



## Request for Information (RFI) | Provision of Technical Supervision on IPA, Case Management for Protection Teams

### 1 ABOUT GOAL

GOAL is an international humanitarian and development INGO dedicated to alleviating the suffering of the poorest and most vulnerable. GOAL was established in 1977 and is currently operational in 14 countries worldwide. GOAL has been working in Syria since 2013, responding to the acute needs of conflict-affected communities. GOAL has been contributing to the urban refugee responses in Turkey since 2016 with a focus on responding to needs in health service delivery and protection of vulnerable and marginalized refugees in southern Turkey.

GOAL Turkey has been implementing an ECHO funded protection program (LINK), LINK aims to connect vulnerable and marginalized communities to available state and non-state services in Adana, Gaziantep, Mersin, Hatay and Şanlıurfa using outreach and Individual Protection Assistance (IPA) approaches. In all locations, the program particularly targets refugees from nomadic/semi-nomadic backgrounds including Dom and Abdal communities and refugees engaged in seasonal agricultural labor along with other vulnerable refugees.

Through consecutive years of programming, and an active field presence, GOAL has built up an in-depth contextual understanding of the specific vulnerabilities, risks, needs, and challenges faced by these communities, as well their capacities, cultural norms, and priorities. Both SAW and SNC face many challenges regarding social exclusion, lack of regular access to their basic needs, and lack of dignified and humane living and working conditions in addition to experienced psychological hardships of war, loss, and displacement. GOAL protection teams frequently identify sensitive cases requiring facilitation in access to specialized services, provision of legal and psychological support. Both children and adults belonging to these groups face several multidimensional risks including early forced marriages, child labour, children and adults with disabilities with limited / no access to specialized services, gender-based violence and so on.

*GOAL recruits highly qualified staff members of relevant professions such as social work, law, psychology, and sociology and commits to continuously providing its staff with capacity-building opportunities. Within this scope, GOAL invites social work experts to commission in delivering technical supervision on social services to LINK IV staff in five provinces.*

### 2 TIMELINES

Line	Item	Date, year, time, and time-zone
1	RFI published	26 December 2022
2	Closing Date for Clarifications (10 days after publishing)	5 January 2023, 13:00 (GMT+3)
3	RFI Closing Date and Time	9 January 2023, 17:00 (GMT+3)

### 3 SERVICE REQUIREMENT

GOAL invites prospective service providers to submit their request for information to **Technical Supervision on IPA, Case Management for Protection Teams**.

<b>Consultancy Timeframe</b>	The period between January and June 2023
<b>General Objective</b>	Strengthen capacity of protection teams on case management and increase the quality of specialised support to refugees from nomadic / semi-nomadic cultural backgrounds and those engaged in seasonal agricultural labour
<b>Specific Objective</b>	<ul style="list-style-type: none"> <li>Provision of technical supervision through on-field-activity-shadowing in two</li> </ul>

