# European Union for Social Care Program

***“Enhancing Local Social Care Services partnerships with citizens and toward EU Standards”***

**Terms of Reference**

**Expertise required from:**

An institution, organization, or group of experts to provide capacity building and psycho-emotional supervision support for the specialized social services workforce across 14 municipalities.

**July 2025**

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| **Service title** | Develop and deliver tailored capacity-building, mentoring and psycho-emotional supervision sessions for the community based and the specialized social services workforce in 14 municipalities. |
| **Location/Country** | 14 Municipalities, Gjirokastër, Vorë, Cërrik, Librazhd, Kavajë, Kurbin, Kukës, Krujë, Pogradec, Korçë, Kamëz, Vlorë, Elbasan, Durrës |
| **Organization** | World Vision Albania |
| **Department** | World Vision Albania Grants Portfolio; Child Protection, EU4SocialCare  (Strengthening Social Service Workforce)  EU Funded project. |
| **Time frame duration** | August 2025 - March 2026 |
| **Contract start date** | August 2025 |
| **Deadline for submission of bids** | August 2025 |

**Background information**

World Vision International is a Community-based and Child-Focused organization working in 100 countries around the world, serving to and partnering with all people regardless of religion, race, ethnicity, capacity, background or gender. The overall strategic goal of World Vision Albania (WVA) is in partnership with local communities and partners to contribute to the well-being of children. In Albania World Vision (WV) works with children, their families and communities across 23 municipalities.

In its portfolio of programs including social protection, education, child protection, economic development and action on environmental protection as a crucial part of the interventions is grant funded and interlink responsiveness to the needs and constrains that impede Albanian society to grow and develop an enabling environment for the people to thrive and live as per Global Sustainable Development Goals. European Union strategies, Central Government Agendas and Local Government Social Plans.

The “EU4SocialCare” project is implemented by UNICEF and World Vision Albania (WVA), in partnership with the Ministry of Health and Social Protection (MoHSP), and is financed by the European Union Delegation in Albania. The overall objective of the project is to strengthen local-level partnerships and capacities to plan, establish, extend, and deliver quality social care services in 14 target municipalities (Gjirokastër, Vorë, Cërrik, Librazhd, Kavajë, Kurbin, Kukës, Krujë, Pogradec, Korçë, Kamëz, Vlorë, Elbasan, Durrës).

Social service workers are the frontline providers for vulnerable children, youth, and families. Their role is critical in addressing systemic challenges such as poverty, social exclusion, disability, and gender-based violence. These professionals assess individual needs, develop protection and empowerment plans, and ensure access to appropriate services across multiple sectors. A well-trained and well-supported social service workforce is essential to effective social protection and care systems.

A key component of the EU4SocialCare project is the strengthening of the social service workforce. Through a comprehensive capacity development approach, the project aims to enhance the technical skills and competencies of approximately 350 frontline professionals, while supporting the establishment and expansion of specialized social care services for women and children with disabilities, as well as survivors of violence.

As part of this effort, WVA has conducted a needs assessment to identify existing skill gaps and workforce challenges across 14 municipalities, identify areas and critical topics for training and mentoring, and guide workforce planning at the municipal level.

Furthermore, the project fosters partnerships between municipalities and civil society organizations (CSOs) to promote integrated service delivery aligned with local social care plans and the Social Fund. This includes sub-granting schemes to expand or establish new services, alongside targeted technical support aimed at strengthening local governance, inter-institutional coordination, and quality management.

**Purpose of the Service**

Initial findings from assessments and consultations with municipal staff, local service providers, and social workers reveal significant gaps in skills, professional competencies, confidence, professional resilience, and institutional support necessary to effectively manage complex cases and deliver specialized services to vulnerable populations. Key challenges identified include:

* Limited capacity to support children and youth with disabilities using individualized and inclusive approaches.
* Lack of preparedness to address trauma, mental health crises, and substance abuse among service users.
* Insufficient knowledge of the legal and procedural frameworks, particularly on child rights, disability rights, and intersectoral mandates.
* Inadequate competencies in complex case management, multidisciplinary coordination, and the use of digital case management tools.
* Weak mechanisms for supervision, mentoring, and peer learning.
* High demand for training on crisis response and shock-responsive social services.

These needs underscore the urgency of a structured and context-specific capacity-building initiative that goes beyond one-off trainings and provides practical, sustained support to the social service workforce.

