

Data Sheet & Scope of Work

1	Introduction & Overview	Response to Social Protection Challenges of the Marginalized communities Led by Innovation, Education and Functionality (RELIEF) project, implemented by NGO Labyrinth and funded by The European Union
2	Purpose of the Service	Develop a Monitoring and Evaluation System for the EU Funded project REsponseto social protection challenges of the marginalized communities Led by Innovation, Education and Functionality – RELIEF
3	Brief Description of the Required Supplies	The main purpose of the service is to develop the M&E plan that will accompany the project Action Plan together with the project Log Frame to facilitate the effective monitoring of the programme.
4	Objective and Scope	The M&E assignment is aiming to ensure the implementation of a continuous monitoring follow-up, and evaluation conducted all along the project, from its start until its end. This assignment shall allow extracting strengths and weaknesses of the used methodology for reinforcing the social services on local level. It will express recommendations for improving the project monitoring and its impact follow-up. It will also express improvement way and possible reorientations of the initial strategy. Finally, at the end of the project, it will analyse the achieved impact and will allow disclosing and disseminating it among other municipalities.
5	List and Description of Expected Outputs to be Delivered	- See Technical Specification.
6	Location of work	Prishtina, Prizren, Gjakova and Gjilan
7	Expected duration of contract	34 Days
8	Target start date	12 November 2021
9	Estimated completion date	30 June 2024
10	Language of Proposal	English
11	Pre-proposal conference	N/A
12	Travels Expected	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
13	Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
14	Currency of Proposal	EUR
15	Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
16	Bid Security	<input type="checkbox"/> Required <input checked="" type="checkbox"/> Not Required
17	Financial Standing	<input type="checkbox"/> Required <input checked="" type="checkbox"/> Not Required
18	Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days

		In exceptional circumstances, Labyrinth may request the tenderers to extend the validity of bids beyond what has been initially indicated in this RFP. The bid shall then confirm the extension in writing, without any modification whatsoever on the bid.								
19	Partial Quotes	<input type="checkbox"/> Permitted <input checked="" type="checkbox"/> Not Permitted								
20	Payment Terms	<table><tr><td>Installments</td><td>Deliverables</td><td>Tentative Time-frame</td></tr><tr><td>3</td><td>By deliverables</td><td>10 days after deliverable completed</td></tr></table>	Installments	Deliverables	Tentative Time-frame	3	By deliverables	10 days after deliverable completed		
Installments	Deliverables	Tentative Time-frame								
3	By deliverables	10 days after deliverable completed								
21	Type of Contract to be Signed	SERVICE CONTRACT								
22	Labyrinth will award the contract to:	<input type="checkbox"/> One and only one Service Provider <input checked="" type="checkbox"/> One or more Service Providers, depending on following factors: If a group of consulntas submit the bid.								
23	Annexes to this ITT	<input checked="" type="checkbox"/> Request for Proposals (RFP) <input checked="" type="checkbox"/> Instruction to Bidders or Consultants <input checked="" type="checkbox"/> Data Sheet and Scope of Work <input checked="" type="checkbox"/> Cover Letter and Declaration on honour on exclusion criteria and absence of conflict of interest <input checked="" type="checkbox"/> Technical and Financial Submission Form <input checked="" type="checkbox"/> Template of Proposed Contract								
24	Deadline for Submission of requests for clarification	See Timetable at the Instructions to Biders or Consultants								
25	Documents to be submitted:	<input checked="" type="checkbox"/> Technical and Financial Submission Form(See section 5) <input checked="" type="checkbox"/> Cover Letter and Declaration on honour on exclusion criteria and absence of conflict of interest(See section 4) <input checked="" type="checkbox"/> Additional Annexes: Copy of registration certificate and Fiscal & Unique Number certificate from relevant Registry in the country of origin defining the constitution or legal status, place of registration, and principal place of business; ID/Passport for individuals. <input checked="" type="checkbox"/> Additional Annexes: Joint Venture/Consortium/Association Information agreement if is permitted. <input checked="" type="checkbox"/> Additional Annexes: CV (Europass template preferred) List of clients and reference letter. <input type="checkbox"/> Statement expressly that all the goods meet the requirements concerning origin and must state the countries of origin. <input checked="" type="checkbox"/> Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, certifications, awards, references and citations received by the Bidder, if any.								
27	Maximum budget allowed	8,500 EUR (Including all applicable tax for Companies/Organizations/Consultants that can issue an invoice) 8,095.24 EUR for local consultants that can not issue an invoice)								

