ANNEX 3: TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT – LONG TERM AGREEMENT

PART I			
Title of the Individual Consultancy Services	Long Term Agreement (LTA) for Engagement of Individual Consultants as Experts on Child Protection in Emergencies (CPiE) and Mental Health and Psychosocial Support (MHPSS) in Emergencies.		
Category of the consultancy	☐International	☒National	
Type of LTA	☒Time-Bound Two years with the possibility of extension for one more year (max. 3 years)	☐ Target Value	
Sharing Indicator	☐Open for Use	☒Controlled Use	☐Reserved for Sole Use
Hiring Section	**Child Protection**		

PART II		
LTA Contract Manager	Child Protection Specialist	
Child Safeguarding		
Is this assignment considered an "Elevated Risk Role" from a child safeguarding perspective?	☐Yes	☒No
Is this a Direct Contact Role? *If yes, please indicate below the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:*	☒Yes # of hours per month? **0-5**	☐No
Is this a Child Data Role? *If yes, please indicate below the number of hours/months of manipulating or transmitting personal identifiable information of children (name, national ID, location data, photos):*	☐Yes # of hours per month? Choose an item.	☒No
More information is available in the Child Safeguarding SharePoint and Child Safeguarding FAQs and Updates		

1. BACKGROUND AND JUSTIFICATION

UNICEF works to realize children's rights to protection, survival, development, and participation, as set out in the Convention on the Rights of the Child. Its humanitarian action is guided by the Core Commitments for Children in Humanitarian Action (CCCs) - UNICEF's central policy and framework - grounded in global humanitarian norms and standards. The CCCs guide UNICEF and its partners to deliver principled, timely, quality and child-centred responses, and set clear commitments and benchmarks for coverage, quality and equity in humanitarian action.

In Viet Nam, recurrent natural disasters such as storms and floods increase child protection risks, including violence, neglect, family separation, exploitation, and psychosocial distress. Effective emergency response requires both quality Child Protection in Emergencies (CPiE) interventions and Mental Health and Psychosocial Support (MHPSS) services to ensure children and caregivers receive timely protection and psychosocial support in line with UNICEF's Core Commitments for Children in Humanitarian Action (CCCs).

UNICEF Viet Nam supports national and sub-national authorities to strengthen CPiE and MHPSS preparedness, response and recovery efforts. Recent emergency operations have highlighted the recurring need for surge technical expertise in both CPiE and MHPSS, including emergency preparedness, coordination, case management, referral systems, community-based interventions, Psychological First Aid (PFA), capacity strengthening, quality assurance, monitoring and learning.

Due to the unpredictable timing, scale and geographic spread of emergencies, these specialized technical services are required on an ad hoc basis and cannot be fully absorbed within the regular functions of UNICEF staff. UNICEF therefore seeks to establish a Long-Term Agreement (LTA) with qualified consultants who can be rapidly mobilized to provide specialized technical support under either the CPiE or MHPSS stream, depending on operational needs.

2. PURPOSE OF ASSIGNMENT

The purpose of this Long-Term Agreement (LTA) is to establish a roster of qualified consultants who can be rapidly mobilized to provide specialized technical support in one or both of the following technical streams:
Stream A: Child Protection in Emergencies (CPiE)
Stream B: Mental Health and Psychosocial Support (MHPSS) in Emergencies
in provinces affected by, or at risk of, natural disasters such as storms and floods.

3. PROGRAMME AREA AND SPECIFIC PROJECT AREA

This Terms of Reference (ToR) falls under the Child Protection Programme, with a specific focus on Child Protection in Emergencies (CPiE) and Mental Health and Psychosocial Support (MHPSS) in emergencies. The programme area aims to ensure that children affected by emergencies are protected from violence, exploitation, abuse and neglect, and have timely access to quality, coordinated and child-centred protection and psychosocial support services, in line with UNICEF's Core Commitments for Children in Humanitarian Action (CCCs), national systems and applicable international standards.

