**Promoting Alternative Dispute Resolution (ADR) in Turkey**

**TERMS OF REFERENCE FOR SERVICE PROVIDER**

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| ***ER-3: To strengthen the leadership role of the MoJ in strategic planning, policy development and co-ordination of the ADR mechanisms.***   1. **A.3.6 Developing Ethical standards in ADR Applications** |

1. **ABOUT THE PROJECT**

EU-CoE Joint Project on “Promoting Alternative Dispute Resolution in Turkey” is co-funded by the European Union and the Council of Europe and implemented by the Council of Europe. The Ministry of Justice of the Republic of Türkiye – Directorate General for Criminals Affairs and Directorate General for Legal Affairs are the end beneficiaries of the Project. The Central Finance and Contracts Unit is the contracting authority.

Project’s overall objective is to improve the effectiveness of the justice system and access to justice by providing a faster dispute resolution for the citizens, businesses, legal persons and other organisations and institutions at large.

Project’s specific objectives are:

i) To enhance the scope and application of the conciliation and to implement it effectively, by ensuring that the rights of minors, victims and offenders are protected, and skills and professionalisms of the staff of the Directorate General for Criminal Affairs (DGCA) within the Ministry of Justice (MoJ), as well as conciliators, legal professionals and conciliation prosecutors are strengthened.

ii) To enlarge the scope of mediation and arbitration as well as to increase the use and scope of mediation and arbitration in civil law by enhancing the capacity and qualifications of the staff of the Directorate General for Legal Affairs (DGLA) within the MoJ, as well as mediators, legal professionals and judiciary, for a consistent and efficient mediation and commercial dispute resolution.

iii) To enhance the capacity of the MoJ and the staff of the relevant Departments in strategic and policy development of Alternative Dispute Resolution (ADR) mechanisms, including and issues pertinent to the design, management and financing of its services.

1. **OBJECTIVE OF THE ASSIGNMENT**
2. Training videos production on ethics in ADR applications (8 videos, 25 minutes each)
3. Online trainings creation on ethics in ADR applications (8 trainings)
4. **SCOPE OF THE WORK**

Under the Activity 3.6 training videos on ethics in ADR will be produced and online trainings will be created:

1. **Training video production on conciliation**

* 8 training videos of 25 minutes in length for each will be developed in the field of ethics in ADR applications. The training content will be provided by the CoE project team.
* Work in collaboration with the CoE project team and submit the first draft of the ethics videos. Participate in coordination meetings organised by the CoE project team.
* Submission of the final version of the ethics videos to the CoE project team.

**Concept and scenario preparation**

The scenario will be developed by the project’s consultants’ team to the service provider.

* **Production**

Services and equipment such as studio, drawing tablet, story boards, postproduction software, dubbing equipment will be provided by the service provider.

The full and integrated film will be suitable for the publication on all professional mediums and on the internet and different social media platforms (Instagram, Twitter, YouTube, Facebook, etc.).

* Shooting must be executed in a professional manner. It is necessary to have assistants and a director in the shootings, prompter and prompter operators should be provided when needed.
* It is expected that the text, presentation and visuals requested and provided during the processing of the Greenbox video footage will be placed in the background, montage, audio mixing, colour editing and the final video in HD quality (1080p) suitable for the web environment.
* **Editing and post-production**

At the post-production process some informative elements will be added to the film during the narration. These elements could be typographic, video-graphic, animated illustrations and/or info-graphics.

The technical elements must be convenient for the up-to-date filming and video-graphic tendencies.

Turkish and English subtitles (including the English translation) will be provided by the service provider.

* **Technical specifications**

The language of the video and the other materials will be Turkish. Videos will have subtitles in Turkish and English.

The selected consultant company/service provider will undertake all pre- and post-production activities including subtitles and final mastering.

The video must be delivered in MOV, MP4 and AVI formats.

The video requires full HD standard (min. 1920x1080) and 16:9 screen ratio.

The video might require 2D animations, illustrations/drawing, info-graphics, video-graphics, typographic elements if the script demands.

All the design files must be submitted in vectorial formats (with the working files), PDF, and other formats according to needs of the work (PNG, JPG, TIFF etc.).

Design files must be submitted ready for print and allowing to work on later on.

* **Visibility rules**

The communication materials that will be produced under this assignment/contract must be in line with both visibility rules for external actions of Council of Europe in general and the Project of “Promoting Alternative Dispute Resolution (ADR) in Turkey” in specific.

Visibility Rules guidelines will be provided by the project team to the consultant company/service provider.

