

Terms of Reference

Consultant for External Review of Civil Society and Social Cohesion Programming

1. Background

People in Need (PIN):

PIN is a leading non-governmental organization committed to the protection of human rights and the promotion of sustainable development in Central and Eastern Europe. Since its inception, PIN has operated in 24 countries, providing humanitarian aid and supporting development projects. In Bosnia and Herzegovina (BiH), PIN began its work in response to the 1992-1995 Bosnian war. Currently, PIN's initiatives in BiH focus on civil society and inclusive governance, disability inclusion, inclusive education, waste management, and fostering social cohesion.

Programs to be Reviewed:

PIN has been active in the Western Balkans, particularly through the UK FCDO-funded **Mostar - Spaces to Activate and Rejuvenate** project in Bosnia and Herzegovina, and the **ALVED - Amplifying Local Voices for Equitable Development** project in Kosovo and Serbia. These projects aim to enhance social cohesion, improve public spaces, and foster peaceful community interactions.

2. Objective and Scope of the Work

Objective:

The purpose of this consultancy is to help PIN assess and effectively demonstrate its social cohesion and civil society programming efforts in the Western Balkans. The consultant will highlight successful approaches, provide concrete examples of what works, and showcase the impact of these initiatives to support future programmatic efforts and stakeholder engagement.

Scope:

- **Content:** Focus on documenting PIN's methodologies, successful interventions, and the tangible impacts of social cohesion and civil society programming.
- **Geographical Scope:** Bosnia and Herzegovina (Mostar), Kosovo, and Serbia.

- **Target Audience:** PIN senior management, key national and international stakeholders and potential partners interested in peacebuilding and social cohesion work in the region.

3. Key Areas of Focus

The consultant will work to highlight the following key areas:

1. **Success Stories and Impact Examples:** Identify and document compelling stories and examples that demonstrate the positive outcomes of PIN's programming. This should include narratives from community members and stakeholders.
2. **Effective Methodologies:** Articulate the methodologies and approaches that have proven successful in fostering social cohesion and community engagement.
3. **Alignment with Donor Priorities:** Illustrate how PIN's approaches align with the priorities of major donors such as FCDO, USAID, and the EU, focusing on aspects that have driven success and impact.
4. **Lessons Learned:** Identify key lessons learned from PIN's work in the Western Balkans that can inform future programming and strategy.

4. Methodology

The consultant is expected to employ a combination of desk research, stakeholder interviews, and field visits to gather qualitative data. Emphasis should be on storytelling and practical examples that showcase the impact and effectiveness of PIN's work and its applicability across the region.

Key Activities:

- **Document Review:** Analyze existing project documents, reports, and literature to extract relevant data and narratives.
- **Interviews and Field Visits:** Conduct interviews with key stakeholders, including community members, local partners, and PIN staff, to gather insights and personal stories.
- **Workshops:** Facilitate a workshop with PIN staff and partners to discuss findings and refine the packaging of methodologies and success stories.

5. Expected Deliverables

- **Inception Report:** Outline the proposed approach, including a work plan and methodology for capturing success stories and methodologies.

- **Documented Success Stories:** A collection of well-documented success stories and impact examples, accompanied by qualitative data and visuals where applicable.
- **Methodology Summary:** A comprehensive summary of effective methodologies and approaches, highlighting what has worked well in PIN's programming.
- **Presentation of Findings:** A presentation summarizing key findings and recommendations for internal stakeholders and partners.
- **Final Report:** A detailed report that packages PIN's work in a format suitable for external audiences, emphasizing successes, impact, and lessons learned.

6. Duration

Time Frame: The assignment is expected to be completed within 25 working days, starting from mid-September to the end of November.

7. Logistics

The consultant will be responsible for their own accommodation and local transportation within the project areas.

8. Qualification Requirements

- **Educational Background:** Master's degree in social sciences, peacebuilding, sociology, or a related field.
- **Relevant Experience:** At least 6 years of experience in peacebuilding and social cohesion programming, preferably in the Western Balkans.
- **Demonstrated Expertise:** Proven ability to document and showcase community-level initiatives and outcomes.
- **Language Skills:** Fluency in English and local languages (BHS); knowledge of Albanian is an asset.
- **Interpersonal Skills:** Strong communication and ability to work sensitively with diverse communities.

9. Application Process

Interested parties should send their application to procurement.bih@peopleinneed.net with the subject line "Consultant for External Review of Civil Society and Social Cohesion Programming." The deadline for applications is 10 September 2024, 18:00.

