

Annex 1: Terms of Reference

Contract Title:	Research on older adults' participation in public life in Kosovo
Program:	SIDA Core Support to KCSF
Reference No.	RFP 03/2024

BACKGROUND

Kosovar Civil Society Foundation (KCSF) is an independent, non-profit organization consistently pursuing the creation of a more participatory and democratic society in Kosovo through enabling civil society to become an active actor in country's public life. Over more than 25 years, KCSF has contributed to promoting evidence-based policymaking, expanding civic space, and supporting over 750 civic initiatives with a substantial investment of over 30 million euros, as well as empowering and enriching the skills and capacities of thousands of civil society activists in Kosovo and the Western Balkans through more than 1,100 training sessions.

With its Strategic Framework 2024-2028, KCSF's ultimate vision is to see Kosovo become a prosperous, inclusive, and democratic society with an advanced process of EU integration. This requires meaningful and sustainable engagement of civil society, which KCSF sees as its mission and main strategic goal. During this strategic period, KCSF's objectives will remain focused around supporting civil society to have adequate access to a diverse set of financial resources along with the necessary capacity to make proper use of those resources, and to have a strong and legitimate support base and relationships, as well as to contribute to an enabling environment that allows and encourages civil society to freely operate and use its democratic rights to engage in public processes. It will also explore the perspective of resource diversification for civil society to ensure that Kosovo's democratic development has an increased local ownership and is more sustainable, primarily through engagement of private sector and diaspora in strategic donations on issues of public benefit.

AIM AND OBJECTIVES

This study seeks to analyze and improve the participation of older adults in public life in Kosovo by analyzing current practices and identifying opportunities for improvement. The research will provide a comprehensive overview of the existing state of social inclusion for older adults, including an examination of policies, programs, and initiatives at the state, civil society, and donor levels. By investigating successful international practices and assessing local gaps and barriers, this study aims to offer actionable recommendations to strengthen policy development and program implementation. The goal is to foster a more inclusive environment that supports the active engagement and contribution of older adults to their communities, including how the organized civil society could initiate, promote, support and become a channel of such active engagement.

Objectives

The primary objective of this study is to analyze the participation of older adults in public life in Kosovo, with a specific focus on identifying actionable strategies for organized civil society to initiate, promote, support, and act as a channel for active engagement of older adults. To achieve the primary objective, the study shall:

- Assess the current state of social inclusion for older adults in Kosovo and identify gaps and barriers to their participation in public life.
- Identify and report on evidence from various countries regarding factors that facilitate or hinder the effective development of volunteering and social inclusion for older adults.
- Evaluate the effectiveness of existing policies, programs, and initiatives from the state, civil society organizations (CSOs), and donors, and provide conceptual and actionable recommendations for enhancing social inclusion through, programmatic interventions, donor support, and policy changes.

SCOPE OF WORK

The research should cover the following sections:

- Review and analyze the current state of social inclusion for older adults in Kosovo, including economic, social, and civic participation.
- Evaluate existing policies, programs, and initiatives related to older adults' inclusion.
- Investigate barriers and challenges faced by older adults in participating in public life.
- Identify key stakeholders including government institutions, CSOs, and donor organizations involved in the inclusion of older adults.
- Identify and analyze successful models from other countries with similar socio-political contexts to draw lessons applicable to Kosovo.
- Identify areas, venues and opportunities how organized civil society can engage with and support older adults in economic, social, and civic participation
- Develop a set of recommendations for improving the social inclusion of older adults, targeting policy, program, and donor engagement.

MAIN OUTPUTS/DELIVERABLES AND TIMEFRAME

The contracted service provider will be responsible for submitting the below indicated main outputs/deliverables within the agreed timeframes.

- Detailed plan outlining the research methodology, timeline, and resources required.
- Interim Report: A progress report highlighting preliminary findings.
- Final Report: A comprehensive report that includes:
 - a. Executive Summary
 - b. Background and Objectives
 - c. Methodology
 - d. Findings and Analysis
 - e. Summary of Case Studies
 - f. Recommendations

- Presentation: A summary presentation of the final report for stakeholders and decision-makers.

QUALIFICATION REQUIREMENTS

KCSF will entrust this assignment to an Expert, Team of Experts, NGO's or Companies that provide sufficient evidence of professional qualifications and experience in conducting works of similar nature. A selected committee from KCSF will make the assessment and selection, based on the evaluation criteria published in the Call for Proposals.

Declaration of honour on exclusion criteria and absence of conflict of interest

All tenderers shall provide a Declaration of honour on exclusion criteria and absence of conflict of interest (see Annex 2), duly signed and dated by an authorized representative of company or natural person, stating that they are not in one of the situations of exclusion listed in the Annex 2.

