

Request for Proposal 2024-06

Third-Party Monitoring (TPM) and evaluation in Albania, Bosnia and Herzegovina, Kosovo

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About GCERF

GCERF is the global fund for preventing violent extremism. It supports local, community-level initiatives to strengthen resilience against violent extremist agendas. As a public-private partnership operating at the nexus of security and development, GCERF works in partnership and consultation with governments, civil society, and the private sector in beneficiary countries to support national strategies to address the local drivers of violent extremism. GCERF provides support to community-level initiatives that: seek to address locally specific drivers of radicalisation; provide tangible, positive alternatives to what violent extremist groups may offer; counter violent extremist narratives and messaging and build the capacity of governments and civil society to counter violent extremism.

Background

GCERF supports local communities to increase their resilience to violent extremism (VE). GCERF's work is anchored in the Sustainable Development Goals, particularly Goal 16, "Peace, Justice and Strong Institutions." GCERF is also committed to the UN Global Counter-Terrorism Strategy (2006) and the UN Plan of Action to Prevent Violent Extremism (2016).

GCERF has been working in Western Balkans region since 2019, where GCERF has supported Civil Society Organisations (CSOs) consortiums to design and implement PVE-community level projects and initiatives related to reintegration, rehabilitation (R&R) of foreign terrorist fighters (RFTF). The primary role of CSOs in the process involves cultivating an enabling environment for R&R within communities through community-based activities aimed at promoting social cohesion, a sense of purpose, equal access to opportunities, and community agency. Furthermore, R&R programming emphasizes trauma-informed and violence-informed care. CSOs collaborate with government

partners to ensure that frontline workers at all levels receive the necessary training and skills to effectively support the R&R process. In order to better understand the impact of its funded programmes, GCERF is seeking to conduct external evaluation on two grants, one in Kosovo and one in Albania, and a Third Party Monitoring (TPM) exercise on one grant in Bosnia and Herzegovina.

Objective

To commission an authoritative service provider who will evaluate two GCERF grants in Kosovo and Albania, and perform a TPM in Bosnia and Herzegovina. GCERF expects the evaluator to use the [OECD DAC Evaluation Criteria](#) to evaluate and monitor the three grants, and to answer specific issues outlined in the section below. The service provider will be responsible for elaborating the research design, collect the necessary data, analyse the data collected, produce a good quality report and present the findings in a validation workshop.

The overview of the two grants for evaluation:

Grant 1 in Kosovo (Jan 2021 – Feb 2024):

This grant is a consortium of two organisations: one with managerial and administrative responsibility (consortium manager) and one as sub-recipients (consortium members). The focus areas of this programme are providing skill development, trauma processing, recreational activities for children, returnees and community members; building capacity for frontline workers on delivering R&R services; supporting schools and education departments in applying R&R practices; producing research and publications on Kosovo R&R program, with a focus on mental health.

The table below provides a summary of the estimated beneficiaries by type of output (the list is not exhaustive):

Output Type	WHO (beneficiary)	Scope/Target as per result framework
Small grants for income-generating activities (IGA) and business sustainability, vocational training and skill development	Returnees and families, community members	47 small grants; 30 people for vocational training and skill development
Trauma processing, extracurricular courses, theatres and social activities for children	Children (including returnee children)	400 children in healing and extracurricular course; Over 1,000 in forum theatres, recreational and educational activities
Capacity building for parents on pedagogical skills	Parents	180 parents
Capacity building for Frontliners to deliver R&R services (certified Trainings of Trainers, Channel training)	Frontliners (psychiatrists, psychologists, and social workers)	Over 50 frontliners
Support schools, education departments in applying R&R practices through small grants, capacity building	Teachers and school staff	19 schools in regions; 5 small grants; In progress: target 95 teachers and school staff

Research and reports on existing challenges of Kosovo R&R programme; Risk and Protective Factors of Mental Health of RFTFs	Frontline workers and other practitioners	2 publications
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Other than the evaluation against OECD criteria by type of outputs, GCERF would like the service provider to assess specifically:

- The content and quality of the publications produced by the programme, the relevance and effectiveness of these deliverables, how are they being used, by which audience, how were they implemented, what is the impact of the publications.
- The support and small grants provided to the schools, how effective were the grants being used, what deliverables were produced and how sustainable they are.
- Identify any gaps in implementation and key issues or bottlenecks in the programming (e.g. Issues in design, implementation process, project or data management, beneficiary selection); identify lessons learnt, based on which GCERF's portfolio could adapt its strategy.
- Identify the most significant change based on different population groups, and at institutional/policy level.

