinforces appropriate patterns of interaction and parental skills, helping to reduce family stress. It also allows for the strengthening of formal and informal networks of social support for the family and can help reduce elements of social exclusion. At the community level, it also plays an important role by promoting the articulation between services and bringing them closer to the target population, increasing quality and making resources more cost effective. Finally, it promotes social inclusion, because the different partners are focused on problem-solving.

¹ FRANCO et al (2017) *A National Early Intervention System as a Strategy to Promote Inclusion and Academic Achievement in Portugal*. Available in: <https://www.frontiersin.org/articles/10.3389/fpsyg.2017.01137/full>

Within this assignment, the companies are expected to assess the current services provided for children with disabilities and their parents, identifying gaps, strengths and opportunities in order to inform policy development. The assignment will also serve to document and analyze early intervention systems in other countries and propose a system for Turkey, as well as to develop a plan for its pilot implementation.

II. PURPOSE

The purpose of this assignment is to assess services provided to children with special needs and children with disabilities in Turkey, and to analyze the weaknesses and strengths of these services provided to children with disabilities and their families in the area of early identification and response. The assignment also aims at documenting and analyzing early intervention systems in other countries and, based on best practices and lessons learned, propose a system for Turkey, as well as at developing a plan for its pilot implementation. The key tasks to be undertaken under this assignment are as follows:

Task-1: Conduct a desk review to analyze examples of early intervention systems in other countries to better identify and understand best international practices

Task-2: Analyze the services available for children with special needs and children with disabilities to identify weaknesses, strengths and opportunities of the current system in Turkey

Task-3: Propose a system model and make recommendations for the establishment of a National Family Based Early Intervention for Turkey

Task-4: Develop a pilot implementation plan for the establishment of a National Family Based Early Intervention Programme in Turkey

III. SCOPE OF WORK, DELIVERABLES AND TENTATIVE WORK CALENDAR

The companies are expected to complete the following tasks and submit the relevant deliverables in line with the agreed work calendar:

Task-1: Conduct a desk review to analyze examples of early intervention systems in other countries to better understand the international practices:

- Comparative literature review of “Family Based Early Intervention Systems”, reporting on examples of best practices from at least 5 countries whose systems and contexts show commonality with the Turkish context.

The desk review should include, but not be limited to:

- International legal and policy framework;
- Detailed explanation on reasons for the selection of the countries as best practices, linking them with the Turkish country context and child protection system;
- Background information on the selected countries’ child protection, health, education, social services and social security systems with a focus on the identification and intervention programmes for children with disabilities and children with special needs;
- Overall information about the child protection systems and part of the systems targeting children with disabilities and children with special needs of the selected countries, including detailed information on national legal and policy frameworks, standard operating procedures, system flow, HR planning and resources, financial structure, operational cooperation and services model;
- If available, information on practices adopted to cover refugee and migrant children.

Task-2: Analyze the services available for the children with special needs and children with disabilities to identify weaknesses, strengths and opportunities of the current system in Turkey

- Conduct an assessment of services provided to children with special needs and children with disabilities in Turkey (including refugee children) and analyze the weaknesses, strengths and opportunities of the current system.
The assessment/analysis should include, but not be limited to, the items listed items under Task-1, as well as the following:
 - Legal and Policy Framework
 - Current legal and policy framework
 - Analysis of the current legal and policy framework; identification of its strengths, opportunities and weaknesses
 - Detailed information on services/ institutions under MoFLSS and MoNE that target children at ages 0-6, with special needs and children with disabilities, to the extent possible, including:
 - Type and number of existent services/institutions;
 - Geographical locations of the services/institutions;
 - Case management systems, service model, workflow;
 - Outreach capacity;
 - Forms- tools used by different service providers
 - Current caseload (number and case types);
 - HR;
 - Coordination and referral pathways across different service providers;
 - The role of the family in the system;
 - Monitoring and evaluation of the services;
 - Available resources, budget allocation.
 - Detailed analysis of the strengths and opportunities and gaps in the existent services including capacity of non-governmental institutions
 - Analysis of available current services (under MoFLSS and MoNE) of migrant and refugee children with special needs and with disabilities in Turkey:
 - Brief Analysis of the service availability and capacity in protection, care, health and education fields,
 - Brief Analysis of current case load of migrant and refugee children with special needs and with disabilities

