

TERMS OF REFERENCE (TOR-IST-2021-0221)

Consultancy for SCI Case Management Quality Framework Assessment (CMQFA)

Save the Children, Turkey Country Office

Background

Save the Children (SC) is a rights-based organization with a vision of a world in which every child attains the right to survival, protection, development and participation. In Turkey, SC's programming is framed by our Country Strategic Plan 2019-2021, which favors integrated child-focused programming to promote access to education and Early Childhood Care and Development (ECCD), access to livelihood, predominantly among youth, and protection and child protection, with particular focus on prevention and response to child labour, child marriage and violence against children and Mental Health and Psychosocial Support (MHPSS). We also have a strong focus on child and youth participation, community-based programming, efforts to promote protection of children's rights, inclusive programming (particular focus on sex and disability), social cohesion and resilience to promote sustainable solutions for children and their families and communities. SC Turkey works in partnership and/or collaboration with key civil society, private sector stakeholders and formal duty bearers, including municipalities, in order to reach refugee and host community girls and boys who are particularly vulnerable to risks, such as poverty, school drop-outs, child labour, child marriage, violence and psychosocial distress.

In order to better provide services for children and their caregivers, we ensure that our services are provided through proper translation and interpretation support. Through meaningful participation, effective communication, information sharing, and handling feedback and complaints of children and caregivers, we ensure a better understanding of needs we seek to assist and ensure our programs are continuously improved and better suited to address the needs of children we work with. Interpreting plays a crucial role for a healthy communication with children and caregivers and also to decide the best intervention method for people who seek assistance.

Our pool of translators/interpreters can be native speakers or learn Turkish as a second language. Most of our translators/interpreters are not professionals as they mostly learn with on the job trainings and develop themselves by experience. At this point, variation of qualification and lack of standard in the translation create problems both for beneficiaries and also for translators/interpreters and there is a potential risk of as misunderstanding, lawsuits and poor interventions unless the translators/interpreters have skills to interpreting.

Overall aim

Assessing the quality of our current case management system and the capacity of our case management staff against the Alliance for Child Protection Quality Assessment Framework (CMQFA)

The CMQFA is an analysis of existing case management systems and programming that informs the country office on conforming to the Steps to Protect Common Approach. The overall aim is stated below.

- Assess the quality and functioning of the case management response and system and Individual Protection Assistance (IPA) and provide comparative analysis across locations and projects
- Describe and analyze current how the formal and informal systems are interlinked.

- Analyze how current case management practice comply with national and international SOPs and standards.

Specific aim

The CMQFA aims to understand how the SCI Child Protection Case Management practice in Turkey works namely by identifying the linkages between the formal and informal Case Management systems.

More specifically:

- (I) Analyze strengths and weaknesses in the various aspects of case management response:
 - a. Analyze the strengths and weaknesses of the different steps in case management process (identification, planning, implementation, review, case closure).
 - b. Identify gaps and strengths in case management staff capacity ((including supervisors) and level of competence. Determine the potential linkages between the informal and formal systems.
 - c. Analyse areas of strength and weaknesses in data management
 - d. Analyze areas of strengths and weaknesses in monitoring, evaluation, accountability and learning of the case management system
 - e. Analyze strengths and weaknesses in external and internal case referral practices
- II. Identify best practices and recommendations for improved case management response.

Deliverables

A primary deliverable of this work will be preparation of a final assessment report indicating the areas of improvement of SCI CM operating model with the explicit purpose of enhancing our ability to better deliver quality programs to children. It is this focus which will underpin and define the changes emerging from our work e.g.:

Best practices of CM practices linking formal and informal systems:

- I. Process and practices improvements in CM within refugees' projects
- II. Process and procedural improvements for those areas within the governmental structure that are influencing of our work and delivery of programs for children.
- III. Defining the role of the community and community structure in Case management as well as the ways forward to strengthen the community structures.

Outcomes once implemented should:

- Increase the quality of CM work in SC TCO and identify the main gaps that need support specially internally in SC TCO
- Effective and measurable results for children: better targeting and response
- Improved efficiency and effectiveness: where should the cost be allocated?
- Develop a strategy for capacitating the formal and informal structures in CM in SC TCO

CO Consultation strategy

Listening to the voice of our CM teams is critical to the success of our efforts. Below activities should be completed in the consultancy process in a remote modality through online meetings.

