

## ToR-IST-2021-0142

# Consultancy for Turkish Adaptation of Interactive Computer/ App-based Training on Child Development and Mental Health and Psychosocial Well Being (MHPSS)

### I. Background

Save the Children (SC) works to ensure that every child survives, learns and is protected. We believe that every girl and boy has the right to thrive and develop to their fullest potential, where they can learn, play, be healthy active citizens and be protected from any type of violence, such as economic exploitation and harmful work – including Worst Forms of Child Labour (WFCL).

In emergency contexts, SC often has only limited access to populations in need as access becomes more difficult in fragile states and states in transition. In such settings – and in remote and high risk areas in particular as well as during the Covid-19 measures – SC often works through local partner organizations, to deliver programming aimed to ensure the protection, healthy development wellbeing of children and youth. Many partners, however, have source and capacity constraints that prevent them from reaching their potential to help communities in need. Based on its experience of working in humanitarian crisis, it is SC's firm belief that with appropriate capacity support and ongoing mentoring, partners can provide effective and sustainable assistance to vulnerable communities caught in humanitarian crisis, such as conflict.

Partners of SC involved in child protection and psychosocial programming inside Turkey have requested more knowledge and skills regarding how to best meet children's needs for mental health and psychosocial support (PSS), informed by their situation and stage of development. New advances in research on brain development show the long-term risks when a child experiences strong, frequent, and/or prolonged adversity, linked to violence or other distressful events within the family or the community. This highlights the importance of increased focus on how to best promote healthy child development and psychosocial wellbeing – not just within the Child Protection and Education interventions but also across all sectors involved in the humanitarian response in Turkey. However, few of the local field staff and volunteers are able to come to SC trainings because of the security situation and Covid-19 measures and alternative ways have to be sought to ensure adequate skills and capacities among partners involved in PSS programming for children. In response to the developments due to COVID-19, Regional Refugee Resilience Plan(3RP) also points out the importance of developing *online training and mentoring tools* for both individual beneficiaries of technical training and businesses benefitting from business development services.<sup>1</sup> For staff and volunteers outside the sector of Child Protection and Education, training for in child development is often not seen as a main priority and hence reaching out to those staff and volunteers is also of significant importance.

To respond to the needs of children inside Turkey, SCI Turkey is planning to adopt an interactive, fun and easy-to-use computer/app based training, focused on Child Development and Mental Health and psychosocial support (MHPSS). The training use as its foundation global standards and recommendations for how to deliver MHPSS trainings to staff and volunteers, and in evidence-based theories on adult learning. This initiative form part of a broader and longer-term capacity building initiative for Turkish partners to implement quality and needs-based humanitarian programming.

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<sup>1</sup> 3RP Partner Support to Turkey's Response to COVID-19, UNHCR, May 2021.

## II. Statement of Purpose

SC is seeking skilled consultancy firm (“Applicant”) for Turkish Adaptation of Interactive Computer/ App-Based Training on Child Development and Mental Health and Psychosocial Well Being (MHPSS) that targets staff and volunteers directly involved in CP and MHPSS programming with children and their families to enhance their awareness and skills to deliver quality MHPSS interventions with the development of the child as a main guiding principle and based on internationally agreed standards. The interactive content (including methods) and visualization (graphical design) are ready; and the applicant is expected to conduct digitalization of the training (transferring the content into a software i.e. e-learning platform).

## III. Purpose of the consultancy

The purpose of this consultancy is to adopt and digitalize the online Child Development and Mental Health and Psychosocial Well Being (MHPSS) training, which has an interactive, and youth friendly content and visuals.

- **Audience for the CD&MHPSS training:** The primary audience is staff and volunteers directly involved in CP and MHPSS programming with children and their families to enhance their awareness and skills to deliver quality MHPSS interventions with the development of the child as a main guiding principle and based on internationally agreed standards. A secondary staff and volunteers from other sectors involved in a humanitarian response to increase their awareness and skills about why child development is important to them and how they can apply a psychosocial lens to their work.

