

**United Nations Children's Fund (UNICEF) - Viet Nam Country Office**  
**Terms of Reference**  
**Individual Consultancy**

<b>Title</b>	National consultancy to provide technical assistance to strengthening the child protection system in Viet Nam.
<b>Purpose</b>	Technical support to the Ministry of Labor, Invalids and Social Affairs (MOLISA), Ministry of Education (MOET), Ministry of Health (MOH) and selected NGOs in strengthening the sectoral and inter-sectoral interventions and institutional capacity in providing child protection services and social work development.
<b>Location</b>	Home-based and selected locations to be identified
<b>Duration</b>	3 <sup>rd</sup> January 2023 – 15 <sup>th</sup> December 2023
<b>Start Date</b>	3 <sup>rd</sup> January 2023
<b>Reporting to</b>	Child Protection Specialist
<b>WBS/PBA</b>	WBS# 5200/A0/06/883/002/004
<b>Funding Expiry Date</b>	# SC220126
<b>Project and activity codes</b>	2023-2024 Promoting and Protection Children's Rights in Viet Nam Project; 2022-2023 Workplans with Ministry of Health, and Ministry of Education, PCAs with Thao Dan Social Protection Center and Ho Chi Minh City Association for the Protection of Children's Rights
<b>General Ledger number</b>	GL# 7000190

### Background

Despite important progress in socio-economic developments, Viet Nam continues to face increasingly complex social issues, including high numbers of cases of neglect, abuse, exploitation and violence against children, children in conflict with the law, drug abuse, domestic violence and human trafficking.

In response to this, UNICEF has advocated and supported the Government of Viet Nam to build and strengthen the child protection system, as interpreted in the National Programmes on Child Protection. The Law on Children (2016), for the first time, regulates the three-tier child protection services system to prevent and respond to all forms of violence against children (VAC). In addition, Decree 56/2017/ND-CP introduces child protection case management procedures to increase the quality of multi-sectoral interventions and responses, yet, does not explicitly define the roles of education and health systems - the primary "eyes and ears" of children's daily well-being and safety.

Despite of the progress made in the policy and legal framework, Viet Nam is facing challenges in providing multi-sectoral child protection services and establishing professional workforce for child protection in welfare, education and health sectors. There are no professional competency standards of child protection workers to provide and monitor the quality of service delivery. The sensitive and complicated issues of child abuse and violence are addressed by para-professional and untrained workers at the commune level.

In addition, Viet Nam lacks an inter-sectoral mechanism (in both practice and legal framework) to coordinate professionals in relevant sectors in handling a child protection case. International research of Child Death Reviews indicates that inter-sectorial collaboration is an essential characteristic of Best Practice outcomes for children's care, safety and protection.

As part of the wider effort in strengthening the child protection system, UNICEF has advocated for and supported the government to strengthen the child protection workforce and to promote multi-sectoral child protection services, demonstrated by the institutionalization of the pilot of the integrated child protection services into the National Programme on Child Protection 2021-2025. UNICEF in its current CPD gives priority to advocating for specialized child protection services and

enhancing child protection workforce in the welfare, health and education sectors. The support is focused on the development of an inter-sectoral and sectoral mechanisms in handling VAC cases, specialized professional competency standards for child protection workers and competency-based specialized child protection training programmes.

Against this background, UNICEF has contracted international consultants to provide technical support to MOLISA, as a leading agency for coordinated child protection services, and MOET and MOH in defining the roles and responsibilities of these sectors in child protection and development of professional standards for child protection workers that are based on these defined roles and responsibilities, followed by specialized training programmes for managers and frontline workers in welfare, health and education sectors and CSO organizations.

### Justification

This national consultant will provide substantial technical assistance to MOLISA, MOH, MOET, CSOs and other support to the international consultant to successfully strengthen the child protection service system and building capacity of relevant partners. The national consultant will also provide technical support to the Government in the implementation of the National Programme on Child Protection 2021-2025.

