

# Terms of Reference

# for

# Establishment of project Monitoring, Evaluation, Research, Learning (MERL) system

# Project overview

World Vision International in Bosnia & Herzegovina, along with project partners, implementing a new multi-country (BiH, Albania, Serbia, North Macedonia) project ***“Safe Haven: Expanding Shelter Resources for Trafficking Survivors in the Western Balkans”.***

The project focuses on enhancing the protection of victims of trafficking in the targeted Western Balkan states through durable and quality shelter solutions, available and sustained as part of integrative, victim-centered services and effective referral mechanisms at local and national level.

The project is funded by the US Department of State and will in its first phase, last 2 years.

World Vision will partner with local organizations in Albania, Bosnia and Herzegovina, North Macedonia, and Serbia to improve the quality and access of shelter services to victims of trafficking, develop sustainable funding opportunities for shelters, and create a functional regional network of shelter providers.

Having relevance and sustainability of action in mind, the project seeks to learn from and build the capacity of shelter providers in advocacy, leveraging insights to increase sustainable funding for shelter services, to strengthen local to national interventions, facilitate cross-country linkages, enhance effectiveness and accountability in government-civil society-private partnerships and replicate tested, promising practices.

# Purpose, rationale and scope of the task

# The purpose of this project task is to establish MERL system for the project „Safe Haven: Expanding Shelter Resources for Trafficking Survivors in the Western Balkans”. The MERL system will enable project environment, ensure mechanisms through which data will be collected, verified and analyzed, with primary purpose of using data for decision making. Baseline process as a part of MERL system will also serve as a benchmark to measure project contributions towards its goals and objectives at the end of the project. The Mapping Report conducted by WVBiH, will serve as an important source of information to inform status of project indicators and preparation of MERL system.

# Scope of Work

The consultant will undertake the following tasks:

1. **Desk Review**: Review project documentation and understand the project’s current Results Monitoring Planing (RMP) plan, donor requirements and project performance indicators and objective

2. **Develop detail the MERL narrative including the Data Management Plan:** Based on thecurrent RMP develop detail narrative plan and updated in accordance with the donor feedback

3. **Develop detail and comprehensive MERL plan based on RMP plan:** Design deatil MERL plan including sub-indicators, details of assessments to help interventions, complexity-aware monitoring, and mid-term evaluations, and identify indicators that need baseline values

4. **Develop standardized data collection tools**: After development of detailed MERL plan, develop tools for tracking all indicators (indicators and sub-indicators, lessons learned, reporting tools, most significant change stories, data repository, participatory list)

5. **Design Data Storage and security**: Design Data Storage in accordance with WV abilities to operates data and share.

6. **Conduct MERL training**: Prepare the agenda and facilitate the sessions for 2-day training for all project staff (WV project staff and project partners) who will be collecting, analyzing or using data

7. **Design and conduct baseline survey**: Based on developed MERL plan, identify indicators that need baseline values, develope baseline methodology in accordance with RMP plan and standards. As a preparatory step, detailed indicator mapping sheet to develop which portraits how each indicator is going to be measured and what are primary and secondary data sources. Conduct baseline process and design Baseline report.

# Deliverables and Timeline

The consultancy is expected to take approximately 4 months from the start date. All materials needs to developed and deliver in close coordination with project manager and MEAL coordinator.

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| --- | --- | --- |
| Deliverable | Details/Milestone | Timeline (deadline) |
| Final MERL Narrative plan | Documents analysis  Revised RMP and develop MERL summary plan  Updated the document in accordance with the project team and donor feedback | January |
| Develop detailed MERL plan | Design detailed and comprehensive MERL plan based on approved/Final RMP plan (covering also newly developed sub-indicators)  \*This MERL plan is precondition for design of baseline and preparation of MERL training | January |
| Develop MERL tools | Design full toolbox in accordance with the updated RMP plan  Finalize tracking and monitoring plan and collecting the data  Update tools in accordance with feedback from project team | January |
| Baseline | Methodological design of the baseline (Baseline Questions, indicators and methods of data collection and analysis) and Baseline work plan incl. planning of the online or field phase  Online kick-off meeting with the WV project team and project partners  Gathering of primary evidence with the use of key informant interviews, focus groups, storytelling sessions, surveys etc. and other the most appropriate techniques planned by the Consultant  Online debriefing with WVB&H project team and project partners if needed  Reporting  Draft Report  Final Baseline Report | February-April |
| Conduct MERL training | Develop the agenda of the training (including role of WV project team)  Prepare the training sessions, PowerPoint Presentation and other relevant material  Facilitate one day face to face training  Provide technical support during all 2 day training sessions | February |

# **The language of the contract, project documentation, training sessions and the meetings, baseline report is to be English.**

Management of the baseline:

The baseline will be detailed developed in coordinated with WVProject Manager; the progress of the baseline will be followed closely with the assistance of WV MEAL Coordinator, and if needed representative from WVUS support office.

