



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: June 24, 2019
	REFERENCE: UNDP/UN Joint Programme "Leave No One Behind"

Dear Sir / Madam:

We kindly request you to submit your Proposal for *'Best Practices in provision of Social Care Services'*.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Wednesday, July 10, 2019 at 15:00** via courier mail or hand delivered to the address below:

United Nations Development Programme
Str. "Skenderbej", Gurten Center, 2nd floor, Tirana, Albania
UNDP Procurement team

Your Proposal must be expressed in the the English language and valid for a minimum period of one hundred twenty (120) days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscclconduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Limya Eltayeb
Country Director
6/25/2019

Description of Requirements

Context of the Requirement	<p>The Leave No One Behind (LNB) Programme builds upon the vast experience of UN and UNDP in addressing social inclusion and the needs of vulnerable groups. It is supporting the implementation of the newly shaped vision of the social sector in Albania, in line with the Sustainable Development Goals (SDGs) and the country's aspirations towards EU integration. LNB avails of technical expertise and know-how of UN agencies aiming at allowing for greater impact and outreach by focusing on the municipal level and its linkage to the national level. The objective of this four-year programme (2017 – 2021) is to empower vulnerable persons and groups to have equal access to public services and opportunities, to have a voice in public decision-making affecting their lives, and to hold the duty bearers accountable. The programme's interventions are designed to strengthen the vulnerable populations to request and receive adequate social services from local authorities that support their social inclusion, help municipalities to effectively manage the provision of social services and promote social inclusion, support national institutions to implement their policy framework for providing social services and adequately fund social services. LNB's interventions target central government authorities and national services (at <i>macro</i> level), municipalities and civil society organizations (at <i>meso</i> level), and the final beneficiaries directly (at <i>micro</i> level). Since service delivery is realized mostly locally (<i>micro</i> and <i>meso</i>), the interventions focus primarily at these levels. Two of the three outcomes reflect this thrust – by empowering the beneficiaries in need of measures for their social protection to access and to contribute themselves to their social inclusion (outcome 1), and by capacitating municipalities to provide services and to promote social inclusion (outcome 2). In this context, UNDP is inviting qualified service providers to submit a proposal, no later than 1 July 2019, to identify and document <i>good practices</i> in provision of social care services for vulnerable people in Albania. The overall goal is to generate knowledge that will inform subsequent interventions of UN's LNB programme and those of other programmes and organisations by serving as the basis for scaling up those social services that have demonstrated their effectiveness. Hence, at a later project phase, it will be followed by the introduction and sharing of good practices in other municipalities requesting support and demonstrating willingness to cooperate</p>
Implementing Partner of UNDP	UNDP

Brief Description of the Required Services ¹	<p>The professional Service Provider will be responsible to collect, analyse, present and describe, both in detail and synthetically, information relevant to the identification of good practices of social care services benefiting vulnerable people across the whole country. A significant part of this job is the organisation of a <i>national competition</i> where a short-list of social services providers will be invited to present their most relevant practices and the winners awarded with symbolic prizes. The selected practices will become part of a <i>catalogue</i> which will be compiled, designed and made ready for publication. Besides, the service provider will document the process by keeping written and video records of the key activities which will become part of a short <i>documentary</i> film.</p> <p>The following services are necessary to be provided:</p> <ul style="list-style-type: none"> • <u>Carry out desk research</u>, by availing of existing documentation including (1) study and research reports commissioned and/or published by various Albanian and international organisations operating in the target field (social care services) (online and hard copies), (2) various programme and project reports, and (3) other relevant publications. • <u>Organise and conduct Information sessions</u> in up to 4 different locations in the country to inform previously identified social care service providers, to verify and cross-check information in follow-up to the one acquired through desk research or to directly acquire new information upon clues and indications. • <u>Conduct field missions</u> to up to 12 different locations in the country which will serve the objective of scoping, verifying and validating the information collected through the letters of expression of interest obtained after the information sessions. • <u>Organise and facilitate a National Competition</u> in Tirana, during which up to 12 service care providers which would have been selected through the previous methods, are invited to showcase their best practice. Despite the restricted number of "competing" participants, the competition will be a public event, open for attendance by interested institutions and organisation that wish to observe and learn from the process, present and discuss their models of experience and ideas as well as create professional connections. • <u>Compile and esign a Catalogue of Best Practices</u>, which will describe in detail only up to 10 good practices out of the ones selected for presentation in the final stage of national competition. • <u>Conduct video recordings and interviews</u> with service providers' staff and beneficiaries, for the purpose of compiling a short - 15–20 minutes long - video documentary film. The short documentary will include high quality footage of activities recorded during all stages of the process. <p>For more information please refer to Annex 4 (TORs)</p>
List and Description of Expected Outputs to be Delivered	<p>✓ <u>An Inception report</u>, in English (within two weeks from contract signature) comprising: <i>a detailed methodology, a detailed plan of activities and an updated calendar of activities, a map of interventions and any resources needed, a long list of the most relevant services and key practices identified,</i></p>

