

## TERMS OF REFERENCE FOR EXTERNAL ASSESSMENT

**Assessment of the needs and challenges of the social provider CSO-s in Kosovo and the impact of the COVID-19 pandemic on their work.**

### I. About CiviKos

CiviKos Platform is an initiative of civil society organizations in Kosovo established to create and promote an enabling environment for cooperation of the formal civil society sector and state institutions of Kosovo. Continuously growing and currently with more than 272 member organizations of civil society, CiviKos Platform is committed to deepen cooperation between member organizations, as well as public authorities and other relevant stakeholders in the development of civil society in Kosovo. With its mission to enable a civil society environment in Kosovo, CiviKos will utilize the expertise and the already solid formalized structure with public institutions to create a sustainable environment for CSO focusing their expertise on public procurement.

CiviKos is facilitating the process of cooperation between civil society and the government and is co-chairing the Council for Cooperation between Civil Society and the Government.

The current [Strategy for cooperation between civil society and the government](#) is for a period 2019-2023 has four objectives:

1. Increase civil society participation in policy-making;
2. Improvement of the regulatory and institutional framework for financing sustainability of programmes and projects of CSOs in public interest.
3. Develop practices and procedures of contracting of CSOs for the provision of public services;
4. Increase volunteering in public benefit program.

### II. Background and Scope of the Assessment

The third objective of the Government Strategy Develop practices and procedures of contracting of CSOs for the provision of public services, will help many service provider CSO-s to be contracted by public authorities for their services that they offer in different fields.

The COVID-19 pandemic have slowed the progress in developing a system for contracting services to CSOs in Kosovo, where as a result, many service provider CSOs lack funds to provide essential services to people in need.

To understand the current situation of the service provider CSO-s and how the pandemic affected the vulnerable groups (elderly, children, people with disabilities, etc. Civikos within the project **“Mitigating the impact of the COVID-19 pandemic on CSOs providing services supported by the Balkan Trust for**

**Democracy, a project of the German Marshall Fund of the United States and the USAID**, is looking for an external expert to conduct an: Assessment of the impact of the COVID-19 pandemic on social service provider CSOs and vulnerable groups

### **III. Aim and Objectives of the Assessment**

The aim of the assessment is to: map out the service provider CSO-s in Kosovo and contracting services practices of Kosovo Government, and how the pandemic affected the vulnerable groups (elderly, children, people with disabilities, etc.)

#### **Specific Objectives:**

- Mapping the Service provider CSO-s in Kosovo based on the field of operation;
- Identifying needs and challenges of service providers of CSO-s in Kosovo with the focus on social services;
- Identifying the type of the support CSOs have provided to their beneficiaries during the pandemic COVID-19, what are specific needs in the context of the pandemic, and what kind of assistance they received from the Kosovo government and international donor community?
- Analyzing the current contracting services practices of the Kosovo government on contracting services for CSO-s
- Analyzing the current legislation framework in Kosovo on contracting services for CSO-s and preparing policy recommendations for Kosovo Institutions on.

### **IV. Methodology**

The assessment should be conducted in line with the above laid specific objectives. The selected contractor is expected to draft a detailed methodology prior to embarking on the assignment, approved by CIVIKOS. The designed approach and methodology should include: mixed method data collection tools (both quantitative and qualitative), data validation mechanisms, etc.

- **Survey with service provider CSOs** - identifying needs and challenges of the service provider CSO- on financial sustainability, with the focus on the effects of the Covid-19 pandemic.
- **Mapping the existing practices of contracting services-** in addition to the information collected through the survey, the mapping will be based on reviewing existing research, interviews with service providers and the Kosovo institutions.
- **Focus group meeting with service provider CSOs-** Organizing focus group meeting with service provider CSOs in Kosovo to validate data and discuss the findings and potential solutions to the identified problems.

- **Interviews with the members of the Council for Cooperation** between civil society and the Government.
- **Interviews with Office for Good Governance** officials and ministries which developed a contracting services practice in Kosovo.

#### **V. Timeframe and deliverables**

The assessment report should be written in English. The report should be concise in its structure, findings and recommendations. The final report will be presented and approved by CIVIKOS by November 30 2021.

Expected outputs/deliverables will include the following:

- Detailed assessment framework/design and implementation plan agreed with CIVIKOS.
- Data collection tools.
- Draft assessment report.
- Final assessment report.

#### **VI. Proposal and budget**

The consultant/company shall have:

- Extensive experience (at least 5 years) in completing similar assignments;
- Solid knowledge and understanding of political and socio-economic situation in the country, as well as the activities undertaken by the public/government and CSO sector;
- Demonstrated knowledge and experience working with public institutions and civil society sector;
- Demonstrated high level of professionalism and an ability to work independently and in high pressure situations under tight deadlines.
- Excellent interpersonal communication skills including experience of facilitation and presentation.
- Full working knowledge of English, and of Albanian and excellent report writing. Serbian language is an advantage.

The proposal shall provide a description of the consultant/company including an outline of the consultant's/company's recent experience on similar undertakings. The proposal should express all proposed costs in Euro. The proposal package should be delivered to [info@civikos.net](mailto:info@civikos.net), no later than 28-November 2021.

***Members of CIVIKOS Platform or employees of organization which are a member of the platform, are not eligible to apply for this call.***