The specific project area under this ToR relates to the establishment of a Long-Term Agreement (LTA) to provide technical expertise and surge support across two complementary technical streams:

(i) CPiE, including preparedness and contingency planning, CPiE coordination, child protection risk assessment, child protection case management, referral systems, capacity strengthening, monitoring and reporting; and

(ii) MHPSS in Emergencies, including psychosocial needs assessment, Psychological First Aid (PFA), community- and school-based MHPSS interventions, capacity strengthening, technical guidance, quality assurance and integration of MHPSS within broader CPiE responses.

Through this LTA, UNICEF will establish a roster of qualified consultants who can be rapidly mobilized to provide specialized technical support under one or both technical streams, depending on emergency needs and operational priorities. Consultants will support national and sub-national authorities and partners to strengthen preparedness, response, monitoring and learning, while enhancing the quality, accountability and effectiveness of CPiE and MHPSS interventions for children and caregivers affected by emergencies.

4. OBJECTIVES

The LTA will enable UNICEF to:

- Ensure timely access to specialized technical expertise in CPiE and MHPSS during emergency preparedness, response and early recovery phases, in line with UNICEF's CCCs.
- Support national and sub-national authorities, service providers and frontline partners to rapidly assess child protection and psychosocial risks, identify priority needs, and develop or update CPiE and MHPSS preparedness and response plans.
- Strengthen coordination, planning and implementation of CPiE and MHPSS interventions among government counterparts, UNICEF-supported partners, service providers and relevant sectors.
- Facilitate capacity strengthening on CPiE and MHPSS, including child protection case management, referral pathways, Psychological First Aid (PFA), community- and school-based MHPSS, psychosocial support (PSS), violence against children (VAC) and gender-based violence (GBV) risk mitigation, Prevention of Sexual Exploitation and Abuse (PSEA), and Accountability to Affected Populations (AAP), as relevant to the emergency context.
- Support the timely implementation, monitoring, adaptation and quality assurance of CPiE and MHPSS interventions, including case management, referrals, community-based support, awareness raising, psychosocial support services, and targeted assistance to vulnerable children and caregivers.
- Strengthen the integration of MHPSS within broader child protection systems and emergency response mechanisms, including community-based, school-based and referral services.
- Promote quality, accountability, child safeguarding, data protection and adherence to UNICEF, CPiE, MHPSS and CCC standards across emergency preparedness and response efforts.

Through this LTA, consultants will complement - rather than replace - UNICEF's programme management, coordination, and oversight functions by providing short-term, surge, and highly technical inputs that are required on an ad-hoc basis in emergency settings.

5. MAJOR TASKS TO BE ACCOMPLISHED

a. **Responsibilities of the Consultant:**

Under the overall guidance of UNICEF and in close coordination with relevant government counterparts and partners, the consultant(s) will provide on-demand technical support to strengthen emergency preparedness, coordination, planning, implementation, monitoring and reporting related to CPiE and/or MHPSS in provinces affected by, or at risk of, disasters such as storms and floods.

Consultants may be engaged under one or both technical streams based on assignment requirements and their area of expertise. The consultant(s) will support counterparts and partners but will not replace UNICEF's accountability for programme management, technical oversight, monitoring or reporting.

Responsibilities may include, but are not limited to, the following:

❖ ***Task 1: Support Rapid Assessment and Situation Analysis, and Identification of priorities***

- Provide technical support to rapid assessment processes by reviewing and synthesizing available information on child protection risks, psychosocial needs, service availability, vulnerabilities and response gaps affecting children, caregivers and communities in emergency settings.
- Analyse available data and provide technical recommendations to inform CPiE and/or MHPSS preparedness, planning and response priorities.
- Support the identification of priority interventions, target groups and service delivery approaches based on assessed needs and operational context.
- Timeline: Initial technical brief provided within 10 working days following activation, subject to availability of relevant data.