WVBiH will ensure:

• To agree on the focus of the baseline, including the identification of the indicators and the questions at inception phase.

• To facilitate contacts between the Consultant and project partners

• To ensure that the Consultant has access to and has consulted all relevant information sources and documents related to the baseline.

• To discuss and comment on notes and reports delivered by the Consultant.

• To assist in feedback on the findings, conclusions, lessons and recommendations from the baseline

# Reporting and Supervision

The consultant will report to WVB&H and provide monthly updates on progress and as per the agreement. During the entire process of the engagement, the consultant will work in a close coordination with project team, be flexibile for interventions/requirements/revision if needed and requested by the donor.

Budget and Payment Schedule

Phase 1 (Final MERL and RMP plan, Final MERL tools, Conducted MERL training): 35%

Phase 2 (Final Baseline Report): 65%

Responsibilities of WV B&H

WVB&H will be responsible for coordination and collaboration required for the project tasks. Specifically, WVB&H will:

* Provide inputs, relevant documentation and support to finalize the detailed MERLSystem including RMP and MERL plan, MERL tools/instruments, and approaches,
* Support the consultant to work in the field and coordinate with LPs,
* Monitor, provide feedback, and ensure the effectiveness of the assignment,
* Provide inputs on the draft and support to finalize the MERL system and baseline report.

**Note:** The Consultant has to identify, require from WV BiH and suggest any other document or tool worth for use, analysing, through research and during baseline process or MERL system.

Content of the offers

The offers to be submitted for the execution of this assignment ill include a Technical and a Financial Offer.

**Technical offer and prequalification**

The Technical Offer will compulsorily include:

* Detailed CV of the proposed expert (max length of CV: 3 pages).
* An introductory and short chapter detailing the comprehension of the assignment and timetable
* A chapter detailing the relevance of the experience and competencies to the work to be undertaken
* Sign Supplier Code of Condact

**Financial offer**

The offerors will submit Financial Offer in attached template.

Financial proposal (with included daily rate costs of professional fee, with included travel costs, meals, accommodation, and other miscellaneous expenses if needed).

**Submission of the offers and their assessment**

**1.3          Deadline for the submission of the offers**

The offers for undertaking this assignment must be received by 10th, January 2025. Till 13:00h. Late submission of offers leads to their disqualification.

**1.4          Modalities for the submission of the offers**

Proposals should be submitted via email, applying the principle of separate submissions as follows:

1. \*\*Technical Proposal Email\*\*:

   - This email should include the technical proposal along with all supporting documentation required for pre-qualification.

   - The email must be labeled as "Technical Proposal" and include the reference number #3589570

2. \*\*Financial Proposal Email\*\*:

   - This email should contain only the financial proposal.

   - The total amount in the financial proposal must include all direct and indirect costs related to the offer.

   - The email must be labeled as: "Proposal for #3589570– DO NOT OPEN WITH TECHNICAL PROPOSAL".

Interested offerors should send their offer in electronic format via email to [admindept\_bih@wvi.org](mailto:admindept_bih@wvi.org)

Late submission of offers leads to their disqualification.

This Call is open to all individuals from Bosnia and Herzegovina.

Only shortlisted candidates will be contacted.

Technical evaluation criteria

The Contracting Authority selects the offer with the best value for money using an 80/20 weighting between technical quality and price.

Technical quality is evaluated on the basis of the following grid:

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| --- | --- |
| **Criteria** | **Maximum** |
| ***Total score for the approach to work*** | ***30*** |
| * Understanding of ToR and the aim of the services to be provided | **5** |
| * Qualification of tenderer and backstopping | **5** |
| * Organisation of tasks including timetable and overall methodological work approach, quality control approach | **20** |
| ***Score for the expertise of the proposed consultant(s)*** | ***70*** |
| ***Overall total score*** | ***100*** |