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

	<p>and any relevant findings, expectations, risks faced and plans to mitigate them.</p> <ul style="list-style-type: none"> ✓ <u>A Progress Report</u>, in English (within two months from contract signature) on the work carried out during the information sessions and field missions, which should include as a minimum a <i>brief description of the actual process carried out during this phase, the key findings and the main challenges, a short-list and a brief description of up to 15 good practices</i> ✓ <u>Organization of a National Competition</u> (within four months from contract signature) as per the provided specifications, criteria and an agreed plan of activities. This will include <i>designing the event in detail, including the calendar of activities, event agenda, format, list of participants, list of invitees and contributors, selection of the venue, drafting of invitations, drafting of communication materials, and other relevant tasks that may be required, carrying out the event, which will include preparatory activities such as sending out invitations, booking the venue, and actual management of the event as per the plan, the designated sub-activities and the agenda, which includes, inter alia, briefing the participants, responding to enquiries, briefing and supporting the contributors and the jury members, photographing and video-recording the event, and other relevant tasks that may be required, Compilation of a narrative report on both the process and the outcome of this event, including as attachments, selected photography and video-recordings.</i> ✓ <u>The 'Catalogue of Best Practices</u>, in English and Albanian, in provision of social care services' (within five months from contract signature), containing a maximum of 10 electronic brochures, i.e. one brochure per each best practice identified/selected. Each of the brochures should not be longer than two A4 pages (including photographs and/or diagrams if relevant) and should contain information as per the fields indicated in the ToRs (Annex 4) ✓ <u>The short video documentary film</u>, in English, with Albanian and English subtitles, (within five months from contract signature) presented as a finite, ready-to-use, digital production, satisfying a non-exhaustive list of quality criteria indicated in the ToRs (Annex 4). ✓ <u>A Final Report in English</u> (within six months from contract signature) on the work carried out during the whole assignment, which should follow the structure indicated in the ToRs (Annex 4) <p>For more information please refer to Annex 4 (TORs)</p>
Person to Supervise the Work/Performance of the Service Provider	<i>Leave No One Behind Project Coordinator</i>
Frequency of Reporting	Inception Report, Draft progress report and final assignment report. Three times.
Progress Reporting Requirements	Narrative and financial reporting as linked to deliverables
Location of work	<input checked="" type="checkbox"/> Exact Address/es <i>Rruga e Bogdaneve, Eurocol Building, 5th floor, Tirana</i> <input type="checkbox"/> At Contractor's Location

