

# Terms of Reference

TENDER FOR: Service contract: **Trainings module for local authorities and civil society in participative democracy: LAP Programme within the project Mostar – Spaces to Activate and Rejuvenate**

**Our ref: CPG/6274/2021**

Project Mostar: Spaces to Activate and Rejuvenate

## Background

Local Democracy Agency Mostar was established in 2004 within the Program of the Local Democracy Agencies of the Congress of Local and Regional Authorities of the Council of Europe that aims to foster the democratic process and respect of human rights in the Western Balkans. LDA Mostar works to support the local democracy and respect of human rights in Mostar area consistently applying the method of decentralized multilateral cooperation. Since the establishment, our primary goal is the promotion of local initiatives focusing on active civil society, transparent and accountable public authorities and exchange of best practices through development cooperation, good governance and sustainable local development.

Working in the city of Mostar known as the divided city, makes our core mission to create stronger links among citizens of different ethnic background even more important. LDA Mostar is consistently engaging the local community members in public policy process, reaching out to society as a whole including marginalized groups in grass-root initiatives and encouraging civic activism and increased public participation in policy-making. We are proud to have been able to develop a wide range of training methods and user- friendly tools to empower citizens for participation and to promote good governance principles, among which the most successful ones are:

Mostar – Spaces to Activate and Rejuvenate is a three-year project, which aims to improve the contents and use of public spaces in Mostar through the active involvement of citizens and support for their initiatives that contribute to the quality of civic, cultural and economic life in the city of Mostar. The project intends to support citizens and local authorities to effectively use new skills, tools and mechanisms to address priorities in an inclusive, gender-sensitive, participatory and systematic manner.

Partners from the local community will implement a series of innovative activities to initiate and involve citizens with the aim of establishing a dialogue between communities, regarding common priorities, within their spheres of activity.

In addition, the Project will directly allocate funds (grant) for the financing of infrastructure projects and interventions in public space, as well as initiatives that will be led and designed by citizens, and which relate to common public space and common activities.

The Leadership Academy Programme (LAP) course is an interactive training programme for public authorities of all levels that seeks to develop leadership for organisations, leadership for strategy and leadership for capacity building. The program is being introduced for the first time in BiH by LDA Mostar in cooperation with CRH Trebinje and certified LAP trainers.

The project leading partner is People in Need (PIN), a Czech non-profit, non-governmental organization that provides humanitarian and development aid in more than 30 countries around the world. Along with PIN, the consortium's equal members are Everyday Peace Indicators (EPI), Youth Cultural Center Abrašević (OKC Abrašević), Local Democracy Agency Mostar (LDA Mostar) and Nešto Više (NV).

The project is financed by the Government of the United Kingdom.

### **Objective and Scope of the work**

The purposes of this contract are as follows:

The overall goal of the project is aims to improve the contents and use of public spaces in Mostar through the active involvement of citizens and support for their initiatives that contribute to the quality of civic, cultural and economic life in the city of Mostar.

In that context, Local Democracy Agency (LDA) Mostar is looking for two providers/trainers with Leadership Academy Programme training expertise and experience, to provide service on implementation of training Leadership Academy Programme modules for local authorities and civil society in participative democracy – for city of Mostar: 20 representatives of City of Mostar and 20 grass root civil society organizations from Mostar, Bosnia and Herzegovina.

The aim of this activity is the representatives of local authorities and civil society to strengthen the capacities in assessing and monitoring the local level of good governance and using participatory methods, in order to be able to identify more sustainable, fair and inclusive solutions.

This tender procedure aims at concluding a one-off contract for the provision of deliverables described in Description and Scope of the Framework Contract, noted below within this document.

The training will include representatives, key civil servants from City of Mostar (20 participants). The modules will be participated also by civil society to make more interactive and productive the work. CSOs will be selected on a public call, representatives from at least 20 CSO City of Mostar involved via public call for expression of interest (20 participants). The training will be divided in two stages (each stage will last for 3 days with mixed group of 20-22 participants.) In total there will be organized 2 trainings for 2 groups of participants and trainings for those groups will be organized in city of Mostar, respecting economic efficiency and budget of the project.

