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# BACKGROUND INFORMATION

## Partner country

Kosovo\*

## Contracting authority

SIT - Center for Counseling, Social Services and Research

## Country background

Decade ago, EU facilitated dialogue started for normalization of Serbia – Kosovo\* relations, while aspired goal remains elusive. The war in Ukraine, additionally increased tension between pro-Russian and pro-Western Balkan nations, even though both IPA beneficiaries indicate devotion to the EU integration. Witnessing status quo and even derogation of neighbourly relations, socio-economic normalization is seen as one of the starting points where both sides could see their common interests. In Kosovo\*, youth make 53% of total population, while in Serbia they make 1/6 of total population. However, due to unsatisfied life quality, political situation and socio-economic development, young people, both in Kosovo\* and Serbia, strive to leave – putting the risk on socio-economic growth of both IPA economies (Serbia around 50% of young people want to leave the country, while in Kosovo\* this number reach 78%). The worrying fact is that only 45% of young people in Serbia support the idea of a lasting peace with Kosovo\*. It is estimated that new generations is by far the most belligerent in its attitudes as a consequence of the fact that the public space, educational system and the media become toxic. They never had an opportunity to gain positive formative experience of meeting the “other side” or realise that their peers face similar or same developmental challenges while stepping toward adulthood. With the fact that both Serbia and Kosovo\* hold similar cultural background, patriarchal gender patterns are predominant. Discriminatory stereotypes regarding the roles and responsibilities of women and men in the family and in society persist. Serbia has made an increase of 5.6 points compared to 2016, according to Gender Equality Index (2021), indicating that if it is continued at the current pace, Serbia may achieve full gender equality in 59 years. CPIA gender equality rating (1=low to 6=high) in Kosovo\* was reported at 3.5 in 2020 (World Bank collection of development indicators). However, gender inequality is much higher in closed, rural and deprived communities. Due to limited access to resources, services and opportunities for personal development (e.g. access to digitalization, healthcare, non-formal education), multiple forms of discrimination and even stronger patriarchal and gender norms particularly young women face with additional challenges compering to their peers of mainstream population. Young women are still more likely to drop out from basic education and often hold negative experiences with social institutions. To achieve equity, it is important to work both with young men and women. If looking at the long-term changes, investing in young people as generation that shape future is seen as priority.

## Current situation in the sector

Youth work CSOs as professionals working with youth that facilitate young people’s development, addressing gender inequalities and creating opportunities for testing values, intercultural dialogue, and „eye-opening“ experiences, are seen as another significant group when referring to building professional cross-border network focused on youth development, good neighbourly relations and transfer of know-how. When it comes to youth work professionalisation, Serbia is ahead of Kosovo\* with recognized youth work vocation, quality standards, National Association of Youth Workers. So, transfer of methods of good practice of addressing gender inequalities with vulnerable young men and women are subject of this Action, which will go in both directions. CZOR hold 20 years’ experience in implementing youth work formal education in partnership with Jonkoping University, Sweden. With such a capacity, CZOR developed and successfully implemented a program called „Mobile Youth Club“ for social inclusion of marginalised young men and women by using street outreach and mobile youth work. On the other hand, SIT as a member of network „Be a man club“ holds significant expertise in addressing gender norms, gender equality in working with young men and women. The Action represents both piloting and scaling of the innovative approach that will merge expertise of CZOR, Serbia and SIT, Kosovo\* with aim to invest into innovative method to address gender equality by using street, outreach and mobile youth work as well as holistic and multidimensional approach to empowerment of young man and women. Despite existing efforts for social inclusions and gender equality targeting vulnerable young men and women in deprived communities, the greatest challenge emphasised by CSOs and government in Serbia and Kosovo\* is outreaching. Governments point out a lack of capacities for field work, while according to the research conducted by the CZOR (2020), only 11% of the CSOs in Serbia are conducting outreach activities.

## Related programmes and other donor activities

N/A

# OBJECTIVES & EXPECTED OUTPUTS

## Overall objective

The overall objective (Impact) to which this action contributes is:

Ensuring adequate preparation and printing of PR material as part of the action **“Poke the bubble” Gender mobile youth clubs for the new good neighbourly social initiatives between Serbia and Kosovo\***.

## Specific objective(s)

The specific objectives (Outcome) of this contract is as follow:

* Specific objective (Outcome) 1 - To provide timely and quality preparation and printing of PR material according to Contract authority specifications and instructions and in line with EU visibility requirements and visual identity of the project.

## Expected outputs to be achieved by the contractor

The expected outputs of this contract are as follows:

* Output 1 to Outcome 1 – All items from PR material are printed in full colour, in professional manner and in accordance with Contracting authority specifications and quantity.

# ASSUMPTIONS & RISKS

## Assumptions underlying the project

It is assumed that the Contracting Authority will provide all necessary information to the Contractor on the project documents and procedures to follow during the assignment.

It is assumed that the expertise of the selected Contractor as well as its experience in working within relevant fields will contribute to project visibility, and to communicating the project’s ideas in the most suitable way.

## Risks

N/A

# SCOPE OF THE WORK

## General

### Description of the assignment

SIT- center for counseling, social services and research will implement several activities to bring closer issues of gender roles, norms and other gender related themes, also significance of outreach youth work and cross/border cooperation to the youth from deprived areas, CSO professionals and other stakeholders. In order to do so, it is necessary to prepare and print different promotional material necessary for project implementation.

