

TERMS OF REFERENCE

Institutional or individual contract for UNICEF Viet Nam Country Office

Title	Technical assistance for strengthening child protection social service workforce, including development of the national competencies, policies and guidelines; and development and delivery of training programmes on specialized child protection interventions (advanced training) for managers and frontline workers in the social welfare, health and education sectors.
Purpose	The consultancy aims to improve the capacity of the social welfare, health and education sectors to provide child protection services.
Location	Home-based and in Vietnam
Duration	May 2023 – April 2024
Start Date	Tentatively end May 2023
Reporting to	Chief of Child Protection

1. Background

Violence against children is widespread affecting millions of children and adolescents in Viet Nam. It is exacerbated by the social norms and behaviours that undermine children’s and adolescents’ safety and protection. Official figures¹ record, between 01/01/2015 and 30/6/2019, there were 8,709 children subject to abuse, involving 7,037 females, accounting for eighty per cent; and 75 percent being child sexual abuse. However, this only captures the tip of the iceberg of what is in fact a much more widespread phenomenon, with cases often underreported and therefore under-investigated. According to the second National Survey on Gender-Based Violence², 4.4% of women experience sexual violence in Viet Nam before the age of 15. 72.4% of children from 1-14 years old in Viet Nam report experiencing violent discipline at home, with cases of serious injuries reported to be at 1.6%³. Though ban in school setting, corporal punishment is also widespread in schools, with over half of children in Viet Nam below 8 years old reporting witnessing teachers who resort to corporal punishment. Online violence has also become more and more prevalent with 1% internet-users aged 12–17 in Viet Nam being victims of online sexual exploitation and abuse. Child labor remains the most traditional and widespread form of exploitation in Viet Nam with around 5.4 % of children aged 5-17 years considered child laborers, of which half perform work in hazardous conditions.

Viet Nam has demonstrated its strong commitment to address child abuse, violence, and exploitation (VAC). The Government has exerted serious efforts to improve the legal and policy framework on child protection. The Child Law (2016) promulgates principles, roles and responsibilities of government and stakeholders for child protection. It also defines three levels of child protection services, including prevention, early intervention and tertiary services. In addition, the National Programme on Development of Social Work Profession, 2021-2030, has contributed to the improvement of social welfare services system for vulnerable people and children. The national plan on prevention and control of child abuse and violence, 2020-2025 includes concrete targets to improve the capacity of the workforce on child protection.

¹ Vietnamese government report number 217, 2020, to the National Assembly

² Journey of Change: General Statistics Office, Ministry of Labour, Invalids and Social Affairs (MOLISA) and UNFPA

³ General Statistics Office and UNICEF. 2021. Survey measuring Viet Nam Sustainable Development Goal indicators on Children and Women 2020-2021, Survey Findings Report. Ha Noi, Viet Nam: General Statistics Office

The Child Law and national programme on social work development have created important opportunities for Viet Nam to develop prevention and response services for children and strengthen child protection system. However, the provision of child protection services still relies largely on untrained staff, para-professional workers, and volunteers rather than trained and paid professionals. There is a lack of a network of designated and qualified social workers at the local level. In addition, the recent government's policy on reduction of public payrolls has created more challenges to the development of social service workforce for child protection. The health sector is the most developed in term of social work services with social work units having been established at almost all central and provincial hospitals. However, their technical capacity is very limited in providing quality social work and child protection services. In the education sector, there is no full-time staff in charge of providing counselling and child protection services for children in the school system.

Against this background, UNICEF is supporting the government to strengthen the social service workforce in the welfare, health, and education sectors. In 2019, UNICEF supported Ministry of Labor-Invalid and Social Affairs (MOLISA) to assess the existing roles, responsibilities, and training needs of social service workforces within social welfare, health and education sectors through the review of laws, policies, reports, and existing training curricula, and conducting consultations and meetings with relevant counterparts at national level and local level. Based on the results of the assessment, during 2020 and 2021, UNICEF supported the development and roll-out of the in-service training programmes on foundational child protection knowledge and skills for key trainers and frontline workers in the social welfare, health, and education sectors.