Grant 2 in Albania (June 2021 – Jan 2024):

This grant is a consortium of three organisations: one with managerial and administrative responsibility (consortium manager) and two as sub-recipients (consortium members). The focus areas of this programme are strengthening the capacity of various institutional actors and frontline workers (social workers, psychologists, teachers, community policing officers, Local Public Safety Councils, media workers etc.) on R&R services, providing them with tools, guidelines, regulatory frameworks and policy recommendations. The programme also works with community members on reducing stigmatization; in schools and after-school programmes and recreational activities for children; and provided vocational training, skill building for returnees and families.

The table below provides a summary of the estimated beneficiaries by type of output (the list is not exhaustive):

Output Type	WHO (beneficiary)	Scope/Estimates as per result framework
Capacity building on R&R services and procedures	Institutional representatives, frontline workers (social workers, psychologists etc.)	Over 1,000 officials, frontline workers and professionals; 468 school psychologists and social workers; 20 journalists
Production of guidelines, regulatory framework, training manuals and roadmap	Institutional representatives, frontline workers (social workers, psychologists etc.)	5 manuals on R&R programme and case management; 5 guidelines (on R&R programme and case management, psycho-social intervention; PVE; referral mechanism etc.);

		1 training manual for frontline workers; 1 roadmap and regulatory framework on LPSC; 1 roadmap on R&R best practices; Policy brief and study reports.
Strengthen the Local Public Safety Councils' role and engagement in R&R process	LPSC members, municipality representatives	81 LPSC members; 6 joint local inter-institutional plan for crime prevention and public safety by LPSC; evidence-based recommendations to inform the preparation of the draft law on LPSC
Afterschool programmes (language, cultural and recreative activities) and summer camps for children	Children	Over 1,800 children across 14 schools
Community-based initiatives, youth camps, cultural and sports events to promote acceptance, cohesion	Community members, youth, community leaders, religious leaders	Over 2,400 community members including youth, parents; Over 300 participants in women's councils 50 family members of the returnees; 6 religious leaders
Vocational training and business skills building	Families of returnees	25

Other than the evaluation against OECD criteria by type of outputs, GCERF would like the service provider to assess specifically:

- The content and quality of the guidelines, manuals, regulatory framework produced by the programme, the relevance and effectiveness of these deliverables, and whether/how these guidelines and framework were being used, by which audience, how were they implemented, what is the impact of such deliverables, how efficient were the resources used.
- The relevance of all local structure identified and engaged in the programme in working on R&R related issues (such as Local Public Safety Councils, Women's councils etc.), how effective are they, ideally in the form of quantitative mapping per geographic location. What worked/did not work for the local structures and what are the potential barriers to sustain these models.
- An in-depth analysis of the community perception change during the programme, based on secondary data and desk review (additional primary data collection to be implemented if necessary).
- Identify any gaps in implementation and key issues or bottlenecks in the programming (e.g. Issues in design, implementation process, project or data management, beneficiary selection); identify lessons learnt, based on which GCERF's portfolio could adapt its strategy.
- Identify the most significant change based on different population groups, and at institutional/policy level.

The overview of the grant for TPM:

Grant 3 in Bosnia and Herzegovina (Mar 2022 – Dec 2024):

This grant is the direct implementor, started in March 2022 the grant initially is scheduled to finish in Feb 2024, but received an extension until Dec 2024 to further expand and develop its programme. The programme focuses on supporting institutions in developing strategic communication approach; supporting the establishment and operationalization of the mobile teams. The programme also works with journalists towards decreasing risk of stigmatization towards returnees; building capacity of CSOs actors in R&R process. New outcome and outputs added as part of the extension in 2024 also focuses on enhancing support to educational institutions and providing direct support to returnees.