* **Copyright and licences**

The music, illustrations and drawings to be used in the video shall be free of copyright infringements, might be original and new or selected from copyrighted catalogues on producer’s expense. In both cases, the copyright will belong to the Project and the Council of Europe.

The Council of Europe will be granted the right to make copies. The original footage will be shared and the Council of Europe will be given permission to adapt, use and share these materials.

* **Other items**

In case of adding sign language to the video, the related budget item must be added into budget.

Copies of the videos will be delivered to the Council of Europe Ankara Programme office on separate USB discs and sent as online.

1. **Creation of the online trainings**

The service provider is expected create online trainings on ethics in ADR practices to deliver 8 unsynchronised, tutorless trainings and to create certificates for successful participants. The contents will be provided by the CoE project team. These contents will be delivered to the targeted audiences through the learning management system, which will be designed as a content management system and distance education system in line with the following technical requirements:

* The training contents will be created as video lessons by the academicians to be determined by the project management.
* Filming must be done in a Greenbox studio, with professional HD cameras. At least 5500K light should be used.
* A lapel microphone or boom should be used in the shootings.
* Shooting must be executed in a professional manner. It is necessary to have assistants and a director in the shootings, prompter and prompter operators should be provided when needed.
* It is expected that the text, presentation and visuals requested and provided during the processing of the Greenbox video footage will be placed in the background, montage, audio mixing, colour editing and the final video in HD quality (1080p) suitable for the web environment.
* A production plan with a timetable must be offered with a clear deadline.
* The training must have a web-based learning management system (LMS).
* LMS must be installed to the beneficiary’s server by the bidder, if needed.
* The LMS software to be installed must be licensed indefinitely and unlimitedly, not according to criteria such as annual, periodic, number of users, etc.
* LMS should not include any additional costs that may be incurred after the end of the project.
* The LMS software to be installed must have been used by different institutions and organizations around the world for at least ten years and must have a regularly updated license (License fees should cover at least three years).
* LMS software to be installed; should offer multi-language support including Turkish.
* LMS software should be designed in accordance with mobile platforms.
* The LMS should cover the sharing of course resources, online and offline exam application, homework sharing, forum application, instant messaging and chat applications, virtual classroom management integration and applications.
* The LMS must be adaptable in accordance with the requests and needs of the beneficiary.
* The LMS should be able to report user trends.
* Course Management System must have Web Services API and documentation for integration with other systems.
* For content to be stored, storage capability in a network accessed storage unit (NAS or SAN) must be supported.
* The system will run in server-client architecture. The server version of the system will be installed on the server computers.
* Computers running Windows, Linux, and Mac OS X as clients must be supported.
* The interface of the system should be arranged in accordance with the corporate identity.
* There should be no restrictions on the number of simultaneous participants that can be defined in the system.
* System servers should have clustering feature and scale horizontally to increase the total instantaneous user capacity.
* In the software, there will be three separate participant definitions: student/participant, instructor, and administrator. The screen image and authorizations of each participant type in the software should be different from each other.
* Each participant will have their own username and password. The username and password will need to be entered before the software can be run.
* The administrator shall be able to remove an existing user from the system.
* Resource Sharing (file types such as word, pdf, excel, etc.) should be available.
* There should be a feature of creating a forum (creating a discussion environment related to the course or a topic and getting the opinions of the participants on that topic).
* Announcement (Preparing and publishing announcements about the course) shall be available.
* It should have the feature of creating a test/exam, it should be ensured that the participants can take the test for the relevant courses at any time within the specified time, learn their notes instantly, the notes can only be seen by the instructor either than the participant, the test can be prepared with different questions and different elegant sequences by each time.
* In the test creation process, questions with multiple choice, multiple answers, fill in the blanks, true/false options and optional deadlines should be available.
* LMS should have the feature of creating surveys (instructor's editing surveys related to the course).
* LMS should have the feature of sending notification messages to the e-mail address and calendar of the participants.
* LMS should have a calendar feature (to see events, announcements, tests, etc. information about the course).
* LMS should have a Reporting feature to report usage status on a personal basis.
* Users should receive a certificate when they meet the required requirements. Certificates should be accessible from the system.
* 3 months maintenance support service should be provided for the installed LMS server components.
* Candidates must have installed an LMS with at least 5000 users with the technical specifications stated above in the last year.

1. **PAYMENT SCHEDULE**

Payments will be done according to following schedule:

* Interim payment corresponding to **40% of total fee,** upon the submission and acceptance of the first draft versions of two deliverables.
* Final payment of remaining **60%** upon the submission and acceptance of the final versions of two deliverables.