

Annex 1: Terms of Reference

Contract Title:

External evaluation of “The National Resource Centre for Civil Society in Kosovo – Phase II project”

BACKGROUND

Kosovar Civil Society Foundation (KCSF) is an independent, not-for-profit organization focused in supporting local civil initiatives leading to a strong civil society movement that will promote a democratic culture and will be responsive to the socio-economic needs of Kosovo, with a strong focus on supporting and contributing to the European Union integration Process.

‘Kosovo Resource Centre for Civil Society’ is a project co-funded by the European Union Office in Kosovo (EUOK) and Sweden and implemented by Kosovar Civil Society Foundation (KCSF) and Community Building Mitrovica (CBM).

The main objective of this Project is to improve the capacities of Civil Society Organizations (CSO) in Kosovo in order to help them become active contributors and supervisors of participatory democracy in the path of Kosovo towards European Union integration.

In order to achieve this objective, the Project aims to disseminate information to CSOs and citizens through the Resource Centre; to support the CSOs in active participation in the process of policy-making both at the central and local levels; to support capacity development of CSOs by including topics such as organizational development, advocacy, accountability and transparency; to support in the creation of sectorial networks and partnerships between the CSOs; and to support civic activism and voluntary initiatives through small grants and free legal aid.

The **specific objectives** that will contribute towards the achievement of the overall objective are as follows:

(1) Dissemination of information to CSOs and citizens, by serving as a **resource hub**, on civil society, enabling environment for civil society and entry points for participation in policy processes at local and central level; Through information sessions, information sharing dedicated website; assistance with online event management during COVID-19 pandemics

(2) Improved organizational competence of CSOs and strengthened constituency relations through the provision of capacity building program on organizational development, participatory advocacy, accountability and transparency; through annual School of Activism training programs; mentoring and coaching sessions; tailor-made training programs; digital literacy training

(3) Facilitate sectorial networking, participation, exchange and partnerships between CSOs;

(4) Support civic activism and volunteer initiatives through provision of funds.; supporting interventions promoting and including volunteering initiatives through sub-granting scheme; monitoring and capacity building

SCOPE OF CONSULTANCY

The selected applicant is expected to conduct the final evaluation of “The National Resource Centre for Civil Society in Kosovo – Phase II” focusing on the following criteria: relevance, effectiveness, efficiency, sustainability and impact.

DUTIES AND RESPONSIBILITIES OF THE EXPERT

The contents of the evaluation report in brief shall respond to, but not limited, to the following questions:

- **Relevance and fulfilment of project objectives:**
 - Were the project interventions relevant and adequate to the target groups and overall expected results of the project?
 - Did the project milestones and the results contribute to the overall objectives of the project?
 - Did the project reach the targeted beneficiaries as foreseen by the project?
 - Did the project’s dissemination of information through the resource hub and reach targeted CSOs and citizens regarding civil society, enabling environment, and policy participation?
 - How well did the capacity building programs (e.g., School of Activism, mentoring, digital training, tailored-made trainings) address the needs of CSOs in terms of organizational development?
 - How well did the sub-granting scheme for supporting civic and volunteerism initiatives help in achieving the overall results?

- **Effectiveness and efficiency of the project:**
 - To what extent has the RC improved the overall capacities of CSOs, including capacities to participate in policy processes? Was the implementation plan realistic and was the project timely implemented?
 - Did the project respond adequately and timely to any necessary changes (for example changes needed because of COVID 19)?
 - What significant challenges or obstacles were encountered during project’s implementation, and how were they overcome?
 - How did the project (including benefiting CSOs) contribute to gender equality, the environment?
 - Were grant beneficiaries, sufficiently, appropriately, and timely assisted during project implementation?
 - How adequate is the applied monitoring approach? Did it ensure proper control of the project deliverables, especially grantee project deliverables?

- **Management, financial, and administrative capacity of partners to implement the project**
 - Did the implementing partners possess the adequate management, financial and administrative capacities to implement this project?

- Were the appropriate working practices applied in the implementation of this project?
 - Were the roles and responsibilities among the implementing partners clearly divided?
 - Was the donor appropriately informed in the implementation of the project?
 - Were the procedures and forms for grant application along with implementation guidelines clear, sufficiently detailed and in accordance with the requirements of the project?
 - Did the organizational structure and management of the scheme serve the objectives of the project?
- **The results, sustainability and impact of the project:**
 - What are the main results and success stories from the project?
 - What were the major results and achievements of the project, and how do they contribute to the overall objective of strengthening the civil society in Kosovo?
 - How has the project impacted the capacity and effectiveness of CSOs in terms of organizational development?
 - Are there observable improvements in the CSOs' overall capacities and/or capacities to engage in participating in policymaking and advocacy?
 - Are there any results that are expected to continue after the conclusion of the project?
 - What approaches are there to be highlighted that contribute to the continuation and sustainability of results?
- **Lessons learned and recommendations:**
 - What lessons can be drawn from the implementation of this project? What can be done differently?
 - How can the lessons learned be applied to enhance the effectiveness of future interventions aimed at increasing organizational capacities of CSOs in Kosovo?
 - Are there any specific practices or approaches that should be adopted or avoided based on the evaluation findings?
 - Based on the evaluation findings, what are the suggested future actions that can lead to supporting civil society in Kosovo and partaking in democratic processes?
 - It is at the discretion of the applicant to propose the evaluation methodology and approach, including the structure of the evaluation report, taking into consideration the main elements and the requirements presented above.