### Purpose and objectives

The consultancy aims to provide technical assistance to MOLISA, MOET, MOH and selected local NGOs in strengthening the sectoral and inter-sectoral interventions and institutional capacity in providing specialized child protection services by relevant sectors.

Specifically, the national consultant is expected to provide support to UNICEF and line ministries as follows:

1. To help facilitate meetings and provide technical advice to the development of professional competency standards for child protection workers in respective sectors of the welfare, health and education and competency-based specialized (advanced) training programmes;
2. To help facilitate and provide technical advice to the development of national inter-sectoral protocol and sector-specific protocols for the health and education sectors and other standards and guidelines, and policies in handling child protection cases;
3. To provide support and technical advice for the development of guidelines, policies and sublaws to guide the implementation of the National Programme on Child Protection 2021-2025 with a vision to 2030, and the National Programme on Social Work Development, 2021-2030.

### Specific tasks, deliverables and timeline

In consultation with UNICEF, MOLISA, MOET, MOH and other relevant partners, the consultant shall perform the following tasks:

No	Task	Deliverables	Estimated working days	Tentative dates
1.	<b>Task 1:</b> Provide specialist technical advice to line ministries and provide other support to facilitate the development of inter-sectoral protocols, and two child protection sectoral protocols for MOET and MOH, including handling cases of child abuse and violence, and other relevant policies.	Inter-sectoral protocols and two child protection sectoral protocols and policies for MOET and MOH developed with clear reflection of UNICEF's technical inputs.	10 days for inter-sectoral protocols; 15 days for sectoral child protection protocols of MOET and MOH; and 10 days for other relevant policies. Subtotal: 35 days.	Jan 23 – May 23
2.	<b>Task 2:</b> Provide support to line ministries and the international consultant to	Three competency standards of child protection in	10 days for development of competency	Jan 23 – Nov 23

No	Task	Deliverables	Estimated working days	Tentative dates
	develop three specialist competency standards of child protection in the welfare, health and education sectors for institutionalization and endorsement.	welfare, health and education sectors developed with clear reflection of UNICEF's specialized technical inputs.	standard in the welfare; 15 days for development of two competency standards in health and education. Subtotal: 25 days	
3.	<b>Task 3:</b> Provide technical advice to localize and edit four competency-based specialized (advanced) training materials on child protection for children at risk and survivors of abuse and exploitation, which will be developed by the international consultant.	Four competency-based specialized training materials finalized and submitted to UNICEF, MOLISA, MOET and MOH for endorsement.	20 days for editing and meetings (04 materials of L1, 2A, 2B and L3); 10 days for translation/editing of 200 pages into Vietnamese. Subtotal: 30 days	Jan 23 – Nov 23
4.	<b>Task 4:</b> Provide capacity building (including on the job training) on child protection for managers and frontline workers of Thao Dan and HAPCR	Competency-based basic training courses delivered, with both theory and practice components.	Training for Thao Dan and HAPCR (12 days for L1&2A; 2B and L3) and 18 days (9 each) for on-the-job training. Subtotal: 30 days	Jan 23 – Nov 23
5.	<b>Task 5:</b> Provide technical advice to MOLISA in the development of relevant guidelines and policies for the implementation of the National Programme on Child Protection 2021-2025, and National Programme on Social Work Development, 2021-2030.	Implementation guidelines, policies, and sub-laws developed/amended with clear reflection of UNICEF's technical inputs.	Technical advice for the implementation of the National Programme on Child Protection: 20 days, and National Programme on Social Work Development: 20 days Subtotal: 40 days	Jan 23 – Nov23
6.	<b>Task 6:</b> Provide technical advice and support to the Ministry of Health, and Ministry of Education to develop service standards, including indicators for monitoring the quality of social work and child protection services, technical guidelines, policies and sub-laws for the implementation of child protection and social work services in hospitals and schools.	Two technical guidelines, standards, relevant policies and sub-laws developed to guide the establishment and implementation of integrated child protection and social work services in hospitals and schools.	Technical advice and support to the Ministry of Health, and Ministry of Education for the implementation of child protection and social work services in hospitals and schools, 10 days each. Subtotal: 20 days	Jan 23 – Dec 23