Expected duration of work	6 months																																																			
Target start date	15 August 2019																																																			
Latest completion date	28 February 2020																																																			
Travels Expected	<table border="1"> <thead> <tr> <th>Destination/s</th> <th>Estimated Duration</th> <th>Brief Description of Purpose of the Travel</th> <th>Target Date/s</th> </tr> </thead> <tbody> <tr> <td>Shkoder</td> <td>2 (1+1) days</td> <td>Info session, field mission</td> <td>Sep & Oct '19</td> </tr> <tr> <td>Durres</td> <td>2 (1+1) days</td> <td>Info session, field mission</td> <td>Sep & Oct '19</td> </tr> <tr> <td>Korça</td> <td>2 (1+1) days</td> <td>Info session, field mission</td> <td>Sep & Oct '19</td> </tr> <tr> <td>Vlora</td> <td>2 (1+1) days</td> <td>Info session, field mission</td> <td>Sep & Oct '19</td> </tr> <tr> <td>Kukes</td> <td>1 day</td> <td>Field mission</td> <td>Oct '19</td> </tr> <tr> <td>Lezha</td> <td>1 day</td> <td>Field mission</td> <td>Oct '19</td> </tr> <tr> <td>Diber</td> <td>1 day</td> <td>Field mission</td> <td>Oct '19</td> </tr> <tr> <td>Elbasan</td> <td>1 day</td> <td>Field mission</td> <td>Oct '19</td> </tr> <tr> <td>Fier</td> <td>1 day</td> <td>Field mission</td> <td>Oct '19</td> </tr> <tr> <td>Berat</td> <td>1 day</td> <td>Field mission</td> <td>Oct '19</td> </tr> <tr> <td>Gjirokaster</td> <td>1 day</td> <td>Field mission</td> <td>Oct '19</td> </tr> </tbody> </table>				Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s	Shkoder	2 (1+1) days	Info session, field mission	Sep & Oct '19	Durres	2 (1+1) days	Info session, field mission	Sep & Oct '19	Korça	2 (1+1) days	Info session, field mission	Sep & Oct '19	Vlora	2 (1+1) days	Info session, field mission	Sep & Oct '19	Kukes	1 day	Field mission	Oct '19	Lezha	1 day	Field mission	Oct '19	Diber	1 day	Field mission	Oct '19	Elbasan	1 day	Field mission	Oct '19	Fier	1 day	Field mission	Oct '19	Berat	1 day	Field mission	Oct '19	Gjirokaster	1 day	Field mission	Oct '19
Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s																																																	
Shkoder	2 (1+1) days	Info session, field mission	Sep & Oct '19																																																	
Durres	2 (1+1) days	Info session, field mission	Sep & Oct '19																																																	
Korça	2 (1+1) days	Info session, field mission	Sep & Oct '19																																																	
Vlora	2 (1+1) days	Info session, field mission	Sep & Oct '19																																																	
Kukes	1 day	Field mission	Oct '19																																																	
Lezha	1 day	Field mission	Oct '19																																																	
Diber	1 day	Field mission	Oct '19																																																	
Elbasan	1 day	Field mission	Oct '19																																																	
Fier	1 day	Field mission	Oct '19																																																	
Berat	1 day	Field mission	Oct '19																																																	
Gjirokaster	1 day	Field mission	Oct '19																																																	
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i> N/A																																																			
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i> N/A																																																			
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required																																																			
Names and curriculum vitae of individuals who will be involved in	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required																																																			

completing the services															
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (ALL, Albanian Lek)														
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes In case the services provided by your entity will be exempt or out of scope of Albanian VAT, please clearly state the law provisions your organization makes reference to. In case of non for-profit organizations, please note that based on Law 92/2014 dated 24.07.2014 and Decision 953, dated 29.12.2014, there are certain conditions to be met in order for the services provided by the latter to be considered as exempt from VAT. In case your entity will opt for such exemption, please provide us proof that your organization meets all the conditions stipulated in article 2 of Decision 953." <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes														
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.														
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>														
Payment Terms ³	<table border="1"> <thead> <tr> <th>Outputs</th> <th>Percentage</th> <th>Timing</th> <th>Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Inception Report Draft Narrative Report </td> <td>35%</td> <td>31 October 2019</td> <td rowspan="2"> Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., </td> </tr> <tr> <td> <ul style="list-style-type: none"> Organisation of national competition Catalogue of Best </td> <td>35%</td> <td>31 January 2020</td> </tr> </tbody> </table>	Outputs	Percentage	Timing	Condition for Payment Release	<ul style="list-style-type: none"> Inception Report Draft Narrative Report 	35%	31 October 2019	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e.,	<ul style="list-style-type: none"> Organisation of national competition Catalogue of Best 	35%	31 January 2020			
Outputs	Percentage	Timing	Condition for Payment Release												
<ul style="list-style-type: none"> Inception Report Draft Narrative Report 	35%	31 October 2019	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e.,												
<ul style="list-style-type: none"> Organisation of national competition Catalogue of Best 	35%	31 January 2020													

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	Practices <ul style="list-style-type: none"> • Short video documentary • Final Report 	30%	28 February 2019	not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	<i>Leave No One Behind Project Coordinator</i>			
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ (if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Other Type of Contract [pls. specify]			
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	Technical Proposal (70%) <input checked="" type="checkbox"/> Expertise of the Firm 25% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 20% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 25% Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.			
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider			

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$150,000.00.

	<input type="checkbox"/> One or more Service Providers, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i>
Contract General Terms and Conditions ⁵	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁶	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others ⁷ <i>[pls. specify]</i>
Contact Person for Inquiries (Written inquiries only) ⁸	UNDP Albania Procurement Unit procurement.al@undp.org Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information <i>[pls. specify]</i>	

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁸ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[insert: Location].
[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP, providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3		
	Total	100%	

**This shall be the basis of the payment tranches*

E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date]*

Terms of Reference (TOR)

'Best Practices in provision of Social Care Services'

UNDP, in the framework of Leave No One Behind (LNB) Programme, is inviting qualified service providers¹¹ to submit a proposal, no later than 5 July 2019, to identify and document *good practices* in provision of social care services for vulnerable people in Albania. The principal instrument for the final selection will be a *national competition*. The selected best practices will be part of a *catalogue* for publication. The whole process will be documented in a *short video documentary*.