## IV. Definition of Services

The service is *adaptation of the content of CD&MHPSS training* that aims to (i) complement remote efforts in partner (including governmental agencies) capacity building, (ii) constitute a capacity building tool for staff and volunteers to refresh their skills and knowledge after having participated in training and, (iii) constitute a tool for a trainer to use when conducting face-to-face capacity-building sessions for partners in the field of Child Development and PSS (primarily the computer-based version). *The content of modules will be in Turkish.*

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### Details of Services

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<i>Registration and Login Screen</i>	<p>The ones interested in taking the training should be able to register themselves. During registration below data should be collected:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• E-mail address</li> <li>• User name</li> <li>• Gender</li> <li>• Education level</li> <li>• City of residence</li> <li>• Reason for taking the course</li> <li>• Phone number (optional)</li> </ul>
<i>Course tracking</i>	<p>When a user enters the training, they should be able to see the modules they have completed, where they left off last time, and they should be able to continue there. Modules only</p>

	open if previous ones have been completed with a certain score (online and offline versions).
<i>Modules</i>	<ul style="list-style-type: none"> <li>• The training package focused on child development and psychosocial support will consist of approximately eight modules             <ol style="list-style-type: none"> <li>1) Child and youth development</li> <li>2) Mental health and psychosocial support (foundational)</li> <li>3) Mental health and psychosocial support (programmatic aspects)</li> <li>4) Working with children in a Fun, Safe and Inclusive way</li> <li>5) Psychological First Aid</li> <li>6) Dealing with traumatic responses in children</li> <li>7) Parents and Caregiver’s psychosocial well-being</li> <li>8) The wellbeing of staff and volunteers</li> </ol> </li> <li>• The order in which the modules will be developed will be agreed upon with the Supplier, as they may not necessarily follow the above order. In the future, the training may be expanded with further modules focused on different areas within the field of child protection.</li> <li>• Each module should take about 45-60 minutes to complete for a typical individual user. The training should be possible to do individually or in groups (NB. If done in groups, the time for each module is likely to take longer). The application should also be possible to use as a tool for a trainer when doing face-to-face trainings.</li> </ul>
<i>Gamification</i>	<p>The training should include opportunities for the learner to write their own answers and compare with theory, as well as providing the opportunity to reflect individually or discuss in group (if training is done in group).</p> <p>Two animated characters (male and female) may be used to lead the user through the training and “pop up” to ask or answer questions throughout the different levels.</p> <p>Case studies will serve as references throughout the entire learning to cross check understanding of the information and ensure a ‘practical’ approach to the learning. For example, the case study may be returned to on a regular basis, and the learner asked to reflect and provide answers to specific questions/exercises before moving to the next section.</p>
<i>Training Certificate</i>	When a user completes all modules, there will receive completion certificate including their name, date, expiry date and send it to the user’s e-mail (in the online version, the certificate should be issued upon completion of a survey capturing statistics and evaluation data) which they can download anytime. The certificate will remain in their profile page and they can reach it anytime they want.
<i>Profile Page</i>	<p>Each user will have a personalized profile page including below data:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Modules they have completed</li> <li>• The module they are working on.</li> </ul>

	<ul style="list-style-type: none"> <li>The completion certificate (if they completed all the modules)</li> </ul> <p>Profile picture (optional)</p>
<i>Automatic e-mails</i>	<p>The users who started a module and did not enter training for 7 days will receive a kind reminder e-mail.</p> <p>After completion of the training an e-mail on evaluation survey will be sent, automatically.</p> <p>After completing the training, a mini report will be sent as an e-mail. The report will include:</p> <ul style="list-style-type: none"> <li>The time spent for the training</li> <li>The points collected</li> <li>The completion certificate</li> <li>If a user would like to communicate with us, an automatic e-mail should be sent to the project team.</li> </ul>
<i>Data collection/M&amp;E</i>	<p>Below data should be collected and available for the admin:</p> <ul style="list-style-type: none"> <li>How many users registered for the training?</li> <li>How many users completed the training?</li> <li>The time users spent for each module/ all modules</li> <li>Which modules are repeated the most</li> <li>Which modules are repeated the least</li> </ul> <p>In addition,</p> <ul style="list-style-type: none"> <li>In the end of each <i>chapter</i>, there should be mechanism to measure the user's learning of the content (e.g. by completing a number of multiple-choice questions).</li> <li>At the end of each <i>module</i>, there should be a mechanism to verify the user's learning of the content. <i>Certain modules will require a certain level of scoring of previous modules, before they are available to the user.</i></li> <li>If the user has completed all modules, there is a mechanism to verify the user's learning of the content, and a certificate of completion is granted. The certificate should display the date for when the training was completed, and an 'expiry date' after 2 years when the learner is encouraged to reobtained the training.</li> <li>The user should also be directed to a mechanism to capture statistics about him or her, and evaluation feedback to the training.</li> </ul>
<i>Responsive interface</i>	<ul style="list-style-type: none"> <li><b>WEB base should be compatible with all types of devices (smart phones, PCs, tablets etc).</b></li> </ul>
<i>User experience (UX)</i>	<p>It will be interesting, interactive and youth friendly. The training to be used online and offline on both computer and on smart phone devices/tabs (Android devices.)</p> <p>The training with consideration to size, so that it is possible to download even in context with low-quality internet. It should also be</p>

