



TERMS OF REFERENCE

Title: IRIS NETWORKing - CSOs for protection sensitive migration management

Implementation Period: December 2017 – April 2021

Partner: ASB (Germany), LIR CD (Bosnia and Herzegovina), Open Gate – La Strada (FRY Macedonia), Initiative ARSIS (Albania) and SOS Podgorica (Montenegro)

Duration of the Action: 40 months, December 2017 –April 2021

Type of assignment: Consultancy for the Guide on referral system/social service delivery for migrants

Duration of assignment: (at least) 30 working days, Tentative starting and terminating dates: 3 May – 3 August 2018

Description of the project

Overall objective: to empower CSOs to be effective and accountable independent actors and to improve their capacity to dialogue with governments influencing policy and decision-making processes.

Specific objectives: a) to enhance the impact of civil society by strengthening capacities of CSO service providers for actively engaging in protection sensitive migration management, b) to engage in structured civic dialogue with governments at all levels promoting CSOs' involvement in public decision-making and reform processes in order to improve service delivery for migrant populations.

The dynamic of the recent migration crisis exposed all flaws of the systems, particularly visible in the lack of coherence of all stakeholders and in establishing inclusion mechanisms for those migrants who are residing for longer periods of time. Existing **regional cooperation is seen only through security lenses** of border management and police cooperation, **with minimal or no inclusion of CSOs**. Lessons learned in protection sensitive migration management are still to be communicated, considering uncertainty of future migration flows. **CSOs remain key players in the process of services provision and advocating more inclusive migration policies**. Therefore the Action aim is to empower CSOs to be effective and accountable independent actors and to improve their capacity to dialogue with governments influencing policy and decision-making processes. To realize this objective, Contracting Authority outlined the **impediments to the protection and effective services** for migrants: one – the CSOs, as the first point of assistance to migrants, are lacking coordination and capacities required to efficiently provide protection services, two - clear and firm government practices and policies for implementation of international and national legislation on migrants are not in place. In this context, the specific objectives of the proposed actions were defined.

Related programmes and other donor activities

All countries in the region (except Kosovo*) are parties to the 1951 Refugee Convention and its 1967 Protocol and have established national asylum systems. Due to the current refugee crisis, the existing asylum legislation in most WB countries is under revision. In Serbia, new Asylum Law is expected in 2017. In B&H, new Law on asylum has been adopted in 2016, together with the Strategy 2016-2020. Asylum



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Law in Albania is expected to be amended soon. New Asylum Law in Montenegro was adopted in 2016, while Asylum Law in FYROM is from in 2015. Still, while the asylum legislation covers in detail the procedure in question, there is a visible lack on legislation, bylaws and documents focused on integration and service provision to migrants and the role of the CSOs in the process. In Serbia, a short decree on refugee integration was adopted in late 2016. There are no such documents in Albania and B&H, while there are only drafts of similar regulations in other WB countries. CSO service providers could be of great support in initiating and facilitating joint regional approach in the field of linking migration management with more intensive protection systems and provision of beneficiary centered services, as already envisaged by the abovementioned decree.

SCOPE OF THE ASSIGNMENT

Purpose

Under the IDC led project 'IRIS NETWORKing - CSOs for protection sensitive migration management' it is planned to develop a Guide on referral system/social service delivery for migrants ((further: Guide) in the target areas. The Guide will consist of 5 national Chapters, which will be developed by the National Consultants for each of the countries involved in the project (Albania, B&H, FYROM, Montenegro and Serbia).

The Guide will be a multipliable model for efficient provision of social services to migrants in order to support establishment of protection sensitive migration management system in the target countries. It will serve to assist the migrants who approached an organization within the IRIS network, and ensure that the assistance in service provision is provided in a timely and professional manner.

The Guide will be consisted of two main chapters. (1) Immediate response chapter will provide a) a methodology for emergency provision of needed social services to the migrants in the situations of limited resources and un-supporting political environment; b) Further on, this chapter will include information where the migrants could be informed on their legal options, provided with the *referral pathway* and the practical guidance in acting upon it; c) Finally, the chapter will include a list of all organisations which are providing different social services for the migrants – from humanitarian assistance to all other services. (2) Chapter on Follow up services will describe resources and tools to facilitate access to legal aid, psycho-social services and all other social services needed to be provided.

The *Guide* will be developed as a single, user-friendly document defining the set of rules and procedures for CSOs, by which to act when approached by migrants and with policy recommendations on how to support establishment of migration sensitive management systems. The CSOs that will undergo trainings at the Regional Social Academies and the ToT, where they will receive in-depth instructions regarding the Guide implementation, while the new members, organisations which will join IRIS network in perspective, will be able to employ the Guide by following the instructions laid out in the document, and will be encouraged to address the national network coordinator(s) – Lead Partner and National Project Partners – for guidance and support.

