

Terms of Reference

for engagement of an NGO/Consultancy service provider for implementation of GIZ social mapping methodology in the municipality of Kocani and Strumica

I. Background

The economies of the Western Balkans are facing immense socio-economic challenges and the economic consolidation is slow and only reaches part of the population. Despite reforms in the area of rule of law and human rights, many people, especially members of the vulnerable groups experience multiple discrimination. This results in increased desire of many (particularly young) people in the region to emigrate and exacerbates potential societal and political confrontations. Also, members of vulnerable groups often do not have sufficient knowledge about social rights and access to social services, education and healthcare, and mostly depend on assistance from the state. The competent institutions, and especially the local governments, have so far not been able to support these people sufficiently and to create adequate conditions for equal access to social rights and social services to all vulnerable groups. Furthermore, institutions do not have the relevant data required to engage in planning and evidence-based policy development focused on the needs of these groups.

The inclusion of particularly vulnerable groups is a significant element of EU accession negotiations (especially Chapter 23: Judiciary and fundamental rights, and Chapter 19: Social policy and employment). The ongoing reform and EU approximation process is an important factor of cooperation and political stabilisation in Southeast Europe. The implementation of the legal framework, political strategies and action plans guaranteeing comprehensive economic and social rights has been stagnating for years. Implementation of the 2030 Agenda and its 17 development goals, and especially the overarching “Leave No One Behind” (LNOB) principle, enjoys little attention among relevant state authorities and is progressing sluggishly.

The roots of the situation lie in the lack of competencies, insufficient capacities and financial resources of local governments and other relevant stakeholders, as well as insufficient cooperation between the local and the national level, and across national borders.

National legislation and role of local governments in social protection

Fundamental values of the constitutional order of Republic of North Macedonia are the fundamental freedoms and rights as well as humanism, social justice and solidarity. Local self-government is also one of the fundamental values of the constitutional order of the country. According to the Law on local self – government, municipalities have jurisdiction in the field of social and child protection and they are obliged to undertake measures to provide social protection to vulnerable persons. According to the Law on Social Protection, social protection has to be provided through implementing measures, programs and policies aiming at protection of citizens and overcoming social problems that could negatively affect their well-being. Municipalities are responsible to develop annual social protection programs on the base of the social plan which has to provide mapping of social problems and vulnerable groups in the municipality, along with the specific needs for social services in the municipality. In this context, municipalities could implement different social prevention activities as well as establishing public institutions for social protection. Establishing cooperation and partnerships with relevant stakeholders at the local level, such as state institutions, civil society organizations, private sector, experts and the media is essential for successful implementation of social protection.

In North Macedonia, municipalities are beginning to promote their role in social protection at local level. In this context, all municipalities provide budget for one-time financial assistance for persons in social need, but in terms of service delivery, they are usually focused on supporting services for people with disabilities and the elderly, providing co-financing or infrastructure. However, the municipalities do not sufficiently identify social problems and needs in the communities and they are not involved in direct and continuous delivery of social services tailored to the specific needs of the municipality.

Against this background, NALAS is seeking **competent NGOs/consultancy service providers** that will conduct social mapping for **children and adults with disabilities**, using GIZ methodology in close cooperation with ZELS in the **Municipality of Kocani and Strumica**.

The social mapping will be conducted in the frame of the NALAS project “Enhancing local capacities to implement the 2030 Agenda and the Leave No One Behind Principle”, implemented by NALAS and ZELS, supported by GIZ. It contributes to the implementation of the project ‘Social Rights for Vulnerable Groups II (SoRi II)’ implemented by GIZ, commissioned by the Federal Ministry for Economic Cooperation and Development (BMZ).

The project addresses the lack of institutional capacities, expertise and experience of the local governments and other relevant stakeholders to ensure the social, economic and cultural human rights of their citizens, particularly of vulnerable groups, in five target economies of the Western Balkans Specifically. The project is focused on scaling-up of successful approaches for social inclusion and developing and applying a social mapping methodology for planning and decision-making processes on a local level.