This assignment includes preparation and printing PR material to enhance project’s overall visibility in accordance with project’s visual identity and "Communication and Visibility Requirements for EU External Actions".

In order to achieve the aforementioned purpose of this contract, the contractor is required:

* To prepare and print PR material that will be in usage of promoting project’s results and activities through different communication tools and materials, such as: banners, flags, t-shirts, tote bags, pens, notepads, folders, name tags.

### Geographical area to be covered

Kosovo\*

### Target groups

* **Decision makers -** Local and national government representatives from Kosovo\*
* **Civil society organizations (CSOs) -** Representatives of CSO professional groupsfrom Kosovo\* and Serbia participating in networking initiatives and capacity building
* **Youth from underdeveloped areas -** Young man and women reached by programme activities, youth public actions and by Mobile youth club activities

## Specific work

The contractor will perform the following:

| *No.* | *Item* | *Specification* | *Quantity* |
| --- | --- | --- | --- |
| 1 | Roll-up banner | ***Preparation for printing and printing:***Dimensions of the roll-up banner are as follows: 200x200 cm. The Contracting Authority will provide the Contractor with all necessary inputs – Programme visual identity, fonts, text which will be printed etc. | 1 |
| 2 | T-shirts | ***Preparation for printing and printing:***Cotton T-shirts, male and female, sizes S-XXL. The Contracting Authority will provide the Contractor with all necessary inputs – Programme visual identity, fonts, text which will be printed etc. | 350 |
| 3 | Notepads | ***Preparation for printing and printing:*** format A4, max 60 sheets per notepad. The Contracting Authority will provide the Contractor with all necessary inputs – Programme visual identity, fonts, text which will be printed etc. | 200 |
| 4 | Flags-banners | ***Preparation for printing and printing:***MASH material, polyester from 110-240gr/m2, lateral tunnels or rings for hanging.Dimensions of the banners are as follows: 200x250 cm. The Contracting Authority will provide the Contractor with all necessary inputs – Programme visual identity, fonts, text which will be printed etc. | 5 |
| 5 | Tote bags | ***Preparation for printing and printing:*** Cotton made bags, standard size with handles. The Contracting Authority will provide the Contractor with all necessary inputs – Programme visual identity, fonts, text which will be printed etc. | 350 |
| 6 | Pens | ***Preparation for printing and printing:***High quality printing, printable area 40x20 mm, pens with blue ink colour. The Contracting Authority will provide the Contractor with all necessary inputs – Visual identity, fonts, text which will be printed etc. | 200 |
| 7 | Name tags | ***Preparation for printing and printing:***Paper name tags and holders standard dimensions 10x8cm out of high-quality transparent PVC material, with lanyard of 40cm in length. The Contracting Authority will provide the Contractor with all necessary inputs – Visual identity, fonts, text which will be printed etc. | 120 |
| 8 | Folders | ***Preparation for printing and printing:*** File presentation folder, portrait size to accommodate A4 paper, printed two sided and laminated in gloss, single pocketed. The Contracting Authority will provide the Contractor with all necessary inputs – Programme visual identity, fonts, text which will be printed etc. | 200 |

## Project management

### Responsible body

The Department of Administration and Finance of the Contracting Authority will be responsible for managing this contract.

### Management structure

Fiona Haxhikadrija, the Project Coordinator, will be responsible for implementation of tasks related to this contract on behalf of the Contracting Authority.

### Facilities to be provided by the contracting authority and/or other parties

N/A

# LOGISTICS AND TIMING

## Location

Kosovo\*

## Start date & period of implementation of tasks

The intended start date is 06.09.2023. and the period of implementation of the contract will be 15,5 months from this date. Please see Articles 19.1 and 19.2 of the special conditions for the actual start date and period of implementation

# REQUIREMENTS

## Staff

Note that civil servants and other staff of the public administration of the partner country, or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well as proof that the expert is seconded or on personal leave.

### Key experts

Key experts are not required. The Contractor will provide a sufficient number of relevant experts to deliver the services/results as indicated in this Terms of References.

All experts must be independent and free from conflicts of interest in the responsibilities they take on.

### Other experts, support staff & backstopping

N/A

## Office accommodation

N/A

## Facilities to be provided by the contractor

The contractor shall ensure that experts are adequately supported and equipped. In particular it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion.

## Equipment

**No** equipment is to be purchased on behalf of the contracting authority / partner country as part of this service contract or transferred to the contracting authority / partner country at the end of this contract. Any equipment related to this contract which is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

# REPORTS

## Reporting requirements

The contractor will submit the following reports in English language in one original:

* **Final contract implementation report** will consist of the list and specification of outputs printed and delivered, and it should be signed by both parties. Upon approval of the final report and issuing the invoice by the Contractor, final payment will be made**.**

## Submission and approval of reports

The report referred to above must be submitted to the project manager identified in the contract. The project manager is responsible for approving the reports.

# MONITORING AND EVALUATION

## Definition of indicators

* The indicator of the successful implementation of the contract is “Services provided in timely, quality and quantity manner, as required in these Terms of Reference”.

## Special requirements

N/A