The Guide is being developed as a part of the larger project 'IRIS NETWORKing - CSOs for protection sensitive migration management', which is led by IDC and financed by the European Commission.

Note: Term migrant is used in a wider sense and includes different categories such as, refugees, IDPs, displaced persons, returnees under readmission agreement, asylum seekers, person likely in need of international protection, victim of trafficking, etc.

Geographical area

The geographical area to be covered by the project is Albania, B&H,



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FYROM, Montenegro and Serbia. Development of each national Chapter will be done by the national consultants engaged directly by the National Project Partners. In case of CSOs survey, the study will be focused on the CSOs that will potentially become members of the national and (or) regional network under the project 'IRIS NETWORKing'. The list of target institutions, CSOs and locations will be jointly agreed between the Consultants and the Project Team.

Target groups

Social Service stakeholders: Relevant ministries within target countries, CSOs providing social services within target countries, Local Centres for Social Welfare, Central Bureaus of Statistics, private institutions providing social service, representatives of local and (or) regional self government and other relevant stakeholders engaged in social protection of vulnerable groups.

Beneficiaries of social services: elderly persons, persons with disability, victims of violence, children and youth at risk, migrants, Roma, including all vulnerable groups affected by voluntary and forced migrations and other socially vulnerable groups.

Expected Results to be achieved by the Consultant

The Guide will be consisted, as stated above, of 5 national Chapters. Each chapter has to follow the same methodology, as prescribed by this ToR. Each national Chapter will be developed by a national consultant, hired by the respective National Project Partner (for Albania – ARSIS, for B&H – LIR CD, for FYROM – La Strada, for Montenegro – SOS Podgorica, for Serbia – ASB).

The Guide will as such form the foundation for future actions in the respective project countries with regard to Social Service Delivery to the migrant population. Every country has a specific context and system, and in order to develop a joint strategy, the Guide will provide Baseline Indicators (BIs) – such as - licenced services provided by CSOs, the total number of CSOs providing social services, type of available services, total funds allocated by local and national government for social services, number or percentage of municipalities that have a Strategic Plan for social / action/ protection/welfare or other official documents - for future measurement of the implementation of the action.

The Guide should indicate the current status of Social Inclusion of migrants in the target countries, and present a strategy for further actions concerning needed support within Social Service Delivery, especially for migrants in SEE.

METHODOLOGY, TOOL AND MAIN DELIVERABLES

Brief proposal of the methodology to be used during the development of the Guide will be described and proposed by the Consultant.

The development of the Guide is foreseen to be carried out in 2 phases: Inception and Implementation Phase, consisting of Desk Research and Field Survey.

The process will start by a kick-off meeting / briefing session organized by Lead Partner or National Project Partners with the Consultant.



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Inception phase

During the first month of Guide/National Chapters development (the Inception phase), national consultants will carry out at least the following activities:

1. Establishment of the country-specific methodology, which has to be in line with the main Framework Contents of the Guide (see above). Each country-specific methodology has to be preapproved by the lead partner, IDC;
2. An Inception Report delivered by the end of first month to National Project Partners

The Consultant is expected to write an Inception Report containing a detailed action plan and methodology (including desk study and field research components) that is agreed with National Project Partner and to obtain a formal approval from Lead Partner. It is essential that the National Project Partners are directly involved in the planning of the Guide development during the Inception phase and retain a sense of ownership of the Guide.

In addition, the Consultant will define in a form of a plan an overview of line ministries and relevant institutions and organisations that could be most useful for the planned project activities.

Outputs:

- Inception report (where integral part is Action plan and methodology)
- Desk Research and Field Survey Action Plan
- Desk Research and Field Survey Methodology

The main sections of the Inception Report are:

Executive Summary
General progress – completed activities
Findings
Problems encountered, if any
Desk Research and Field Survey Action Plan
Desk Research and Field Survey Methodology
Overview of ministries and relevant institutions / organizations informed

Annexes:

Desk Research and Field Survey Action Plan
-Desk Research and Field Survey Methodology
- List of ministries and relevant institutions and organisations that could be most useful for the planned project activities
- Other relevant information

Timeframe: 7 days

Implementation phase



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Component 1 - Desk Research



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This component aims to **conduct analysis of legal and institutional framework for delivery of different social services, with special focus on services for migrants, through the civil society sector** in target countries. Furthermore, within this component CSOs as providers of social services to migrants and other vulnerable groups in target countries will be mapped.