Task-3: Propose a system model and make recommendations for the establishment of a National Family Based Early Intervention for Turkey:

- Outline and propose a Family Based Early Intervention system model to be established within the Turkish child protection system.
The model should include, but not limited to:
 - Legal and Policy Framework
 - Proposals to strengthen legal and policy framework
 - Legal and policy requirements to establish the proposed National Family Based Early Intervention System
 - Proposed Model for a National Family Based Early Intervention System
Structure of the Model, including:

- Involved actors, respective roles and responsibilities
- Case management systems, workflow;
- Outreach capacity;
- Forms- tools;
- HR;
- Coordination and referral pathways across different actors;
- Monitoring and evaluation.
- Cost analysis
- Recommendations for the coverage of migrant and refugee children with special needs and children with disabilities in Turkey

Task-4: Develop a pilot implementation plan for the establishment of a National Family Based Early Intervention Programme in Turkey*:

- Develop a phased implementation plan for the piloting of the model proposed under Task 3, including:
 - Proposed Implementation Modality
 - Objectives
 - Locations (including selection criteria used)
 - Beneficiaries to be reached (including selection criteria used)
 - Involved actors, respective roles and responsibilities
 - Activities (including required legislative changes- proposals if any) and respective detailed timeline
 - Resources needed
 - Budget (estimations- list of needed lines)
 - HR
 - Capacity building
 - Training programmes
 - Other
 - Monitoring and assessment framework
 - Children’s participation into the process
 - Community Engagement Plan
 - Risk and mitigation plan

**This task includes only the design of the plan without the implementation of the developed plan.*

TABLE 1. TENTATIVE WORKLOAD FOR DELIVERABLES

#	TASKS	DELIVERABLES	WORKLOAD
Task-1: Conduct a desk review to analyze examples of early intervention systems in other countries to better understand the international practices			
1	Comparative literature review of “Family Based Early Intervention Systems”, reporting on examples of best practices from at least 5 countries whose systems and contexts show commonality with the Turkish context.	Inception report, Final Desk Review	25 calendar days
Task-2: Analyze the services available for the children with special needs and children with disabilities to identify weaknesses, strengths and opportunities of the current system in Turkey			

2	Conduct and assessment of services provided to children with special needs and children with disabilities in Turkey (including refugee children) and analyze the weaknesses, strengths and opportunities of the current system.	Final Desk Review	20 calendar days
Task-3: Propose a system model and make recommendations for the establishment of a National Family Based Early Intervention for Turkey			
3	Outline and propose a Family Based Early Intervention system model to be established within the Turkish child protection system	Document on System Model	20 calendar days
Task-4: Develop a pilot implementation plan for the establishment of a National Family Based Early Intervention Programme in Turkey			
4	Develop a phased implementation plan for the piloting of the model proposed under Task 3	Implementation plan	15 calendar days
TOTAL WORK-LOAD			80 calendar days

* The project program activities will be followed by UNICEF Turkey Country Office and feedback will be supplied to the experts at all stages of the process. Furthermore, the experts will be expected to work with other UNICEF experts/researchers assuming the role of proofreading, language redaction, document graphic design, etc., to finalize the project documents.

TABLE 2. EXPECTED EXPERT WORKLOAD DISTRIBUTION

Task	1	2	3	4	TOTAL Person/Days
Expert 1	X	X	X	X	proposal
Expert 2	X	X	X		proposal
Expert 3		X	X	X	proposal
Expert 4			X	X	
TOTAL				X	person/days

* Please see the titles and required qualifications for the experts below.

- Expert 1: Team Leader/Coordinator
- Expert 2: Thematic Expert
- Expert 3: Thematic Expert
- Expert 4: Thematic Expert

TABLE 3. TENTATIVE WORK CALENDAR

TASKS	APR 2021	MAY 2021	JUN 2021	JUL 2021
1	■	■		
2		■	■	
3			■	■
4				■

** Please note that this is a tentative work calendar, based on planning with governmental and non-governmental counterparts. The time frame may vary accordingly.*

IV. LOCATION

Home based

V. SUPERVISOR

Child Protection Officer, UNICEF Turkey Country Office

VI. PAYMENT SCHEDULE, DURATION AND RESERVATIONS

Duration: Assignment will cover 80 expert days and payments will be affected upon the delivery of outputs. In case of any unexpected delay in the estimated time frame (approval process, force majeure etc.) the duration of the assignment might be extended subject to the same conditions and mutual will of the parties.

Estimated Cost of Consultancy: Bidders shall present a detailed financial proposal that elaborates on daily costs on the basis of the below mentioned programme and deliverables, including a total sum demanded.

Payment schedule: The Contract will be issued in Turkish Lira.

Bidders are required to specify their daily rates, 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 in TL.

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 consultancy company should comply with the ethics and visibility rules of UNICEF while preparing the documents, implementing the activities and particularly seeking and incorporating the opinions of children in the process. While writing reports terminology, ethical rules and publication and citation guidelines of UNICEF should be followed. Necessary guidelines will be provided by UNICEF.

All documents to be produced shall respect gender equality and be in line with the UN Convention on the Rights of the Child and other human rights instruments. Additionally, the consultancy companies are also expected to take full account of the principles stated in the General Comment No. 2 of UNCRC during their terms of office.

The intellectual property rights of all documents and related materials shall separately appertain to UNICEF and the documents and materials should not be used by a consultancy company and/ or a third party with another purpose. To use the documents and materials by giving reference will be object to the written permission of the parties.

In the light of these principles, bidders are expected to submit their financial proposals to UNICEF in compliance with the format attached to this ToR.

As a part of the tender process, the institutional consultancy companies will be invited to a pre-bid meeting.

Technical and financial proposals should be submitted in separate folders. After the technical evaluation, the financial proposals of qualified bidders will be evaluated. The technical evaluation will be completed based on the attached evaluation criteria form.

VII. SUBMISSIONS

A consultancy company is required for the above listed tasks.

As part of the submission package, please complete and submit the technical and financial proposals as they are described in the advertisement. Technical proposals should be written in English and submitted in the following format in a submission portfolio:

1. Cover Page
2. Table of Contents
3. List of Tables and Figures
4. Abbreviations Used
5. Introduction
6. Background
7. Work Plan
 - Proposed Approach and Methodology for Each Task Outlined in the ToR
 - Tentative Work Schedule
 - Success Indicators
 - Associated Risks & Back-up Plan
8. Qualifications of the Experts
 - CVs of the proposed experts
 - Relevant education and professional experience of the proposed experts
9. Bibliography
10. Appendices
 - Short descriptions of the relevant work (ongoing and/or completed)
 - Professional references of the experts/researchers
11. Financial Proposals (along with fee per expert/researcher and workload distribution for each expert/researcher)
 - *must be submitted in a separate sealed envelope*
 - **please use the standard format provided*

PROFESSIONAL QUALIFICATIONS:

The consultancy company should be comprised of relevant specialists with the necessary skills to achieve the targets of these terms of reference. While assigning the specialists, it should be kept in mind that the assignments as mentioned above require multidisciplinary approaches. The minimum criteria for assignment shall be as follows:

The consultancy company must prove that they hold the following qualifications:

- 1) Experience on working with international organizations and government institutions

- 2) Previous professional experience in analyzing data and social services
- 3) Knowledge and experience in conducting literature reviews and analyzing country data in multisectoral topics
- 4) Experience in collaboration and coordination with academia
- 5) Ability to ensure high standards of project outputs in both English and Turkish.

Qualifications of the Experts

General Qualifications:

- 1) Awareness about human rights and the rights of the child, different cultures, local traditions, religious beliefs and practices, personal interaction, gender, disability, age and ethnic origins,
- 2) Skilled in analyzing, organization and human relations
- 3) Ability to work closely with the national and international actors within the framework of TOR, and ability to facilitate the coordination of a process
- 4) Computer literacy in Microsoft Programmes.