Technical and professional capacity criteria and evidence

For this assignment, KCSF aims to engage an expert/team of experts that fulfil the following requirements:

- A minimum of five (5) years of experience in policy research/reviews, social inclusion, ageing studies or related fields;
- Experienced of having worked with civil society organizations in Kosovo, government institutions, and relevant regional and European organizations/institutions.
- Strong qualitative and quantitative research skills.
- Proven track record in designing and implementing similar assignments.
- Demonstrate excellent analytical, coordination, communication, and reporting skills.
- Knowledge of Kosovo's socio-political context.
- Excellent command / highly proficient in spoken and written English. *In the case of an international expert, a local counterpart/contact point with knowledge of Kosovo official languages may be required.*

Interested applicants should submit the following documents:

- **For individuals:** Curriculum vitae (CVs) of the expert. CV should include details on relevant studies or assignments carried out by the expert/s, including on-going assignments indicating capability and capacity to undertake the service.
In case of application as a team of experts, CVs of the whole team should be sent, nevertheless it should be stated which of the team members bears the full responsibility of contract assignment with KCSF. The contract will be signed only by one responsible expert acting as a leader of the team.
- **For NGOs or Companies:** Beside the CVs of relevant staff that will deal exclusively with this study the offer must also contain the following documents: a Brief Description of NGO/Company general experience, Certificate of registration, Certificate of Fiscal number; VAT Certificate (companies that are VAT declarant)
- **Brief description of the process and methodology** the team intends to follow to complete the tasks including detailed work plan and time schedule for completion/delivery of the final product

which, after selection of the contractor will be agreed upon by the Project. Tools that will be used to ensure that the proposed recommendations are relevant to the requirements specified in this ToR.

- **List of previous relevant assignments** along with information on the role/tasks accomplished and summarized description.

Technical Offer

The technical offer must cover all aspects and tasks required in the technical specification and provide all the information needed to apply the quality award criteria. Offers deviating from the requirements or not covering all requirements will be rejected on the basis of non-compliance with the tender specifications and will not be evaluated.

Financial Offer

The price for financial offer must be quoted in euro. Prices must be quoted free of all duties, taxes and other charges, including VAT, as the KCSF is exempt from such charges. Services will be provided on fixed unit prices.

TIMEFRAME (TENTATIVE)

The following is the anticipated timeframe for the services to be provided:

Task:	Timeframe
Preparatory work	October
Prepare details of methodology and plan for conducting the research	October
Meet with the KCSF team to discuss the methodology and plan	October
Research	November
Submit the interim report to KCSF	End of November
Submit the final report that addresses the agreed eventual additions by KCSF	December
Presentation: A summary presentation of the final report for stakeholders and decision-makers	December 2024 / January 2025

WORKING LANGUAGE

The inception study will be drafted in English.

DUTY STATION AND TRAVEL

While the duty station can be anywhere in Kosovo, the meetings/focus groups/interviews are to take place throughout Kosovo. Should there be focus groups and meetings to take place in person, the contractor should be present.

REPORTING AUTHORITY

The reporting authority is KCSF. KCSF reserves the right to request additional information, corrections and/or necessary revisions.

TERMS AND CONDITIONS

Offers received after the date for receipt of bids set out in the request for quotation or not strictly in accordance with these instructions, may, at the sole discretion of KCSF, be disregarded and returned.

If bidders have any questions or request for additional information, they should be submitted by to the email mentioned in the Request for proposal, in time to enable the answer, by September 30, 2024, at 11:00 o'clock.

KCSF reserve the rights to reject any or all accepted bids or request for further explanation from the tenderers.

No Bid nor any part of it shall be deemed to have been accepted unless such acceptance shall have been notified to the tenderers in writing by KCSF.

Definitions

“Contract” means the Contract Agreement entered into between KCSF and the Successful Applicant.

“Contract Price” means the price or prices offered at which will form the Contract Agreement.

“Intellectual Property Rights (IPR)” means any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interests worldwide whether vested contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from extract or re-utilize data from, introduce into circulation, publish, enter into computer memory, otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or authorize or assign others to do so.

“Awarded Applicant” means applicant selected through this RFP process.

Notification of Award or Work Order

KCSF will award the contract to the successful tenderer(s) whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

After selection of the Successful Applicant and after obtaining internal approvals a, KCSF will notify the selected Applicant.

Upon the successful Applicant accepting the Work Order and signing the agreement and KCSF will promptly notify each unsuccessful Applicant.

Price

Price shall remain fixed as per the Financial Bid accepted by KCSF. There shall be no increase in price for any reason whatsoever. Therefore, no request for any escalation of the cost / price shall be entertained.

Work Order cancellation

KCSF reserves the right to cancel the work order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to KCSF alone:

- Serious discrepancy observed during performance as per the scope of engagement.
- If the Applicant makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Applicant turns out to be incorrect and/or conceals or suppresses material information.

Other terms

KCSF reserve the rights to terminate or modify this request for proposal and re-issue the request for proposal. Before award, KCSF can request from the tenderers to provide additional information or ask for a quick interview for helping of the evaluation process. KCSF reserves the right to interview and / or negotiate the financial offer. All information provided to the awarded Applicant shall be treated in strict confidentiality by KCSF. Termination and other terms and conditions are specified on the agreement