

# **“Support to social service providers and enhancement of the monitoring capacities in Bosnia and Herzegovina”**

## **Bosnia and Herzegovina**

EuropeAid/136085/DH/SER/BA; EC/BiH/TEN/13/052

### **Overall objective**

The overall objective of this project of which this contract will be a part is to improve social protection of the vulnerable and socially disadvantaged groups and to enhance monitoring, reporting and promotion of human rights..

### **Purpose**

The purposes of this contract are as follows:

- (a) Develop a generic model (best practice model) to assist elderly and disabled persons, and to support the establishment of two mobile teams that will be providing the assistance to the two categories of beneficiaries;
- (b) Strengthen primarily the capacities of the Ministry of Human Rights and Refugees and other institutions responsible for collecting data on human rights protection in BiH.

### **Results to be achieved by the Contractor**

The production of the following results is considered essential to achieve the above mentioned purposes:

**Result 1:** Support to social welfare legislation reforms

#### ***Indicators:***

- 1.1. Prepared map of deficiencies and needs in the field of legislation reform in the entities and Brcko district of BIH
- 1.2. Prepared relevant draft laws and bylaws

**Result 2:** Social welfare centres in at least 12 pilot areas strengthened to deliver effective social services, with special focus on assistance to elderly persons

#### ***Indicators:***

- 2.1. Developed relevant standards of services and drafted by-laws which allow their application in practice
- 2.2 Number of trained professionals in targeted social welfare centres
- 2.3. Generic model for "Home help for elderly and disabled persons" developed and tested in at least two communities. The generic model will serve as a best practice example for delivering social services to targeted categories.

**Result 3:** System for monitoring the access to rights of vulnerable groups in BiH strengthened

***Indicators:***

- 3.1. Uniform monitoring procedures drafted
- 2.2. 20 training cycles conducted for employees of ministries and other institutions involved at all levels

**Result 4:** Strengthened capacity of MHRR and other institutions involved in improving the protection of vulnerable groups and promotion of human rights in BiH

***Indicators:***

- 4.1. Promotion materials (including documentary films) available
- 4.2. Number of promotional workshops for journalists and for the NGO sector
- 4.3. International documents on human rights available on the web-page
- 4.4. International day of human rights marked
- 4.5. Regularly updated list of NGOs Involved in promoting human rights and their projects made available on the Ministry's web-site
- 4.6. Methodology elaborated for data collection, which includes a previously prepared evaluation of capacity
- 4.7. Initial review of vulnerability of vulnerable groups in BiH with the recommendations available

**Location**

The operational base for the implementation of the project will be Sarajevo, where both the Contracting Authority and main project beneficiaries are located. However, the project team will be required to travel to other parts of the country..

**Start date & period of implementation**

The intended start date of the project is July 2015 and the period of implementation of the contract will be 24 months from the commencement date. Please see Articles 19.1 and 19.2 of the Special conditions for the actual start date and period of implementation.

**Key experts**

All experts who have crucial role in implementing the contract are referred to as Key Experts. All key experts for this contract must:

- a) Be proficient in English;
- b) Have excellent communication and analytical skills;
- c) Be proficient in report drafting;
- d) Have excellent team working abilities.

Key experts are defined and they must submit CVs and signed statements of Exclusivity and Availability.

### **Key expert 1: Team Leader (Social Protection Expert)**

The Team Leader (TL) will be in charge of overall project coordination and quality control, and should also have a substantive role in the technical assistance provided by the project.

The TL tasks will include, at least:

- Managing the project team and act as liaison for all project activities between beneficiaries and Contracting Authority;
- Assuming responsibility for the overall implementation of project activities and achievement of planned results;
- Monitoring progress in line with the approved work programmes and budget provisions so as to ensure timely achievement of the interim progress milestones and ultimate project results, as well as high quality of all project outputs;
- Provide expertise in specified areas of social protection/social services according to the work break-down structure proposed by the Contractor;
- Be responsible for detailed analysis of all outputs and correspondence produced and circulates by the project and their full quality assurance;
- Contribute to other activities of the project team, details of which will be determined during the Inception Phase of the project.

#### ***Qualifications and skills:***

- University degree in the field of Economics, Social Sciences or other relevant discipline or as equivalent: 5 years of general professional experience on the top of 10 years of general professional experience defined below;

#### ***General professional experience:***

- Minimum of 10 years of professional experience in the socio economic domain including social protection sector.
- Work experience in capacity building of Public Administration at central and local level.

#### ***Specific professional experience:***

- Preferably 5 years, but a minimum of 3 years of experience in the management and implementation of projects in reforming social assistance services, financing of the social assistance services and delivery of social assistance services;
- Minimum 3 years of experience in managing or coordinating teams in EU and/or international donor funded projects;
- Experience in at least one project in evaluating policies for financing and provision of social services;
- Experience in at least one project in the social protection/social assistance of vulnerable groups.

## **Key expert 2: Grant Schemes Expert**

### ***Qualifications and skills:***

- University degree in the field of Economics, Social Sciences or other relevant discipline in as equivalent: 5 years of general professional experience on the top of 5 years of general professional experience defined below.

### ***General professional experience:***

- Minimum of 5 years, of professional experience in the management and/or implementation of grant schemes;

### ***Specific professional experience:***

- Experience in monitoring or evaluation of grant schemes;
- Experience with the management of grant schemes funded under EU external aid;
- Experience in at least one technical assistance project at central or local government level in effectively addressing the needs of vulnerable and socially-excluded categories of population;