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CALL FOR PROPOSALS

Project Title:	Support to National Domestic Violence Coordinator Office to develop National standardized on-line data system for tracking survivors of violence cases
Purpose:	Selection of qualified responsible partner for the Programme
Duration:	September 2017-December 2019
Contract Type:	Project Cooperation Agreement (PCA)
Location:	Kosovo ¹
Deadline for submissions:	September 8 th 2017

The United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) is inviting women civil society organizations (CSOs), networks, platforms with specific knowledge on Violence against women and Domestic Violence and expertise on database development to submit proposals to support the establishment of a National Standardized On-line system to track cases of Violence against women and Domestic Violence in Kosovo.

¹This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.

TERMS OF REFERENCE

I. Background

The programme “*Implementing norms, changing minds*” (February 2017- January 2020) aims at ending gender-based discrimination and violence against women, with a focus on the most disadvantaged groups of women, in six Western Balkan countries – Albania, Bosnia and Herzegovina, FYR Macedonia, Montenegro, Kosovo², and Serbia – and Turkey. The programme is funded by the European Commission within the Instrument for Pre- Accession Assistance (IPA) II.

“*Implementing norms, changing minds*” is anchored in the normative frameworks of the Convention for the Elimination of all Forms of Discrimination (CEDAW) and the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention), and is in alignment with the European Union (EU) accession standards on gender equality. In Kosovo, the programme will: (i) support the development of an enabling legislative and policy environment on eliminating violence against women and all forms of discrimination; (ii) promote favorable social norms and attitudes to prevent gender discrimination and violence against women; and (iii) empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible and quality services.

This Call for Proposals is related to the third component of the programme and aims at supporting the Office of National Coordinator to improve the case management for survivors of violence and fulfill its obligations related to provision of services for women survivors of violence under CEDAW, the Istanbul Convention and the national legislation and policies.

UN Women Office in Kosovo is supporting the Office of National Coordinator in strengthening the capacities of key service providers to in increasing the efficiency of management of cases of Domestic Violence survivors at the local level. As a result seven municipalities Gjilan/Gnjilane, Gjakovë/Djakovica and Dragash/ š Mitrovica/ë North, Zveč/çan, Zubin Potok and Leposavić/ç in Kosovo have established Domestic Violence Coordination Mechanisms, consisted of Mayor’s cabinet, Police, Judiciary, Survivors Advocate, Municipal Gender Equality Officer, Centre for Social Welfare; the Directorate of Education, Directorate of Health and Social Protection; Public Employment Office and representatives Civil Society Organizations including shelters (if they exist). UN Women has supported the development of specific MoUs and protocols for improving coordination among key stakeholders and drafting of the Domestic Violence Action Plans with the aim to qualitatively respond to domestic violence cases.

Despite all these results with regard to case management, including case proceeding and follow-up by institutions quite often there are discrepancies on data reported by various actors of statistical data disaggregated by gender, age, ethnicity, geographical location, type of violence, etc which will enable them to register cases which may be traced through the system, pointing out where there are bottlenecks in the community coordinated response and areas that might need further attention and improvement.

Weak consolidation of and reporting on statistics about domestic violence cases, including the criminal procedure, especially by courts and health institutions, which do not yet have sufficient digitalized data to allow monitoring of tendencies and trends are some of the key weaknesses highlighted on the National the Strategy for Protection against Domestic Violence 2016-2020. In addition an increased accountability and monitoring of works of these coordination mechanisms and improving the links between institutions at the central level and those at the local level is required in accordance with the Law on Gender Equality.

² All reference to Kosovo, whether to the territory, institutions or population, in this document shall be understood in full compliance with United Nations Security Council Resolution 1244 and without prejudice to the status of Kosovo.

II. Objective of UN Women's support

The ultimate goal of the three-year programme is that women and girls live a life free of discrimination and violence. The programme aims at reducing intersectional discrimination and violence against women and girls in six Western Balkan countries and Turkey, anchored in the normative frameworks of CEDAW and the Istanbul Convention, and is also in alignment with European Union (EU) accession standards.

In this context, UN Women is issuing a Call for Proposals (CfP) to select a responsible party to:

- 1) Create a standardized and secure project database, fit to the infrastructure and capacity requirements of each specified institutions, based on pre-determined indicators and reporting requirements of the Office of National coordinator and UN Women;

This CfP is framed within the Programme *Ending Violence against Women and Girls in six Western Balkan countries and Turkey: Implementing Norms, Changing Minds*. More specifically the CfP falls under the Programme Specific Objective 3. *To empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible and quality services.*

The programme (February 2017- January 2020) aims at ending gender based discrimination and violence against women, with a particular focus on the most disadvantaged groups of women, in six Western Balkans countries and Turkey. Funded by the European Commission (EC) within the Instrument for Pre-Accession Assistance (IPA) II, the Programme is anchored in the normative frameworks of CEDAW and the Istanbul Convention, is and in alignment with the EU accession standards.