The Consultant will define in a recommendations **of conducted analysis of legal and institutional framework** The Consultant will be asked to develop methodology to enable impact assessment of existing legal and institutional frameworks in target countries. The methodology should be based on best practice approach.

This component aims to provide the knowledge Base for the Guide (Component 2) and create necessary information that project partners will use during the implementation of the project 'IRIS NETWORKing'.

It is envisaged that the methodology of Desk Research will be delivered by the national Consultant and approved by IDC and National Project Partners during the Inception Phase (see above).

Project partners will provide necessary assistance to the Consultant related to legislation and institutional analysis.

Outputs:

- Updated plan for field survey focused on existing practices of delivery of different type of social services, especially for migrants, through the civil society sector on the national and local level as well as legal and institutional framework for the delivery of social services to vulnerable groups;
- List of CSO- social service providers
- Draft analysis of legal and institutional framework and recommendations.

Timeframe: 7 days

The main sections of the Desk Research Report are as follows:

- Executive Summary
- General Progress - completed activities
- Desk Research Findings
- Problems encountered, if any
- Field Survey Action Plan
- Guide Outline Draft

Annexes:

- List of Literature and documentation consulted

Component 2 - Field Survey

The impact assessment methodology should be conducted and analysed in co-ordination with IDC and project partners. The impact methodology should be implemented in a manner of field survey and conducted for sectors and/or sub-sectors: a) Elderly care, b) Care for persons with disability, c) Gender based and domestic violence (GBDV), d) Support to children and youth at risk and e) Migrants including all vulnerable groups affected by voluntary and forced migrations.

The Consultant will present the findings of Components 1 and 2 and recommendations in the Guide in accordance with the above-mentioned framework. The Consultant will make sure that:

- The assessments are objective and balanced, statements accurate and verifiable, and recommendations realistic.

The Field Survey should start after approval of the Guide Outline. At the end of the Field Survey, the Consultant shall summarize its work; consider the reliability and coverage of information collection, and present preliminary findings. The Guide will



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be prepared in English/Albanian/Bosnian/ Macedonian/Montenegrin/Serbian (country specific).

The Consultant will provide and present the draft of the Guide. On the basis of comments expressed by the Lead Partner and National Project Partners, the Consultant shall amend and revise the draft Guide and produce the final Guide version. While potential quality issues, factual errors or methodological problems should be corrected, comments linked to diverging judgments may be either accepted or rejected.

The draft Guide should not be longer than 20 pages. Additional information should be confined through annexes, attached to the draft Guide.

The main sections of the draft Guide are as follows:

Executive Summary

A tightly-drafted, to-the-point and free-standing Executive Summary is an essential component. It should be short. It should focus on the key purpose of the Guide, outline and clearly indicate the findings and recommendations. If possible, the Study should identify one or more transferable lessons, which should be highlighted.

Findings

A chapter presenting conclusive answers, together with evidence and reasoning.

Recommendations

They are intended to improve or reform the project in the framework of the next project cycle under way. Recommendations must be clustered and prioritized.

Annexes to the Final Report:

Detailed methodology including: options taken, difficulties encountered and limitations.

Details of tools and analyses, including Analytic Report.

List of contacted institutions and name of institution representatives

Reports from meetings / information sessions (at least 10 meetings/ info sessions)

List of CSOs / representatives interviewed

List of persons /institutions / organizations / CSOs / final beneficiaries contacted / interviewed

Literature and documentation consulted

Other technical annexes (e.g. statistical analyses, tables of contents and figures)

Outputs:

- Minimum 10 officials (institutional staff) per target country interviewed;
- Minimum 20 representatives of CSOs providing social service(s) per target country interviewed;
- Minimum 20 final beneficiaries of social service(s) providing by CSO(s) per target country interviewed;
- Analytical Report of minimum 15 and maximum 20 pages (English language, using MS Word format, Font Times New Roman, 12 pts., line spacing - 1.5) on results of the field survey and desk research delivered to the Project partners;

Timeframe: 16 days

Reporting requirements

An Inception, Desk Research and Final Report are to be submitted after the first month, 7 days after finalizing the Desk Research and at the end of the assignment. The draft Inception Report must be submitted 15 days after the first month of the assignment, the Desk Research 7 days after completing the



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Research and the Final report must be submitted at least 15 days before the end of the Contract period. The working language of the assignment is English Language.

Submission & approval of Baseline Study

The draft Guide/National Chapters will be submitted in English in five hard copies and in electronic format to the Project Manager identified in the contract. The Project Manager is responsible for approving the Guide/National Chapters.

THE INDICATIVE WORK PLAN AND TIME TABLE

Commencement date & Period of implementation

The intended commencement date is May 3, **2018** and the time span for implementation of the contract will be **3 months** from this date. Maximum duration of the assignment: 30 working days.