To address the needs of children to have special child protection services, especially for children victims of abuse and violence, exploited and trafficked children, UNICEF will support the Ministry of Labor-Invalid and Social Affairs (MOLISA), Ministry of Education and training (MOET), Ministry of Health (MOH), Viet Nam Women Union (VWU), Viet Nam Youth Union (VYU) and leading universities in social work in Viet Nam to strengthen their capacity to provide child protection services in these sectors via development of the competencies for various staff positions related to child protection, policies and training programmes on specialized child protection interventions including response to abused children, exploited and trafficked children.

2. Justification

MOLISA, MOET, MOH, and other counterparts highly appreciated the technical assistance provided by UNICEF for the development and rolling out of the multi-step training programmes on foundational child protection knowledge and skills. There is a lack of national experts who have the relevant knowledge and expertise in providing technical support for developing the competences, child protection policies, and training programmes on specialized child protection interventions to strengthen capacity of child protection services delivery in the key sectors of MOLISA, MOET, MOH, the VWU, VYU and universities. They have also recognized that they do not have the relevant expertise to do the work and requested technical assistance from UNICEF. It is therefore necessary to engage **an international institution or individual consultant(s)** to assist UNICEF, MOLISA, MOET, MOH, VWU, VYU and universities to do this work.

3. Objectives

The consultancy aims to provide technical assistance to MOLISA, MOET, MOH, VWU, VYU and selected universities to improve the national policies and strengthen institutional capacity in providing specialized child protection services to respond to abuse, violence and exploitation of children.

Specific objectives are:

1. To develop training packages on specialized (advanced) child protection interventions for managers and frontline workers to improve the delivery of child protection services by MOLISA, MOET, MOH, VWU and VYU.
2. To develop national professional child protection standards, policies, and guidelines on competencies to strengthen the social service workforce in social welfare, health, and education sectors.

4. Duration and venue

Identified tasks will be implemented in 11.5 months, from end May 2023 tentatively to end April 2024. The consultancy will be **home-based with occasional travels to Viet Nam** to deliver on-site capacity building activities or attending workshops.

5. Tasks

The international institution/consultant will work closely with UNICEF, MOLISA, MOET, MOH, VWU, VYU and selected universities to implement the following tasks:

Task 1: To review and provide technical support to the standardization of the in-service training programme on foundational child protection knowledge and skills for managers and frontline workers (home-based).

Task 2: To develop two multi-module training packages on specialized (advanced) child protection for social welfare (including VWU, VYU), health sector and one package on child protection in school (home-based).

Task 3: To deliver TOT trainings for key officers and national trainers within the social welfare sector, including VWU and VYU (in Viet Nam)

Task 4: To deliver TOT trainings for key officers and national trainers within the education sector (in Viet Nam)

Task 5: To deliver TOT trainings for key officers and national trainers within the health sector (in Viet Nam)

Task 6: To support the development of the training curriculum and syllabus of specialized child protection courses as part of the Bachelor/Master programmes for key universities, including Ha Noi University of Education, University of Labour and Social Affairs, Viet Nam Youth Academy, University of Public Health (home-based).

Task 7: To develop child protection professional standards, policies, and guidelines on competencies of child protection managers and frontline workers in the sectors of MOLISA, MOET, MOH, VWU, VYU (home-based and in Viet Nam)

Task 8: To provide technical assistance and act as resource person in relevant workshops/meetings on strengthening the child protection social service workforce (home-based and in Viet Nam)

