

Annex 10: Terms of Reference

Situational Emergency Training (SET)

29 January 2018

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Table of Contents

1	Introduction.....	3
1.1	Background.....	3
1.1.1	<i>Introduction</i>	3
1.2	Statement of Purpose & Objectives	3
1.2.1	<i>Purpose and objectives</i>	3
1.2.2	<i>Scope and focus</i>	3
1.2.3	<i>Workshop details</i>	4
2	Requirements.....	5
2.1	Tasks and Obligations of the contractor.....	5
2.2	Other responsibilities of the contractor.....	6
2.3	Responsibilities of UNHCR (GLC).....	6
2.4	Other important points	6
3	Content of the Technical Offer.....	7
3.1	Company Qualifications.....	7
3.2	Proposed Services	7
3.3	Personnel Qualifications.....	7
3.4	Vendor Registration Form	7
3.5	Applicable General Conditions	7
4	Evaluation	7
4.1	Technical Evaluation	8
5	Key Performance Indicators	9
5.1	Performance Evaluation	9

1 Introduction

1.1 Background

1.1.1 Introduction

This initiative to hold Situational Emergency Training workshops (SET) commenced in 2002. This flexible workshop replaces the Emergency Management Training Program, which was first introduced in 1985 and since then has trained almost three thousands of colleagues from UNHCR and partners from among NGOs, Government and other UN agencies.

Situational Emergency Training supports participants who preferably already have emergency and field experience to better prepare for and address a displacement crisis or prepare for refugee returns. The SET workshop differs from the original EMTP training and focuses on preparedness tools and response measures for a particular emergency refugee situation, in a given region. The SET workshop also acquaints participants with some key preparedness, emergency planning and management skills in priority areas, such coordination, protection, security and operations and when appropriate the Preparedness Package for Refugee Emergencies and UNHCR's High Alert List for Emergency Preparedness.

1.2 Statement of Purpose & Objectives

1.2.1 Purpose and objectives

This consultancy will comprise the review and updating of the current content, methodology and training materials related to the Situational Emergency Training (SET) workshops.

The overall objective of the SET workshops is to provide to UNHCR colleagues and external partners including government representatives, implementing and operational partners a comprehensive training in emergency preparedness and management to improve their capacity to prepare and address displacement emergency situations.

1.2.2 Scope and focus

The objective of the workshop is to acquaint and improve the capacity of the participants with the purpose and goals of emergency preparedness, management, demonstrate specific applications of emergency management skills to priority areas such as protection, health and nutrition, shelter, food, water and sanitation, medical care, site planning, education, logistics, registration and distribution and support to local host community services. The workshop stresses the protection needs of persons of concern to UNHCR in emergencies, as well as addressing persons with specific needs and children always utilising the age, gender diversity approach.

In addition, the workshop offers UNHCR and its main partners a unique opportunity to exchange experiences and lessons learned while undertaking initial, joint preparedness and contingency planning activities.

The SET focuses on planning, preparedness and the methodology used is action oriented, addresses new developments and approaches in emergency management while taking into account the dynamic context of humanitarian operations.

1.2.3 Workshop details

- **Scheduling:**

SET workshops are generally organized upon specific requests from UNHCR offices in the field. In its present format, SET workshops are conducted in regions where, together with UNHCR's Division for Emergency, Security and Supply (DESS), the need to enhance the emergency preparedness, given the likelihood that a crisis may materialize in the short term is identified. Each workshop has duration of about 3-4 days and is typically non-residential.

Planning of workshops could be challenging, but geographic areas considered at high risk for an emergency are given priority. Therefore, a level of flexibility in scheduling the trainings is required from the contractor as well as personal security awareness.

- **Materials utilized:**

A combination of visual aids (PowerPoint presentations, video, slides) and handouts;

- **Participants:**

Participants number approximately 30-35 participants from UNHCR, Governments, NGOs and the UN system, working or expected to work in preparedness and emergency response;

- **Venue**

SET workshops will take place in emergency prone countries or regions identified by Global Learning Centre's (GLC) Emergency Management Training Unit (ETMU) in coordination with Emergency Services (ES) DESS and regional Bureaux at UNHCR HQ.

2 Requirements

2.1 *Tasks and Obligations of the contractor*

Task 1:

- Revise the workshop methodology, content and corresponding material, in cooperation with the Emergency Management Training Unit (ETMU) in conjunction with colleagues in UNHCR's Division of Emergency Services and Supply (DESS);
- Add and integrate technical content modules;
- Develop new materials, case studies or reports for potential inclusion in the program;

Task 2:

- Evaluate if the workshop content adequately covers the preparedness and emergency management objectives;
- Ensure that the content reflects the latest developments within UNHCR as it relates to emergency preparedness and response measures;
- Determine if the course content reflects the latest developments within the broader UN system, humanitarian principles and the international community, as related to policy making, minimum standards, emergency preparedness and response measures;

Task 3:

- Review the objectives for each workshop session and recommend adjustments, as necessary
- Prepare standard briefing kits for the presenters of each course topic;

Task 4:

- Ensure that the workshop agenda, the content and the training materials are adapted to the specific situations in the regions where the courses are being held;
- Revise simulation exercise(s) to reflect these realities, as needed.