	pilot locations, provision of evaluation report based on activity shadowing, online session for giving feedback and collecting questions following the presentation of evaluation report, provision of final evaluation report and follow-up on the processes subsequent to the online session.
<b>Geographic Coverage</b>	Pilot provinces for on-field-activity-shadowing are Adana and Gaziantep. The online session will be given to protection teams from Mersin, Adana, Hatay, Gaziantep, and Şanlıurfa.
<b>Target Audiences</b>	GOAL program teams composed of protection workers, protection outreach workers, protection legal counsellors, protection receptionists in Mersin, Adana, Hatay, Gaziantep, and Şanlıurfa
<b>Methodology</b>	<p>The consultant shall conduct on-field-activity shadowing in two pilot location, namely Gaziantep and Adana for observing case management/ IPA processes in the field, reviewing the tools, project documents, mechanisms and processes utilized by the protection teams in the field and identifying the gaps in the implementation and needs of the staff that require supervision and improvement. Before attending field visits, it is expected to consult with GOAL’s focal points especially for the sensitivities, needs and challenges of target groups.</p> <p>Following the activity shadowing, a draft evaluation report shall be provided to GOAL and online supervision session shall be organized with the protection teams from 5 locations to provide feedback to case management/IPA processes, to share recommendations on challenging fields or cases, provide feedback on reviewed tools, share various additional technical tools for better implementation, collect questions and feedbacks through presenting the evaluation report and indicating the required improvements in the implementation.</p> <p>Based on the feedback collected through online session, the consultant shall provide final evaluation report to GOAL and follow-up on the processes after the session given to the teams in the pilot locations.</p> <p>Evaluation report’s content should be designed based on the prioritised learning needs of field staff, and the feedback should be inclusive through following gender, age and diversity approach while evaluating existing tools. The report shall also include practical tools that can be used by protection teams in sensitive cases (GBV, persons with disabilities)</p> <p>The online session should be delivered in a participatory, interactive way including case studies, pathways and should be delivered within a safe environment. A pre and post-test should be developed and utilized to demonstrate the learning acquirements of participants.</p> <p>While online session shall be conducted in Turkish, the final evaluation report shall be provided in Turkish and English versions.</p>
<b>Expected Outputs</b>	<p><b><u>Expected Deliverables</u></b></p> <ol style="list-style-type: none"> <li>1) Technical Supervision Workplan</li> <li>2) On-field-activity shadowing in two pilot locations</li> <li>3) Based on findings of activity shadowing and evaluation report, 2 presentations to be given to field teams with the pre and post-tests in different times following a consultation with GOAL focal points and agreement on the content of online session</li> <li>4) Final Evaluation Report</li> <li>5) Follow-up on the processes regarding implementations in two pilot locations after the delivery of online session</li> </ol>

The detailed required description shall be found in **Appendix-4 Terms of Reference**.

## 4 HOW TO SUBMIT YOUR RESPONSE TO REQUEST FOR INFORMATION

GOAL, acting in its capacity as Contracting Authority, invites prospective service providers from suitably qualified

interested parties that wish to participate in the **RFI of Technical Supervision on IPA, Case Management for Protection Teams**.

In order to participate, companies/consultants are required to provide the following:

1. **Appendix 1 - Company Information and Signed Statement**
2. **Appendix 2 - RFI Response Form**
3. **Appendix 3 - RFI Price Information**
4. **Appendix 4 - Terms of Reference**

Any queries about this RFI should be addressed in writing to GOAL via email on [TurkeyProgramsprocurement@sy.goal.ie](mailto:TurkeyProgramsprocurement@sy.goal.ie). Please include the reference number **RFI - Technical Supervision on IPA, Case Management for Protection Teams** and the words **"CLARIFICATION REQUIRED"** in the subject line

## **5 SUBMISSION OF Request for Information**

Prepared RFI must be delivered electronically by email:

Email to [TurkeyProgramsprocurement@sy.goal.ie](mailto:TurkeyProgramsprocurement@sy.goal.ie) and in the subject field state:

1. **RFI - Provision of Technical Supervision on IPA, Case Management for Protection Teams**
2. **Name of your company with the title of the attachment**
3. **Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.**

Please note that ALL documents attached to emails must either be in PDF format, or scans of hard copy documents. No excel, word or other 'soft copy' documents will be accepted, and RFI submitted using soft copy documents may be rejected.

(Proof of sending does not equal proof of receipt. GOAL is not responsible for any technical faults that may prevent reception of your email.)

**Important:** Offers transmitted in any other manner or offers received after the deadline date and time will not be considered.

## **APPENDICES & ANNEXES**

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**Appendix 1 – Company information**

**Appendix 2 – RFI Response Form**

**Appendix 3 – RFI Price Information**

**Appendix 4 – Terms of Reference**

**Annex A – Copy of Company's Registration Documents (attached as separate PDF (a copy of company registration certificate with the Chamber of Commerce and VAT registration certificate))**

**APPENDIX – 1 COMPANY INFORMATION – THESE SECTIONS MUST BE COMPLETED**

Name		
Company Name		
Address		
Registration Number		
Telephone		
E-mail address		
Website address		
Year Established		
Legal Form. Tick the relevant box	<input type="radio"/> Company <input type="radio"/> Partnership <input type="radio"/> Joint Venture	<input type="radio"/> Other (specify):
VAT Number (where applicable)		
Tax registration number (if different to VAT number)		
Directors names and titles		
Please state name of any other persons/organisations (except tenderer) who will benefit from this contract.		
Parent company		
Ownership		
Do you have associated companies? Tick relevant box. If YES – provide details for each company in the form of additional tables in this format.		
<input type="radio"/> Yes <span style="margin-left: 150px;"><input type="radio"/> No</span>		
Provide details of contracts of a similar nature carried out in the last two years (please state customer name, delivery location, value of contract, and dates)		
Provide details of any applicable Quality Assurance certificates or qualifications your company or employees have:		
Please include at least 2 (two) references who may be contacted on a confidential basis to verify satisfactory execution of contracts:		
<b>Reference 1</b>		
Name		
Organisation		
Address		
Phone		
Fax		
Email		
Nature of supply		
Approximate value of contract		

<b>Reference 2</b>	
Name	
Organisation	
Address	
Phone	
Fax	
Email	
Nature of supply	
Approximate value of contract	

## APPENDIX 2: RFI RESPONSE FORM

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Please provide a brief description (max. 100 words for each point) on how you can satisfy each requirement.

Kindly note that the purpose of this exercise is to take a generic note of what you are able to provide.

	<b>List of requirements to satisfy GOAL needs</b>	<b>Supplier/Vendors/Service Provider's responses</b>
1	Please confirm and explain your company has the required essentials such as a university degree in social work, law, sociology, or other relevant qualification.	
2	Please confirm and explain your company has the required at least 5 years of relevant professional experience in the field of protection.	
3	Please confirm and explain your consultancy team to have at least 3 years of experience in designing and delivering workshops and providing technical supervision support on IPA/case management.	
4	Please confirm and explain your company has the required essential experience in the humanitarian and protection sector.	
5	Please confirm and explain your company has the required proven experience of providing technical supervision on MHPSS and delivering workshops through submission of previously conducted workshop's workplan or report.	
6	Please confirm and explain your company has the required knowledge and experience in IPA, case management, GBV case management, working with children/adults with disabilities, and legal framework in Turkey.	

7	Please confirm and explain your company has the required essential proven technical supervision, facilitation and training skills & professional written and spoken language skills (both Turkish and English)	
8	Do you have a previous experience with nomadic, semi-nomadic communities and those engaged in seasonal agricultural work?	
9	Please select between the following cities where your company can provide the requested service	<input type="checkbox"/> Tarsus,Mersin <input type="checkbox"/> Adana <input type="checkbox"/> Hatay <input type="checkbox"/> Gaziantep <input type="checkbox"/> Şanlıurfa

## APPENDIX 3: RFI PRICE INFORMATION

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Financial offers must be expressed as a working day rate (EURO).

### DELIVERABLES:

ACTIONS / TASKS	Period
On-field-activity shadowing in two pilot locations and reviewing the tools, project documents, mechanisms and processes utilized by the protection teams in the field	Week 1 (4 days)
Drafting the evaluation report	Week 2 (2 days)
Implementation of online supervision sessions	Week 2 (2 day)
Final Evaluation report of supervision sessions' impact on participants	Week 2 (1 days)
Process follow-up regarding implementations in the pilot locations	Week 3 (2 days)
Submission of sessions' content and tools, evaluation report and any other consultancy product to GOAL	Week 3 (0.5 day)

### LEVEL OF EFFORT:

Timeframe for this consultancy is a maximum of 12 working days. The process of technical supervision should be completed within the period of January – July 2023. Days are considered as 8 hours of work.