1. Background and context

The Leave No One Behind (LNB) Programme builds upon the vast experience of UN and UNDP in addressing social inclusion and the needs of vulnerable groups. It is supporting the implementation of the newly shaped vision of the social sector in Albania, in line with the Sustainable Development Goals (SDGs) and the country's aspirations towards EU integration. LNB avails of technical expertise and know-how of UN agencies aiming at allowing for greater impact and outreach by focusing on the municipal level and its linkage to the national level. The objective of this four-year programme (2017 – 2021) is to empower vulnerable persons and groups to have equal access to public services and opportunities, to have a voice in public decision-making affecting their lives, and to hold the duty bearers accountable. The programme's interventions are designed to:

- strengthen the vulnerable populations to request and receive adequate social services from local authorities that support their social inclusion,
- help municipalities to effectively manage the provision of social services and promote social inclusion,
- support national institutions to implement their policy framework for providing social services and adequately fund social services.

The interventions of LNB are designed to benefit the marginalized populations of Albania, with Roma and Egyptians often being the most vulnerable, along with persons with disabilities as well as children and women. In order to advance social inclusion, LNB's interventions target central government authorities and national services (at *macro* level), municipalities and civil society organizations (at *meso* level), and the final beneficiaries directly (at *micro* level). Since service

¹¹ Both *non-profit* and *for-profit* organisations are eligible to apply

delivery is realized mostly locally (*micro* and *meso*), the interventions focus primarily at these levels. Two of the three outcomes reflect this thrust – by empowering the beneficiaries in need of measures for their social protection to access and to contribute themselves to their social inclusion (outcome 1), and by capacitating municipalities to provide services and to promote social inclusion (outcome 2).

The programme covers all of Albania by improving social service provision across all 61 municipalities, however specific geographic foci are maintained by reacting to specific needs and challenges in selected municipalities.

The programme's implementation is the responsibility of the four UN agencies UNDP, UNICEF, UN Women and UNFPA, whereas funding support is provided by Swiss Development Cooperation (SDC).

2. Purpose of the assignment

Municipalities in Albania are not only in charge of the provision of social services, but they are also the largest providers, in terms of both service units and number of total services offered. A recent report¹² prepared by SSS with UNDP/LNB expertise which analyses national data for the assessment of the need for social services reveals that the social services in Albania are largely provided in development centres. Thus, out of a total of 276 service units/centres 30 of them are residential public centres and 119 community day public ones while the NGOs and religious organisations provide services in 41 residential and 86 community day centres. The non-public centres provide about 46% of social services against 54 % that are provided by public centres. Still, according to the same report, 34% of Albanian municipalities (21 municipalities) do not provide any social service at all and 43% of them have more than 20,000 inhabitants. At the same time, only 7 municipalities (9%) provide all social services.

A desired outcome of LNB's interventions is that the municipalities in Albania manage effectively the provision of social services and promote social inclusion. To this end, the programme will contribute towards an increase and scaling up of municipalities' capacities to deliver those social services that have demonstrated their effectiveness. Indeed, scaling-up will be a major means for the project to cover a large number of municipalities. The means for scaling up include divulgation, among all stakeholders, of already identified good practices in the provision of social services as well as identification and divulgation of additional good ones.

The main purpose of the present RfP is to contract a qualified organisation (hereinafter Service Provider) to design and implement instruments which will identify and document good practices in provision of inclusive social care services for vulnerable people in Albania.

¹² Raport - Analiza e të Dhënave për Vlerësimin e Nevojës për Shërbime Sociale (May 2019), prepared by the General Directorate of the State Social Service, with UNDP technical expertise, in the framework of the Joint UN "Leave No One Behind" programme.

The overall goal is to generate knowledge that will inform subsequent interventions of UN's LNB programme and those of other programmes and organisations by serving as the basis for scaling up those social services that have demonstrated their effectiveness. Hence, at a later project phase, it will be followed by the introduction and sharing of good practices in other municipalities requesting support and demonstrating willingness to cooperate.

3. Scope of work and methodology

Under the supervision of the UNDP Programme Specialist for Social Inclusion, and the direct supervision of the LNB National Programme Coordinator, the professional Service Provider will be responsible to collect, analyse, present and describe, both in detail and synthetically, information relevant to the identification of good practices of social care services benefiting vulnerable people across the whole country. A significant part of this job is the organisation of a *national competition* where a short-list of social services providers will be invited to present their most relevant practices and the winners awarded with symbolic prizes. The selected practices will become part of a *catalogue* which will be compiled, designed and made ready for publication. Besides, the service provider will document the process by keeping written and video records of the key activities which will become part of a short *documentary* film.

Although the geographical scope of this work encompasses practices of social care provision in all 61 municipalities of Albania, in the end a limited number of 10-12 good practices will be selected and described in detail to serve the project's overall goal. It is understood, therefore, that the selected good practices cannot and shall not be necessarily representative of all municipalities in the country.

In order to come up with an informed process of identification and selection of good practices, to best describe them for potential replication in other parts of the country and to comprehensively document the process leading to selection, the service provider should take into consideration, further elaborate on and include in the proposal the following methods:

- Desk research, by availing of existing documentation including (1) study and research reports commissioned and/or published by various Albanian¹³ and international organisations operating in the target field (social care services) (online and hard copies), (2) various programme and project reports, and (3) other relevant publications. Communicating through email messages and telephone calls may be used to solicit, acquire and/or follow up on information from the identified service providers, report publishers, representatives of vulnerable groups benefiting from / affected by the social services provided at local/municipal level and other important and relevant stakeholders at local or at national level. The social care service practices that will be identified and considered for selection will include those that are delivered by either public or non-public NPO providers.

¹³ Including primarily the State Social Service's above-mentioned report and other documents

- Information sessions in up to 4 different locations in the country to inform previously identified social care service providers, to verify and cross-check information in follow-up to the one acquired through desk research or to directly acquire new information upon clues and indications. During the information sessions and the side meetings with local and/or national level informants, the previously identified social care service providers will be requested to submit letters expressing their interest to participate in the process of identification of good practices. The expressions of interest will contain short written descriptions of their most relevant practices in provision of social care services. In the case when an already identified social care service is provided by a non-public NPO provider, the expression of interest will be accompanied by an official letter of endorsement from the municipality governing the territory in which the practice is largely taking place.
- Field missions to up to 12 different locations in the country which will serve the objective of scoping, verifying and validating the information collected through the letters of expression of interest obtained after the information sessions. However, the field missions will only take place in cases when there are enough reasons to indicate that the information to be acquired may contain details which cannot be attained from the desk or that cannot be validated through other means.
- A National Competition in Tirana, during which up to 12 service care providers which would have been selected through the previous methods, are invited to showcase their best practice. The competition shall constitute the final stage of a process of identification initiated earlier. Despite the restricted number of "competing" participants, the competition will be a public event, open for attendance by interested institutions and organisations that wish to observe and learn from the process, present and discuss their models of experience and ideas as well as create professional connections. The service provider will encourage and facilitate innovative ways in presenting practices as well as proactively seek to identify and encourage innovative ideas on the organization of the event in order to enhance its coverage and outreach. This may include but not be limited to cooperation with university schools of social sciences and other relevant institutes and think-tanks which already possess experience in bringing in perspectives of new professionals and promote innovative approaches. In the end, three of the proposed good practices will be awarded with prizes¹⁴ by a jury¹⁵ composed of representatives of UNDP/LNB, Ministry of Health and Social Protection and other representatives from CSOs and academia.
- A Catalogue of Best Practices, which will describe in detail only up to 10 good practices out of the ones selected for presentation in the final stage of national competition. In designing the catalogue, the service provider may include additional information and relevant details on the practices that will have been acquired before, during or after the competition.

¹⁴ The prizes are expected to have a symbolic value and will be awarded by UNDP. Therefore, no prize value should be included in the financial offer.

¹⁵ The jury will be appointed by a commission established by UNDP.

- Video recordings and interviews with service providers' staff and beneficiaries, for the purpose of compiling a short - 15–20 minutes long - video documentary film. The short documentary will include high quality footage of activities recorded during all stages of the process of selection, competition and documentation of good practices in provision of social care services. It will also include brief written information such as captions, data and infographics relevant to the process and to the selected best practices.

Criteria for the selection of best practices

During all stages of the process of selection of best practices in provision of social care services, the service provider, the UNDP/LNB staff and the commission that will be established by UNDP/LNB to appoint the jury of the national competition, the following criteria should be considered:

- ✓ *The good practice's distinctively visible – but not exclusive - targets and beneficiaries are vulnerable people¹⁶*
- ✓ *The good practice is part of existing social care services offered in the municipality AND is meeting a documented priority*
- ✓ *The addressed issue has a direct AND visible impact on target population*
- ✓ *The implementation of the good practice shows clear AND measurable results¹⁷*
- ✓ *The implementation of the good practice is considered as innovatory AND has managed to bring together various development actors (incl. the municipality, civil society and beneficiaries)*
- ✓ *The beneficiaries are informed about AND aware of this good practice*
- ✓ *The good practice provides for a clear opportunity for immediate replication or scaling up in other municipalities*
- ✓ *The implementation of the good practice shows consideration for gender parity*
- ✓ *The good practice demonstrates an impact on OR contributes directly to the implementation of national policies*
- ✓ *Other special qualities (ease of obtaining the overall service, etc.)*

Definitions

- ✓ *Social Service will mean all public and non-public not-for-profit social care services offered in the Republic of Albania as defined, categorised, classified and described by the law¹⁸ "On Social Care Services". The law defines social care services as "an integrated and organized*

¹⁶ Including groupings and individuals defined by Law no. 121/2016 "On Social Care Services in the Republic of Albania"

¹⁷ Measurable results are results that are both *tangible* and *verifiable*. Tangible results show positive changes in terms of quantity (i.e. number of beneficiaries and ratios of direct beneficiaries vs target population in the area of reach) and quality (i.e. measuring change in terms of time, depth, etc.). Verifiable results are obtained from credible and transparent sources, including those official, and can usually be confirmed over time by soliciting information from beneficiaries.

¹⁸ Law no. 121/2016 "On Social Care Services in the Republic of Albania"

system of benefits and facilities provided by relevant professionals of public or non-public entities, in order to ensure the welfare, independence and social inclusion of individuals and families in need for social care”.

- ✓ *Practice (often referred to as praxis) will mean (a) the actual application or use of an idea, belief, or method, as opposed to theories relating to it, and (b) the customary, habitual, or expected procedure or way of doing of something. Practice differs from Service in that defining practice one is concerned with describing the way how things are done as opposed to service which describes the system in which things are done. The latter includes both the underpinning theories and the prescriptions of how the things should be done.*
- ✓ *Best practice will mean a method or technique that has been generally accepted as superior to any alternatives because it produces results that are superior to those achieved by other means or because it has become a standard way of doing things. Since there is no consensus on the difference in the use of good practice vs best practice, for this assignment they will be used interchangeably.*

4. Expected Outputs and Deliverables

The Service Provider should provide high-quality, well-written (in English language) and detailed analyses and descriptions of good practices of social care provision that inform further work of both project LNB staff and that of service providers - be them municipal or NPOs - to scale them up or replicate in other parts of Albania.

In the course of work, the Service Provider should be able to produce and submit, in consecutive steps, the following:

1. An Inception report, in English (within two weeks from contract signature) comprising:
 - ✓ *a detailed methodology for carrying out all the activities foreseen as part of this assignment*
 - ✓ *a detailed plan of activities building on the initially proposed work-plan, reflecting any necessary corrections deriving from the inception phase and containing an updated calendar of activities, a map of interventions and any resources needed.*
 - ✓ *a long list of the most relevant services and key practices identified, grouped in accordance with (a) location (municipality), (b) type of provision (psycho-social counselling, legal support, institutional, community, etc.), (c) type of institution (day care, information, etc.), (d) governance of services (locally-based locally-provided, locally-based nationally-provided, locally-based regionally-provided, mixed provision, NGO provision, etc.), and (e) other grouping (if of visible importance and/or relevance), and*
 - ✓ *any relevant findings, expectations, risks faced and plans to mitigate them, from the preliminary work done as part of the desk research,*
2. A Progress Report, in English (within two months from contract signature) on the work carried out during the information sessions and field missions, which should include as a minimum:
 - ✓ *A brief description of the actual process carried out during this phase, including the key activities conducted, general details on the meetings held (dates, venues, participants, topics*