6. Deliverables and timelines

Task	Deliverables	Estimate no. of working days	Tentative Timeline
1.	- To review and provide technical support to the standardization of the in-service training programme on foundational child protection knowledge and skills for managers and frontline workers (home-based)	10	June 2023
2.	- To develop two multi-module training packages on specialized (advanced) child protection for social welfare (including VWU, VYU), health sector and one package on child protection in school (home-based)	40	June-August 2023
3.	- To deliver 04 TOT training courses for key officers and national trainers within the social welfare sector, including VWU and VYU (in Viet Nam)	16	July - Dec 2023
4.	- To deliver 02 TOT training courses for key officers and national trainers within the education sector (in Viet Nam)	8	Sep - Dec 2023
5.	- To deliver 02 TOT training courses for key officers and national trainers within the health sector (in Viet Nam)	8	Sep 2023 – Mar 2024
6.	- To support the development of the training curriculum and syllabus of specialized child protection courses as part of the Bachelor/Master programmes for key universities, including Ha Noi University of Education, University of Labour and Social Affairs, Viet Nam Youth Academy, University of Public Health (home-based)	20	June 2023– Mar 2024
7.	- To develop child protection professional standards, policies, and guidelines on competencies of child protection managers and frontline workers in the sectors of MOLISA, MOET, MOH, VWU, VYU (home-based and in Viet Nam)	15	June 2023– Mar 2024
8.	- To provide technical assistance and act as resource person in relevant workshops/meetings on strengthening the child protection social service workforce (home-based and in Viet Nam)	15	June 2023– Mar 2024
	TOTAL	132 days	

7. Management

The international institution/consultant(s) will be supervised by the Chief of Child Protection in UNICEF, who is responsible for providing overall technical guidance and approving intermediate and final products. The concerned Child Protection Specialist/officers will be responsible to liaise with the international institution/consultant, facilitate the communications between the institution/consultant and stakeholders, providing technical input and day-to-day support. The UNICEF Child Protection section will support MOLISA in the organization of relevant technical meetings, training, and workshops. UNICEF Child Protection section will also provide support in ensuring the translation of documents, deliverables, and interpretation during country-based activities.

8. Qualification

This assignment is open for both **international institutions and individual consultants**.

For institutional bidders:

- A reputable organization/institution with demonstrated experience in child rights and child protection.

The Lead expert should have:

- Advanced Degree in related fields including social work, child rights, child protection, public administration;
- At least 10 years professional experience in the area of social work, child protection, and human services;
- Excellent knowledge on and understanding of the area of child social welfare and protection workforces and services, with international standards and best practice;
- Knowledge of child protection and social work development in Viet Nam is desirable;
- Very good research skills and training skills in the areas of social work, child protection, social sciences and human services;
- Experience in working with Governments and previous experience working in Viet Nam is an advantage;
- Fluent in English and excellent report writing, presentation and communication skills;
- Work experience with UNICEF or another UN agency is preferred.

For individual bidders:

The Individual Consultant should have:

- Advanced Degree in related fields including social work, child rights, child protection, public administration;
- At least 10 years professional experience in the area of social work, child protection, and human services;
- Excellent knowledge on and understanding of the area of child social welfare and protection workforces and services, with international standards and best practice;
- Knowledge of child protection and social work development in Viet Nam is desirable;
- Very good research skills and training skills in the areas of social work, child protection, social sciences and human services;
- Experience in working with Governments and previous experience working in Viet Nam is an advantage;

- Fluent in English and excellent report writing, presentation and communication skills;
- Work experience with UNICEF or another UN agency is preferred.

In case the individual consultant finds it necessary to mobilize additional manpower to carry out this assignment, he/she is deemed as the Lead Consultant. The lead consultant shall be solely responsible for identifying and recruiting the team members, including support for quality assurance of deliverables.

9. Payment Schedule

Payment for the assignment will be made based on achievement of the following deliverables based on the schedule below:

Payments	No of days (Estimated)	Deliverables
1 st payment	30 days	<ul style="list-style-type: none"> - Standardized in-service training programme on foundational child protection (Task 1: 10 days) - Training packages on specialized child protection for social welfare (Task 2: 20 days)
	Lump sum of travel (1 st trip to VN) and DSA	
2 nd payment	32 days	<ul style="list-style-type: none"> - Training packages on specialized child protection for health and education sector (Task 2: 20 days) - Delivery of 01 TOT training courses social welfare sector (Task 3: 4 days) - Delivery of 01 TOT training course for education sector (Task 4: 4 days) - Delivery of 01 TOT training course for health sector (Task 5: 4 days)
	Lump sum of travel (1 st trip to VN) and DSA	
3 rd payment	32 days	<ul style="list-style-type: none"> - Delivery of 01 TOT training courses social welfare sector (Task 3: 4 days) - Delivery of 01 TOT training course for education sector (Task 4: 4 days) - Delivery of 01 TOT training course for health sector (Task 5: 4 days) - Inputs to training curriculum and syllabus of specialized child protection courses as part of the Bachelor/Master programmes for key universities, including Ha Noi University of Education, University of Labour and Social Affairs, Viet Nam Youth Academy, University of Public Health (Task 6: 20 days)
	Lump sum of travel (2 nd trip to VN) and DSA	