The GIZ Methodology for Social Mapping has been tested in the first part of the project, so the experience and lessons learnt from that stage have been used in the improvement of the approach and survey tools. In addition, the social mapping in this stage of support to local governments from the Western Balkans will be conducted by applying a peer-to-peer exchange and learning approach named as Learning Cluster on Social Mapping. The Learning Cluster is established and hosted by the NALAS Secretariat and besides the peer exchange will ensure technical assistance (by the Resource Person) to the selected NGO and pilot municipality in conducting the social mapping.

II. Aim and Objectives of the Assignment

The overall aim of the assignment is to contribute towards social inclusion of vulnerable groups, improving the quality of life as well as fostering social cohesion at local level by promoting the localization of Agenda 2030 and its objectives, in particular, the Leave no One Behind – LNO principle at municipal level.

The **specific objectives** of the assignment are to:

- i. Contribute towards better design of social protection policies for children and adults with disabilities as vulnerable groups from the Municipality of Kocani and Strumica
- ii. Contribute to recognition and integration of 2030 Agenda and LNOB principle in local social protection programme
- iii. Support the Municipality of Kocani and Strumica in implementing social mapping methodology elaborated by GIZ in coordination with the local government staff, though the Learning Cluster approach

- iv. Support the Municipality of Kocani and Strumica in identifying priority SDGs on the basis of social mapping findings including defining respective targets and inclusion in the respective social protection programme.

The assignment comprises of activities focusing on the implementation of social mapping methodology elaborated by GIZ, through and with support of the Learning Cluster approach, in coordination and collaboration with staff from the Municipality of Kocani and Strumica.

III. Responsibilities and deliverables

The service provider's responsibilities are the following:

➤ Participation in Social Mapping Learning Cluster

In terms of the design of the Learning Cluster on Social Mapping, it consists of Regional Exchange Events and two periods in between - conceptualization and application period.



Within the Learning Cluster on Social Mapping three Regional Exchange Events will be delivered. The first and second regional events are planned to be delivered in a format of one-day online events, while the third exchange event is planned to be delivered in a format of the face-to-face event, all following the calendar of events and activities provided below.

The selected NGO/Consultancy service provider's Senior Expert shall participate at all Learning Cluster's events.

➤ Development of a Concept and Action Plan for conducting social mapping in the municipality of Kocani and Strumica.

Based on the instructions provided within the first Regional Exchange Event, the Senior Expert from the selected NGO/Consultancy service provider in close consultations with the representatives of the Municipality of Kocani and Strumica shall develop a Concept for conducting Social Mapping, including the Action Plan. The Concept shall be developed in the frame of the Conceptualization Period.

Consultation with the Municipality of Kocani and Strumica shall be focused on the scope of the social mapping for the selected vulnerable group, including defining the sample for the filed survey, the number of focus groups and stakeholder interviews to be conducted in accordance with the municipal priorities, national legal framework, as well as, available time and resources for implementation provided by the project.

In close cooperation with the municipality, the Senior Expert will develop a detailed action plan for conducting social mapping and survey.

The Resource Person engaged by NALAS Secretariat will provide expert opinion and guidance on the concepts and action plans. The Concepts (roles and responsibilities, data collection instruments) and Action Plan consolidated after the second exchange event's peer feedback and support provided by the Resource Person will be used within the Application Period.

➤ Conducting social mapping process within the Application Period. The Social Mapping will be conducted on the spot in accordance with the GIZ Methodology and standardised questionnaires elaborated and shared with the NGO/consultancy service provider at the first Regional Exchange Event. The service

provider and Senior Expert have to assure that the relevant know-how of the social mapping methodology is being transferred to the team of field pollsters.

- **Data analysis and elaboration of Social Mapping Report.** During the second Regional Exchange Event, the selected NGO/consultancy service provider will get instruction and templates for data analysis and preparation of the report on social mapping. The data obtained from the social mapping field activity within the Municipality of Kocani and Strumica will be processed and analyzed highlighting key NLOB findings and recommendations to be consulted and agreed with the municipal officials. In the frame of the application period, the NGO/consultancy service provider will get technical assistance from the Resource Person, especially guidelines in the preparation of the Social Mapping Report.
- Participation in the **third Regional Exchange Event** that will take place beginning of June 2022 and ideally through face-to-face format. The aim would be to wrap up experiences and showcase results from the mappings as well as plans on how to integrate LNOB data in the upcoming drafting of the social protection strategies.