Project management

Responsible body

Initiative for Development and Cooperation (IDC) as a Lead partner at the project ‘IRIS NETWORKing - CSOs for protection sensitive migration management’ will be responsible for overall coordination with support of the National Project Partners.

National partners will be in charge of contract management with the national consultants working on the national Chapters of the Guide.

Management structure

The project ‘IRIS NETWORKing - CSOs for protection sensitive migration management’ is lead by IDC in partnership with 5 partners covering 5 countries in South Eastern Europe ((for Albania – ARSIS, for B&H – LIRC CD, for FYROM – La Strada, for Montenegro – SOS Podgorica, for Serbia – ASB).

The project team is headed by an experienced **Project Manager**. His role is to co-ordinate all project actions in five target countries, including all activities concerning development of the Guide and national Chapters.

National Project Coordinators will be fully responsible for overall coordination within the target country for development of the national Chapters and for implementation of all supporting activities related to the project. They will be the first line of contact with the national Consultants developing national Chapters. They will be reporting to the Project Manager.

All facilities necessary for development of the Guide/national Chapters will be provided by the Consultants.

The development of respective Guide National Chapters relating to Albania, Bosnia and Herzegovina, FRYOM, Montenegro and Serbia, is managed by National Project Partners and under the coordination of IDC, Their main functions of the National Project Partners are:

- To facilitate contacts between the Consultant and external stakeholders.
- To ensure that the Consultant has access to and has consulted all relevant information sources and documents related to the development of the Guide
- To discuss and comment on the Guide delivered by the Consultant.
- To assist in feedback of the findings and recommendations included in the Guide.
- Support the Consultant with logistics



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REQUIREMENTS

Consultant profile

The Consultant is in charge of organising and conducting the process of developing Guide/National Chapter and will together with the other Consultants contribute to the effective development of the Guide. He/she will be engaged for the period of maximum 30 working days over a period of 3 months with extensive travelling throughout target area.

Qualifications and skills

- University level of education;
- Fluency in both written and spoken English;
- Computer literacy;
- Excellent communicator with proven management, analytical and reporting skills
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General professional experience

- 5 years of professional experience in the field of Migration policy, Social Service Delivery, Social Policy and Social inclusion, but a minimum of 3 years is required;
- 5 years of professional experience in preparing Studies/Researches in the above mentioned fields, but a minimum of 3 years is required;
- 5 years in Studies/Researches focused on setting up research, developing methodological approach, including proposal of sampling, methods and techniques to be used and proposal of the format of the analysis, but a minimum of 3 years is required.

Specific professional experience

- Proven experience in cooperation with governmental institutions in the field of Migration policy, Social Service Delivery, Social Policy and Social inclusion, especially in the capacity building field and on at least 2 projects on a Consultant position;
- Knowledge and experience in social service/migration legislation covering additionally institutional framework for implementation of existing legislation;
- Knowledge and experience in developing of impact assessment methodology and conducting field survey
- At least 2 years of experience in the field of capacity building projects focused on non-profit providers of social services;
- Proven analytical and research capabilities and experience;
- Proven reporting skills and communication skills;
- Experience in international research;
- Proven experience in projects focused on innovative solutions for social service delivery;
- Cost efficiency;

He/she will have following responsibilities as a Consultant:

- Ensuring good communication with representatives of line ministries in target countries;
- Organising and ensuring excellent communication with National Coordinators
- In-depth analysis of all relevant documents submitted by IDC and the project team related to the research process and use them as guiding references in developing methodology process.
- Develop and submit draft of the research process, methodological approach, method and techniques to be used in data collection process, representative sample group of



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professionals and children and justification for the approach

- Development and submission for the approval the final draft of the National Chapter not later than August 1, **2018**;

Note that civil servants and other staff of the public administration of the beneficiary country cannot be recruited as experts, unless prior written approval has been obtained from the European Commission.

EVALUATION OF PROPOSALS

The Proposals will be evaluated by IDC and National Partner Organizations based on Consultant’s professional experience in accordance with the criteria indicated in section 5. Requirements and financial offer. The final approval of selected Consultants will be conducted by Lead Partner IDC.

REMUNERATION AND PAYMENT PLAN

The maximum total fee for this assignment is the gross amount 2 000 (Two thousand) EUR. The fee includes all expenses of the external expert. Payment will be made in total upon service delivery report approval.

APPLICATION PROCEDURE

Applicants interested in applying should submit by email their CV with a supporting covering letter to Open Gate/ La Strada Macedonia by:

- emailing to lastrada@lastrada.org.mk in attention to Mrs. Jasmina D. Rajkovska Executive Director;
- 25 April 2018, midnight at the latest.



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