One (1) Training is composed of 2 stages: each stage of the training is composed of different modules. Training duration is 6 working days divided in 2 sessions (3 days each). It will use interactive modules adopted to the results of the assessment of the municipalities early conducted. Trainings will be led by Trainers certified by CoE, Certified LAP trainers. The programme will be connected to the local reality and the process of decentralization and local development going in Mostar, Bosnia and Herzegovinian, and close other institutions and civil society stakeholder.

#### **Specific work:**

##### **Scope of assignment:**

Training/workshops description:

- Trainings are divided in two stages, each stage lasting for 3 days with mixed group of 20-22 participants; total of 2 trainings for 2 groups of participants (20 each) in total 40 participants
- Training/workshop duration is 6 working days divided in 2 sessions (3 days each session)
- Training/workshops are conducted in highly interactive manner

- The programme will be connected to the local reality and the process of decentralisation and local development going in Bosnia and Herzegovina, and close other institutions and civil society stakeholder.
- Indicative training/workshops schedule is the following:
  - o Training 1 / Stage 1:
    - Place – Mostar
    - Time – 21. – 23.9.2022.
  - o Training 2 / Stage 1:
    - Place – Mostar
    - Time – 19. – 21.10.2022.
  - o Training 2 / Stage 1:
    - Place – Mostar
    - Time – 14-16.11.2022.
  - o Training 2 / Stage 2:
    - Place –Mostar
    - Time – 16-18.11.2022.

Topics included in the training will be:

1. Added value of participative democracy and the local context in Bosnia and Herzegovina
2. Context to secure for participation: trust, transparency, independence
3. The stakeholders of the “participative processes” – local authorities and CSOs
4. Participative methods to empower:
  - a. Information: information meetings, information offices for citizens, posters, electronic means
  - b. Consultation: consultation/audit meetings, public inquiries, neighborhood councils, consultative committees, citizens’ initiatives
  - c. Dialogue: citizens’ panels and forums, focus groups, open space methodology, “worldcoffee” methodology, participatory budgeting, participatory evaluation of public services

In addition to the orders requested on and as needed basis, the Provider shall keep regular communication with the Contractor to ensure continuing exchange of information relevant to the project implementation.

Unless otherwise agreed with the Contractor, written documents produced by the Provider shall be in English.

The trainer(s) is expected to ensure professional approach respecting independent educational standards (professionalism, objectivity, independence, impartiality, confidentiality, ethics, human rights and gender sensitivity etc.).

Time period of the intervention: 21.09.2022. – 30.11.2022.

## **Methodology**

The contractor shall propose and conduct methodology and methodological steps related to the organisation and implementation of the execution of this contract.

## Specific Tasks

Throughout the duration of the Framework Contract, selected Providers may be asked to:

- Provide two trainers for all days of the trainings
- Adapt training modules and training materials:
  - o Develop pre-reading materials
  - o Develop training materials
  - o Develop Agenda
- Conduct trainings/workshops\*see Indicative training schedule below
- o Provide instructions and feedback to the participants
- o Monitor participants performance
- Provide reports and feedback to the Contractor

The list above is not considered exhaustive. The Contractor reserves the right to request deliverables not explicitly mentioned in the above list of expected services, but related to the field of expertise object of the present Framework Contract.

In terms of quality requirements, the selected Service Providers must ensure, that:

- The services are provided to the highest professional/academic standard;
- Any specific instructions given by the Contractor – whenever this is the case – are followed.

## Expected Deliverables

The training will include representatives, key civil servants from City of Mostar (20 participants). The modules will be participated also by civil society to make more interactive and productive the work. CSOs will be selected on a public call, representatives from at least 20 CSO City of Mostar involved via public call for expression of interest (20 participants). The training will be divided in two stages (each stage will last for 3 days with mixed group of 20-22 participants.) In total there will be organized 2 trainings for 2 groups of participants and trainings for those groups will be organized in city of Mostar, respecting economic efficiency and budget of the project.