Based on this urgent need World Vision Albania (WVA) is looking to hire an institution/organization or a group of experts to support the capacity building and supervision sessions for specialized social services workforce in 14 Municipalities in

The action will support the below identified areas for professional growth:

* High need for training ***in interpersonal skills*** to enhance the delivery of responsive and individual centered social services.
* Limited capacity to ***support children and youth with disabilities*** through individualized and inclusive approaches, along with a need for improved understanding of ***the legal frameworks and standards***, and the use of assistive technology in working with this community.
* Weak mechanisms for ***psycho-emotional supervision, networking, and peer learning***, which impact the well-being, resilience, and ongoing professional development of social service providers.

At the same time, municipalities have demonstrated strong commitment to enhancing social service provision and increasing collaboration with non-public actors. However, technical assistance is needed in areas such as needs-based planning, grant management, and inter-institutional coordination to ensure these efforts are effective and sustainable.

Therefore, the engagement of an experienced institution or organization is essential to support the professional development of social service workers and to strengthen municipal capacities for delivering high-quality, integrated, and inclusive social care services. This effort is crucial to ensuring that children, women, and families especially those with complex needs can access the care and support they require, in alignment with national standards and the objectives of the EU4SocialCare programme.

**Responsibilities of the Contracted Expert:**

**Activity 1: Interpersonal skills for responsive social services**

To address the high demand and need identified in the conducted need assessment for training in interpersonal skills and enhance the quality of responsive social services, the following activities will be developed and implemented:

* Prepare for training delivery by adapting materials to the local context and coordinating logistics in collaboration with municipalities, for 350 professionals across the 14 municipalities, during period of time September – January 2026.
* Deliver interpersonal skills training to frontline professionals using participatory and practice-based methods to build confidence and strengthen professional competence. This training aims to empower professionals to foster a progressive shift in the approach to designing and implementing empowerment plans for individuals in need of protection and services. The focus will be on improving service delivery and Intersectoral Coordination, by strengthening the capacity of social service providers.
* Document feedback from training sessions, including pre- and post-test assessments, to evaluate learning outcomes.
* Prepare and submit a final training report summarizing the training process, key outcomes, participant feedback, and recommendations for further action, ensuring the report incorporates input from both UNICEF and WV.
* Administrative matters such as organizing the training, notifying participants, logistical arrangements (including premises), printed materials (pre/post tests, handouts, training agenda, evaluation forms), training materials, and transportation for experts and participants are not covered by WVA.

**Key Tasks:**

* Provide a detailed work plan with clear timelines and milestones for module development, and training delivery during period of time September – January 2026.
* Outline the methodology for training needs analysis, module design, delivery, and post-training support.
* Define the process for engaging with key stakeholders (UNICEF, WVA, Municipalities and established services) throughout the implementation phase.
* The curricula/modules and the training should be accredited or submitted for accreditation to ensure that participants receive certified and formally recognized training.
* Submit the report for WVA’s review and approval.

**Activity 2: Specialized services and legal frameworks training in support to children and youth with disabilities**

To address the limited capacity to support children and youth with disabilities through individualized and inclusive approaches and gaps in knowledge of legal and procedural frameworks, the following activities will be developed and implemented:

* Develop a tailored training curriculum on specialized social services and legal frameworks, emphasizing the rights of children and young people with disabilities and the use of innovative assistive technology, specifically designed for frontline social service professionals.
* Prepare for training delivery by adapting materials to the local context and coordinating logistics in collaboration with municipalities for 100 participants across 6 specialized services in municipalities of Vlora, Kruja, Korca, Pogradec, Gjirokaster and Elbasan.
* Deliver training on specialized services, legal frameworks, and assistive technology to frontline professionals and case-oriented methods to build competence and confidence in designing and implementing empowerment plans aligned with legal standards and the effective use of assistive tools, during period of time September – December 2025.
* Document feedback from training sessions, including pre- and post-test assessments, to evaluate learning outcomes.
* Prepare and submit a comprehensive final training report summarizing the training process, key outcomes, participant feedback, and recommendations for further action, ensuring the report incorporates input from both UNICEF and WV.
* Administrative matters such as organizing the training, notifying participants, logistical arrangements (including premises), printed materials (pre/post tests, handouts, training agenda, evaluation forms), training materials, and transportation for experts and participants are not covered by WVA.

**Key Tasks:**

* Provide a detailed work plan with clear timelines and milestones for module development, delivery, and mentoring.
* Outline the methodology for training needs analysis, module design, delivery, and post-training support.
* Define the process for engaging with key stakeholders (UNICEF, WVA, Municipalities and established services) throughout the implementation phase.
* The curricula/modules and the training should be accredited or submitted for accreditation to ensure that participants receive certified and formally recognized training.
* Submit the report for WVA’s review and approval.

**Activity 3: Support Mechanisms:** Supervision, peer learning and networking

To strengthen the existing weak mechanisms for supervision, peer learning and networking, the following activities will be developed and implemented:

* Develop a comprehensive psycho-emotional supervision framework curriculum tailored specifically for social service teams.
* Prepare to provide supportive supervision focused on the well-being and psycho-emotional support of social service professionals.
* Organize and provide supportive supervision sessions for two separate teams in each municipality. One team is composed of specialized and community service teams, and the other from the municipality’s social services sector. Each team will participate in two or more sessions designed to prevent burnout and strengthen professional resilience.
* Organize and facilitate networking and sharing supportive experience between teams from different municipalities to foster collaboration and continuous learning.
* Prepare and submit a comprehensive final report summarizing supervision activities, challenges, lessons learned, and recommendations for ongoing improvements, incorporating feedback from both UNICEF and WV to ensure it meets their expectations.
* Administrative matters such as organizing the training, notifying participants, logistical arrangements (including premises), printed materials (pre/posttests, handouts, training agenda, evaluation forms), training materials, and transportation for experts and participants are not covered by WVA.

**Key Tasks:**

* Provide a detailed work plan with clear timelines and milestones for plan development, and supervision session delivery during period of time September – January 2026.
* Outline the methodology and the approach, supervision sessions design, delivery, and post-training support.
* Define the process for engaging with key stakeholders (UNICEF, WVA, Municipalities and established services) throughout the implementation phase.
* The curricula/modules should be accredited or submitted for accreditation to ensure that participants receive certified and formally recognized training.
* Submit the report for WVA’s review and approval.

**Deliverables**

Activity 1: Interpersonal skills for responsive social services. A total of 107 working days, shared among two experts

1. Customized capacity-building plan including methodology, PowerPoint presentations, and all supporting materials tailored to municipal social service professionals, 4 working days;
2. Facilitations of 3 (three) trainings on interpersonal skills training from 2 experts for 14 municipalities (average 25 people per training) and one online training for 7 groups of professionals from two experts (two municipalities coming together), a total of 49 training days. This includes backup documentation for training sessions: participant lists, photos, training tools (curricula, agendas, evaluation forms), and success stories or highlights for potential publication;
3. Final training report summarizing the training process, learning outcomes, participant feedback, and recommendations, prepared in close consultation with UNICEF and WVA for 5 working days

Activity 2: Capacity Building of professionals on supporting children and youth with disability, a total of 60 working days.

1. Developed tailored training curriculum and agenda on three topics related to serviced offered to children and youth disabilities.

* legal frameworks and standards with focus on children and youth with disabilities;
* legal frameworks and standards with focus on youth with disabilities;
* assistive technology, with copyright attributed jointly to UNICEF and WVA.

1. Customized capacity-building plan including methodology, PowerPoint presentations, and supporting documents specific to specialized service providers;
2. Delivery of 6 face-to-face training days on legal frameworks, and assistive technology for frontline professionals across 6 specialized services (36 days in total) in the municipalities of Vlora, Kruja, Korca, Pogradec, Gjirokaster and Elbasan, in period September – December 2025.

4.1 How to work with and provide community services for children with disabilities, in accordance with legal frameworks and standards;

4.2 Approaches to working with and providing community services for adolescents and youth with disabilities, based on legal frameworks and standards;

4.3 Assistive Technology, tailored for frontline professionals working with children and youth disability.

1. Complete backup documentation: participant attendance, photos, training materials, and success stories for publication or reporting.
2. Comprehensive final training report summarizing key outcomes, feedback, and recommendations for future interventions, developed in consultation with UNICEF and WVA.

Activity 3: Support mechanisms – supervision, peer learning, and networking (130 working days in total/2 experts)

1. Develop comprehensive psycho-emotional supervision framework curriculum and agenda with copyright jointly held by UNICEF and WVA \*4 working days;
2. Customized capacity-building plan including methodology, presentations, and documents to support supervision and mentoring activities;
3. Delivery of psycho-emotional supervision framework curriculum. Two teams per municipality: one composed of service providers, and one from the municipality's Social Services Sector. Each team will participate in four dedicated supervision sessions (4 sessions/working days for 28 teams reaching in 14 municipalities)
4. Backup documentation including participant lists, photos, supervision tools, session reports, and examples of peer learning or collaboration success stories;
5. Final report summarizing supervision activities, challenges, lessons learned, and recommendations for ongoing improvements for specific teams and overall report (12 working days), prepared collaboratively with input from UNICEF and WVA.

**Proposal/ Documents required for submission**

Please submit the following documents as part of your application package. Incomplete submissions may not be considered:

1. **Technical Proposal: Methodology and Approach**

A detailed narrative explaining the proposed methodology and approach for implementing the activities outlined in the Terms of Reference (ToR). This should reflect an understanding of the objectives and include:

* A descriptive framework outlining how the expert or team envisions the implementation process.
* A clear breakdown of working days in line with the activity plan (refer to the embedded Excel work plan).
* Practical strategies for ensuring relevance and quality in training delivery.

1. **Expression of Interest: Roles and Timeline**

A statement of interest outlining the applicant’s or team’s expertise and interest in this consultancy. For team or company applications, include:

* A clear division of roles and responsibilities among team members.
* A proposed activity plan, including a detailed timeline indicating when each task/activity will be implemented, based on each expert’s area of responsibility for completion of key deliverables.

1. **Relevant Expertise and Curriculum Vitae (CV)**

A comprehensive CV (or CVs for team applications) showcasing:

* The applicant(s) must demonstrate relevant expertise in key areas essential for the successful implementation of the specified assignments. These include:
* expertise in delivering training related to interpersonal skills for responsive social services;
* experience working with professionals or mentoring staff who support children and youth with disabilities through individualized and inclusive approaches;
* in-depth knowledge of legal and procedural frameworks related to disability and social care;
* expertise in the application of innovative assistive technologies;
* In addition, applicants should have a proven track record in developing and delivering training programs, particularly within specialized social services;
* Experience in conducting needs assessments and designing standards-based interventions is highly desirable.
* A demonstrated ability to facilitate supportive mechanisms—such as supervision, peer learning, and professional networking—is considered essential. Furthermore, familiarity with gender equity, healthy family relationships, trauma-informed approaches, and related social protection frameworks will be regarded as a significant asset.
* Proven experience in managing and facilitating trainings in specialized and community local services.
* References (2 or more) or examples of previous related work are highly recommended.
* In addition, applicants should have a proven track record in developing and delivering training programs, particularly within specialized social services. Proven experience in delivering accredited trainings and managing accreditation processes is a key requirement, as the curricula/modules must be accredited or submitted for accreditation to ensure that participants receive certified and formally recognized training. Familiarity with national accreditation standards and procedures will be considered a strong asset.

1. **Evidence of Similar Previous Work**

Attach samples, references, or documentation that demonstrate prior experience in similar assignments related to the scope of work defined in this ToR.

1. **Financial Offer**

A completed Financial Offer Form detailing the total consultancy fee, inclusive of all applicable taxes and covering all logistic and administrative aspects of implementation across the 14 municipalities. This includes (but is not limited to):

* Consultant fees and applicable taxes.
* Transportation and per diem costs for trainers/experts.
* Organizational and logistical costs for delivering trainings, including venue rent, materials (handouts, pre/post-tests, agendas, evaluation forms), printing, and other supplies.
* Coordination and facilitation of peer learning and experience-sharing sessions across municipalities.
* Costs associated with notifying and managing participant lists.
* Any other direct costs related to execution of trainings, workshops, and supportive supervision as outlined in the ToR.

Note: WVA will not provide logistical or field support (e.g., transportation, staff support, venue booking), therefore all necessary arrangements must be accounted for in the financial proposal.



**Technical proposal**

In this section, applicants will outline their approach and methodology for implementing the tasks. The proposal should include a rationale for the number of experts involved and their relevant experience. The team composition and task distribution must be clearly defined in a dedicated section of the technical proposal.

A detailed proposal document that explains the methodology and approach, with a focus on exploring the topics outlined in the responsibilities section. This document should provide a descriptive framework of how the expert(s) or expert team plans to carry out the process as outlined in the Terms of Reference (ToRs), along with a clear division of working days in accordance with the requirements specified in the embedded Excel document below.

**Financial Proposal**

The applicants should provide a detailed budget for delivering all the tasks and activities foreseen in this call. The budget should, at least, distinguish between expertise days (fee days), and miscellaneous costs related with the preparation, presentation and printing of the final report.

**No Price Negotiation**: *Please note that this tender follows a "best and final offer" (BAFO) approach. Suppliers are expected to submit their most competitive price and comprehensive proposal initially, as no negotiations regarding price will be undertaken after the submission deadline.*

*\*World Vision Albania maintains the confidentiality of the offer and documentation you submit based on its strict procurement policies.*

**Criteria for evaluation of applications**

*A Bidding Committee upon the following criteria will evaluate applications:*

*The cumulative analysis will apply a 70% weighting to the technical proposal and 30% to the financial proposal.*

* *Technical Criteria – 70 %*
* *Financial Criteria – 30 %*

***I-Technical Criteria (70%)***

*The quality of technical proposals will be evaluated based on the following award criteria and associated weightings, as detailed in the evaluation grid below:*

***1. Overall Response (10%)***

*1.1 Completeness of response. (3%)*

*1.2 Availability and flexibility. The consultant must show the ability to work in the field, travel, and adhere to specified timeframes. (3%)*

*1.3 Overall alignment with the Terms of Reference and understanding of the assignment. (4%)*

*2.* **Institution/organization or Key Personnel (30%)**

*2.1 Range and depth of organizational or team experience with similar projects (10%).*

*2.2 Samples of previous work (10%)*

*2.3 Proven qualifications and relevant experience of proposed team members (10%).*

***3. Proposed Methodology and Approach (30%)***

*3.1 Detailed work plan and implementation approach in line with the ToR (10%)*

*3.2 Implementation strategies, monitoring and evaluation methods, and quality control mechanisms (10%)*

*3.3 Compatibility of technologies used with World Vision systems (5%)*

*3.4 Use of innovative and effective approaches (5%)*

***II-Financial Proposal (30%)***

*World Vision is seeking an institution/organization or a group of experts capable of completing all deliverables outlined in the Terms of Reference (ToR).*

*Only financial proposals that cover each deliverable/activity described in the technical proposal (which must be aligned with the ToR) will be considered acceptable and evaluated further.*

*Applicants are expected to submit a comprehensive financial proposal that includes all relevant costs related to the implementation of the activities and deliverables, including administrative and logistical expenses.*

**III-*Final Evaluation and Award of Contract***

The contract will be awarded to the best technically acceptable proposal considering proposed prices.

The following formula will be used for combined technical and financial evaluation of proposals:

The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100. The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

Sf = 100 x Fm/ F, in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the proposal under consideration.

The weights given to the Technical (T) and Financial (P) Proposals are:

T = 70, and

P = 30

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: S = St x T% + Sf x P%.

Only Bidders that have passed the pre-qualification process of Technical and Administrative proposals will be considered for financial proposal evaluation.

**Deadline for receipt of applications:**

Only Questions/requests should be made to the following e-mail address:

address: vangjel\_kojku@wvi.org

# **Application procedure:**

The application documents should be submitted in the ProVision system. WVA team will provide you the information how to access the Provision and upload the documents.

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# **Payment Schedule**

In line with the details specified at the deliverables section, the payment to the Company will take place as follows:

Payment is contingent on approval by the World Vision Albania, EU for Social Care Coordinator and will be made after the competition of each deliverable:

Payment 1: After the successful completion of the first and second deliverables.

Payment 2: After the successful completion of the third, fourth and fifth deliverables.

**Notes related to World Vision Albania Child and Adult Safeguard Policy:**

All people working for World Vision Albania, or visiting its programmers are obliged to sign its Child and Adult Safeguard Policy and Behavior Protocols. This policy aims to create a child-safe organizational environment and is based on the principles of the UN CRC and its protocols.

**Important note: The contract will be awarded to the winner upon submission of official documents that certify that the full team of the project – including field team – complies with the child protection rules and procedures. The selected applicant will be informed about the required documents before finalization of the contract.**

***Principles of child protection involve briefly but are not limited to:***

* Treat children with respect and dignity
* Listen to children views and opinions
* Inform children parents/legal guardian/s and take a written consent before any interaction with children (this involves special written permission when it comes to photographs/videos)
* Be sensitive to the child age and maturity, cultural background and local social and family norms and respect them
* Dress in culturally appropriate way.
* Always be in the company of another adult (preferably parent/legal guardian or teacher) when meeting a child
* All visitors to WVA projects must be in accompany of WVA’s staff.
* Do not abuse with children (sexual, emotional, psychological and physical abuse).

*\*Please note that World Vision Albania personnel and visitors are expected to report any suspicions of child abuse to the National Director immediately. WV has policy and procedures that respond to accusations, which allows for a process that respects all involved. World Vision Albania holds the position that adults are always responsible for their behavior with a child, even if a child is acting seductively.*