No	Task	Deliverables	Estimated working days	Tentative dates
		<b>Total: 180 days</b>		

### Methodology

The consultant is required to work closely with UNICEF, the international consultant, MOLISA, MOET and MOH in all steps of the consultancy. The consultancy will primarily be home-based. Given changeable availability of government partners, this assignment necessarily allows a degree of flexibility to the timeframes to enable UNICEF to remain agile and responsive to the needs of MOLISA, MOH and MOET. It will involve a combination of home-based desk reviews, as well as regular email, telephone, Skype/Zoom discussions with UNICEF and participation in relevant technical and advocacy meetings/workshops as required.

### Management and reporting

The Child Protection Specialist (Exploitation) will supervise, provide available reference resources, facilitate the communication between the consultant and relevant stakeholders, providing technical inputs and day-to-day support to this consultancy. The Chief of Child Protection Section will provide overall technical guidance and approve the intermediate and final products.

### Performance indicators for evaluation

Timeliness, inclusion of and response to UNICEF, MOLISA, MOET and MOH comments, quality of services will be rendered. The performance evaluation is conducted upon the completion of deliverables according to timeline as mentioned above.

### Qualification/specialized knowledge and experience

The consultant should have the following qualifications to effectively carry out the proposed tasks:

#### Qualifications and Experience

- Advanced Degree in social work, child welfare, child protection or related field;
- At least ten years' professional experience in the field of child welfare, child protection and/or social work;

#### Knowledge, Skills, and Competencies

- At least five years' professional experience in strengthening the child protection workforce, including the development and facilitation of training programmes on child protection;
- Demonstrated specialist knowledge in the field of child protection training and curriculum development;
- Excellent knowledge on and understanding of the child protection system in Viet Nam;
- Strong knowledge on the legal framework of child protection in Viet Nam;
- Work experience with UNICEF or another UN agency and in Viet Nam is preferred;

#### Languages

- Strong writing capacity and communication skills in English and Vietnamese.

### Assessment criteria

Applications will be evaluated technically and points are attributed based on how well the proposal meets the requirements of the Terms of Reference using the guidelines detailed in the table below.

A two-stage procedure shall be utilised in evaluating proposals, where the evaluation of the technical proposal will be completed prior to any price proposal being reviewed and compared.

The Cumulative Analysis Method (weight combined score method) will be used for evaluation and selection in this process. The Contract shall be awarded to candidate obtaining the highest combined technical and financial scores, subject to the satisfactory result of the verification interview.

Evaluation aspect	Scoring weight
<b>Technical Evaluation (100 points weight 70%)</b>	<b>70%</b>
<ul style="list-style-type: none"> <li>Advanced Degree in social work, child welfare, child protection or related field;</li> </ul>	10
<ul style="list-style-type: none"> <li>At least ten years' professional experience in the field of child welfare, child protection and/or social work;</li> </ul>	15
<ul style="list-style-type: none"> <li>At least five years' professional experience in strengthening the child protection workforce, including the development and facilitation of training programmes on child protection including demonstrated specialist knowledge in the field of child protection training and curriculum development;</li> </ul>	20
<ul style="list-style-type: none"> <li>Excellent knowledge on and understanding of the child protection system in Viet Nam;</li> </ul>	15
<ul style="list-style-type: none"> <li>Strong knowledge on the legal framework of child protection in Viet Nam;</li> </ul>	15
<ul style="list-style-type: none"> <li>Work experience with UNICEF or another UN agency and in Viet Nam is preferred ;</li> </ul>	10
<ul style="list-style-type: none"> <li>Strong writing capacity and communication skills in English and Vietnamese.</li> </ul>	15
<b>Financial evaluation (30%)</b>	<b>30%</b>