III. Scope of the Project

The planned interventions will focus on strengthening the capacities of service providers on case management and provide capacity building to key stakeholders with the aim to effectively improve the services to survivors of violence the next four years by working specifically with service providers on improvement of the reporting system and data collection.

To enable the local government units to track cases of Violence against women and Domestic Violence and report to the Office of National Coordinator at the central level and increase the effectiveness of the mechanism of coordination and referral of domestic violence cases, UN Women will support the Office of National Coordinator to:

- a) Establishing the online system to track cases of Violence against women /Domestic Violence at the central level and the local level; Each case will have a specific code and confidentiality will be secured.
- b) Increase professional capacities of municipal employees and those at the central level responsible for recording, referral and reporting of Violence against women and Domestic Violence cases;
- c) Provide the Local Expert on with specific knowledge on Domestic Violence and Violence against women and expertise on database development who will be based at the Office of National Coordinator (TBD) to support the staff training and day to day coaching through the project cycle;

Based on the recorded data, the system will be able to produce printed interactive reports, which contribute to: the design of policies; measuring the effectiveness of the local interdisciplinary technical groups; the improvement of the statistical data on domestic violence cases at the local level; and taking necessary measures for the well-functioning of the referral mechanism in all local government units. In this regard, UN Women will remain strongly involved to

ensure the strategy's effective implementation in the next four years by working specifically with service providers on improvement of the reporting system and data collection in order to identify gaps and improve referral system.

It is expected that the project(s) to be implemented under this CfP contribute to the following results:

Specific Objective 3: To empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible and quality services.

Result 3.2: Improved case management by providers of specialist support services for survivors of all forms of forms of violence, with a specific focus on women and girls from minorities and disadvantaged groups

Indicator 3.2.a: Number of providers of specialist support services related to VAW that collect and use data on beneficiaries for improved case management

Activity 3.2.1: Support to National Domestic Violence Coordinator Office to develop standardized on-line data system for tracking VAW and DV cases

IV. Deliverables

It is expected that through the support the targeted women's CSOs will be able to jointly produce, inter alia:

- Organize the consultation workshop with key stakeholders , central and local level institutions to decide on the location (ownership) of the database system ;
- Present the detailed plan and the outline on the establishment , training and maintenance of database in front of key stakeholders ;
- Establish the electronic database system (in Albanian, Serbian) based at the Office of National Coordinator or other institutions (as decided) with access to all municipalities at the local level;
- Develop the operational a web-based integrated system for collecting data on case management at local level and national level;
- Develop the detailed standard operating procedures manual for the training;
- Provide the respective training to the specialists at the Office of National Coordinator (or any other institution as to be decided during the workshop) and nominated persons by municipalities where this position does not exist;
- Provide a local expert with specific knowledge on Domestic Violence and Violence against women and expertise on development of the database who will based at the Office of National Coordinator and will be responsible for the staff training and day to day coaching through the project cycle;
- Provide agendas of consultation meetings and training sessions for the database system, minutes of the meetings , relevant presentations and tools to be used during these sessions, instructions for further use and maintenance of the data system (in Albanian and Serbian).

- A final report (in English) highlighting the expert's work, outputs, achievements, lessons learned and the proceeding of the consultancy including follow up;

V. Duration of project

From September 2017- December 2019

VI. Budget Request

The proposed intervention size and budget request must fall between a minimum indicative amount of EUR **62.000** and a maximum amount of EUR **66.000**.

VII. Institutional Arrangement

The selected organization(s) will sign a Project Cooperation Agreement (PCA) with UN Women. A competitive selection process will take place to identify the potential Responsible Party. The CSO will be selected only if it has proven capacity to deliver the proposed activity. The CSO's capacity will be assessed by UN Women as per UN Women's manuals.

VIII. Reporting

The selected partner will be the principal responsible party, but will work closely with UN Women during programme implementation. The partner will provide regular narrative and financial reports in line with UN Women guidelines and requirements.

All knowledge products and communications materials that would be produced under this agreement must acknowledge the support and seek approval of UN Women. Furthermore, they should be in line with the EU Communication and Visibility tools and the EU-UN joint visibility guidelines.