Specifications and Scope of work

1. Introduction

Social services (SSs) decentralization in Kosovo has not been completed even after 10 years. As a consequence, only a handful of citizens in need have access to SSs. There is a lack of SSs on municipal level regarding the children and adolescents with the psychological or behavioral disorder and drug users, there is no official data of RAE children and adolescents who use drugs and need immediate care, there are no sufficient sheltering centers on municipal level for the woman of domestic violence as well as psychosocial support of families and perpetrators of domestic violence. There is a lack of professionals dealing with domestic violence and drug addiction that could provide such support especially for families, juvenile delinquents, and drug users in conflict with the law.

In order to strengthen the social services for the people from the marginalized communities (boys and girls from the Roma, Ashkali and Egyptian (RAE) community, men and women – drug users and victims of domestic violence), European Union Office in Kosovo within *IPA Civil Society Facility and Media Programme 2018 – 2019 / Civil Society Resource Centre Phase II - Support to innovative projects in the area of social protection*, granted a project called *REsponse to social protection challenges of the marginalized communities Led by Innovation, Education and Functionality – RELIEF*. The project is implemented by the NGO Labyrinth as a Lead applicant together with the two co-applicants (Center for Protection and Rehabilitation of Woman and Children "Liria" from Gjilan and Shelter Safe House Gjakova). The action proposed by the project consortia would significantly increase the social protection system efficiency and sustainability through a more systematic coordination across all actors involved in mapping needs and resources and planning and delivering SSs.

1.1. Project background

NGO Labyrinth has signed 42 months' project contract with The European Union, represented by the European Union Office in Kosovo for the project *REsponse to social protection challenges of the marginalized communities Led by Innovation, Education and Functionality – RELIEF*. The action intent to strengthen the role of civil society in the promotion and provision of SSs with the aim to address the needs of the most vulnerable groups in close coordination with other relevant services in targeted municipalities.

General objective of the project is: The civil society sector is ready to participate in the decision-making process and to respond to the increasing demand for improved and new SSs particularly for the most vulnerable citizens.

Specific objectives are:

SO1: *To provide efficient and gender sensitive social protection system for women and men from marginalized communities through creation of innovative medical, psychological, legal and rehabilitation programmes.*

SO2: *To empower CSOs, municipal centres of social work (CSWs) and other relevant state institutions in the response to the health and social challenges of vulnerable groups, especially for women of domestic violence and Juvenile delinquents and children drug users (DUs) in conflict with law from the Roma, Ashkali and Egyptian (RAE) community.*

SO3: To create an enabling financial environment for CSOs services and programs for marginalized communities;

Due to the complexity of the project and comprehensive action plan NGO Labyrinth is seeking an experienced national/regional M&E Consultant/firm to conduct the tasks determined in this TOR with relevance to the project charter. The project is including many components; of which: *1 Development of fact based models and services for TGs; 2 Capacity building programme for establishing community based support centres; 3. Capacity building programme for establishing community based support centres; 4 Establishing a mobile clinic for field work and 5 Financial support to third parties.* The M&E consultant/firm must take into consideration all project components including the Project Action plan and Logical framework matrix (project Log Frame).

2. Purpose of the assignment:

The main purpose of the consultancy is to develop the M&E plan that will accompany the project Action Plan together with the project Log Frame to facilitate the effective monitoring of the programme.

In addition, he/she will provide overall guidance and technical support for monitoring and evaluation activities across the full range of work of the Project consortia, oversee the effective monitoring, and ensure full compliance with the organizational policies, procedures and standards.