4 th payment	38 days	<ul style="list-style-type: none"> - Delivery of 02 TOT training courses for social welfare sector (Task 3: 8 days) - Inputs to child protection professional standards, policies, and guidelines on competencies of child protection managers and frontline workers in the sectors of MOLISA, MOET, MOH, VWU, VYU (Task 7: 15 days) - Technical assistance in relevant workshops/ meetings on strengthening the child protection social service workforce (Task 8: 15 days)
	Lump sum of travel (3 rd trip to VN) and DSA	
Total		

The Company or Individuals (possibly the Lead Consultant in case of consultant team) shall be responsible for all expenses incurred throughout the term of this assignment, including, but not limited to, international travel to Viet Nam, domestic travel within Viet Nam and accommodation (if any).

10. Performance indicators for evaluation

For evaluation and selection method, the Cumulative Analysis Method (weighted scoring evaluation approach) shall be used for evaluation with the below split between technical and financial scores:

- Technical Qualification: 70
- Financial Proposal: 30

First, the Technical Proposals will be evaluated. Technical Proposals receiving 70% of obtainable points or higher, will be considered technically responsive and the Price Proposal will be opened. Proposals which are considered not technically compliant and non-responsive, will not be given further consideration.

Item	Technical Evaluation Criteria	Max Obtainable Scores
1	Overall Response <ul style="list-style-type: none"> • The understanding of the assignment and the alignment of the proposal submitted with the ToR 	20
1.1	Completeness of response	10
1.2	Overall concord between TOR/needs and proposal	10
2	<ul style="list-style-type: none"> • Organization and Key Personnel 	40
2.1	Range and depth of <u>organizational or personal</u> experience with similar projects in specialized child protection, social service workforce strengthening, with demonstrated capacity in development and delivery of training programs, policy advice and reform	30

2.2	Experience working with government agencies in social welfare, education, and health sector and good understanding of child protection context in Vietnam	10
3	<ul style="list-style-type: none"> Proposed Methodology and Approach 	10
3.1	Work plan showing methodology, detail methods, project implementation strategies. All are in line with the project's framework.	5
3.2	Project management, monitoring and quality assurance process	5
<ul style="list-style-type: none"> Total Technical Score 		70
<ul style="list-style-type: none"> Total Financial Score 		30
<ul style="list-style-type: none"> SUMMARY OF TECHNICAL & FINANCIAL SCORE 		100

*Minimum technical score: 70% of 70 points = 49 points

Financial Evaluation: Only those financial proposals for bidders which have been technically accepted according to the above criteria will be opened. The Financial proposal will be weighted based on the clarity and appropriateness.

The Contract shall be awarded to applicant achieving the highest combined technical and financial scores.

9. Submission of Proposals

Interested candidates are kindly requested to submit the following documents:

1. Letter of Interest (cover letter);
2. A brief profile of the institution with relevant experience and track records, including Business Registration Certificate;
3. A technical proposal describing how the assignment will be carried out;
4. A financial proposal for all-inclusive detailed costs involved. *All prices/rates quoted must be in US Dollars and exclusive of all taxes as UNICEF is a tax-exempted organization.*
5. Curriculum Vitae of the team members.

All Proposals must be signed and stamped by the Proposers and submitted in pdf. format by email to procurementvn@unicef.org.

Women-owned companies are encouraged to bid. Preference will be given to equally technically qualified women-owned companies.