Specific Qualifications:

Expert 1-Head of Team

In addition to general qualifications:

- 1) At least 5 years of relevant professional project management experience
- 2) Specialized knowledge on social system analysis, development of alternative system models, coordination and working with governmental authorities
- 3) Relevant professional experience in the area of early intervention/early childhood rehabilitation/ special education, children with disabilities
- 4) Experience in report writing both in English and Turkish
- 5) Good command of written and spoken English

Expert 2 & 3

In addition to general qualifications:

- 1) At least 5 years of relevant professional experience in the areas of early intervention/early childhood rehabilitation/ special education, children with disabilities
- 2) Specialized knowledge of early childhood development and children with disabilities and multidisciplinary approach to the issues
- 3) Experience in working with disadvantaged groups, and child protection professional and academic experience on analyzing social services and development of models
- 4) Ability to conduct analysis and develop alternative system models particularly for children with disabilities and disadvantaged groups, Experience in family-based child protection systems
- 5) Familiarity with international standards and practices, including around Social Services and Child Protection systems issues
- 6) Good command of written and spoken English is preferred

Expert 4

In addition to general qualifications:

- 1) At least 5 years of relevant professional experience in the data and financial analysis, financial system analysis of countries
- 2) Professional or academic experience in data analysis and/or financial analysis
- 3) Excellent knowledge of analyzing social services and development of models
- 4) Experience in national and international projects on social services and/or any other relevant areas of social science
- 5) Good command of written and spoken English

** A workload distribution schedule that outlines the roles and responsibilities of each team member as related to the tasks and outputs should be submitted with the technical proposal.*

*** Person/day cost distribution table for each member, in line with the proposed workload distribution, should be submitted with the financial proposal.*

VIII. CRITERIA FOR JUDGING THE PROPOSALS

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.

Item	Technical Evaluation Criteria	Max. Points Obtainable
1.	Organizational Capacity and Quality Control	15
1.1.	Credential of the organization in terms of reliability, experience and capacity	15
1.1.1	Profile of the institution in relation to staffing and personnel management/ supervisory & effective system in place, staff experienced and knowledge relevant to the area	10
1.1.2	A brief introduction and overview of the assignment showing knowledge and understanding of the programme.	5
2.	Adequacy of the proposed work plan & approach	45
2.1.	Approach	20
2.1.1.	Scope of proposed methodology including working tools/models/techniques/approaches/principles to be applied for (i) strengthening, delivering, supervising and monitoring (ii) supporting the overall implementation of the programme and (iii) developing strategy documents (This should be consistent with the tasks detailed in the TOR under section 3).	10
2.1.2.	Proposed quality control mechanism for oversight and supervision.	5
2.1.3.	Risk management & flexibility of proposal in context of possible needs to make changes regarding time, duration, location and kind of activities.	5
2.2.	Planning & Schedule:	25
2.2.1.	Service Efficiency/appropriateness of the implementation team: Proposed adequate and right staff combination in relation to the respective expected outputs of the assignment (see TOR under Section 3 and qualification of the team members under section 7).	20
2.2.2.	Quality of proposed supervision and implementation plan with timetable and key possible indicators i.e. how the agency will undertake each task listed in the TOR under section 3 for timely completion of the assignment with quality output and client's satisfaction.	5
3.	Expertise of the organization	10
3.1.	Demonstrable experience in developing strategy documents and reports.	5
3.2.	Demonstrable experience and competency in working with large stakeholder group (UN, international development organizations, government departments, NGOs, etc.) in relation to similar scope and complexity of this assignment.	5
	TOTAL TECHNICAL SCORES	70

An offer is considered technically acceptable (and therefore eligible for opening of financial offers), when it obtains 70 Points out of 100 during the course of the technical evaluation. The final selection of the contractor will be based on a combination of the technical and financial proposals with a weighting

of 70% for the technical proposal and 30% for the financial proposal. In the case of cumulative analysis, the proposals scoring below 70% of the available technical points will be considered non-compliant and will be rejected and not further considered (e.g. in the case of 70:30, the passing score is 49 points out of 70).