The consultant will work under the overall guidance of the Project coordinator and will regularly interact with relevant staff and project partners.

The consultancy service will be performed mainly homebased with several meetings/trips to targeted municipalities and targeted beneficiaries. The respect external M&E expertise is recruited for the purpose to provide technical support for the project team, as well as do activities and results-based monitoring all along the project period. The consultant will bring technical advice on activities implementation, intervention methodology, project steering and achieved results; he/she will also help the project team in identifying potential lacks and suggest necessary recommendations for readjusting activities, target groups choice or work of organization related to the project. Beyond assessment, his/her intervention will aim at coaching project management and professionals on development of a sustainable and specific follow-up/evaluation system for the project.

The consultant will have to master a double expertise, in: social inclusion of marginalized communities and project cycle management emphasizing the M&E pillar. the Consultant/firm will intervene about one day per month consecutively in 35 months. The M&E intervention will include development of tools for monitoring by setting up: The time table of activities, Performance indicators / segregated and quantified data based on gender; Development of Cross-cutting indicators if needed with segregation of data; / if necessary; Data collection system including development of timeline and appointment of persons who will collect the data. Data analyzing and processing will be done by the M&E consultant/firm in coordination with the project team. After the development of the Monitoring tools, the online training will be done by the M&E consultant to introduce the team with the monitoring tool that needs to be utilized during the whole action.

3. Assignment Objectives, Scope of Work and Deliverables

3.1. Objectives

The M&E assignment is aiming to ensure the implementation of a continuous **monitoring follow-up, and evaluation** conducted all along the project, from its start until its end. This assignment shall allow extracting **strengths and weaknesses** of the used methodology for reinforcing the social services on local level. It will express recommendations for improving the project monitoring and **its impact follow-up**. It will also express **improvement way and possible reorientations of the initial strategy**. Finally, at the end of the project, it will **analyse the achieved impact** and will allow disclosing and disseminating it among other municipalities.

The consultant should realize these achievements through adopting theories of change/ Change Oriented Approaches which mainly aims to create a sense of joint ownership of the program with all partners/actors and to contribute to real and last-long changes. The adoption on theories of change approaches outlines the program rational, intended impact and expected results to provide a conceptual framing for the M&E framework including progress markers and means of verification and M&E framework. Its change pathway passes across activities, outputs, outcomes and impact is approached to deeply analyse how the change came about and provoke frameworks for learning.

The specific objectives of the assignment are:

- To assess the extent to which the project has delivered the anticipated results indicated in the log frame with specific attention to impact and outcomes.
- To assess the performance of the project in alignment with intended results, deliverables and programming indicators focusing upon the appropriateness of the used implementation approach and methodology of different components.
- To assess project impact on the target group and final beneficiaries.
- To develop two Monitoring/progress reports with actionable recommendations for what could be improved in the project design and implementation and one Evaluation reports with lessons learned and achievements.
- To build the capacity of the project staff in change-management approaches/theories of change.

3.2. Deliverables

- Development of Monitoring tools for implementation of the action / output level.
- Development of Evaluation tools / quality assurance indicators/ outcome level.
- Development of two Interim monitoring/progress reports.
- Development of one Final M&E report.
- One online training for project staff on using the M&E matrix.
- At least three online meetings with the project team.
- Three 3 focus groups with stakeholders.
- One online questionnaire / if necessary.

4. Time table

We're looking for a consultant/firm (private entity or NGO), domestic or international; to begin immediately and commit at up to 34 days to this contract during the whole project (indicatively November 2021 – June 2024). According to our estimation the M&E consultant will require 10 days within the first year, 12 within the second and, 12 within the third year of the project. The Consultant/firm shall provide a time schedule for implementing the M&E mission activities based on the project-related components, particularly: Project duration: 3,5 years (from 30 December 2020 to 30 June 2024). Assignment start: one day after signing the contract (indicatively November 2021). Assignment end: 30 June 2024.