❖ ***Task 2: CPiE Coordination and Response Planning***

- Support national and sub-national authorities, service providers and partners to develop, update and prioritize CPiE and/or MHPSS preparedness and response plans.
- Facilitate coordination among government counterparts, UNICEF-supported partners, service providers and relevant sectors to strengthen coherence, complementarity and quality of interventions.
- Support alignment of interventions with national systems, UNICEF guidance, the CCCs, and relevant inter-agency CPiE and/or MHPSS standards and guidance.
- Contribute technical inputs to response planning, prioritization and resource allocation based on identified needs, risks and service gaps.
- Timeline: Within 2–3 weeks following initial assessment

❖ ***Task 3: Capacity Strengthening and Technical Support***

- Design, adapt and facilitate rapid orientation, training, coaching and technical support for government counterparts, social workers, frontline workers, service providers and implementing partners.
- Provide technical support on relevant areas including, as applicable, CPiE, child protection case management, referral pathways, PFA, community- and school-based MHPSS, psychosocial support, child safeguarding, PSEA and AAP.
- Develop or adapt practical tools, guidance, standard operating procedures, training materials and job aids to support emergency preparedness and response.
- Timeline: As required, typically within 2–4 weeks following activation

❖ ***Task 4: Implementation Support and Quality Assurance***

- Provide technical guidance to counterparts and implementing partners to support the timely and quality implementation of CPiE and/or MHPSS interventions.
- Support implementation of key interventions, including child protection case management, referral services, awareness-raising activities, community-based support mechanisms, psychosocial support services and other agreed response activities.
- Support quality assurance, adherence to standards, and identification of implementation challenges and practical solutions.
- Advise counterparts and partners on supervision, mentoring and quality improvement approaches in line with national systems and established technical standards, without assuming direct supervisory responsibilities.
- Timeline: Ongoing during the emergency response period

❖ ***Task 5: Monitoring, Reporting, Documentation and Learning***

- Support monitoring, reporting and consolidation of information related to CPiE and/or MHPSS interventions from counterparts and implementing partners.

- Contribute technical inputs to situation reports, donor reports, lessons learned exercises, evaluations, case studies and technical documentation.
- Support the collection and analysis of information to inform programme adaptation, learning and continuous improvement.
- Ensure compliance with safeguarding, ethical and data protection standards in all monitoring, documentation and reporting activities.
- Timeline: Throughout assignment period.

b. Responsibilities of UNICEF:

To ensure the effective implementation of this consultancy and achievement of its objectives, UNICEF will provide the following support:

❖ ***Technical Guidance and Oversight***

- Overall technical guidance and supervision through UNICEF's Child Protection section.
- Regular technical review, feedback, and validation of deliverables to ensure alignment with UNICEF standards and priorities.

❖ ***Access to Existing Resources and Materials***

- Relevant UNICEF policies, guidance, tools, and templates related to:
  - CPiE
  - Child Protection Case Management
  - MHPSS
  - Data protection, ethical standards, and safeguarding
- Access to existing assessments, situation reports, training materials, and programme documentation relevant to the assignment and geographic areas.

❖ ***Coordination and Facilitation***

- Facilitation of introductions and coordination with government counterparts, implementing partners, and other relevant stakeholders at national and sub-national levels.
- Support in linking the consultant with ongoing UNICEF programmes, emergency response mechanisms, and coordination platforms, as appropriate.

❖ ***Operational and Logistical Support***

- Timely communication regarding activation of the consultancy, deployment timelines, and priority locations.
- Support with logistical arrangements, where applicable, in line with UNICEF procedures (e.g. travel coordination, access permissions).

❖ ***Performance Monitoring and Quality Assurance***

- Ongoing monitoring of performance against agreed deliverables, timelines, and quality standards.
- Formal evaluation of consultant performance based on predefined indicators, including timeliness, technical quality, and responsiveness during emergency operations.

6. DELIVERABLES

Deliverables should be tangible or intangible goods or services produced as a result of implementing the above listed activities/tasks. Deliverables are different from work activities, as they relate to the final output which is measurable or quantified for evaluation and payment.

If consultancy covers different categories, please indicate specific deliverables for each category, otherwise delete as necessary.