	<p>possible to transfer via Bluetooth, and possible to fit all modules on a USB stick.</p> <p>There should be a mechanism built into both online and offline versions, to keep record of where the user can be tracked and bookmark the progress, so when the user opens the training it will resume him/her to where it was closed earlier.</p> <p>The training in a way that enables the user to continue doing the training without an internet connection after having downloaded it (only to download of the application will need internet connection).</p> <p>The training in a way that facilitates both a possibility to do the training individually or in group. The application should also be conducive to be used as a tool for a trainer when doing face-to-face trainings (primarily the computer-based version).</p>
<i>Consultancy</i>	The firm will provide technical support for <b>2 months</b> after submitting the product.
<i>Domain</i>	Domain will be purchased by Firm (till 31 Oct 2021, end of project)
<i>Hosting</i>	Hosting will be purchased by Firm (till 31 Oct 2021, end of project)
<i>E-learning platform</i>	The firm is expected to use an existing e-learning platform Moodle which is Compatible with SCI minimum Requirements.

## **V. Scope of Work**

### **a. The Overall Process**

The Applicant will undertake the following tasks in consultation with SC and its partner organizations:

- There will be weekly meetings conducted.
- Go through a briefing on Save the Children's Safeguarding Policy and Code of Conduct.
- Develop the digitalization/adaptation of Interactive Computer/ App-Based Training on Child Development and Mental Health and Psychosocial Well Being (CD&MHPSS) Training content using interactive tools and methods. There will be 8 modules in the training and the applicant is expected to submit the assignment in two parts (the content and graphics of the modules will be shared with the firm after signing the contract):
  - First submission: Detailed Workplan
  - Second submission: Development of Training- Finalization
- All deliverables will be subject to Save the Children's approval before payments can proceed. Payments will be done after SC's sign off final submission.
- The Applicant should work closely with Save the Children's technical team and partners while digitalizing the CD&MHPSS Training.
- The applicant *shall not have the copyright of the any content under this assignment.*

### **b. Duration of the consultancy and sample timetable**

The consultancy should start as soon as possible. A kick-off meeting should be organized in the 1<sup>st</sup> week. Overall, it is expected that the consultancy will take maximum of 7 weeks.

Testing feedback and adjustments period with possibility to do further adjustments until the completion of all modules is finalised.

Modifications to the wording of the training shall be kept to the minimum once the storyboard has been signed off. Due to the nature of the project and the creative aspects involved, some objects and animations might however be added or removed at a later time due to changes, performance adaptation and/or process elements.

To ensure the timely completion of the project, a detailed work plan will be established between SCI and the Supplier once the contract has been signed by both parties, with key milestones and mutual obligations clearly outlined. The Supplier will submit the actions to the SCI focal point, who will approve the deliverables and revert back to the Supplier within the agreed timelines.

### **c. Standards and Procedures**

The following standards should be mainstreamed throughout the assignment:

- Both content and format/layout of the training must comply with international standards for MHPSS programmes and global recommendations for how to deliver MHPSS trainings to staff (primarily the IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings), including:
  - Emotional safe
  - Inclusive and non-discriminatory
  - Gender-sensitive
  - Respectful and non-intrusive
  - Fun (variations and creative)
  - Do no harm
  - Centered around the best interest of the child

Teaching models should be selected based on evidence-based theories on adult learning. Hence, careful reflection should be put into what methods to use to convert the content to animations for the purpose of learning (linked to the simulation of motivation, analytical thinking, memory, etc.).