Task 5:

- Act as workshop facilitator and coordinator. As facilitator, ensure, inter alia, that the workshop sessions are relevant and integrated into the training as a whole;

Task 6:

- Run table-top or field-based preparedness and emergency simulation exercises on international emergency operational standards, proposing different incidents related to emergency situations;

Task 7:

- Act as resource person in a variety of topics during the workshop, as needed. UNHCR will normally provide a resource person to assist with the training. However, in exceptional circumstances and in the absence of UNHCR staff to undertake these tasks, the contractor may involve local resource persons. Any agreement with non-UNHCR resource persons will have to be pre-approved by UNHCR, which will cover any costs incurred.

Task 8:

- Ensure follow up to the training as needed;
- Provide on-going evaluation and measure indicators;
- A brief evaluation report will be prepared following the completion of each workshop summarising the participant evaluations and assessing workshop strengths and weaknesses.

2.2 Other responsibilities of the contractor

- Prepare the agenda for the workshops and submit it to GLC for review and suggestions;
- Ensure resource persons are fully aware of the workshop objectives, content and methodology and with the GLC briefed on their topics;
- Produce the training materials (colour printing, copying and binding the manuals) and transport the manuals to the training location unless there is an agreement for UNHCR to print locally;
- Review the content for each workshop in order to ensure compatibility with the characteristics of the regions where the courses are held;
- Assume full responsibility for copying and assembling of workshop and simulation materials for participants and GLC resource persons, including transport to the training location;
- The selected company will be responsible for providing one facilitator to conduct each workshop;

2.3 Responsibilities of UNHCR (GLC)

- Identify suitable conference facilities for the holding of the workshops.
- Pay hotels/training centres other than their own accommodation costs and travel.
- Identify, contact and brief the resource persons for the workshop.

2.4 Other important points

- Deliverables

A written evaluation report of the course content and training materials including recommendations will be produced. The report will be shared with the GLC's EMTU and any other relevant sections at Headquarters and form the basis for future adjustments to the course.

Timeframe: 30 days following conclusion of the workshop

- Proposed period of contract:

3 years extendable with further 1+1 year

- Presentation of Offer:

Offers must clearly state and include a detailed breakdown of activities, timeframe and costs. The attached form should be used.

- UNHCR reserves the right to cancel any proposed workshop; in this event the contractor will be apprised as early as possible

3 Content of the Technical Offer

3.1 Company Qualifications

A description of your company with evidence of your company's capacity to perform the services required, including:

- Company profile, registration certificate and last audit reports;
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates;
- Three or more letters of reference, with contact information and supporting proposals for learning activities or exercises
- Familiarity with humanitarian standards and indicators (Sphere) and with UNHCR's Emergency Handbook (www.emergency.unhcr.org) - for information purposes

3.2 Proposed Services

- A sample training agenda conforming to adult learning techniques and modalities with examples of interactive exercises;
- A no more than 8 minute video highlighting core Sphere guidance with regard to emergency WASH standards.

3.3 Personnel Qualifications

- A copy of the company organigram;
- Qualifications/CV of each individual proposed for facilitation and training development (please highlight language skills especially relating to capacity in delivering English, French, Spanish, Russian and Arabic)

3.4 Vendor Registration Form

If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex 12).

3.5 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex 13) and including it in your submitted Technical Proposal.

4 Evaluation

4.1 Technical Evaluation

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score.

	Technical Evaluation Criteria	Max Rating
Company qualifications	<ul style="list-style-type: none"> Service provider has proven and relevant knowledge, experience and familiarity in the field of Emergency and/or Security training related consultancy services. 	10
	<ul style="list-style-type: none"> Service provider has knowledge, experience and familiarity with the international humanitarian system, UNHCR operations, and the UN security system, including UN and UNHCR policies, practices and operating norms 	15
	<ul style="list-style-type: none"> Service provider has demonstrated experience and ability to conceive and organize training, produce materials and provide facilitation at highest quality standards, especially the development and management of interactive exercises and complex field simulations, and conduct evaluations and surveys. 	5
Proposed Services	<ul style="list-style-type: none"> The proposal for training and workshop facilitation is conceived using relevant methodologies and facilitation approaches prioritizing intellectual openness, learning, mutual respect, exchange of information and network-building applicable also in complex political and/or cross-cultural environments 	35
Personnel Qualifications	<ul style="list-style-type: none"> Service Provider has diverse personnel of different cultures and language skills (English, French, Spanish, Russian and Arabic) with demonstrated knowledge and experience in the subject matter treated in the workshops or events, in addition to the personal qualities, cross-cultural skills and technical ability to implement such initiatives. 	5
		70

The passing score of the Technical Evaluation is 40 out of 70 points.

5 Key Performance Indicators

5.1 Performance Evaluation

UNHCR expects to monitor the performance of the selected supplier.

Emphasis will be on the quality of the final report and provided clear inputs to assist UNHCR in the delivery of Emergency Workshops.