The service provider assures the overall coordination of activities and furthermore close cooperation and coordination with ZELS, NALAS and the Municipality of Kocani and Strumica. This implies swift, transparent and regular coordination with project implementing and cooperation partners in order to assure efficient and effective contribution of social mapping to the overall project implementation process.

Activities/Deliverables:

- 3.1. Participation and contribution to all three Regional Exchange Events of the Learning Cluster on Social Mapping.
- 3.2. Development of a Concept for conducting the social mapping for Municipality of Kocani and Strumica by defining the data collection instruments and scope of the survey, sample for field survey with focus on the vulnerable group. Social Mapping is to be conducted in coordination with the Municipality of Kocani and Strumica.
- 3.3. Action plan for conducting social mapping process developed for Municipality of Kocani and Strumica.
- 3.4. Team of field pollsters engaged and trained.
- 3.5. Social mapping conducted in accordance with the methodology and on the basis of deliverables under 3.2 and 3.3 in both municipalities.
- 3.6. Social mapping report developed with main findings, conclusions and recommendations endorsed by the Municipal officials from Municipality of Kocani and Strumica.

The NGO/consultancy service provider is obliged to coordinate all activities of this ToR through regular communication with the NALAS and ZELS and municipal staff responsible for the social mapping.

IV. Time Frame

Activity	Date From	Date To
Delivery of the online Learning Cluster's Regional Exchange Event 1	16-Nov-21	
Conceptualization Period/First Draft of Concept and Action Plan submitted to RP	17-Nov-21	8-Dec-21
Feedback provided on Concepts and Action Plans by RP	9-Dec-21	28-Jan-22

Preparation and submission of the consolidated concepts on SM by NGOs and LGs	24-Dec-21	4-Feb-22
Engagement of pollsters and preparation of mapping materials (printing of questionnaires etc.)	24-Jan-22	14-Feb-22
Delivery of the Learning Cluster's Regional Exchange Event 2	10-Feb-22	
Transfer workshop for pollsters	14-Feb-22	22-Feb-22
Application Period - conducting of Social Mapping and drafting of the Report on SM	14-Feb-22	25-Mar-22
Preparation of Social Mapping Reports	15-Mar-22	3-Apr-22
Feedback provided on Reports on SM by Resource Person	4-Apr-22	9-May-22
Finalization of Reports on SM, based on the RP's feedback	11-Apr-22	16-May-22
Delivery of the Learning Cluster's Regional Exchange Event 3	2-Jun-22	

The proposed dates are tentative and final decision for the dates will be made in consultation with ZELS and NALAS Secretariat.

V. Concept of service, Structure of Team and Service provider profile

5.1. Concept of the service

The social mapping is a method typically used by social workers and other professionals in order to map out the distribution of socio-economic resources (for e.g., the availability of health services, social services or non-profit service providers in a given local community) and also to collect data regarding the needs of the left-behind groups (vulnerable groups) living in the local community. GIZ has upgraded this concept by integrating the Leave No One Behind principle (LNOB) in its current methodology. The expectations of this upgraded methodology are that it will enable municipalities and other institutions to understand not only who are the vulnerable groups, but also what are their needs (in order to better address them) and furthermore to understand which of the risk factors affect them mostly. By understanding the root causes of complex social issues municipalities could then propose more targeted measures and focus on the most urgent issues. More so, it is expected that the collected data from Municipality of Kocani and Strumica should be integrated in their local social protections plans/programs and to align them to the Sustainable Development Goals and 2030 Agenda.

5.2. Structure of Team

The NGO/consultancy service provider should provide **1 Senior Expert**, who will be responsible for the implementation of the social mapping in the Municipality of Kocani and Strumica, lead a **group of field pollsters**, analyze the collected data and prepare the Social Mapping Report in consultation with the municipal staff. The service provider assures the disposition of a pool of field pollsters.