The training should also be compatible with the latest standards/versions of SCORM (Sharable Content Object Reference Model) and Learning Management Systems.

- Adherence by all staff to SC's Code of conduct, Child Safeguarding practices and confidentiality throughout the process.
- All data (hard and soft copy alike) should be safely stored and access should be limited to the data set based on the role of the staff.
- Regular briefings will take place between the consultant, SC, to reflect on any adjustments necessary.

### **d. Organizational Roles and responsibilities**

#### **Save the Children's responsibility:**

SC, through its focal point (backed up by a Steering Committee led by the Manager for Program Development and Quality), will be involved throughout the process and provide technical assistance (i.e. provision of the necessary documents and information, review of the submissions) as well as sign-off of critical milestones (Kick-off meeting, Draft and Final Versions). Practical/administrative assistance will not be provided (i.e. in-country travel, accommodation).

**Applicant's responsibility:**

The Applicant will be responsible for converting the content of the training into interactive format, based on evidence-based theories on adult learning (e.g. choice of appropriate activities to stimulate motivation, analytical thinking, memory, etc.), in line with the standards for delivery of training in MHPSS (emotionally safe, inclusive, gender-sensitive, etc. as per day IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings) and international standards for this type of trainings (e.g. SCORM). More precisely, the Suppliers is responsible for the following:

- a) Develop/adopt storyboards for the modules based on international theories and standards, and with consideration to the country context of Turkey (e.g. color scheme, typographic specification, character design, layout template, stylistic treatment of name and any secondary elements designed to match the main graphic style).
- b) Flag to SC any issues with the content, e.g. gaps to be filled or information to be reviewed.
- c) Develop/adopt the actual training, including menus, sub-menus and a 'help section' to explain the use of the application. Also, images, graphics, informative content (e.g. diagrams, charts, pictures, stylized use of words) and animations (typography in motion and images in motion) to realize given scenarios. Ensure that the training layout is contextualized to the Turkish context. Ensure evidence-based opportunities for learning in line with global standards and theories, and compliance with LMS and SCORM (ensuring guidance available in annexes to the ToR).
- d) Register/create and integrate voice-over in Turkish and sound effects with the informative content that can be switched on and off on command. Apply the voice over to selected animations and informative sections.
- e) Develop characters that will lead the participant through the training and possible cases the user will follow.
- f) Make the training available in Turkish. Design application so that it is possible to translate into more language in the future.
- g) Suggest evidence-based methods for monitoring and measuring learning (see examples spelled-out in the ToR) and build them into the training.
- h) Develop the modules so that certain modules only open if previous ones have been completed with a certain score (online and offline versions).
- i) Develop a mechanism for generating a certificate of completion according to the user's score in the final test. This certificate should be issued with the user's name, date, expiry date and send it to the user's e-mail (in the online version, the certificate should be issued upon completion of a survey capturing statistics and evaluation data).
- j) Develop a mechanism to capture statistics regarding numbers of users, male/female, background, etc. and link the training to an evaluation survey (offline versions). In the online version, statistics will be captured using the LMS and it will also be linked to an evaluation survey.
- k) Develop the training in format compliant with recognized platforms for e-learning, hosting open source LMS.
- l) Develop the training to be used online and offline on both computer and on smart phone devices/tabs (Android devices.)
- m) Develop the training with consideration to size, so that it is possible to download even in context with low-quality internet. It should also be possible to transfer via Bluetooth, and possible to fit all modules on a USB stick.
- n) Developed the training in a way that enables the learner to close the chapter/module, and return to the same place at a later stage (bookmarking in online and offline version).

- o) Develop the training in a way that enables the user to continue doing the training without an internet connection after having downloaded it (only to download of the application will need internet connection).
- p) Develop the training in a way that facilitates both a possibility to do the training individually or in group. The application should also be conducive to be used as a tool for a trainer when doing face-to-face trainings (primarily the computer-based version).
- q) Support testing of the prototype with a group of users and adaptation of performance according to problems detected.
- r) Bug fixing and free repair of the software until the development of all modules is finalized.

