



This project is implemented by  
CARE International



Better social protection through  
building capacities of CSOs in BiH



This project is funded by  
Czech Development Agency

## **TERMS OF REFERENCE for the consultancy: IMPROVING SERVICE PROVISION OF 7 TARGET NGOs**

**Within the project:  
Better social protection through building capacity of CSOs in Bosnia  
and Herzegovina**

**Deadline for application: Thursday 28<sup>th</sup>, February 2019, 15h**

### **About CARE and the project**

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CARE International is a federation of international non-government organizations implementing its programs for fighting poverty and social injustice in more than 90 countries throughout the world. CARE's aim in the Balkans is to ensure recognition and fulfilment of social, economic and political rights of the vulnerable and marginalized groups, thus contributing to sustainable peace in the region.

The proposed project "Enhancing social protection by empowering CSOs in Bosnia and Herzegovina" is being implemented in Bosnia and Herzegovina (BiH), contributing to strengthening the weak social welfare and social protection, as well as access to rights and social inclusion for the marginalized and most vulnerable. Poor economic performance and high unemployment cause shocks in the country's social welfare system which largely effects the socio-economic position of citizens, especially most vulnerable and marginalized. The state and non-state service providers are under-capacitated and underfunded.

The project is implemented by CARE International, which has a vast experience in developing capacity of CSOs and advocating in cooperation with CSOs for various causes in BiH.

The project seeks to protect the most vulnerable population groups, but also to provide benefits for all BiH citizens. Hence the goal of the project is to professionalize and enhance mandate and role of civil society actors (CSOs) in Bosnia and Herzegovina by building their capacity to provide services for marginalized and vulnerable population and by enabling them to actively participate in design and implementation of relevant policies. By implementing the proposed activities, it is expected that capacity and better organisational management of 7 targeted CSOs in BiH will be strengthened (Expected Result 1); their capacity to provide relevant services for their target groups (TGs) and at national level will be improved (Expected Result 2) and they will have stronger advocacy position and improved policies in specific areas of their mandate (Expected Result 3).

### **Purpose of the consultancy**

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CARE International is looking for a Consultant(s)/ organization/ company to undertake the following activities:

- Mapping of services that each of the 7 CSOs are providing to their beneficiaries,
- Conducting beneficiary/client satisfactory survey for each of the target CSOs services,
- Propose improvements in the current service provision portfolio for each of the 7 target CSOs,

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- Coaching/mentoring for enhancement of each CSO service practice, according to the proposed improvements (through designing of new activities in line with market & beneficiary demand)
- Provision of the Consultancy Report to CARE,

### CARE's Outputs

- Provide all necessary information and documentation of the project to the Consultant and agree on the work plan with the Consultant;
- Coordinate with partner organisations and the Consultant during the entire preparation and realisation of the task,
- Provide logistical support to the Consultant necessary for the realisation of the task (the travel/accommodation costs for the fieldwork envisaged should be included in the Consultants' bid).

### Schedule

The Consultant will be engaged for 80 full consultancy days in, as of 04<sup>th</sup> March till 24<sup>th</sup> June 2019, according to the following timetable:

Action	Responsible	Date
Submission of bid (electronically)	Consultant	28 Feb, 19
Contract signing, initial agreements	CARE, Consultant	4 March, 19
Realisation of the task	Consultant	until 20 <sup>th</sup> June, 19
Submission of the Consultancy report	Consultant	24 June, 19

### Payment schedule

1 instalment (25% of the contracted amount), not later than 1 <sup>st</sup> April,	Upon the report approval by CARE for mapping of services the 7 CSOs provide to their beneficiaries.
II Instalment (25% of the contracted amount), not later than 15 <sup>th</sup> May	Upon report approval by CARE for Proposed improvements,
Final payment, (50% of the contracted amount) not later than 30 <sup>th</sup> June	Upon the approval of the Consultancy report by CARE

The detailed payment schedule will be outlined in the Consultancy Contract and will be made upon the work completion and the approval of the final consultancy report by CARE. The Payment will be carried out in line with all necessary documentation as per CARE's administrative procedures (time sheets, consultancy report, etc).

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### **Required qualification of the Consultant:**

CARE invites individual experts, teams of experts, NGOs and agencies, familiar with the type of work required in the context of an CSOs development project, to submit their bids and present in details their expertise, experience, division of work and responsibility levels/responsible person (in case of teams or agencies). The general requirements are:

- Excellent knowledge of and vast experience in social inclusion service standardisation and provision and introducing innovation.
- Excellent skills in knowledge of CSO scene in Bosnia and Herzegovina.
- Clear demonstration that the consultancy team is able to meet the needs of 7 CSOs in limited timeframe of the consultancy task.
- Excellent command of local and English languages, oral and written. Excellent writing skills.

The Consultant's bid/application should consist of the following:

1. Consultant's CV (preferably in EU Format) or portfolio, with detailed information relevant to the required qualifications.
2. Draft consultancy plan –implementation plan (schedule) for the consultancy.
3. Bid – financial offer: the Consultant shall suggest a daily fee/rate in BAM per consultancy day. (Transportation, food and accommodation costs should be included). There is no standard format for the bid.

**THE APPLICATION- BID SHOULD BE IN ENGLISH!**

Interested candidates are invited to apply to the address:

CARE International, Balkans, Hasana Kaimije 11, 71000 Sarajevo,  
or to the e-mail: [shalkic@care.ba](mailto:shalkic@care.ba)

Closing date for applications is February 28<sup>th</sup>, 2019, 15h

We thank to all applicants for their interest. Only those who are to be selected will be contacted. For any additional information concerning the application, please contact:

Branislav Tanasijevic, Project Manager

Phone: +387 65 467 187

E-mail: [btanasijevic@care.ba](mailto:btanasijevic@care.ba)

Sarajevo, 15<sup>th</sup> February 2019

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