Working Day Rate:

#	Consultancy / Service	1 Workday Rate inclusive of VAT (EUR)
1	Technical Supervision Consultancy on IPA, Case Management for Protection Teams	€

Company & Consultant Name:	Date:
Name of signatory:	Signature:
Company stamp:	RFI Offer Validity:



# APPENDIX 4: TERMS OF REFERENCE

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## TERMS OF REFERENCE

### *Capacity Development Regarding Individual Protection Assistance and Case Management for Protection Workers, Outreach Protection Workers, Protection Receptionists, and Interpreters*

*Under GOAL Turkey's Project of LINK IV - Facilitating Marginalized and Vulnerable Populations' Access to Services*

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## LIST OF ABBREVIATIONS

INGO	: International Non-Governmental Organization
CM	: Case Management
MHPSS	: Mental Health and Psychosocial Support
IPA	: Individual Protection Assistance
SNC	: Nomadic/Semi-nomadic Communities
SAW	: Seasonal Agricultural Worker
TP	: Temporary Protection
GBV	: Gender Based Violence
PSEA	: Protection from Sexual Exploitation and Abuse

## INTRODUCTION AND BACKGROUND

GOAL is an international humanitarian and development INGO dedicated to alleviating the suffering of the poorest and most vulnerable. GOAL was established in 1977 and is currently operational in 14 countries world-wide. GOAL has been working in Syria since 2013, responding to the acute needs of conflict-affected communities. GOAL has been contributing to the urban refugee responses in Turkey since 2016 with a focus on responding to needs in health service delivery and protection of vulnerable and marginalized refugees in southern Turkey.

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Through consecutive years of programming, and an active field presence, GOAL has built up an in-depth contextual understanding of the specific vulnerabilities, risks, needs, and challenges faced by these communities, as well their capacities, cultural norms, and priorities. Both SAW and SNC face many challenges regarding social exclusion, lack of regular access to their basic needs, and lack of dignified and humane living and working conditions in addition to experienced psychological hardships of war, loss, and displacement. GOAL protection teams frequently identify sensitive cases requiring facilitation in access to specialized services, provision of legal and psychological support. Both children and adults belonging to these groups face several multidimensional risks including early forced marriages, child labour, children and adults with disabilities with limited / no access to specialized services, gender-based violence and so on.

GOAL recruits highly qualified staff members of relevant professions such as social work, law, psychology, and sociology and commits to continuously provide its staff with capacity-building opportunities. Within this scope, GOAL invites social work experts to commission in delivering technical supervision on social services to LINK IV staff in five provinces.