Number	Category (If applicable)	Deliverables
1	Category 1: ***Rapid Assessment and Situation Analysis***	Technical analysis and recommendations provided to support rapid assessment processes, including identification of child protection and/or psychosocial risks, priority needs, service gaps, and response considerations affecting children, caregivers and communities.
2	Category 2: **CPiE *Coordination and Response Planning***	Technical inputs and coordination support provided for CPiE and/or MHPSS preparedness, response planning, coordination mechanisms, and prioritization of interventions.
3	Category 3: ***Capacity Strengthening and Technical Support***	Training, coaching, technical guidance, tools, job aids, standard operating procedures (SOPs), and other capacity-strengthening materials developed, adapted and/or delivered to support CPiE and/or MHPSS preparedness and response.
4	Category 4: ***Implementation Support and Quality Assurance***	Technical support and quality assurance inputs provided to strengthen the implementation of CPiE and/or MHPSS interventions, including case management, referral services, psychosocial support, community-based interventions and adherence to relevant standards and guidance.
5	Category 5: ***Monitoring, Reporting, Documentation and Learning***	Monitoring updates, reporting inputs, technical documentation, lessons learned and other analytical products developed to support programme monitoring, accountability, reporting and learning related to CPiE and/or MHPSS interventions.

7. TRAVEL (Optional – delete if inapplicable)

Travel to provinces may be required for the completion of assignments under this Long-Term Agreement, depending on the nature of emergency context. Consultants are requested to submit a single professional fee rate, applicable regardless of whether the assignment is delivered remotely or requires travel.

For assignments that require travel, the consultant will be requested to submit proposed travel-related costs (including air tickets and Daily Subsistence Allowance, as applicable) for UNICEF's review and approval. Approved travel costs will be reimbursed on an actual cost basis, in accordance with UNICEF travel policies and procedures.

8. LTA CONTRACTING MODALITY AND CALL-OFF MECHANISM

The LTA to be signed will have a fixed fee rate for two years, with possibility of extension for one more year. However, UNICEF does not warrant that any quantity of services will be purchased during the term of the LTA as this will depend on forthcoming needs.

Whenever services are required, the lead programme would contact the top-ranking LTA (based on technical score). Should this consultant not be available for the event, UNICEF will contact the second-ranked consultant and so on.

Upon receipt of this communication, the LTA consultant would have to confirm availability for the assignment. Upon review of the same, UNICEF will send the consultant a written communication confirming the requirement in the form of a work order sent by email.

The order will include details on the location of the project, number of hours to be worked and other practical details. Price in the order will be based on daily fee included in the LTA contract. After the work order has

been sent, no further costs would be reimbursed by UNICEF (increased number of work hours) unless there is prior written authorization by UNICEF.

Once the services are completed and have been approved by UNICEF, the consultant will send the following documentation for payment purposes: a) complete invoice indicating number of working hours (days)/ completed products; and b) copy of the UNICEF order for the assignment.

Payment will be made after completion of assignments and submission of final invoice for the actual work completed, subject to satisfactory performance.

9. IDENTIFICATION OF RISKS AND PLAN FOR MITIGATION

All reasonable and risks associated with the consultancy assignment should be identified, and a relevant risk response and possible mitigation action defined.

10. QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ LANGUAGE SKILLS REQUIRED (Please use as applicable)

a) **Education**: Advanced degree in **Social Work, Child Protection, Psychology, Psychiatry, Mental Health, Public Health, Emergency Management, Education, Social Sciences, or another closely related field relevant** to CPiE and/or MHPSS.

b) Specialized knowledge and skills:
- Demonstrated expertise in CPiE and/or MHPSS in emergency and humanitarian settings.
- Knowledge of emergency preparedness and response, child protection systems, case management, referral pathways, psychosocial support, coordination and capacity strengthening.
- Familiarity with UNICEF CCCs, CPiE and MHPSS standards, child safeguarding, PSEA and data protection principles.
- Strong analytical, facilitation, communication and report-writing skills.

c) **Relevant work experience**:
- Minimum 7 years of progressively responsible experience in child protection and/or social work, psychology, mental health, emergency response, humanitarian programming, or related fields.
- Demonstrated experience providing technical support in CPiE and/or MHPSS programming, including preparedness, planning, implementation support, capacity strengthening, monitoring, reporting, and quality assurance.
- Proven experience developing and delivering technical guidance, training packages, tools, standard operating procedures, and other capacity-strengthening initiatives.
- Experience supporting emergency preparedness, response and recovery programmes is highly desirable.
- Experience working with **UNICEF, UN agencies, government counterparts, or NGOs** is desirable.

d) Must exhibit the UNICEF Core Values of:
1. Care
2. Respect
3. Integrity
4. Trust
5. Accountability
6. Sustainability

e) Competencies: Visit the following SharePoint site to select relevant competencies that the consultant should have for the assignment.

f) Please indicate the languages needed: **Fluency in Vietnamese** required; **working proficiency in English** is highly desirable for technical reporting and coordination.