4.1. Dates and details as to how the work must be delivered¹

No	Deliverable	Output	Working Days
1	Development of Monitoring tools for implementation of the action / output level.	Monitoring matrix prepared and drafted	5 days
2	One online training for project staff on using the M&E matrix.	The project staff is ready to use the M&E matrix and understand the tool.	2 days (1 for preparation and 1 for conducting the training)
3	Development of Evaluation tools / quality assurance indicators/ outcome level.	Outcome indicators developed and drafted together with Evaluation matrix	3 days
4	Development of the First Interim monitoring report.	First monitoring report concluded upon collected data and data analysis	4 days
5	Development of the Second Interim monitoring report	Second monitoring report concluded upon collected data and data analysis	4 days
6	At least four online meetings with the project team	Project team and M&E consultant/firm are in constant communication and meet online regularly to discuss challenges and improvements of the M&E plan as well as to collect data for preparation of the Final M&E report.	4 days
7	One online questionnaire / if necessary	Developed online questionnaire for assessing the public outreach regarding the project outcomes.	1 day
8	Three 3 focus groups with stakeholders.	Stakeholders are included in the M&E process and give their input during the focus groups.	4 days
9	Development of one Final M&E report.	One Final M&E report concluded upon data collected throughout the Evaluation matrix.	7 days

5. Coordination between M&E consultant and Responsible organization

¹ Dates are indicative and can be changed by the Responsible organization if necessary. Also, in case of prolonged COVID outbreak and government travel restrictions focus groups and field visits will be done online.

The Service Provider will be responsible for arranging its own logistics, including transport and accommodation, if travels are allowed due to the pandemic/COVID outbreak. NGO Labyrinth will compile background documents and data collected for facility selection. They will also facilitate contact and meetings with stakeholders including Local municipal public servants, local Centers of Social Work and target groups. All relevant expenses that will emerge will be covered by the contract budget (printing, local transport within the targeted municipalities, refreshment etc.).

6. Documents of reference:

Needed project documents (i.e. log-frame, action plan, full application); Partners internal procedures manual if necessary.

7. Method of payment:

The Service Provider will be paid for the amount agreed between NGO Labyrinth and the Service Provider with payments made directly to the Service Provider as follows:

- a. 30% on completion and submission of the **work plan**, detailing how Assignment will be accomplished with realistic timelines (Deliverables: Development of Monitoring tools for implementation of the action / output level; One online training for project staff on using the M&E matrix; Development of Evaluation tools / quality assurance indicators/ outcome level. (no later than December 2021).
- b. 40% on completion and submission of the First Interim monitoring report and preparation of the Second Interim monitoring report (no later than March 2023).
- c. 30% on completion of at least four online meetings with the project team; one online questionnaire / if necessary; 3 focus groups with stakeholders and acceptance of comprehensive Final M&E report (no later than June 2024);

8. Qualifications Requirements

The M&E consultant/ firm should have knowledge and experience in the following areas:

Education:	<ul style="list-style-type: none"> - University degree or equivalent in relevant sectors (social science, public health etc.)
Experience:	<ul style="list-style-type: none"> - Design and delivery of relevant and timely monitoring and evaluation plans - Tracking of activities and review of interventions using qualitative and quantitative data and methods; - Expertise and experience of designing and applying appropriate performance monitoring and results frameworks (including expertise and experience in indicator development, testing and data collection / analysis); - Monitoring and evaluation of CSOs long term programmes and projects form international donors such as EU, UNDP, USAID etc. - Using reviews and evaluation as a tool for lesson learning. - Technical: at least 10 years of experience in Project Cycle Management including Project coordination, Grant management and M&E of projects supported by international donors such as EU, UNDP, USAID.



	<ul style="list-style-type: none">- Thematic area: a least 10 years of professional experience working for / within the non-governmental sector on human rights, social inclusion of marginalized communities, public health, HIV prevention.- Excellent communication, presentation and reporting skills;
Language	<ul style="list-style-type: none">- Fluency in English with good verbal and written skills.