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## Reporting

Two reports will be delivered:

1. Interim report - Upon the conducting 1<sup>st</sup> stage of trainings for 2 target groups

This report will describe general overview of the participating groups, describing the level of knowledge and skills that participants came with, level of satisfaction after the stage 1 and plan and adjustments (if any) for stage 2 for both target groups of participants.

2. Final report - Upon the conducting 2<sup>nd</sup> stage of trainings for 2 target groups

**EXECUTIVE SUMMARY:** Summary of the evaluation, with particular emphasis on the main findings, conclusions, lessons learned and recommendations.

**INTRODUCTION:** Description of the evaluated intervention, its logic, history, organisation and stakeholders. Presentation of the evaluation's purpose and questions.

**METHODOLOGY:** Description of the sampling strategy and methods used for data collection; description of the limitations.

**FINDINGS:** Factual evidence relevant to the questions asked by the evaluation and interpretations of such evidence (answered evaluation questions).

**CONCLUSIONS:** Assessments of intervention results and performance against given evaluation criteria and standards of performance. For example:

- Problems and needs (Relevance)
- Achievement of purpose (Effectiveness)
- Sound management and value for money (Efficiency)
- Achievement of wider effects (Impact)
- Likely continuation of achieved results (Sustainability)
- Capacity building and partnerships

**LESSONS LEARNED:** General conclusions with a potential for wider application and use.

**RECOMMENDATIONS:** Specific and actionable proposals regarding improvements of the project or management addressed to the client of the evaluation or other intended users.

The evaluation report Executive summary should not exceed the limit of 3 pages, and the remaining parts of the report should not exceed 25 pages (excluding annexes).

## **Duration**

Time period of the intervention: 21.09.2022. – 30.11.2022.

## **Logistics**

Facilities for the training will be provided by the Contracting Authority for the Contractor's part of the work necessary to be performed within Contracting Authority's premises, otherwise by the Contractor. Project management structure will be at the disposal to the contracted party, for support, consultations and coordination during the process of service's development and creation.

Transportation costs will be covered by Contracting Authority. Full board accommodation for the trainers is not assured by Contracting Authority.

## **Qualification requirements**

Key expert has a crucial role in implementing the contract. These terms of reference contain the required key experts' profile. The tenderer shall Eligibility sworn statement for the following key expert:

### **Key expert 1: The trainer(s) for the LAP programme within Qualifications and skills**

- University degree;
- Minimum 5-years practical experience in conducting education within the LAP programs,
- Trainers are certificated by Council of Europe (CoE) and they are using different modules developed by CoE for education of target group(s).
- General understanding of the Council of Europe Good governance principles;
- Thorough knowledge of the Council of Europe Leadership Academy Programme;
- Proven working experience in conducting trainings on the topic related to the public administration at the local, good governance and leadership in the Council of Europe member states;
- Conduction of the Council of Europe trainings programs on at least 3 occasions;
- Conduction of the training programmes in B/H/S languages

In addition to the orders requested on and as needed basis, the Provider shall keep regular communication with the Contractor to ensure continuing exchange of information relevant to the project implementation.

Unless otherwise agreed with the Contractor, written documents produced by the Provider shall be in English.

### General professional experience

- Knowledge of the national legislative framework of the Bosnia and Herzegovina and its Entities related to the professional development system will be considered as an asset;
- Experience in evaluation of EU funded projects would be an asset;
- Proficiency in English and official languages of Bosnia and Herzegovina.

No candidates employed within public administration sector will not be taken into consideration. The candidate will in its offer, propose the preparation and implementation of the execution of this contract.