## SERVICES REQUIRED

<b>Consultancy Timeframe</b>	The period between January and June 2023
<b>General Objective</b>	Strengthen capacity of protection teams on case management and increase the quality of specialised support to refugees from nomadic / semi-nomadic cultural backgrounds and those engaged in seasonal agricultural labour
<b>Specific Objective</b>	<ul style="list-style-type: none"> <li>Provision of technical supervision through on-field-activity-shadowing in two pilot locations, provision of evaluation report based on activity shadowing, online session for giving feedback and collecting questions following the presentation of evaluation report, provision of final evaluation report and follow-up on the processes subsequent to the online session.</li> </ul>
<b>Geographic Coverage</b>	Pilot provinces for on-field-activity-shadowing are Adana and Gaziantep. The online session will be given to protection teams from Mersin, Adana, Hatay, Gaziantep, and Şanlıurfa.
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	<p>tools, share various additional technical tools for better implementation, collect questions and feedbacks through presenting the evaluation report and indicating the required improvements in the implementation.</p> <p>Based on the feedback collected through online session, the consultant shall provide final evaluation report to GOAL and follow-up on the processes after the session given to the teams in the pilot locations.</p> <p>Evaluation report's content should be designed based on the prioritised learning needs of field staff, and the feedback should be inclusive through following gender, age and diversity approach while evaluating existing tools. The report shall also include practical tools that can be used by protection teams in sensitive cases (GBV, persons with disabilities)</p> <p>The online session should be delivered in a participatory, interactive way including case studies, pathways and should be delivered within a safe environment. A pre and post-test should be developed and utilized to demonstrate the learning acquisitions of participants.</p> <p>While online session shall be conducted in Turkish, the final evaluation report shall be provided in Turkish and English versions.</p>
<b>Expected Outputs</b>	<p><b>Expected Deliverables</b></p> <ul style="list-style-type: none"> <li>6) Technical Supervision Workplan</li> <li>7) On-field-activity shadowing in two pilot locations</li> <li>8) Based on findings of activity shadowing and evaluation report, 2 presentations to be given to field teams with the pre and post-tests in different times following a consultation with GOAL focal points and agreement on the content of online session</li> <li>9) Final Evaluation Report</li> <li>10) Follow-up on the processes regarding implementations in two pilot locations after the delivery of online session</li> </ul>

### 1.1. Standards and Procedures

The following standards should be mainstreamed throughout the assignment:

Adherence by external providers to GOAL's Code of Conduct, PSEA, Child and Adult Safeguarding and confidentiality policies throughout the process shall be ensured. GOAL shall deliver these documents and relevant informative sessions to the service provider; the service providers will be expected to read and sign all policy documents.

Tools used by the external provider should be sensitive to conflict, culture, age, and gender.

All forms of data gathering should be conducted in a safe and ethical manner. Data should be protected in line with the Law on the Protection of Personal Data (Kişisel Verilerin Korunması Kanunu – KVKK) with EU's GDPR.

The principles of inclusiveness, non-discrimination, meaningful participation as well as accountability, should be central throughout the process.

### 1.2. Timeframe

Timeframe for this consultancy is maximum 12 working days. The process of technical supervision should be completed within the period of January – July 2023. Days are considered as 8 hours of work.

ACTIONS / TASKS	Period
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On-field-activity shadowing in two pilot locations and reviewing the tools, project documents, mechanisms and processes utilized by the protection teams in the field	Week 1 (4 days)
Drafting the evaluation report	Week 2 (2 days)
Implementation of online supervision sessions	Week 2 (2 day)
Final Evaluation report of supervision sessions' impact on participants	Week 2 (1 days)
Process follow-up regarding implementations in the pilot locations	Week 3 (2 days)
Submission of sessions' content and tools, evaluation report and any other consultancy product to GOAL	Week 3 (0.5 day)

## GOAL'S ROLES & RESPONSIBILITIES

- GOAL, through its dedicated focal points will actively be involved throughout the process.
- Review and approve workplan, draft and final evaluation reports, methodology and materials
- Logistical arrangements for online session (invitations, teams' preparation, IT needs etc.)
- Share necessary visibility requirements as well as anonymised / confidential information (i.e., on the LINK Project, GOAL Turkey, etc.) that needs to be implemented / added to the respective deliverables.
- Provide induction and its Child and Adult Safeguarding Policy to contractor's team members.
- It should be underlined that GOAL will be undertaking on-site and/or off-site oversight as deemed necessary, and deliverables will be subject to approval. The consultant firm shall not have exclusive copyright of the report, the collected data, or the tools. GOAL reserves the right to put disclaimer on the final deliverables.

