



Terms of Reference (ToR)

Needs assessment on alternative care and preventive services in Bosnia and Herzegovina

SOS Children's Villages International Representative Office in Bosnia and Herzegovina (SOS CVI BiH) is founded in 1994 and ever since then has been active as nonpolitical non-governmental organization for children at risk and their families. Children without parental care thus receive a safe home and needy families 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 more than 130 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. Background

The SOS CVI BiH programme activities are currently organised and implemented in Sarajevo, Gračanica, Tuzla, Mostar, Jablanica, Konjic, Bihać, Travnik and Zenica through two programs – SOS program Sarajevo and SOS program Gračanica.

SOS program Sarajevo includes SOS Children's Village with Family-like Care (FLC), Supported Independent Living (SIL), SOS Centres for foster care in Sarajevo and Mostar, SOS Centre for family strengthening, two SOS Centres for early care and development, SOS Centre for youth employability YEEP, SOS youth centre FUTURE, SOS Centre for practical education and emergency response project in Jablanica and Konjic with Day-care Centres.

SOS program Gračanica includes SOS Children's Village with Family-like Care (FLC), Supported Independent Living (SIL), SOS Centres for foster care in Tuzla, Zenica, Bihać and Travnik, SOS Centre for family strengthening and SOS Centre of Excellence – Child and Youth Care Practitioners Training Centre (CPT).

Through partnering Civil Society Organizations, SOS Children's Villages BiH are present in Sarajevo, Zenica, Mostar, Tuzla and Banjaluka.

In preparation for the development of the organizational strategy for the period 2027-2030, a comprehensive needs assessment on children and young people without parental care, alternative care landscape, families in the risk of separation, and overall landscape of the social protection system in Bosnia and Herzegovina needs to be conducted. It will provide objective analysis of the target



group's needs and present stakeholders. 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. Objective of the Assignment

The objective of this assignment is to conduct a comprehensive and independent needs assessment on alternative care and preventive services in Bosnia and Herzegovina, providing relevant and validated data related to children and youth without parental care, children and youth in risk of separation from biological families, families in risk of separation, vulnerable young people, capacities of service providers in Bosnia and Herzegovina and legal framework.

The data collection process is to be proposed by the consultant and should include e.g.: desk research on available internal and external reports, policies, legislation, strategies, etc.; analysis of statistics and key facts; questioners, focus groups and interviews with stakeholders, such as representatives of the target group, representatives of the decision makers at all levels, representatives of relevant institutions and municipalities, NGOs, and other key stakeholders;.

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

3. Scope of Work

The consultant(s) shall provide professional services across the following areas:

a. Prepare needs assessment

Undertake all required preparations for the 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 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.

b. Data collection and analysis

The data collection should provide relevant and validated information on following topics/areas:

Legal and policy framework, providing overview on how the rights of children without parental care are defined across entity, cantonal, and district laws in BiH, with key inconsistencies and contradictions

Stock, flow and characteristics of children in alternative care, with the comprehensive national census of children and youth (0-26 years) without parental care, parental status, gender, age cohort, ethnicity, disability status, geographic distribution (entities, cantons, Brčko District, urban/rural), reason for separation, etc.

Children with disabilities in alternative care, providing data on specifics of children with disabilities in alternative care, including numbers, type of placement, available services, etc.



Children with behavioural and emotional challenges, providing data on specifics of children with behavioural and emotional challenges in alternative care, including numbers, type of placement, available services, etc.

Children victims of violence in alternative care, providing data on specifics of children victims of violence in alternative care

Children victims of trafficking in alternative care, providing data on specifics of children victims of trafficking in alternative care

Alternative care landscape in Bosnia and Herzegovina, with detailed overview of the current landscape of residential institutions for children and youth without parental care, financing arrangements and sources of funding, profile of children residing in institutions, size and occupancy of residential institutions, compliance with international standards and recommendations, etc.