- Focus group discussions with all staff including field staff, supervisors, and MEAL
- Thematic workshops at SCI TCO level
- Operations Management / OPS meeting
- Scheduled meeting with field staff

Timetable and Key Milestones include

The table below outlines the key milestones to be achieved within this consultancy together with proposed timeline. The anticipated date of commencement for this consultancy is 30 August

Milestone	Due Date (draft)
Initial framing and areas of focus defined and incorporated into calendar (inception report including the tools used) (1 day)	Week I
Kick off with other SCI functions cooperating with CM Teams, such as MEAL, Communication and Procurement Departments, MHPSS and Education Teams (1 day)	Week I
Field staff meeting (2 days)	Week I
Field staff meeting (1 day)	Week I
Field staff meeting (2 days)	Week II
MEAL staff meeting (1 day) (all projects)	Week II
Staff meeting on Early identification and safe referral (1 day)	Week II
Workshop CO level including key partners (3 days)	Week II
Start drafting the Assessment report	Week III-IV
Draft action plan including suggestion for monitoring and evaluation in consultation with Staff including MEAL Staff	Week III-IV
Submission of Draft Report	Week IV
Final report	Week V
Final report presentation with concrete action points	Week V

Organizational Roles and responsibilities

Save the Children's responsibility:

Save the Children, through its focal point The CP/MHPSS Specialist, will oversee the consultancy as well as sign-off of the inception and final report.

The Applicant must accept to receive a half-day orientation training (online) on Child safeguarding and project objectives from SC.

Applicant's responsibility:

The applicant is fully responsible for completion of the above detailed milestones and preparation of the final report.

All data collected under the course of this consultancy should be submitted to SC and deleted from firm's database.

Minimum Qualifications

- Master's degree in social work, psychology, psychological counseling, mental health or equivalent
- Minimum of 6 years' relevant experience in the field of Child Protection specifically in the area of Social Work
- Recognized expertise in Case Management in Humanitarian contexts in MENA region with experience in Turkey preferable
- Proven Consultancy experience, including ability to work collaboratively and deliver quality results according to a set timeframe
- Strong written and spoken English (must be able to write reports in English)

Application Requirements

The application must include the following:

Professional Experience:

- Cover letter and CV. If application includes a multi-person team, then application must include CV of all team members articulating previous experience and familiarity with the requested service who will work on the project. Their role and a synopsis of their experience relevant to these roles should be provided.
- Presentation of the Applicant articulating previous experience and familiarity with assignment requirements including use of CMQFA methodology. (Max 2 pages).
- Technical Plan including a description of how the applicant will apply and follow CMQFA during the consultancy.
- An overview of the qualifications of the key individuals who will be participating in the assignment, specification of the activities they will be carrying out, and a summary of their relevant qualifications/experience.
- At least two (2) reference letters about the Applicant's success in conducting similar assignments in the past. The reference letters should include name, title, organization, location, telephone, and email address.
- Financial proposal including a detailed budget breakdown. The budget must differentiate between fees and reimbursable costs (currency unit: TRY), and include VAT, stamp duty, withholding tax and all other taxes and lieu administrative fees. The applicant needs to provide financial invoice for the service.

Legal documentation:

- The Applicant must provide necessary documentation for proof of your registration in country (**Trade Registry Gazette, Chamber of Commerce Registration, Tax Documentation, and Circular of Signature for signatory person for the offer submitted**). The Applicant must either have a legitimate business /official premises, and must be registered for trading and tax as appropriate OR apply as an individual but hold a Turkish Citizenship in Turkey OR work as consortium of consultants eligible to issue receipts.
- 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-2021-0221 document** (attached) should be filled with required information and be submitted **signed & stamped**.

I. Evaluation Criteria

Capability Sustainability Criteria (60%)

- Qualification of proposed individual/team to implement consultancy (25%)
- Experience of the Applicant (quality of the previous work samples) (17.5%)
- Technical Proposal (7.5%)
- The bidders' workforce is staffed from the local community / region (5%)
- The bidder is actively involved in the support and development of the local community through outreach programmes or similar. (- Financial contributions to local NGOs - financial contributions to local authorities, communities, councils etc.) (5%)

Commercial Criteria (40%)

Financial proposal including **a detailed budget breakdown** of estimated costs

2. Submission of Bids

Deadline for "Request for Clarifications": 6 August 2021, 1700 TK Time

- For your clarifications inquiries please contact us only at tco.supplychain@savethechildren.org

Deadline for "Submission of Bids": 10 August 2021, 1500 TK Time

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