

## TERMS OF REFERENCE FOR THE CONSULTANCY:

# NETWORKING OF 5 TARGET CSO WITH CSOs IN AUSTRIA

Within the project:

## Enhanced social protection through building capacity of CSOs in BiH

**Deadline for application: Friday 9<sup>th</sup>, April 2021, 15h**

### About CARE and the project

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.

CARE's project "**Enhanced social protection through building capacity of CSOs in BiH**", implemented July 2019 – June 2021, is contributing to strengthening the weak social welfare, 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 seeks to protect the most vulnerable population and 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 increasing their sustainability and 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. The project is implemented by CARE International, with vast experience in developing capacity of CSOs and advocating in cooperation with CSOs for various causes in BiH. By implementing the proposed activities, the capacity and better organisational management of 5 targeted CSOs in BiH are strengthened (Expected Result 1); their capacity to provide relevant services for their target groups (TGs) and at national level are improved (Expected Result 2) and CSOs are obtaining a stronger advocacy position and improved policies in specific areas of their mandate (Expected Result 3).

The target organisations are: Budućnost Modriča, Udruženje građana za promociju obrazovanja Roma "Otaharin", Udruženje oboljelih od cerebralne paralize i distrofije Bosansko-podrinjskog kantona Goražde (UCPD), Maja Kravica from Bratunac with its cooperative Žena and Center for responsible democracy CRD LUNA from Rudo. All of them run social enterprises with various occupations, employing marginalised target groups and at the same time fund their core activities from the business profit. The project *Support to CSO social service providers in Bosnia and Herzegovina* is supporting functioning of partners' social enterprises and through these investments aims to add to their sustainability.

### Purpose of the consultancy

CARE International is looking for a Consultant(s)/ organization/ company, experienced in social service provision practices in EU member states, to facilitate practical links of 5 target CSOs with the Austrian companies/organisations that represent the best innovative players in social service provision, that could be applicable in the BiH context and replicated by the 5 target CSOs.

Project partners:

The consultancy will be a continuation of a process initiated with the Analysis Report, attached to this ToR as Annex 1, which provides some examples of Austrian best practices.

### **Objectives and Description of the Task**

On the basis of the current needs of the 5 targeted CSOs, as well as on the basis of the information around Austrian counterparts gathered within the project, CARE plans to engage external trainers/experts, to facilitate contacts with the selected social players from Austria who can bring the best innovative approaches to social service provision.

The consultation should achieve the following concrete results:

- a. Examine, through online communication with each of the target CSOs, the current level of operation of the target CSOs, their fields of work, plans for further development, to determine the fields for improvement.
- b. Review the Analysis Report given in Annex 1, consider the identified Austrian CSOs (or bring the new players) with innovative approaches in service provision, suitable for liaising with the project targeted CSOs. The consultation will identify at least two Austrian counterparts willing to initiate online communication and cooperation, per target CSO.
- c. Initiated online communication and facilitated cooperation between the 5 target CSOs and 10 Austrian counterparts.

### **Description of consultant's requirements**

The Consultant(s) must comply with the following requirements:

- Relevant university (masters) degree of the consultants in social sciences, social protection or similar field.
- Excellent knowledge and previous documented consulting experience in social service provision practices and innovation in the EU member states, particularly in Austria.
- Good understanding of the idea, aims principles and expected results of social entrepreneurship as a possible source of sustainability of civil society organisations and the practical benefits of social entrepreneurship on the society.
- Extensive experience in working with civil society organizations, in particular on the topics of service provision, cooperative and social entrepreneurship and economic empowerment.
- Good knowledge of gender equality issues and its implications to service provision.
- Excellent knowledge of English and local languages.
- Experience from previous involvement in similar activities and donor funded projects.

### **Consultant's Outputs**

- Review of the documentation and inputs relevant for the project, in particular the Analysis Report.
- Consultations with CARE Project Manager and the target CSOs around the concrete needs and steps to be taken and services to be provided within this task.
- Identify the 10 Austrian counterparts who are able to bring examples of innovation, other best practice in service provision, and who are willing to enter into online cooperation with the target CSOs. practical recommendations of how the selected examples could be replicated/applicable into the domestic practice, particularly for partner CSOs;

Project partners:

- Facilitate cooperation with the selected counter parts (two per target CSO) from Austria: organisation of at least two online meetings/workshops for each contact, in communication and agreement with CARE Project Manager and CSOs' coordinators. Provide meetings/workshops reports with the concrete outcomes.
- Provision of the consultancy report to CARE Project Manager (In English, 3-5 pages The Consultant will ensure excellent quality of the written language.).

### CARE's responsibilities

- Provide to the Consultant the project documentation relevant for the consultancy – initial and upon Consultant's request.
- Agree on the work plan with the Consultant.
- Coordinate with the Consultant and the targeted CSOs throughout the consultancy period. Ensure good communication of the two parties.
- Monitor the consultancy progress, assess the consultancy products.
- Provide logistical support to the Consultant necessary for the realization of the task (eventual travel costs for field work should be included in the Consultants' bid).
- Undertake the payment upon successful job completion and adoption of the outputs.

### Schedule

The Consultant will be engaged for a total of 10 consultancy days, over the period 16.04.2021 through 31.05.2021 and until the completion of the named consultancy obligations.

List of activities	Responsible	Deadline
Submission of the application and bid (electronically)	Consultant	9 <sup>th</sup> April 2021
Contract signing, initial agreements on the consultancy plan	CARE, Consultant	16 <sup>th</sup> April 2021
Revision of data, identification of 10 Austrian counterparts	Consultant	7 <sup>th</sup> May
Facilitation of cooperation	Consultant	10-25.05.2021
Consultancy Report deadline	Consultant	31 <sup>th</sup> May 2021

### Payment schedule

I Instalment (25% of contracted amount)	Upon the approval of the Analysis Report by CARE Project Manager
Final payment (75% of contracted amount)	Upon the approval of the Consultancy Report by CARE

The payment for the work defined in the Contract (which will be signed between CARE and the Consultant(s)) will be made upon the work completion and the final product delivered to CARE, accompanied by the necessary documentation (report and time sheets, etc.) as per CARE's administrative procedures.

### Project partners:

## Costs

The Consultant shall suggest a daily fee/rate per day in BAM. The Consultant should make a breakdown of costs in the budget part of the proposal-application and include different envisaged activities and types of costs (any eventual travel related costs should be included into the budget, however the consultants will bear in mind that this consultation is expected to be delivered online). The Consultant is required to make the daily work report in accordance with CARE Balkans policies (i.e. through daily time sheets, which will be provided by CARE).

Interested candidates are invited to apply for this consultancy and should submit:

- Appendix 1- identification form (provided by CARE)
- Current CV and references of relevance to this consultancy
- Bid (financial offer)

Interested candidates are invited to apply to the following 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 9<sup>th</sup> April 2021, 15h.

The received applications will be evaluated toward below stated criteria:

REFERENCE /HISTORY (experience in the similar subject)	METHODOLOGY / APROACH (effectiveness for task)	KNOWLEDGE /SKILLS (of the consultants)	FUNDS (value for money)

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

E-mail: [btanasijevic@care.ba](mailto:btanasijevic@care.ba) , Sarajevo, 24<sup>th</sup> March 2021.

## Annex 1 – Analysis Report

Project partners: