



SOS CHILDREN'S
VILLAGES
BOSNIA AND HERZEGOVINA

Request for proposal and ToR for Needs Assessment

REQUEST FOR PROPOSAL



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1 Context and rationale

1.1 About SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH)

SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH) was founded in 1994 and since then has been active as a non-political non-governmental organisation for children at risk and their families. Children without parental care thus receive a safe home and families in need can participate in prevention programmes that enable parents to care for their children independently.

SOS CVI BiH focuses on the care and support of children who have lost, or are at risk of losing, the care of their biological family. We believe that a biological family is the best place for children to grow and we recognize and even increasing need for protection of a biological family from dissolution caused by various factors, poverty being one of the major causes.

In addition, SOS CVI BiH supports the improvement of existing (legal) framework for the benefit of the target group through advocacy measures. SOS CVI BiH is a member of the worldwide federation of SOS Kinderdorf International, which was founded in Austria in 1949. All member associations - currently active in 135 countries and five continents - work in accordance with the Convention on the Rights of the Child and reach around 1.5 million people worldwide in more than 2,500 Programmes.

We work together with a single vision: every child belongs to a family and grows with love, respect and security. Uniquely, we provide long-term, family-like care for children who have lost parental care (alternative care service), and we work with vulnerable families and communities to help strengthen them and prevent child abandonment (family strengthening service, FS). SOS alternative care is usually organised in the form of a cluster of SOS families, where each SOS parent cares for small group of children.

1.2 Description of (possible) programme location

The SOS CVI BiH programme activities are organised and implemented by 169 full-time employees in Sarajevo, Mostar, Gorazde, Gracanica, Maglaj, Srebrenica and Tuzla. The National Office employs 19 highly qualified employees with sound practical experience and project management skills. SOS CVI BiH has strict guidelines, in line with international standards, on finance, internal audit, procurement, communications, monitoring and evaluation, and human resources.

SOS CVI BiH is running four functional SOS Children's Villages Programmes in Sarajevo, Gorazde, Gracanica and Mostar, that include two SOS Children's Villages (Sarajevo and Gracanica), one Social Centre (Sarajevo), five Family Strengthening Programmes (Srebrenica, Gracanica, Sarajevo, Mostar, Gorazde) and four Youth Employment Services Projects (Sarajevo, Gracanica, Tuzla, Banja Luka).

1.3 Rationale and overall objective of the needs assessment

A needs assessment provides an objective analysis of the target group's needs and present stakeholders in each specific SOS programme. For both new and ongoing programme interventions a needs assessment should be carried once per programme cycle (i.e. every 3-5 years, in line with the SOS Results Based Management Approach) in order to guide SOS staff on whether the organisation is the best placed stakeholder to respond in a certain community, and to provide up-to-date information on context and most crucial needs of the target group. The recommendations provided in the needs assessment report are essential to develop tailored services and interventions, and thus are the basis to develop a programme concept.

2 General information on request for proposals

The bidders are welcome to submit their proposal for a needs assessment covering Tuzla Canton, Sarajevo Canton and Hercegovinačko-Neretvansko Canton in Bosnia and Herzegovina. This bid is open to all national and international suppliers (independent consultants or companies) who are legally constituted and can provide the requested services. The bidder shall bear all costs of the bid; costs of a proposal cannot be included as a direct cost of the assignment. The proposal and all supplementary



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documents have to be submitted in **English**. Financial bid needs to be stated in **BAM (Convertible Mark)**.

2.1 Process of Submission of Bids

To facilitate the submission of proposals, the submission duly stamped and signed can be done electronically in **PDF format** and sent to: Maria Theresa Maan-Bešić, National Monitoring and Evaluation Coordinator, info@sos-ds.ba

Postal and/or Electronic submissions preferred. Postal address:

SOS Children's Villages Bosnia and Herzegovina
Ahmeda Muradbegovića 1c
71000 Sarajevo, Bosnia and Herzegovina

The titles of submitted documents should clearly state technical proposal for needs assessment in country Bosnia and Herzegovina, location **Tuzla Canton, Sarajevo Canton and Hercegovacko-Neretvansko Canton** by the company/consultant title "**Technical and Financial Proposal for needs assessment in BiH-Module B-C.**"

Please make sure that the technical and financial proposals are handed in separately, while financial proposal to be sealed in a closed envelope or a separate PDF file in case of electronic submission.

During the process of evaluation, technical bids will be opened and evaluated first. The financial part of those proposals, which are shortlisted after evaluation of the technical proposal, will be opened in a second step.

2.2 Documents to submit

- Bid submission / identification form
- Previous experience format
- Price schedule form (to be sealed in a closed envelope or a separate PDF file)
- Technical proposal
- CVs of the research team member(s) including current geographical location(s)
- Three references (at least two of them must be familiar with your work)
- An example of a recent/relevant evaluation report (if available for public use)

2.3 Deadline for submission

Announcement date open: 02 June 2021

Announcement date close: 15 June 2021

The proposal has to be received by latest on **15 June, 2021 at 16:00 hrs. (BiH time)**, with "**Technical and Financial Proposal for needs assessment in BiH-Module B-C**" in the subject line. Proposals received after the deadline will be not be considered.

2.4 Modification and withdrawal of bids

Proposals may be withdrawn on written request prior to the closing date of this invitation. Any corrections or changes must be received prior to the closing date. Changes must be clearly stated in comparison with the original proposal. Failure to do so will be at bidder's own risk and disadvantage.

2.5 Signing of the contract

SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH) will inform the successful bidder electronically and will send the contract form within 3 weeks after closure of the bid submission deadline. The successful bidder shall sign and date the contract, and return it to SOS CVI BiH within seven calendar days of receipt of the contract. After the contract is signed by two parties, the successful bidder shall deliver the services in accordance with the delivery schedule outlined in the bid.

Please note that the needs assessment will focus on **module B and C (see terms of reference)**.



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2.6 Rights of SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH):

- contact any or all references supplied by the bidder(s);
- request additional supporting or supplementary data (from the bidder(s));
- arrange interviews with the bidder(s);
- reject any or all proposals submitted;
- accept any proposals in whole or in part;
- negotiate with the service provider(s) who has/have attained the best rating/ranking, i.e. the one(s) providing the overall best value proposal(s);
- contract any number of candidates as required to achieve the overall evaluation objectives

2.7 Evaluation of proposals

After the opening, each proposal will be assessed first on its technical quality and compliance and subsequently on its price. The proposal with the best overall value, composed of technical merit and price, will be considered for approval. The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR). Bidders may additionally be requested to provide additional information (virtual presentation or phone interview) to SOS CVI BiH on the proposed services.

The criteria for selection are:

Method: The proposed method for needs assessment is suitable

Timetable/work plan: The timetable/work plan is realistic and meet the needs of the requested results

Cost: The cost of the proposal is reasonable and feasible, given the other aspects of the proposal

Experience: The training and experience of the consultants in needs assessment and recommendations from organisations for which the consultant(s) has previously worked

3 Terms of reference

The needs assessment follows a modular approach and is conducted in different stages.

The ToR will focus on module B (analysis of community assets and needs) and module C (stakeholder analysis). The proposed points below reflects this modular approach.

Stage 1: Module A (target group analysis) has already been conducted and not part of this assessment and ToR. Information will be used for module B and C.

Stage 2: Module B, which includes submission and approval of inception report.

Stage 3: Module C, will only start after the module B contracting is completed.

Each of the below listed modules includes some key questions, and closes with a critical reflection question, that helps to determine whether or not to continue the needs assessment. (Preliminary) results are therefore required after each module, in order to plan the further process.

3.1 Prepare needs assessment

Undertake all required preparations for the field of needs assessment: propose detailed methodology, conduct desk research, identify key informants, plan data collection process, organisation & logistics, and prepare field visit schedule. **Submit and secure approval for the refined assessment design and methodology in an inception report: document (i) proposed methodological set-up, (ii) locally adapted and proposed data collection tools.** Preparation of checklists, participant lists and other management/organisational information for data collection.

3.2 Data collection and analysis, module by module

As mentioned above, the needs assessment follows a modular approach. For each step, the following actions need to be carried out:

- Collection of data as per the agreed methodology and tools.



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- Analysis of the data, including critical reflection question (see above) and decisions to continue for modules B and C.

The methodology is expected to be based on the SOS Results Based Management Approach, Tool 1. Needs assessment, (short overview on key questions provided below), that will be shared with consultants after the contract has been signed, and can be adapted and further detailed. Any changes or adaptations need to be outlined the inception report.

The data collection process is to be proposed by the consultant and should include e.g.: interviews with stakeholders like representatives of the target group, community leaders and representatives of the municipality, NGOs (including SOS) and other key stakeholders; various sources for desk research such as available internal and external reports; analysis of statistics and key facts on the location and the country. The technical proposal is expected to include a short section on proposed methodology. After signing of contract, an inception report is expected (see deliverables above) in order to agree on the detailed methodology.

3.2.1 Module B: Analysis of community assets and needs (PESTLE analysis)

The responses to the situation of children within our target group change over time. The situation of a child who has lost or risks losing parental care greatly depends on three topics:

1. How families and communities react
2. Governmental efforts in prevention
3. National care systems

Therefore, it is crucial to learn more about the community context, in particular the community assets in relation to our target group. The community assets help to identify unaddressed needs, which are the differences between what the situation is for our target group and what it should be.

Key questions:

- What community structures are in place to address vulnerability of the target group? Analysis of community assets (PESTLE analysis, first column)
- What are the need of the target group? (Comparison of risk factors identified in module A with the assets identified in the community)
- Critical reflection: summary of assets and needs; Preliminary PESTLE analysis sheet to be submitted to support decision on whether or not to proceed with subsequent module.

Optional, depending on findings of module B:

3.2.2 Module C: Analysis of stakeholders

A stakeholder analysis examines the motivation and capacity of stakeholders present in the community. This contributes to an educated and evidence-based recommendation on who may be best-placed to respond to the identified needs. A best-placed stakeholder is someone who has the interest, power, and capacity to respond effectively and efficiently to the needs.

Key questions:

- What are the relevant stakeholders and their respective power, attitudes and interest?
- Is SOS the best places stakeholder to address the identified needs?

3.3 Share results and recommendations:

Provide recommendations in needs assessment report (draft report first, final report), based on data analysis, critical reflection questions and the most important conclusions. Provide a draft report first.

The report includes the following:

- a. Identification of the target group (not part of these assessment and ToR, information are available for the contracted consultant/s to integrate into the inception report – module B and C**
- b. Community assets, and needs



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- c. Recommendations of who is best-placed to respond to the needs
- d. Rationale for deciding to continue or stop the needs assessment (based on the collected and analysed data)
- e. Recommendations for SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH)

The following steps are expected:

- Preparation of a draft report in **English**.
- Presentation of the findings to the programme staff / national office staff / international team (face-to-face).
- After having received feedback from the various stakeholders – finalise the report and submit it in English.

3.4 Expected deliverables:

1. Documentation of activities (e.g. interviews) carried out
2. Refinement of needs assessment design and methodology in an inception report
3. First draft of the final report in English
4. Presentation of preliminary results to SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH), (face-to-face).
5. Final report

3.5 Timetable

Below showing the different activities and amount of **24 working days** per evaluator/consultant.

Location/Municipalities: **Tuzla Canton, Sarajevo Canton and Hercegovacko-Neretvansko Canton**

[please fill in / customize activities and dates]

Activities	dates	Time frame	Location
Contract on Module B			
Conduct data collection (interviews etc.) for module B			
Analyse data and prepare draft community assets and needs analysis (module B)			
Contract on Module C			
Conduct data collection (interviews etc.) for module C			
Analyse data and prepare draft stakeholder analysis (module C)			
Prepare draft report			
Incorporate feedback and prepare final report and presentation			

The evaluation is expected to be undertaken in between June to July 2021. The final report is due on 31 July 2021.

3.6 Qualification of the researcher / research team

The researcher / team of researchers must have:

- a) proven competency (record of previous experiences) in project/programme evaluations, including formative programme evaluations / needs assessments
- b) a good understanding of development work in Bosnia and Herzegovina and experience in international development is also highly desired.
- c) a good understanding of child rights and issues affecting vulnerable children and their families
- d) good facilitation, organisational and interpersonal skills
- e) proven experience in participatory processes and data collection methods (including age appropriate data collection methods)
- f) strong analytical and conceptual skills
- g) excellent written communication skills



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3.7 Logistical arrangements

When at the programme location, accommodation and transport to the field will be organised by the member association, including the **full coverage of costs** during the entire stay of the researcher(s) (not to be included into price proposal). National or location level staff (SOS) will be available to help organizing the interviews including contacting SOS, announcement and local preparation of evaluation, linking to community duty bearers and national authorities if required.

3.8 Duration of the contract and terms of payment

Payment will be made only upon SOS Children's Villages acceptance of the work performed in accordance with the above described deliverables. Financial proposals should include proposed stage payments. Payment will be effected by bank transfer in the currency of billing and is due 30 days after receipt of invoice and acceptance of work.

Funding and Payment: The consultant will be paid by SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH) as follows:

- 25% on the submission and approval of inception report
- 25% on completion of the draft report
- 50% on completion of final report

Depending on which modules were contracted, the payment will include the fees for data collection and analysis for **either module B and C. The final report includes all conducted modules.**

Duration of contract: the contract is effective from the moment it was signed until the acceptance of work by the project team.

3.9 Notice of Delay

Shall the successful bidder encounter delay in the performance of the contract which may be excusable under unavoidable circumstances; the contractor shall notify SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH) in writing about the causes of any such delays within one (1) week from the beginning of the delay. After receipt of the Contractor's notice of delay, SOS CVI BiH shall analyse the facts and extent of delay, and extend time for performance when in its judgment the facts justify such an extension.

3.10 Copyright and other propriety rights

SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH) shall be entitled to all intellectual property and other proprietary rights including, but not limited to, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for SOS CVI BiH under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for SOS CVI BiH.

All materials: interviews, reports, recommendations, and all other data compiled by or received by the Contractor under the Contract shall be the property of SOS Children's Villages International Representative Office in Bosnia and Herzegovina and shall be treated as confidential, and shall be delivered only to SOS CVI BiH authorized officials on completion of work under the Contract. The external consultant is obliged to hand over all raw data collected during the assessment to SOS CVI BiH.

3.11 Termination

SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH) reserves the right to terminate without cause this Contract at any time upon forty-five (45) days prior written notice to the Contractor, in which case SOS CVI BiH shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.



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SOS CVI BiH reserves the right to terminate the contract without any financial obligations in case if the contractor is not meeting its obligations without any prior notice:

- agreed time schedule
- withdrawal or replacement of key personal without obtaining written consent from SOS CVI BiH
- the deliverables do not comply with requirements of ToR and research guide.

4 Annex

4.1 SOS Children's Villages child protection policy and code of conduct

SOS Children's Villages International has a child protection policy and code of conduct that all consultants will be expected to comply with and will be required to sign a statement of commitment to the policy. This will happen upon signing of contract, together with an orientation of consultants on internal child safeguarding processes and data protection regulations.

Before the actual start of data collection, a police check is to be provided, in case any direct contact with programme participants and/or any sensitive data is planned.

In addition to the above mentioned, the following key areas for ethical consideration need to be taken into account: <http://childethics.com/ethical%20guidance/>

Graham, A., Powell, M., Taylor, N., Anderson, D. & Fitzgerald, R. (2013). Ethical Research Involving Children. Florence: UNICEF Office of Research - Innocenti.

The successful bidder is requested to obtain written consent from all participants of the evaluation process and/or their official guardians/representatives (when applicable).

4.2 Bid submission / identification form

This bid form must be completed, signed and returned to SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH). Bids have to reflect the instructions described in the Request for Proposal and Terms of Reference.

Any requests for information regarding this Request for Proposal shall be send to [insert name and email address].

The Undersigned, having read the complete Request for Proposals including all attachments, hereby offers to supply the services specified in the schedule at the price indicated in the Price Schedule Form, in accordance with the Terms of Reference included in this document.

Offering service for: [insert organization and name].

1. Company/Institution Name/Individual's Name _____
2. Address, Country: _____
3. Telephone: _____ Fax _____ Website _____
4. Date of establishment (for companies): _____
5. Name of Legal Representative (if applicable): _____
6. Contact Person: _____ Email: _____
7. Type of Company: Ltd. Other _____
8. Number of Staff: _____
9. Subsidiaries in the region:

Indicate name of subsidiaries and address

- a) _____
- b) _____
- c) _____

Validity of Offer: _____ valid until: _____

Date

Signature and stamp



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4.3 Previous experience form

Description (services and products provided to the clients relevant to the current RFP)	Client	Contact person/phone, e- mail address	Date of assignment (from/to)

4.4 Price schedule form

The financial proposal needs to include all taxes.

	Activity	Staff involved	Number of days	Daily rate	Total price per row	Percentage of total price
			B	C	D=BxC	E=D/F
1	Development of data collection methodology (Inception report)					
2	Module B: data collection and analysis					
3	Module C: data collection and analysis					
4	First draft of the final report					
5	Final report					
	Total Price (F)					100%

Accommodation and local transportation to be covered by SOS, not to be included into price proposal.
This proposal should be authorized, signed and stamped.

(Name of Organisation)

Name of representative

Address:

Telephone/Fax/Email:



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4.5 Technical proposal (guideline)

Name of Organisation/Firm/Independent Consultant	
Name of contact person for this proposal (for organisation/firm)	
Address:	
Phone/Fax:	
E-mail:	

The technical bid should be concisely presented and structured in the following order to include, but not necessarily be limited to the following information listed below.

1. Quality and Relevance of Technical Proposal

- Describe all actions related to defining data collection methodology and conducting the needs assessment
- Realistic work plan with time lines in accordance with ToR
- Detailed quality assurance process for data collection and analysis

2. Qualification and expertise of or organisation/team of consultants/consultant submitting proposal

- Reputation of firm/organisation and staff and individual consultant/s (competence and reliability) in carrying out evaluations
- Relevance of:
 - Specialized knowledge
 - Proven expertise in carrying out formative evaluations
- CVs for key staff

4.6 Structure for needs assessment report

The final needs assessment report should be based on the proposed outline:

COVER PAGE (1 page)

[The cover page of the report must include the name of the programme, country, date, implementing agency of the evaluation, name of the authors.]

EXECUTIVE SUMMARY (1 page, main findings)

1. INTRODUCTION (1 page)

- 1.1 Overview on location and short description of national child rights situation
- 1.2 Description of key questions and objectives

2. METHODOLOGY (2 pages)

- 2.1 Description of the overall assessment process, research team, and methodology
- 2.2 Data collection methodology

3. NEEDS ASSESSMENT RESULTS (3 pages)

2.1 Target group analysis

[Include the target group analysis table and narrative summary that answers the critical reflection question]

2.2 Community assets and needs analysis

[Include the PESTLE analysis table and narrative summary that answers the critical reflection question]

2.3 Stakeholder analysis

[Include the stakeholder analysis table and narrative summary that recommends who may be best-placed]

3. NARRATIVE SUMMARY AND RECOMMENDATIONS (3-5 pages)

[Analyse the main findings and give recommendations on whether SOS should implement a programme in this location]