## REQUIRED QUALIFICATIONS

- University degree in social work, law, sociology, or other relevant qualification
- At least 5 years of relevant professional experience in the field of protection
- The consultancy team to have at least 3 years of experience in designing and delivering workshops and providing technical supervision support on IPA/case management
- Experience in humanitarian and protection sector is essential.
- Knowledge and experience in IPA, case management, GBV case management, working with children/adults with disabilities, and legal framework in Turkey
- Proven technical supervision, facilitation and training skills
- Professional written and spoken language skills (both Turkish and English)
- Previous experience with nomadic, semi-nomadic communities and those engaged in seasonal agricultural work is an asset

## PAYMENT TERMS

- 1. First instalment of 20%** : Payment will be released based on the receipt of the completed workplan and agenda.
- 2. Second instalment 30%** : Payment will be released based on the on-field-activity-shadowing and delivery of online session
- 3. Third instalment 50%** : Payment will be released based on the receipt and approval of all the deliverables and the services requested under the contract, including the delivery of final evaluation report.

### 1.3. Evaluation Criteria

#### Essential Criteria

- University degree in social work, law, sociology, or other relevant qualification
- At least 5 years of relevant professional experience in the field of protection
- Project team to have at least 3 years of experience in designing and delivering workshops and providing technical supervision support on IPA/case management
- Experience in humanitarian and protection sector is essential
- Professional written and spoken language skills (both Turkish and English)
- Proven experience of providing technical supervision on case management and delivering workshops through submission of previously conducted workshop’s workplan or report
- Submission of a detailed technical proposal
- Submission of a financial proposal with costs for different deliverables and services
- Submission of detailed weekly work plan elaborating on timeline of the requested deliverables

**Award Criteria**

<b>Price</b>	30%	<ul style="list-style-type: none"> <li>• Total price (30)</li> </ul>
<b>Quality</b>	50%	<ul style="list-style-type: none"> <li>• Relevant experience on case management (10)</li> <li>• Relevant technical supervision experience (10)</li> <li>• Experience in humanitarian and protection sector (5)</li> <li>• Quality, relevance, and feasibility of the technical proposal to meet the requested deliverables (10)</li> <li>• Quality, relevance, and feasibility of the work plan to meet the timeline and expected deliverables (5)</li> <li>• Quality of the sample technical supervision workplan/report (5)</li> <li>• Relevancy of references (5)</li> </ul>
<b>Delivery</b>	20%	<ul style="list-style-type: none"> <li>• Total delivery time for services’ completion. Inverse proportion score # weeks. (15)</li> <li>• Proposed methodology follows the timeline (5)</li> </ul>

**SAFEGUARDING**

Children and vulnerable adults must be safeguarded to the maximum possible extent from deliberate or inadvertent actions and failings that place them at risk of abuse, sexual exploitation, injury, and any other harm. One of the ways that GOAL shows this on-going commitment to safeguarding is to include rigorous background and reference checks in the selection process for all candidates.

**Accountability within GOAL**

Alongside our child and adult safeguarding policy, GOAL is an equal opportunities employer and has a set of integrity policies. Any candidate offered a position with GOAL will be expected to adhere to the following key areas of accountability:

- Comply with confidentiality and do no harm principles along with GOAL’s policies and procedures with respect to Child and Adult safeguarding, Code of Conduct, Child Protection, Protection Against Sexual Exploitation and Abuse, Unacceptable Behavior Protocols, etc.

- Report any concerns about the welfare of a child or vulnerable adult or any wrongdoings within our programming area.
- Report any concerns about inappropriate behavior of a GOAL staff or partner.

The Consultant and Personnel shall at all times comply with GOAL policies, including, without limitation, the following, copies of which have been made available to it:

- (a) Code of Conduct;
- (b) PSEA Policy;
- (c) Child and Adult Safeguarding Policy;
- (d) Child Protection Policy;
- (e) Conflict of Interest Policy;
- (f) Anti-Fraud Policy;
- (g) Whistleblowing Policy;
- (h) IT Acceptable Use Policy;
- (i) Expenses Policy;
- (j) Turkish Occupational Health and Safety and
- (k) Data Protection Policy.
- (l) Social Media and Online Messaging Policy 2020