- of discussion, etc.), the key findings and the main challenges faced and how they were overcome*
- ✓ *A short-list and a brief description of up to 15 good practices (one to two paragraphs for each) proposed to be invited for presentation in the subsequent stage of national competition along with a rationale arguing how each of them meets the stated selection criteria.*
3. Organization of a National Competition (within four months from contract signature) as per the provided specifications, criteria and an agreed plan of activities. This will include:
- ✓ *Designing the event in detail, including the calendar of activities, event agenda, format, list of participants, list of invitees and contributors, selection of the venue, drafting of invitations, drafting of communication materials, and other relevant tasks that may be required.*
 - ✓ *Carrying out the event, which will include preparatory activities such as sending out invitations, booking the venue, and actual management of the event as per the plan, the designated sub-activities and the agenda, which includes, inter alia, briefing the participants, responding to enquiries, briefing and supporting the contributors and the jury members, photographing and video-recording the event, and other relevant tasks that may be required*
 - ✓ *Compilation of a narrative report on both the process and the outcome of this event, including as attachments, selected photography and video-recordings.*
4. The 'Catalogue of Best Practices in provision of social care services', in English and Albanian, (within five months from contract signature), containing a maximum of 10 electronic brochures, i.e. one brochure per each best practice identified/selected. Each of the brochures should not be longer than two (2) A4 pages (including photographs and/or diagrams if relevant) and should contain information as per the following fields:
- ✚ *Title & Contact Information*
 - ✚ *Brief Description (max. 2 paragraphs)*
 - ✚ *History (max. 1 paragraph)*
 - ✚ *Application (max. 1/2 page)*
 - ✚ *Innovation in application (max. 1 paragraph)*
 - ✚ *Results achieved (max. 2 paragraphs)*
 - ✚ *Sustainability (max. 1 paragraph)*
 - ✚ *Advantages (max. 1 paragraph)*
5. The short video documentary film, in English, with Albanian and English subtitles (within five months from contract signature) presented as a finite, ready-to-use, digital production, satisfying the following non-exhaustive list of quality criteria:
- ✓ *present faithfully and in a positive light the goal, the activities, the process and the key products completed during the process*
 - ✓ *contain high quality video footage from all key activities recorded during all stages of the selection process, the competition and the documentation of good practices in provision of social care services,*
 - ✓ *feature meaningful and relevant interviews with service providers' staff and representatives*

- and with selected beneficiaries,*
 - ✓ *include brief written information and data presented as overlay captions and infographics relevant to both the process and the selected best practices,*
 - ✓ *show consideration to ethical and sensitive matters regarding portrayal and presentation of vulnerable groups and individuals and information about them*
 - ✓ *be 15–20 minutes long*
 - ✓ *reflect other important details, professional comments and considerations deriving from UNDP's guidelines for design and production of communication materials that will be discussed and agreed upon in close collaboration with UNDP/LNB in the course of production*
6. A Final Report in English (within six months from contract signature) on the work carried out during the whole assignment, which should follow this indicative structure that includes as a minimum:
- ✓ *An executive summary (1 page)*
 - ✓ *A table of contents*
 - ✓ *A list of acronyms and abbreviations*
 - ✓ *A narrative description of the process carried out, including the key activities conducted and outputs produced (3-4 pages)*
 - ✓ *The main challenges faced and how they were overcome (1 page)*
 - ✓ *The key lessons learned (1-2 pages)*
 - ✓ *Recommendations for future work, in bullet points (1-2 pages)*
 - ✓ *In-text photographic images illustrative of key activities (7-8 photos for the whole report)*
 - ✓ *Electronic copies of all final outputs and deliverables submitted in the course of work, as annexes (one copy per each output)*
 - ✓ *The Terms of Reference of this assignment, as an annex*
 - ✓ *The Financial Report (as per provided format)*

While the design and the full implementation of the activities for this assignment are responsibility of the Service Provider, UNDP/LNB programme shall be thoroughly involved throughout the whole process by taking up consultative, supervisory and approval roles. Similarly, while the Service Provider will be responsible for the logistics and all other necessary arrangements for carrying out this work, they are expected to liaise and ensure constant communication/coordination with UNDP/LNB project staff regarding all key logistic and programmatic aspects of the work.

All deliverables submitted during this work will be subject to review and prior approval by UNDP / LNB. In particular, the final electronic and editable versions of the '*Catalogue of Best Practices in provision of social care services*', the '*Short video documentary film*' and the *Final Report* should reflect the comments and recommendations of UNDP/LNB and be submitted within 2 weeks after receipt of such comments and recommendations.

5. Timeframe and reporting

The duration of this work is for a maximum of 120 person-days over a six-month period. The target start date is 15 August 2019.