11. TECHNICAL EVALUATION CRITERIA (WITH WEIGHTS FOR EACH CRITERIA)

The selection of consultants for the LTA will be based on technical evaluation and financial offers in the ratio of either 80:20. The criteria for technical evaluation will be as follows:

Selection criteria	Marks	
	Min	Max
- Advanced degree in Social Work, Child Protection, Psychology, Psychiatry, Mental Health, Public Health, Emergency Management, Education, Social Sciences, or a closely related field.	5	10
- Technical knowledge in CPiE and/or MHPSS, including emergency preparedness and response, case management, referral pathways, psychosocial support, community-based interventions, coordination mechanisms, child safeguarding, PSEA and data protection.	15	20
- Relevant professional experience in child protection, social work, psychology, mental health, humanitarian programming, emergency preparedness and response, including coordination, planning, implementation support, capacity strengthening, monitoring and reporting.	15	20
- Experience working with UNICEF, UN agencies, government counterparts, NGOs, academic institutions, or professional service providers in child protection, MHPSS and/or emergency response.	5	10
- Strong analytical, facilitation, coordination, communication and report-writing skills, including experience developing technical guidance, tools, training materials and capacity-strengthening initiatives.	5	10
- Fluency in Vietnamese required; working proficiency in English highly desirable	5	10
TOTAL TECHNICAL SCORE The minimum overall qualifying score is 45% of the technical score. Only those candidates who meet the overall qualifying marks of 45 and score the minimum cut-off in each of the above sub-criteria, will be considered technically responsive, and their financials will be opened.	50	80
Financial Score As a guide, the lowest financial bidder will be allocated the full 20 points, whilst the others are pro-rated against the lowest bidder to determine their financial score.	0	20
TOTAL		**100**

Note: The selection of the consultant will be based on technical evaluation & financial offer in the ratio of 80:20.

12. FINANCIAL PROPOSAL: [The LTA Contract Manager will indicate the Financial Proposal template to be used for submission as a separate document]

Category / Services	Rate
Consultancy daily fee:	
Travel costs:	
Other related cost for the assignment:	

Total:	

The application to be submitted through the online portal should contain **five (5)** separate attachments:

Examples (Adjust to your specific requirements:

i. A cover letter explaining the motivation for applying and explaining how the qualifications and skillset of the candidate are relevant for this consultancy **(to be uploaded online)**.
ii. Updated Curriculum Vitae (CV) **(to be uploaded online).**
iii. *Two* Work Samples – This could include two previously written Case Management Operational Plan or an Emergency response plan with a clear case management component; and a Training agenda, module, & materials on CPiE or case management in emergencies. It is critical to submit work samples as you will observe from the advertisement that marks have been assigned to these criteria for arriving at the most suitable candidate. **(To be uploaded under other supporting documents).**
iv. *Two* recommendation letters and/or performance evaluation reports on similar work previously done with other organisations. **(To be uploaded under other supporting documents).**
v. A financial proposal indicating professional fee as per the above template. Please do not forget to specify your name in the file while saving. **(To be uploaded under other supporting documents).** **Note**: If the LTA will include the optional fees for travel assignments, then BSAFE will be a mandatory course requirement to be added to the list of certificates to be uploaded at the time of application.

Without all the above five (5) documents your application will be considered incomplete and invalid and will not be considered further.

Additional Important Considerations for Applicants:

a. Any attempt to unduly influence UNICEF's selection process will lead to automatic disqualification of the applicant.
b. Joint applications of two or more individuals are not accepted.
c. Please note, UNICEF does not charge any fee during any stage of the process.
d. UNICEF is committed to diversity and inclusion and encourages qualified candidates from all backgrounds including persons living with disabilities to apply.