### Submission of applications

Interested candidates are kindly requested to apply and upload the following documents to the assigned requisition in UNICEF Vacancies: <http://www.unicef.org/about/employ/>

- Letter of interest and confirmation of availability;
- Technical proposal which clearly explains the outline on how to deliver the tasks and deliverables (preferably less than 5 pages);
- Performance evaluation reports or references of similar consultancy assignments (if available)
- Financial proposal: All-inclusive lump-sum cost including consultancy fee, travel and accommodation cost for this assignment as per work assignment.
- CV/P11 form ([UN Personal History Form](#))

### General Conditions: Procedures and Logistics

The following general conditions shall apply. The consultant shall:

- Be provided with DSA for UNICEF-required travel
- Be paid as following schedule:

Payment	Deliverable	Travel cost
<b>1st Payment – March 2023</b>		
45 days	<ul style="list-style-type: none"> <li>10 days for inter-sectoral protocols;</li> <li>10 days for competency standards in the welfare sector;</li> <li>15 days for competency standards in health and education;</li> </ul>	

	<ul style="list-style-type: none"> <li>10 days for translation/ editing of 200 pages into Vietnamese.</li> </ul>	
<b>2nd Payment – June 2023</b>		
45 days	<ul style="list-style-type: none"> <li>15 days for health and education child protection protocols;</li> <li>10 days for technical advice health sector;</li> <li>10 days for technical advice for NPA on Child Protection;</li> <li>10 days for technical advice on NPA on Social Work Development.</li> </ul>	
<b>3rd Payment – September 2023</b>		
50 days	<ul style="list-style-type: none"> <li>10 days for other relevant policies;</li> <li>20 days for editing and meetings on 04 materials of L1, 2A, 2B and L3;</li> <li>10 days for technical advice for NPA on Child Protection;</li> <li>10 days for technical advice on NPA on Social Work Development.</li> </ul>	
<b>4th Payment – December 2023</b>		
40 days	<ul style="list-style-type: none"> <li>12 days for L1&amp;2A; 2B and L3 Training for Thao Dan and HAPCR;</li> <li>18 days (9 each) for on-the-job training for Thao Dan and HAPCR;</li> <li>10 days for technical support on social work services in hospitals and schools.</li> </ul>	
<b>Total 180 working days</b>		

#### Nature of ‘Penalty Clause’ to be Stipulated in Contract

- Unsatisfactory performance: In case of unsatisfactory performance the contract will be terminated by notification letter sent five (5) business days prior to the termination date in the case of contracts for a total period of less than two (2) months, and ten (10) business days prior to the termination date in the case of contracts for a longer period
- Performance indicators: Consultants’ performance will be evaluated against the following criteria: timeliness, quality, and relevance/feasibility of recommendations for UNICEF Viet Nam.

#### Policy both parties should be aware of

- Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures, and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.
- Under the consultancy agreements, a month is defined as 22 working days, and fees are prorated accordingly. Consultants are not paid for weekends or public holidays.
- Consultants are not entitled to payment of overtime. All remuneration must be within the contract agreement.
- No contract may commence unless the contract is signed by both UNICEF and the consultant.



- For international consultants outside the duty station, signed contracts must be sent by fax or email.
- Consultants will not have supervisory responsibilities or authority on UNICEF budget.
- Consultant will be required to sign (1) the Health statement, (2) Certificate of Good Standing for Consultants/Individual Contractor and to submit the Covid-19 vaccination if the Consultants/Individual Contractors are required to work on UNICEF premises, travel on behalf of UNICEF and access to programme delivery locations, prior to taking up the assignment, and a copy of appropriate health insurance, including Medical Evacuation.
- The Form 'Designation, change or revocation of beneficiary' must be completed by the consultant.
- While dedicated office space during the consultant's travel to Vietnam is not available, shared space can be allocated upon request based on availability.
- The consultant shall use his/her own computer and other tools.