Contents of Application Package:

- Cover Letter: Detailing relevant experience and explaining how your skills align with our needs.
- Curriculum Vitae (CV): Highlighting your qualifications and experience in community-level social cohesion programming.
- Relevant Work Samples: Include 2 examples of external communications, case studies, guidance documents, or toolkits you have developed, demonstrating practical field experience and the ability to create impactful deliverables.
- References: Contact information (e-mail and phone number) for at least three professional references familiar with your work in social cohesion and peacebuilding.
- Signed and filled PIN quotation form (annex 1)

10. Evaluation

Evaluation Criteria:

1. Price (20%)

- The proposed cost of services will be evaluated based on competitiveness and value for money. The lowest bid will receive the highest score, with other bids scored proportionately according to their cost.

2. Experience (60%)

- Relevant experience and expertise in peacebuilding, social cohesion, and public space improvement projects.
- Demonstrated experience in the Western Balkans region, particularly in Bosnia and Herzegovina, Serbia and Kosovo.
- Proven track record in conducting assessments and developing methodologies for projects related to social cohesion and community engagement.
- Quality and depth of the proposed methodology for the consultancy work, demonstrating an understanding of the project's objectives and a strategic approach to achieving them.

3. References (20%)

- Quality of references provided by previous clients or employers, particularly those related to similar projects.
- The relevance of past projects mentioned in references to the scope of work outlined in this ToR.
- Feedback from references on the bidder's professionalism, reliability, and ability to deliver results on time and within budget.

Evaluation method:

1. Price (20%)

Evaluation result of this criterion equals to following formula:

Price A/Price B * criteria weight

Price A = most convenient price for PIN from all submitted offers;

Price B = actual price offered by the Bidder

2. Experience (60%)

Point evaluation (weighted points) – Each evaluation criterion will obtain between 0 and 5 points, 5 points being the maximum and 0 points being the minimum, and the points obtained will be multiplied by criterion weight.

Experience	
Score	Benchmark
5	Demonstrates exceptional relevant experience and expertise in peacebuilding, social cohesion, and public space improvement projects. The response exceeds expectations with a comprehensive and detailed account of past work in the Western Balkans, including Bosnia and Herzegovina, Serbia, and Kosovo. It includes a proven track record of successful assessments and methodologies for social cohesion and community engagement, and presents a well-structured, innovative methodology that aligns perfectly with the project's objectives.
4	Shows strong relevant experience and expertise, fully meeting the requirements. The response provides solid examples of work in the Western Balkans and demonstrates a good understanding of the project's objectives. The proposed methodology is well-developed, strategic, and offers assurance of high-quality consultancy work, though it may not include as much detail or innovation as a top-scoring response.
3	Provides satisfactory relevant experience and expertise. The response demonstrates a reasonable understanding of peacebuilding and social cohesion in the Western Balkans, including some relevant project examples. The methodology is adequate and shows an understanding of the project's objectives, but lacks the depth or convincing detail necessary for a higher score.
2	The response raises some concerns, with limited relevant experience and expertise in the required areas. The work in the Western Balkans is mentioned, but the examples are not fully convincing or detailed. The proposed methodology is vague and lacks credibility, posing a significant risk of not achieving the project's objectives.
1	Shows serious reservations regarding relevant experience and expertise. The response lacks sufficient detail or provides inadequate examples of work in peacebuilding or social cohesion, particularly in the Western Balkans. The methodology is poorly developed, lacking credibility, with a high risk of non-delivery.

0	The response fails to address the criteria under consideration, with no relevant experience or methodology presented.
---	---

3. References (20%)

References	
Score	Benchmark
5	Excellent references from past clients or employers, highly relevant to similar projects. Feedback is consistently positive, indicating strong professionalism, reliability, and timely delivery.
4	Strong references that fully meet the requirements, relevant to the project scope. Feedback is positive, with good assurance of professionalism and reliability.
3	Satisfactory references with some relevance to the project. Feedback is generally positive but lacks detail or strong assurance of high performance.
2	References raise some concerns, with limited relevance or mixed feedback. There is a risk of the bidder not meeting expectations.
1	Serious concerns about the quality or relevance of references. Feedback is insufficient or indicates potential issues with delivery.
0	No relevant references provided, or feedback does not address the criterion.

The evaluation results of these two criteria (experience and price) equal the following formula:

Points B/Points A * criteria weight

Points A = highest points score from all submitted offers;

Points B = actual points score received from committee

For each Bidder, marks for all criteria are summed up to obtain a Total Evaluation. A Supplier with the highest marks will be the winner of this Procurement process.

In case of an equal number of points, the winning bid will be the one with the lowest price.

11. Payment Modalities

Budget: Maximum of 5000 EUR gross.

Payment Schedule:

- 10% upon signing the contract.
- 40% upon submission of the draft deliverables.
- 50% upon approval of the final report.

PIN reserves the right to deduct up to 0.5% of the total contract price for each day's delay in meeting the specified deliverables.