The Senior Expert is responsible for the general coordination of all activities related to the conduct and application of the social mapping methodology in the Municipality of Kocani and Strumica. The Senior Expert will act as a focal point between NALAS, ZELS and selected NGO/consultancy service provider.

5.3. Profiles

- 5.3.1 The profile of the NGO/consultancy service provider shall provide sound evidence for:
- at **least 5 years of experience** in the area of local government activities, preferably related to the topics of social protection.
 - at least **3 public surveys** conducted for local governments, preferably related to the topics of social protection or local government service delivery.

- 5.3.2 The **Senior Expert's profile** shall provide sound evidence for knowledge about development, organization, procedures and conduct of public survey process, more specifically:
- Professional experience of **at least 5 years in research and survey related work** in the field of social protection, national and local social protection policies, vulnerable groups, drafting strategies.
 - Professional experience and knowledge in conducting public survey process, including on-field and online data collection, data analyses using SPSS or similar data analyze programs for developing cross-tabulations with **at least 3 conducted public surveys**.
 - Developed at **least 3 analytical reports** on public surveys and/or social mapping, including main findings, cross-tabulations and development of recommendations for improving social protection policies and services on the local level.
 - Knowledge and experience in the utilization of data for evidence-based policymaking as one of the necessary steps prior to introducing of social protection strategies/policies at the local level. **At least 2 evidence-based policy proposals developed.**
 - Proficient knowledge about the current status and needs, challenges, trends and opportunities for improvements, particularly in areas related to local governance, as well as economic, social and cultural human rights of particularly vulnerable groups. **At least 3 years** of experience in working with local governments on **economic, social and cultural human rights of vulnerable groups**.
 - Experience in working with associations of local governments and municipal officials. **At least 1 project** implemented with involvement of associations of local governments and municipal officials.

Working experience in the context of 2030 Agenda for Sustainable Development will be considered as an asset.

Using the SPSS statistical software or other similar applicatoin will be considered as an asset.

- Education

The expert should have University Degree in an area relevant to public administration and social services (e.g., social sciences, political science, public administration, pedagogy, human resource management or another relevant field).

Master Degree in an area relevant to public administration and social services is preferable.

PhD will be considered as an additional asset.

➤ Language and IT skills:

Fluency in English, both written and spoken, as all supporting documents and the final social mapping report, shall be delivered in the English language.

MS Office (Word, Excel, PowerPoint).

➤ Other

Promptness, high flexibility, ability to work within a team under tight deadlines, readiness to travel.

Analytical, research, social and communication skills.

VI. Proposal

NALAS kindly requests submission of proposals for implementation of GIZ social mapping methodology in the municipality of Kocani and Strumica.

For implementation of the methodology in each of the municipalities **a separate proposal is requested with clear indication of the targeted municipality (Kocani or Strumica)!**

Interested NGO/Consultancy service provider is allowed to submit proposals for implementation of the methodology in both municipalities (Kocani and Strumica), or proposal for only one municipality (only Kocani or Strumica).

The NGO/consultancy service provider is asked to submit a proposal/s, **by 2 November 2021, 16:00 (CET)**. The proposal/s has to be submitted in the English language **by e-mail, at info@nalas.eu, subject: SoRi SM – (please indicate the Name of the Municipality)**.

and shall contain the following sections (technical and financial components):

6. Technical component

Presentation of NGO/consultancy service provider portfolio confirming previous experience in conducting surveys (quantitative and qualitative) and CV of the Senior Expert.

6.1. Service provider profile

- 6.1.1. Cover page indicating the name of the targeted municipality (Kocani or Strumica), showing provider's name, address and contact information;
- 6.1.2. Presentation of the provider and its suitability for assignment with detailed description of understanding of assignment and description of requirements described in the chapter 5.3.1 of this ToR;
- 6.1.3. A Current State (Тековна состојба) issued from Central Register of the Republic of North Macedonia as evidence that the provider is registered as a legal entity.