DUTIES AND RESPONSIBILITIES

The contracted party will be accountable for:

- Developing the final methodology of the evaluation that will answer the questions/areas in the ToR and will be practical and adaptable to the current situation in Kosovo
- Present the timeline of the implementation
- Organise and conduct the meetings, interviews and focus group discussions with involved parties
- Request relevant materials and contacts from KCSF and CBM
- Prepare the draft evaluation report

- Present the report to KCSF management
- Address the comments from KCSF and other involved parties
- Abide to agreed timelines
- Submit the final report

The contracted party will provide to KCSF and CBM, as the primary beneficiaries of this evaluation report, the following:

- 1. Evaluation Report in English** (max 25 pages), and its annexes; and
- 2. Working documents** (list of contacts that were interviewed/took place in meetings, interviews, focus group discussions, mailing lists, plan of activities, questionnaires, PowerPoint presentations and all other relevant working documents).

MAIN OUTPUTS/DELIVERABLES

The final evaluation report is to be written in English, should not exceed 25 pages (without annexes) and should contain at least the following information:

- Executive summary (max 2 pages)
- Introduction to provide information on the evaluation scope, methodology and limitations, if any (max 2 pages)
- Description of the project (max 2 pages)
- Findings based on the evaluation questions and project's effects on the intervention areas (max 10 pages)
- Conclusions (max 3 pages)
- Lessons learned (max 3 pages)
- Recommendations (max 3 pages)
- Annexes (are not counted within the 25 pages of the main report)

KCSF reserve the right to request additional information or based on sound argumentation, request corrections or necessary revisions in the report. KCSF reserves the right to contact only the selected organization/applicant. KCSF reserves the right to cancel in all or adapt the TORs and relaunch the call for offers.

QUALITY STANDARDS

The final evaluation shall conform to OECD/DAC's Quality Standards for Development Evaluation¹ and shall use the OECD/DAC Better Criteria for Better Evaluation.² The evaluators shall specify how quality assurance will be handled by them during the evaluation process, taking into account the aforementioned quality standards.

¹ [OECD/DAC Quality Standards for Development Evaluation](#)

² [OECD/DAC Better Criteria for Better Evaluation](#)

TIMEFRAME

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

Task:	Timeframe
Receive all relevant materials from KCSF	18/10/2024
Prepare details of methodology and plan for conducting the evaluation	18/10/2024 - 25/10/2024
Meet with the KCSF and PA responsible team to discuss the work plan	28/10/2024 – 31/10/2024
Submit the first draft report to KCSF	29/11/2024
Submit the final report that addresses the agreed eventual additions by KCSF and PA	13/12/2024

DUTY STATION AND TRAVEL

The service provider is expected to conduct on-site meetings, if necessary with travel within Kosovo.

REPORTING AUTHORITY

The reporting authority is KCSF.

QUALIFICATION AND PROFESSIONAL REQUIREMENTS

KCSF will entrust this assignment to consultant(s) that meet the qualification and professional requirements and provide the most competitive price.

The consultant (or team of consultants) should demonstrate a strong expertise in the following areas:

1. Good knowledge (preferably international comparative) in the area of democratisation, good governance and civil society;
2. Good knowledge of context in the Western Balkans and particularly Kosovo;
3. Good knowledge of civil society development concepts and support mechanisms, in particular those of participatory policy making;
4. Excellent and proven experience in reviewing programs in the above mentioned area;
5. Excellent and proven experience in similar assignments;
6. Excellent analytical skills, ability to propose recommendations;
7. Excellent coordination, communication and reporting skills;
8. Excellent in both spoken and written English;
9. Previous experience with or knowledge of work of KCSF and/or European Union projects is an asset.

TERMS AND CONDITIONS

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

Notification of Award or Work Order

KCSF will award the contract to the successful tenderer whose tender has been determined to be substantially responsive, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily. After selection of the Successful Tenderer and after obtaining internal approvals and prior to expiration of the period of Tender validity, KCSF will send Notification of Award or Purchase Order to the selected Tenderer. Upon the successful tender accepting the Work Order KCSF will promptly notify each unsuccessful Bidder.

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.

Terms of payment

KCSF shall pay the price to the winning bidder as soon as practicable on receipt of invoice subject to:

- the price being in accordance with contract
- the services being received and accepted by the KCSF as satisfying the Contract document
- services excluded of VAT and other applicable indirect taxes.

Delivery

All services order shall be delivered at KCSF premises or official e-mails provided by KCSF, within mutually agreed days as per delivery timeframe offer.

All elements of the services delivered by the winning bidder shall be at the risk of the winning bidder and no liability to pay for them shall arise until that element of the service are approved by KCSF and delivery is accepted in writing or by countersignature.

Should the supplier be at fault in the completion of a delivery as specified, upon return of any such element of the services are not acceptable to KCSF the winning bidder shall reimburse KCSF for:

- any amounts paid by KCSF on account of the price of the returned elements of the services and
- any costs incurred by KCSF in connection with the delivery or return of the relevant element of the returned services.

Acceptance of services

All services are accepted subject to specific verifications and checks from KCSF or other parties assigned by KCSF. KCSF reserves the right to return any faulty or unsuitable item(s) and withhold payment.

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.