

# CALL FOR PROPOSALS

## Technical Assistance in the Online/Virtual Training of Trainers for Regional Substance Abuse Helpline Agents



**World Health Organization**

Representative Office  
for the Philippines

### 1. Summary

The World Health Organization (WHO) Philippines is searching for an individual contractual partner to provide technical assistance in the Training of Trainers for Regional Substance Abuse Helpline Agents under an Agreement for Performance of Work (APW) contract. The proposals are due by 14 May 2021.

### Background

The 2019 National Household Survey on the Pattern and Trends of Drug Abuse in the Philippines showed that there are 1.7 million current drug users aged 10-69, with 4.7 million Filipinos having used illicit drugs at least once in their lives. Recognizing the extent of the problem, the prevention and treatment of persons who use drugs (PWUDs) is now one of the top priorities of the Department of Health (DOH). In strengthening drug abuse prevention, treatment and rehabilitation, the DOH abides by the mandates of the State (Republic Act No 9165, or the 'Comprehensive Dangerous Drugs Act' of 2002) and by its international commitments enshrined in Goal 3 of the Sustainable Development Goals (SDGs).

The FOURmula One Plus for Health sets the current direction of the DOH in meeting these mandates. Increasing access to quality care through disease prevention and control strategies and proper health promotion and communication is key to meeting the objective of ensuring accessibility of essential quality health products and services at appropriate levels of care. In this regard, DOH launched the Substance Abuse Helpline 1550 last June 26, 2020 to provide information, referral to treatment and to give brief intervention services through telephone for individuals, and their family members, communities and the general public in managing community risks and crises associated with substance abuse.

The World Health Organization (WHO) supports the Philippines Department of Health (DOH) to build and strengthen evidence- and rights-based treatment for substance use disorders. Consideration will also be given to critical challenges to increase the capacity and commitment of local governments to deliver evidence-based out-patient treatment services, and to ensure effective and sustainable implementation of associated reforms at the local level. The expansion of the pool of trainers at the regional level is important to scale up the Substance Abuse Helpline -1550 services.

### Purpose

This activity aims to expand the pool of trainers in the Philippines in the area of substance abuse helpline. Specifically, it aims to enhance the knowledge and skills of future trainers in terms of (1) understanding drug abuse, process of providing services via a helpline, motivational interviewing; and (2) effective delivery and cascading of the standard training course using the Manual of Operation for Substance Use Helpline in the Philippines.

### Specific Objectives:

1. Develop and deliver an online/remote training curriculum/program and tools to build the capacity of existing and new SA Helpline agents on the delivery SA Helpline support services, and in how to use the DOH Helpline Manual. The curriculum and training will cover:

- a. Crisis Telephone Screening, Brief Intervention and Referral for SUD treatment and/or support services
- b. Crisis Chat and other non-voice services for SUD

2. Develop and deliver an online/remote Train-the-Trainer (TOT) curriculum/program and trainer manual, focusing on capacitating 'trainers' in how to capacitate and support future Helpline agents

## **2. Timeline**

The implementation timeline for the project is from **20 May 2021 to 30 September 2021**.

## **3. Place of Assignment**

Manila, Philippines

## **4. Scope of Work**

In coordination with WHO Philippines and the Department of Health, the selected contractual partner shall perform the following activities:

1. Develop and/or update existing learning materials and presentations with consideration to the online mode delivery of the curriculum.
2. Conduct an training of trainers based on the substance abuse helpline curriculum and substance abuse helpline manual of operations through an online/virtual platform

Manual contents:

### **Session 1: Introduction**

- Introduction to staff, participants
- Introduction to workshop rationale, aims and objectives
- Workshop rules

### **Session 2: Reviewing Training Program and the ToT Process**

- Review training program, curriculum and teaching resources
- Review plan for coming days

### **Session 3: Preparing Teaching Plans in Groups**

- Review and plan teaching of one session on either:
  - o Listening skills
  - o Motivational interviewing
  - o ASSIST – BI
  - o Diverse needs and challenging calls

### **Session 4: Delivery of online Four Sessions including receiving feedback on critical skills in training program delivery and critique of program**

- Practice of skills and delivering content of training program

### **Session 5: Reflection and identification of personal skill development**

- Personal and group reflection of needs to enhance capability to deliver online/virtual program

3. Submit an activity report which includes but not limited to pre and post assessment of the participants, issues and challenges encountered, documentation and recommendations for future trainings

The training activity will be given online/virtual: 1-week half-day workshop for 30 participants (1st batch) and another 1-week for the second batch for 30pax. This will be with combined:

- lectures
- skill rehearsal
- mentoring
- small group discussions
- open forum
- personal reflection and planning facilitated by the Resource Person