Note: Please group all your documents from point 6.1 into one (1) single text-searchable PDF document, indicating the name of the targeted municipality.

6.2. Exposure of applicants' expertise

- 6.2.1. Provide CV of proposed Senior Expert and assurance of disposition of a pool of field researchers to assist Senior Expert
- 6.2.2. Reference for relevant assignments, presented in the CV and
- 6.2.3. Description of the evidence of the Senior Expert's Profile in compliance with the requirements from the 5.3.2 of this ToR.

Note: Please group all your documents from this part 6.2. into one (1) single text-searchable PDF document, indicating the name of the targeted municipality.

7. Financial component

The service provider should submit financial offer with **the overall amount** for responsibilities and deliverables mentioned under heading "III. Responsibilities and deliverables". More specifically, the service provider is expected to submit the **amount of daily fee** separately for the Senior Expert and daily fee per Field Pollster by filling in the MS Excel document (see Annex 1).

The number of days for the respective Senior Expert have been estimated in the MS Excel document **into the format that should not be adjusted**. The number of days for the engaged field pollsters are presented in total regardless of the number of field pollsters engaged for the survey.

The financial offer shall contain proposed net experts' daily rate in EUR, VAT shown separately for:

- Senior Expert and
- Field pollsters.

The assignment-related costs (office supplies, communication, travel and accommodation costs) shall be covered and are part of the daily rates offered by the NGO/consultancy service provider.

The **estimated amount** for implementation of the activities and provision of the deliverables is **3.500,00 EUR per target municipality** (7.000,00 EUR for both municipalities).

VII. Evaluation Criteria and Scoring

The selection of the service provider will be made following the quality-cost-based selection method (70 % technical component and 30% financial component).

VIII. Reference

The reference for this assignment is NALAS Secretariat, Email address: nalas@info.eu

IX. Modification of Terms

NALAS reserves the right to modify the terms of the ToR at any time at its sole discretion.

X. Acceptance and Rejection of Proposals

NALAS may not necessarily accept the lowest priced proposal or any proposal. At its sole discretion, NALAS reserves the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether or not it is the lowest priced proposal. NALAS is not under any obligation to award a contract, and reserves the right to terminate the request for proposal process at any time, and to withdraw from discussions with all or any of the training service providers who have responded. NALAS reserves the

right to accept the proposed offer in total or in part, to reject any or all offers, to waive any minor informalities, irregularities, or technicalities, and to accept the offer deemed most favourable.

NALAS is not obliged to provide information about the selection process.

XI. Contract Negotiation

NALAS reserves the right to negotiate specific terms of the contract with the short-listed proponents prior to the final award of the contract. NALAS also reserves the right to negotiate specific terms of the contract with the Contractor as the contract progresses.

XII. Ownership

All materials, documents and information prepared, developed or adjusted by the service provider and senior expert and used for the purposes of preparation, conduct and implementation of the social mapping activities, as well as reporting, remain the property of the NALAS. The service provider and senior expert agree that no part of the social mapping materials, documents and information may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, for any other purposes and objectives than those related to this ToR, without the prior permission of NALAS.

XIII. Reporting

The social mapping report should be submitted, not later than 15 working days after the realisation of the social mapping in the selected municipality, by the senior expert. The standardised Report Format to be used will be provided as Annex to the Contract.

XIV. Terms and Payment

The NGO/Consultancy service provider will be hired under Service Contract, signed by NALAS and will be paid in instalments upon submission and approval of the deliverables listed above.

XV. Performance indicators

The indicators reflecting the expert's performance are: Timely presentation of results and outputs, quality of task realisation, participants' evaluation results and quality of the reports to be provided to the reference person of this assignment. The expert's performance will be evaluated by NALAS at the feedback session with the service provider, following the realisation of the assigned activities under this contract. The standardised RCDN Performance Assessment Form will be provided as an Annex to the Contract.

XVI. Evaluation of work

The performance of the tasks will be assessed by the NALAS.

List of Annexes:

Annex 1: MS EXCEL Budget template to specify individual costs per activity/deliverable according to 7. Financial Component