

Section II

Schedule of Requirements

Request for Quotation

Provision of Family Supporters Services
in municipalities of Ub and Apatin, Republic of Serbia

e-Sourcing reference: RFQ/2024/51253

UNOPS RSMCO reference: UNOPS-PRO-2024-S-007

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TERMS OF REFERENCE
Provision of Family Supporters Services
in municipalities of Ub and Apatin, Republic of Serbia

1. The Background

The Joint UN Programme "*PRO - Local Governance for People and Nature*" ("The Programme" hereinafter) contributes to improving the quality of life of citizens through the improvement of local governance, social inclusion and environmental protection in 110 cities and municipalities throughout Serbia. The Programme is jointly implemented by the United Nations Agencies in Serbia - UNOPS, UNICEF, UNFPA and UNEP, in cooperation with the Government of Serbia, and with the financial support of the Government of Switzerland, in the period from 1 January 2023 to 31 December 2026.

To achieve the Programme's Objective, the intervention will focus on three key Pillars and Outcomes:

1. Pillar Good Governance, Outcome 1: LGs improve capacities and apply good governance principles in practice;
2. Pillar Social Inclusion, Outcome 2: LGs and other relevant local actors improve capacities and develop evidence-based local social protection policies;
3. Pillar Environmental Governance, Outcome 3: LGs improve capacities and apply environmental governance processes in practice.

The key stakeholders at the local level are also direct users of support: local governments (cities and municipalities), including their administrations/staff, other relevant local organisations and institutions (Centres for Social Work - CSWs, Primary Health Centres - PHCs, pre-school institutions and schools), and local Civil Society Organisations (CSOs). The final users of support will be the citizens from participating LGs, especially those from left behind groups, with a focus on people with disabilities, Roma, children and families, youth and older people. The support will be provided to a certain number of informal waste pickers as well.

All Programme activities will be undertaken in partnership with the Government of Serbia, especially the Ministry of Public Administration and Local Self-Governments (MPALSG), the Ministry of Labour, Employment, Veteran and Social Affairs (MLEVSA), the Ministry of Environmental Protection (MEP).

The Programme will coordinate its activities with the key line national-level institutions, while observing the national strategies, laws and relevant development documents, which will contribute to sustainability, ensure national ownership and develop national capacities.

2. Introduction to the Intervention

This Joint UN Programme is designed to enhance environmental governance and contribute to improving the quality of life of citizens, especially of the left-behind (LB) groups. Having that in mind, in collaboration with the donor, it has been agreed that the Programme will provide support to the Ministry of Environmental Protection (MEP) in implementing the national Solid Waste Programme and addressing various social measures to improve the position of LB groups in waste management.

The Solid Waste Programme (SWP) will upgrade Serbia's waste management system through the closure of 15 municipal dumpsites and development of six Regional Waste Management Centres (RWMC), serving 42 local self-governments (LGs). Having in mind that the solid waste will be redirected to six new regional waste management centres, many informal waste pickers (IWPs) from the said dumpsites face losing their livelihoods. To ameliorate the adverse effects of the SWP for the IWPs, the Programme will address the social inclusion aspects of the SWP with the aim of recovering the livelihoods of the affected group, consisting mainly of Roma minority with low level of education, and improve their access to public services relevant to social inclusion (i.e. health, education and social protection).

The most significant social impact of the SWP is the anticipated economic displacement of persons engaging in waste collection at municipal waste dumps which are planned to be closed in the future when waste is redirected to regional landfills. To ensure that this economic displacement is addressed, the Livelihood Restoration Plan (LRP) was developed within the SWP, in line with national legislation as well as the Environmental and Social Policy of EBRD and AFD. The LRP served as a basis for development of this intervention.

The LRP census recorded up to 150 individuals engaged in waste picking and up to 250 of their household members i.e. total of 75 households that will be impacted by the SWP which represents a priority target group of this intervention. Due to frequent fluctuations of priority target groups, the set of criteria will be defined based on specific circumstances at each waste dump, before final determination of who is eligible for the Programme support. For example, operation at the waste dump at least 15 days in a month for a period of three months, which would demonstrate that the individual is engaged in waste picking and that it is a source of livelihood for him/her and his/her household. However, the modernisation of the waste management system will not only affect the livelihood of dump/landfill waste pickers but also of the general group of informal waste pickers which represents an extended target group of the Programme intervention.

The Programme organised grant support for 12 LGs¹ with more than one household of the priority group that has a residence, as determined in LRP, to establish Local Coordination Mechanism and engage Family Supporters (FS) as the main focal points for directly affected waste pickers (the priority group) and the actors of the Programme activities (mentors, educators, companies) as well as local services. Namely, the FS shall be in charge of providing direct, immediate support to the families of informal waste pickers from the priority target group through informing, guiding and motivating the family for future changes.

Since LGs Ub and Apatin did not apply for the Programme grant support, this ToR aims to provide support to direct beneficiaries through the engagement of FS for these two territories (one for each territory), thus this intervention will be crucial for support to approximately 13 family members in Ub and approximately 24 family members in Apatin. Due to efficacy, it would be preferable to engage Family Supporters with the residence in Ub/Apatin.

3. Objectives of the Intervention

The Overall Objective: To contribute to the social inclusion and improvement of the position of informal waste pickers through enhanced access to rights, entitlements and public services.

The Specific Objective: To support the priority group waste pickers' family members in municipalities Ub and Apatin to ensure access to socio-economic aspects of their livelihood.

4. The Scope of the Intervention

The Service Provider will be responsible for the engagement of FS service consultants that will provide direct assistance to families from the priority target group in the territories of Ub and Apatin municipalities during the contract execution period.

The role of the FS is to be the main focal point for the priority group and the actors of the Programme activities (mentors, educators, companies) as well as local services. In agreement with the Project, the FS will provide the following services:

- compile all data on the needs of the families from the priority group of importance for developing the Individual Household's Support Plan (IHSP) (Development of Questionnaire for the purpose of compiling data as well as IHSP will be the responsibility of the Programme).
- monitor the realisation of IHSPs, ensuring access to the Programme measures and existing local services.
- closely cooperate with relevant local institutions (Centre for Social Welfare, schools, Health Centre) and new RWMCs as well as with Public Utility Companies (PUCs), especially to identify potential employment opportunities and to provide direct support in providing employment options for the waste pickers.

¹ Apatin, Bač, Valjevo, Kula, Loznica, Obrenovac, Odžaci, Prijepolje, Ruma, Sremska Mitrovica, Ub and Šid.

- They would be directly responsible for provision of direct support to family members from the priority group and implementation of Individual Household Support Plans.

To better understand the purpose, scope of services and expected activities the Programme developed a detailed Terms of Reference (ToR) for the FS with the key tasks and criteria for qualifications and experience. The FS ToR is available in Annex I which is a supporting document to this ToR.

Finally, with the aim of familiarisation with the Programme employment measures and smooth implementation of the intervention the Programme will provide a comprehensive training programme for FS which will be conducted by the following partner UN agencies: UNICEF (as a lead for training), UNOPS and UNFPA through a cycle of approximately five training sessions. All costs related to training (organisation, travel, accommodation) except daily allowances will be borne by the Programme.

The contracted Service provider will plan and carry out the tasks and produce deliverables that include the following, but not necessarily being limited to:

Preparatory Phase:

- Acquire necessary understanding of the PRO programme, the context, and the Programme's objectives
- In order to ensure smooth implementation of the activities two FS will take part in hProgramme initial training
- Finalisation of a detailed work plan for implementing the activities including an outline of possible obstacles/risks in implementation and a mitigation plan;

The First Implementation phase:

- Rechecking the list of the priority group family members (the initial list will be provided by the Programme after the contract signing) in the field with the aim of determining the final list of beneficiaries
- Compiling data on the needs of the family relevant for developing the IHSP collected, as agreed with the Programme;
- Proposing measures for the IHSP, in cooperation with the family and in coordination with the mentor from the Programme;
- Participation of the two FSs in training programme for quality performing of FS job
- Regular reporting on the work of the FS in accordance with the agreed reporting schedule and submitted reporting forms on a monthly basis. Monthly reports should be brief, result-oriented, including identified risks and issues.
- Preparation of the First Progress report that will be submitted to the Programme for approval

The Second Implementation phase:

- Work on implementing developed IHSP in line with the key tasks defined in the ToR for FS
- Monitoring the implementation of the IHSP In line with the key tasks defined in the ToR for FS
- Participation of the two FS in additional training programmes to improve the quality of the support they provide
- At least 50% of the each planned IHSP has been implemented or there is justification in case of non-fulfilment of all planned measures
- Regular reporting on the work of the FS in accordance with the agreed reporting schedule and submitted reporting forms on a monthly basis. Monthly reports should be brief, result-oriented, including identified risks and issues.
- Preparation of the Second Progress report that will be submitted to the Programme for approval

The Third Implementation phase:

- Monitoring the implementation of the IHSP In line with the key tasks defined in the ToR for FS

- Participation of the two FSs in additional training programmes to improve the quality of the support they provide
- At least 80% of the each planned IHSP has been implemented or there is justification in case of non-fulfilment of all planned measures
- Regular reporting on the work of the FS in accordance with the agreed reporting schedule and submitted reporting forms on a monthly basis. Monthly reports should be brief, result-oriented, including identified risks and issues.
- Preparation of the Third Progress report that will be submitted to the Programme for approval

The Final Phase:

- Preparation and submission for approval of the Final report elaborating all the services provided and deliverables achieved

The selected service provider shall be responsible for the organisation and payment of the following:

- Translating/interpreting services needed during the implementation of the Contract, if needed
- Organisational costs (administration, logistics, printing and similar organisations costs)
- Travel costs for the implementation of the intervention as well as for regular visits to direct beneficiaries by the FS.
- Any equipment necessary for proper working conditions for the project team engaged under this Contract.

5. Deliverables

The Service Provider is expected to produce a minimum of the following deliverables:

- Detailed work plan for implementing the activities including an outline of possible obstacles/risks in implementation and a mitigation plan;
- Verified list of the of the priority group family members;
- Collected data on the needs of priority group family members in line with the predefined Programme methodology;
- Participation of two FSs in training programmes for performance of job and the quality of their support;
- Inception report, regular monthly reports, two progress reports and the final report with a strong section on results of service provision, conclusions and recommendations for future steps based on drawn lessons learned.

6. Timeframe

The contract with the Service provider is expected to be signed in May 2024 and it will last twenty one (21) months. However, the deliverables may be achieved in less time than maximum estimated per phase, and payments will be based on the milestones reached, i.e. approved phase report for each phase finalised.

7. Monitoring

The contracted Service provider will remain in close contact with appropriate PRO Programme personnel during the entire contract execution and will discuss and agree all relevant points/steps both during the planning and implementation stages. All compiled personal data should be properly protected in accordance with the national standards.

The electronic copies of all reports or any other materials related to the intervention will be made available to PRO Programme/UNOPS in English.

The methodology, data collected, reports, recommendations and other products of this intervention, will remain the intellectual property of UNOPS.

8. Reporting

The contracted Service provider will be submitting to the PRO Programme/UNOPS the following reports:

- 1) **Inception Report** - A detailed work plan for implementation of assignment, including outline of the possible risks and a mitigation plan developed, submitted to and approved by the PRO Programme within a maximum of two months from the contract signatures.
- 2) **First Progress Narrative Report** - prepared after conducting activities from the first implementation phase and submitted to and approved by the PRO Programme within a maximum of five months from the contract signatures.
- 3) **Second Progress Narrative Report** - prepared after conducting activities from the second implementation phase, submitted to and approved by the PRO Programme after at least 50% implemented IHSPs within the maximum of 12 months from the contract signatures.
- 4) **Third Progress Narrative Report** - prepared after conducting activities from the third implementation phase, submitted to and approved by the PRO Programme after at least 80% implemented IHSPs within the maximum of 20 months from the contract signatures.
- 5) **Final Narrative Report** - Prepared after finalisation of all activities, report submitted to and approved by the PRO Programme within 30 days from the end of the service provision activities within the last month of the contract at the latest. The final narrative report must also have a strong section on results of service provision, conclusions and recommendations for future steps based on drawn lessons learned.
- 6) **Short monthly reports** - Within the three implementation phases, a service provider will have an obligation to submit short monthly reports before every 5th of each month for the previous month, with brief information on conducted activities, the number of beneficiaries and results.

8. Payment Plan / Milestones

Payments during the contract execution will be based on the successful provision of services / deliverables, i.e. reaching the following milestones:

Milestone No	Phase / Report proving deliverable	Percentage of the total contract value
1	approved Inception Report	20 %
2	approved First Progress Narrative Report	20 %
3	approved Second Progress Narrative Report	30 %
4	approved Third Progress Narrative Report	20 %
5	approved Final Narrative Report	10 %
TOTAL PRICE		100%

9. Visibility

All activities performed in public must fully comply with the Communication and Visibility guidelines of the PRO Programme which will be provided to the contracted Service provider by the Programme.

10. Final Considerations

Working language when contacting the PRO Programme is both English and Serbian. However, all official correspondence should be in English only. Working language of the contracted Service provider while in the field will be Serbian.

EVALUATION CRITERIA AND REQUIRED DOCUMENTS

Bidders which apply to this RFQ will be assessed as per the criteria set out in the tender.

Consortiums are eligible to apply. When the Bidder is a joint venture (consortium), each of its members must meet the eligibility requirements, and the same applies to subcontractors. All the formal and qualification requirements will be considered as mandatory and eliminatory (pass/fail). Qualification criteria refer to all joint venture (consortium) members combined.

Each requirement must be verifiable during the evaluation process. UNOPS reserves the right to perform additional background checks of the information presented in the submission or to require the translation of the submitted documents into English.

By submission of the quotation, the Bidder authorises UNOPS to conduct a verification of the facts and information provided within the quotation and UNOPS reserves the right to perform such verification if found necessary.

The Bidders will be assessed against the following qualification criteria:

- The Bidder is a registered legal entity in continuous business for at least three years.
- The Bidder has a proven track record of substantial business/operational experience in implementation of activities and provision of services related to social inclusion of the Roma national minority AND related to economic empowerment of vulnerable groups.
- The Bidder has operational and technical capacities to perform the tasks as defined in this ToR, as well as human resources with the expertise and experience in a discipline relevant to this ToR. The proposed team must consist of a Team Leader and two team members in a Family Supporter role i.e. one for Family Supporter service in Ub and one for Family Supporter service in Apatin. The Team members can be permanently employed or be engaged as consultants with the Bidder.

Required documents to prove compliance:

- Certificate of incorporation/business registration issued by the relevant government body (for each member, in case of consortia).
- List with a minimum of two contracts with a total value of above USD 40,000 over the past five years for provision of following services (within the Form D - Previous Experience Form):
 - services related to **social inclusion of the Roma national minority**
 - services related to **economic empowerment of any of the vulnerable groups**.

The same contract may be used as a reference for both types of services above (eg. economic empowerment of the Roma national minority) provided its value is higher than USD 40,000.

- Form G: Initial Work Plan with time schedule and manpower estimate. This Work Plan will be an integral part of the Contract with the selected Service Provider.

The Bidders will be assessed against the following technical criteria:

A Team Leader would be directly responsible for the delivery of the expected outcomes and activities defined by this ToR.

- The team leader with a minimum of a university degree in an expertise discipline relevant to this ToR (such as social, legal, organisational, political sciences, or similar)
- The team leader with at least five (5) years of professional experience in the area relevant for this ToR.
- The team leader will be engaged on the project at least 50% of his or her total working hours.

Required documents to prove compliance:

- Form F / CV of the Team Leader is required, demonstrating his or her engagement on at least two different projects relevant for social inclusion and work with vulnerable groups, preferably with the Roma national minority.

Team Members as Family Supporters (two team members) can be permanently employed or be engaged as consultants with the Bidder.

- Team members with a minimum of university degree in any field of social sciences/humanities (social work, psychology, pedagogy, sociology, law, pedagogical professions);
OR
Secondary or vocational higher education with an additional two (2) years of relevant professional experience may be accepted instead of fulfilling the requirement of a university degree.
- Team members have at least two (2) years of experience in working with vulnerable groups.
- The Team members as Family Supporters must have experience in working with the Roma national minority.
- Team member as Family Supporter in Ub may be engaged 50% of his or her total working hours
- Team member as Family Supporter in Apatin must be engaged full-time

Required documents to prove compliance:

- Form E / Key Personnel List - The list of team members which would be engaged in providing services as per this tender, with description of roles/tasks
- Form F / CVs of each of the proposed Family Supporter demonstrating his or her engagement on at least two different projects in working with vulnerable groups, with at least one project with the Roma national minority

The Bidders will be assessed against the following sustainability criteria:

- Gender balanced team is proposed for provision of services, i.e. at least 30% of the team members are female

Required documents to prove compliance:

- Form E / Key Personnel List, where gender balanced team is shown