#### **Output 1. Inception Report with itemized work plan and Gantt chart of activities**

Deliverable 1.1: Develop work plan with Gantt chart of activities. The work plan will be part of the inception report that will be submitted to WHO Philippines at the beginning of the engagement. The inception report, to be submitted within 7 days of commencing this assignment, will demonstrate the consultant's conceptual and implementation approach and methodology, scope of work, resources required, and the timeline of activities to guide the assignment and meet the agreed upon deliverables

Deliverable 1.2: Discuss the inception report and work plan with WHO Philippines and DOH

#### **Output 2. Plan, Design and Deliver the Online/Virtual Training of Trainers SAH Curriculum and Manual or Operations for SA Helpline Agents**

Deliverable 2.1: Submit the Training Curriculum for Helpline Agents (including but not limited to training agenda and program, relevant training materials and handouts)

Deliverable 2.2: Deliver the 2 batches of Online/Virtual Trainings for 30 participants each batch.

Deliverable 2.3: Submit the training report, including feedback on the Helpline Manual and support provided to the technical group and participants

#### **Output 3. Post-Training Remote Mentoring and Supervision**

Deliverable 3.1: Provide remote mentoring and supervision sessions to trained SA Helpline Agents

Deliverable 3.2: Enhance existing learning materials and presentations for online mode delivery of the curriculum

#### **Output 4. Documentation of the Process**

Deliverable 4.1: Submit a Technical Narrative Report which includes possible recommendations

Deliverable 4.2: Submit a brief financial statement

**CONFIDENTIALITY** The results, products and reports of this APW are to be treated as confidential and must not be handed over to third parties. The DOH and WHO have the exclusive ownership of the reports and reserve the right to further disseminate relevant information.

The contractual partner will also provide disclaimer on the reports: This document has been produced with the assistance of the World Health Organization. The contents of this publication are the sole responsibility of the author, and does not necessarily reflect the opinions, recommendations, or advice of the World Health Organization.

## **5. Qualifications**

The individual contractual partner must fulfil the following qualifications:

### Education and Certifications

- Essential: A Master's degree in any of the following fields: public health, epidemiology or related fields from a recognized university
- Desirable: With post-graduate degree or advanced studies in public health, social sciences, mental health and substance abuse, or similar from a recognized institution

### Work Experience

- At least 5 years of relevant experience on building capabilities for substance abuse and mental health services, preferably within a government setting

### Technical skills and knowledge:

- Good medical, mental health and human rights knowledge, and preferably familiar with UN language
- Good technical writing and facilitation skills, knowledgeable in basic computer programs and online platforms, efficient organizational and management skills

### Language

- Expert written and spoken fluency in English

In addition, the individual shall have no involvement, in any form, in drugs, arms dealing, alcohol industry, or human trafficking.

## **6. Contract Time**

The work to be done under this contract is to provide technical assistance in the Online/Virtual Training of Trainers for Regional Substance Abuse Helpline as set out in the Terms of Reference. The contract will be completed in not more than 4.5 months from the commencement of the Work, or otherwise as agreed in writing among the Owner and the Contractor. The work shall be done in strict compliance with the Contract, Specifications, Schedules, and all other Contract documents and all Instructions. Failure to do so shall be at the Contractor's risk and account. Submission of Bid by the Contractor shall constitute acknowledgement by the Contractor that it is aware of and concurs with all of the requirements or conditions incorporated in the Call for Proposal and the other documents.

As time is an essential element of this Contract, for failure to complete all work within the stipulated as set out in the Terms of Reference, the Owner shall charge the Contractor liquidated damages. This shall be in the amount the sum of 0.5% of the total contract amount per day (Saturdays, Sundays and holidays are included) but not to exceed on total 10% (ten percent) of the contract amount. These liquidated damages shall be for the added cost incurred by the Owner for such delay and also for the inconvenience caused to the users of the Work. It is understood that this is not a penalty but a fixed sum representing the liquidated damages for each calendar day of the delay. Delay shall be counted from the agreed completion date, considering further time extensions approved by the Owner, to the date of completion of work.

## **7. Submission Requirements**

Interested individuals should submit electronic copies of the following:

- Cover letter
- Proposal with financial details and proposed timeline
- Curriculum Vitae

Address all cover letters and proposals to:

**Dr Rabindra Abeyasinghe**

WHO Representative to the Philippines

Ground Floor, Building 3, Department of Health San Lazaro Compound

Rizal Avenue, Sta Cruz, Manila

Please submit the electronic copy of the cover letters and proposals with the title **Technical Assistance in the Online/Virtual Training of Trainers for Regional Substance Abuse Helpline Agents** to Mrs Ying Chen ([cheny@who.int](mailto:cheny@who.int)) and [wpphlwr@who.int](mailto:wpphlwr@who.int) Only shortlisted applicants will be contacted by WHO Philippines.

Deadline of submission of application is on **14 May 2020**.