## VI. Technical Qualifications and Requirements

The Applicant should have the necessary expertise to carry out the consultancy of highest possible quality. The technical expertise and practical experience should consist of one that can deliver the scope of work and deliverables, in particular, with regards to:

- **Technical skills:** The Applicant should possess the proven technical expertise and excellency in Computer Science, Mathematics, Computer Engineering, Software Development, Software Engineering or a similar field. The applicant should provide CVs of individuals in the team explaining experiences in the area by attaching related certificates individuals have.
- **Language Skills:** The Applicant must possess advanced Turkish writing and speaking skills.
- **Legality in Turkey:** The Applicant must either have a legitimate business /official premises, and must be registered for trading and tax as appropriate.
- **Guiding Principles and Values:** The Applicant must commit to adherence to SC's Code of conduct, Child Safeguarding practices, confidentiality and Best Interests of the Child at all times.
- **Skills and personal traits:** The Applicant must demonstrate respect for diversity and the principle of non-discrimination.
- **Technical Proposal:** The applicant should submit a technical proposal including technological infrastructure that will be used, work plan and the timetable. The technical proposal should include previous work sample on e-learning systems.

<b>Technical Criteria #</b>	<b>Technical Criteria</b>	<b>Technical Evaluation Points</b>
1	Demonstrable experience in creating/using an e-learning platform (quality of the previous work samples)	10
2	Work plan and timetable	5
3	Relevancy of University Degrees and professional experiences of the team members	10
4	Quality of the technical proposal	25
5	Sustainability Criteria (please see the Sustainability Evaluation)	10
5-1	The bidder demonstrates activities OR has processes in place within their organization, aimed at improving sustainability. (e.g. paperless offices, green technology in offices, policies, training programmes, community outreach programmes etc).	2/10



5-2	The bidder has their own Sustainability Policy (or Policies).	2/10
5-3	The bidder supplies printed items on recycled materials.	2/10
5-4	Bidder demonstrates a willingness to minimize their travel and carbon footprint.	2/10
5-5	Bidder has incorporated sustainability into their project methodology.	2/10
	<b>Technical Evaluation Sub-Total</b>	<b>60</b>

<b>Financial Criteria #</b>	<b>Financial Criteria</b>	<b>Financial Evaluation Points</b>
/	Financial proposal including a detailed budget breakdown of estimated costs	40
	<b>Financial Evaluation Sub-Total</b>	<b>40</b>

## **VII. Legal Documentation**

- The Applicant must provide necessary documentation for proof of your registration in country (**Trade Registry Gazette, Chamber of Commerce Registration, Tax Documentation, Circular of Signature for signatory person for the offer submitted**)
- The Applicant must be compliance with **Save the children International standard policies (Please sign and stamp our Policies and send together with your bids)**
- **RFQ-IST-2021-0142** document (attached) should be filled with required information and be submitted signed & stamped.

## **VIII. Submission of Bids**

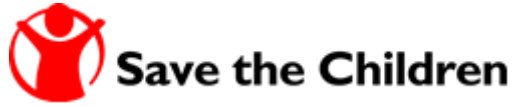
**Deadline for “Request for Clarifications”: 16 August 2021, 1700 TK Time**

**Deadline for “Submission of RFQ”: 13 August 2021, 1500 TK Time**

Please submit your respective bids electronically to [procurement.turkey@savethechildren.org](mailto:procurement.turkey@savethechildren.org) via email before the given deadline above. Any bid received after the mentioned deadline will not be considered eligible.

For clarifications purposes please contact us at [procurement.turkey@savethechildren.org](mailto:procurement.turkey@savethechildren.org)

**Submissions to the wrong email addresses will not be considered eligible for both purposes, bid submission and/or clarification.**



**Annex A: Consultant Summary Table**

Please include with your application materials a table with the following information at minimum. Columns for additional information or lines for additional team members may be added as needed. **Please indicate which of the named individuals will be the point of contact with Save the Children and will lead the assignment and holding final accountability for the quality of deliverables.**

Name of Individual	Educational/ technical qualifications	Summary of experience	Languages spoken/written and level (Rudimentary, Proficient, Fluent, Native)	Role(s) on assignment (Please indicate project lead) assignment	Approximate total level of effort (number of days)	Daily rate and total cost (incl. tax)