The work is expected to complete by 28 February 2020 and will require these estimated of Level of Efforts (LoE)

Key activities	LoE (person-days)
Preparation of detailed work-plan	3
Drafting the detailed methodology	5
Desk research and review	10
Field trips (information sessions + mission meetings)	28
Other coordination activities	8
Organisation & coordination of national competition	10
Drafting and final Compilation of Catalogue of Best Practices	15
Video and photography recording and processing	8
Production of Short Video Documentary	20
Drafting of final Narrative Report	7
Financial Reporting	4
Review and finalization of Final Reports	2
Total Working Days	120

6. Competencies and qualification required for the assignment

The Contractor/Service Provider should:

- Have at least 8 years of uninterrupted experience and proven ability in designing, assessing and supervising delivery of social service interventions, demonstrated through previous work on similar activities
- Have at least 7 years of total experience and proven ability in designing and carrying out public events such as conferences, workshops, round tables, public consultations and competitions, with a preference for the latter, demonstrated through previous work on similar activities
- Have at least 5 years of total experience and proven ability in the production of visual media materials for disseminating social advocacy/protection messages, demonstrated through previous work on similar activities
- Avail of professional staff or demonstrate capacity (through signed pre-engagement declarations) of involving external professionals, trained and experienced in the fields specified in the TORs
- Demonstrate organizational and backstopping capacity
- Adhere to a policy of respect for human rights and diversity
- Previous experience with UNDP or other donor-financed projects will be an advantage.

Team Composition

The Service Provider should appoint a Team Leader and at least two other professionals (experts).

The proposals should identify the personnel in charge, specify their roles as team leader, technical experts, etc, provide CVs and a biographical paragraph for key professionals. The team should be composed of trained and experienced individuals in the fields of administration and assessment of social services, social report writing and protection and advocacy through media and public relations.

A description of their responsibilities, qualifications, skills and professional experience is listed below.

Team Leader / Expert

The team leader will be responsible for the overall coordination and quality control of the results/deliverables for this assignment and will guide the development and implementation process. S/he will be responsible for developing the methodology of work, promoting collaboration within the team, and fostering good communication with programme beneficiaries. S/he will be responsible to oversee the preparation and timely submission of deliverables. S/he will provide specific guidelines to the experts and promote a culture of collaboration, responsiveness, and transparency within the team. S/he will be responsible for the final product delivery and will also act as the main counterpart with UNDP. As expert, s/he will be responsible for developing the methodology, leading the information sessions and designing the catalogue of best practices. With regard to his/her role as expert, the Service Provider should refer to tasks and requirements under the section "experts" below.

Qualifications, skills and professional experience of the Team Leader should include:

- Advanced university degree in social science and/or policy, public administration and/or policy, human rights, or closely related field of studies.
- Possess at least 10 years of significant professional experience in coordinating development programs related to social services
- Possess at least 6 years of recent experience of cooperation with municipalities in the area of social protection and social inclusion
- Excellent analytical and reporting skills
- Excellent organizational and leadership skills
- Excellent communication and collaborative skills.
- Knowledge and understanding of human rights and social inclusion policies and programs in Albania is an asset.

Team Members / experts

The team members will be responsible to elaborate the work plan, support the team leader to elaborate the methodological instruments of work, carry out desk research and review under the guidance of the team leader, coordinate and participate in selected field missions and other

activities including the organisation of the national competition, write briefs for each practice and provide input to the catalogue of best practices and the final assignment report as well as take up facilitation, coordination and other relevant roles in the production of the short video documentary, as appointed by the team leader.

Qualifications, skills and professional experience of the expert should include:

- Master's degree in social science and/or policy, public administration and/or policy, human rights, or related field of studies within the domain relevant to the field(s) of expertise required in the frame of the present assignment.
- Possess a minimum of 6 years of professional experience as coordinators of development projects related to social services
- Very good report writing skills
- Excellent communication and collaborative skills
- Good knowledge and understanding of public social inclusion and protection policies and programs in Albania.

7. Language requirements:

Full working knowledge of English and Albanian, including excellent report writing skills in both English and Albanian languages, is required for the whole team.

8. Supporting documentation

The following documents should be submitted in addition to other documentation described in the Instructions to the Offeror:

Legal Documents shall contain:

- Court Decision and/or QKR registration of the service provider;
- Certificate of registration in the tax office for the current year;
- Registration number (NIPT).

Technical documents shall contain:

- General experience of the service provider in offering similar services;
- List and CVs of the proposed team with indication of the position
- Minimum two references for past relevant experience of the service provider
- An outline of the Methodology of work informing on the approach that will be followed, quality assurance mechanisms that will be put in place and how the accessibility to the programme for persons with disabilities will be ensured.
- A Work Plan of implementation outlining how the Service Provider proposes to develop the sequence of activities and their delivery according to a timeline.