### Application process

Timetable	DATE	TIME*
<b>Deadline for requesting clarification from the contracting authority</b>	11.09.2022.	23:59
<b>Last date for the contracting authority to issue clarification</b>	13.09.2022.	16:00
<b>Deadline for submitting tenders</b>	16.09.2022	16:00
<b>Interviews (if any)</b>	Not applicable	-
<b>Completion date for evaluating technical offers</b>	19.09.2022	-
<b>Notification of award</b>	19.09.2022	-
<b>Contract signature</b>	20.09.2022	-
<b>Start date</b>	21.09.2022	-

Offers, all correspondence and documents related to the tender exchanged by the tenderer and the contracting authority can be written in B/H/S

Supporting documents and printed literature furnished by the tenderer may be in B/H/S language.

The tender must include a technical offer and a financial offer, which must be submitted in separate envelopes. Each technical offer and financial offer must contain one original, clearly marked '**Original**', and one copy each marked '**Copy**'. Failure to fulfil these requirements will constitute an irregularity and may result in rejection of the tender.

The financial offer must be presented in BAM.

**Tender documentation to be submitted:**

- Technical offer: methodology (free form), timeframe, updated CV, a brief cover letter.
- Financial offer: budget - daily rates with all taxes included (free form)

**Contact details:**

Tenders must be sent to the contracting authority before **16.09.2022**. They must include the requested documents and be sent:

**EITHER** by post or by courier service, in which case the evidence shall be constituted by the postmark or the date of the deposit slip to:

Agencija lokalne demokratije iz Mostara  
Fra Ambre Miletića 30, 88000 Mostar

**OR** hand delivered by the participant in person or by an agent directly to the premises of the contracting authority in return for a signed and dated receipt, in which case the evidence shall be constituted by this acknowledgement of receipt, to:

Agencija lokalne demokratije iz Mostara  
Fra Ambre Miletića 30, 88000 Mostar  
08:00 -16:00hours

**Tenders submitted by any other means will not be considered.**

The contracting authority may, for reasons of administrative efficiency, reject any tender submitted on time to the postal service but received, for any reason beyond the contracting authority's control, after the effective date of approval of the short-list report or of the evaluation report, if accepting tenders that were submitted on time but arrived late would considerably delay the evaluation procedure or jeopardise decisions already taken and notified.

Tenders must be submitted using the single envelope system containing two separate, sealed envelopes, one bearing the words '**Envelope A — Technical offer**' and the other '**Envelope B — Financial offer**'. All parts of the tender other than the financial offer must be submitted in Envelope A (i.e. including the tender submission form, availability of the key experts and declarations).

The outer envelope should provide the following information:

- a) the address for submitting tenders indicated above
- b) the reference code of the tender procedure
- c) the words 'Not to be opened before the tender-opening session' and 'Ne otvarati prije sjednice za otvaranje ponuda'
- d) the name of the tenderer.

The pages of the technical and financial offers must be numbered.

- e) Electronic version: all tender documentation in USB stick

**Payment modalities**

Maximum budget available for capacity building programme:

Perdiems for training days: 12 x 2 x 270,27 GBP

Perdiems for preparation of stages of training: 4 x 2 x 270,27 GBP

Perdiems for evaluation of stages of training: 4 x 2 x 270,27 GBP

Perdiems for writing reports of training: 2 x 2 x 270,27 GBP

TOTAL perdiems for training: 42 x 270.27 GBP = 11.351.34GBP/13.697,09EUR/26.789,18BAM total sum (taxes included).

The payment will be done in three installments:

1. Upon the signing of the Contract
2. Upon the conducting 1<sup>st</sup> stage of trainings for 2 target groups
3. Upon the conducting 2<sup>nd</sup> stage of trainings for 2 target groups

The approval of the mid-term LAP training report, by the Contracting Authority will be the basis for issuing the second payment dependent on the successful completion of the activities stipulated under these ToRs and approved by the Contracting Authority.

The approval of the final LAP training report, by the Contracting Authority will be the basis for issuing the third (balance) payment dependent on the successful completion of the activities stipulated under these ToRs and approved by the Contracting Authority.

%	Milestones
20%	Following the signing of the Contract
30%	After the Inception report has been submitted and approved by LDA Mostar
50%	After the final version of the final evaluation report has been submitted and approved by LDA Mostar