Comparison with neighbouring countries and EU, showing how does Bosnia and Herzegovina's alternative care system compare with those of Serbia, Croatia, Montenegro and the European Union with regard to reliance on institutional care, development of family-based care, outcomes for children, and progress towards deinstitutionalization and compliance with international standards

Care leavers: preparation, transition, and long-term outcomes, including profile of care leavers existing models for preparation and transition support, long-term outcomes of SOS care leavers (minimum 5 years after exit)

Social prevention and family support, covering the topics of existing prevention services, risk factors for separation long-term outcomes of families supported through Family Strengthening Program

Employability, life skills, and economic integration of young people, showing general youth employability and skills landscape, with specific considerations for youth from alternative care.

System functioning: Social Welfare Centres and workforce capacity, covering topics such as capacities of Centres for social welfare, education needs of professionals, identification of the gaps

System functioning, coordination & financing, covering topics such as the coordination mechanisms between different stakeholders and financing of alternative care and prevention services.

Progress and bottlenecks in alternative care reform, covering topics related to progress, the main political, administrative, financial, and social/cultural bottlenecks and link to the EU accession process.

4. Expected deliverables:

The selected consultant(s) shall deliver the following outputs:

- Inception Report:
 - Detailing the methodology
 - Refined work plan with timeline
 - Risk based approach and assumptions



- Draft needs assessment Report:
 - Draft executive summary
 - Comprehensive findings across all scope of work.
 - Preliminary recommendations
- Final needs assessment Report, including the final executive summary

5. General information on request for proposals

The bidders are welcome to submit their proposal for a needs assessment. This bid is open to all national 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 preparation cannot be included as a direct cost of the assignment.

The proposal and all supplementary documents must be submitted in **English**. Financial bid needs to be stated in **BAM (Convertible Mark)**.

a. 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 organization's mail info@sos-ds.ba.

Postal and/or electronic submissions preferred. Postal address:

SOS Children's Villages Bosnia and Herzegovina
Semira Frašte bb
71000 Sarajevo, Bosnia and Herzegovina

The titles of submitted documents should clearly state technical proposal for needs assessment by the company/consultant title **"Technical and Financial Proposal for needs assessment in Bosnia and Herzegovina."**

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.

b. Required documents

- Technical proposal
- Financial proposal
- CVs of the team member(s)
- Three references
- An example of a recent/relevant evaluation report (if available for public use)

c. Deadline for submission

The proposal must be received by latest on **June 29th, 2026**, at 16:00 hrs, with **"Technical and Financial Proposal for needs assessment in Bosnia and Herzegovina"** in the subject line.

Proposals received after the deadline will not be considered.



d. Rights of SOS Children's Villages 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

e. 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

f. Timetable

The needs assessment is expected to be undertaken in between July 1st, 2026. and July 31st, 2026. The draft report is due on August 3rd, 2026.

6. Qualifications and Experience

- A minimum of three years of proven competence and experience in monitoring, review, and impact assessment for team leader and team members.
- University degree in Social Work, Psychology, Social Pedagogy, Law, Human Rights, Children's Rights, or equivalent professional experience.
- Deep knowledge of country with a focus on topics such as social protection and policies, education, social inclusion...
- Experience and expertise in evaluating cross-cutting issues.
- Good understanding of development work and partnerships.
- Demonstrated experience or participation in reviews and data collection methods.
- Good analytical and conceptual skills.



- Excellent writing and communication skills.
- Excellent oral and written English skills.
- Sound MS Office and IT skills.
- Ability to transfer complex concepts/ideas in a practical and simple language.
- Must be familiar with ethical standards on issues related to children and are required to sign and adhere to the Child Safeguarding Policy.
- The author should not use copyrighted material.

External reviewers should not be biased and have any reason for conflict of interest. The review team must respect the participating communities' culture, social norms, values, and behavior, and maintain appropriate relationships with participants of this review.

Reviewers will be acquainted with and will need to sign and fully respect SOS policies and regulations, such as the Code of Conduct, Living Our Values, Child and Youth Safeguarding Policy, and Anti-Fraud and Anti-Corruption Regulation.