The table below provides a summary of the estimated beneficiaries by type of output (the list is not exhaustive):

Output Type	WHO (beneficiary)	Scope/Estimates as per result framework
Develop strategic communication approach	Institutions, service providers, media and organization working on R&R	1 communication strategy developed, involving 20 institutions representatives, service providers, experts, media representative
Establishment and operationalization of R&R mobile teams	Mobile team members (Experts in R&R, social workers, psychologists, legal experts and medical doctors)	1 central and 5 local mobile team with 12 members
Capacity building and sensitization on R&R	Journalists Representatives of NGOs and civil actors	8 journalists; 19 NGO representatives and civil actors
Support to educational institutions, professional trainings for the teachers, psychologists and pedagogues	Teachers, psychologists and pedagogues	In progress, started in Feb 2024
Direct support and case management	Returnees and families	In progress, started in Feb 2024

GCERF would like the service provider to assess during the TPM specifically:

- Verify and validate the grant progress to clarify whether the funded programmes are implemented as per the grant agreements, with a focus on outputs.
- Assess the quality of services at output level, with emphasis on how it is responding to the issues of R&R, violent extremism within the local context.
- Identify any potential early results in terms of immediate outcomes, such as knowledge change due to trainings; improved coordination and national/local level mechanism for R&R; recovery and reintegration of returnees etc.
- Identify any potential barriers and challenges to medium and long-term sustainability, provide analysis on the viability of the local mechanisms the consortia are working with; identify areas to be adapted or improved.
- Collect and capture a sample of beneficiary and sub-recipient feedback on the programme;

- Identify any gaps in implementation and key issues or bottlenecks in the programming (e.g. Issues in PVE programming design, implementation process, project or data management, beneficiary selection); identify lessons learnt, based on which the programme could be adapted
- Inform GCERF through a concise but meaningful report, following the OECD DAC evaluation criteria, especially relevance, efficiency, effectiveness and sustainability.

It is intended that the information gathered from the evaluation and TPM service provider will be used to ensure accountability by allowing the grantees, sub-grant recipients, and beneficiaries to share their feedback in a safe and secure manner. Evaluation and TPM findings will also be used to identify lessons learned and best practices as well as identify challenges and recommendations for corrective actions, if required.

The service provider will consult with GCERF on the sampling approach in terms of selected locations and beneficiaries. Upon the award of the contract, GCERF will provide further desk research documents, including but not limited to:

- Programmes' latest and final result framework, detailed workplan, narrative proposals
- Programmes' baseline, midline and endline reports (when available) and datasets
- Programmes' products, deliverables submitted to GCERF
- GCERF's own field monitoring report and findings

The service provider is expected to address all evaluation and TPM objectives and deliverables detailed in this RFP during the design (inception report and tool design), implementation (data collection), data analysis, and reporting stages.

The recommended timeline for the TPM is:

	Task/Output	Timeframe
1	Award of Contract	27 May, 2024
2	Inception Meeting	29 May, 2024
3	Inception Report (5-10 pages): approach, scope, data collection plan, workplan	03 June, 2024
4	Finalized tools for data collection	07 June, 2024
5	Data collection finalised	28 June, 2024
6	Preliminary findings presentation to GCERF Western Balkans Country Team	05 July, 2024
7	A first draft of report (max. 20-30 pages, excluding annexes)	12 July, 2024
8	A final draft of the Report based on first draft GCERF feedback (max. 20-30 pages, excluding annexes)	19 July, 2024
9	Annex of cleaned and filed raw data	19 July, 2024
10	A two-page summary of the evaluation purpose and key findings	19 July, 2024
11	A validation workshop to present findings to in-country partners and GCERF	25 July, 2024

Characteristics of the provider

GCERF is seeking to commission a service provider (evaluator/evaluation team) with demonstrated expertise in peace & conflict and P/CVE, knowledge on R&R is an asset, as well as excellent research methods skills.

The service provider should have the following competencies;

Technical capacity:

- Strong knowledge of the Western Balkans context;
- In-depth knowledge of current trends and challenges in the fields relevant to PVE and R&R (peacebuilding, conflict resolution, etc.) in Western Balkans and community-based approaches to programming and implementation;
- Thorough understanding of the sensitivities of peace and conflict, P/CVE and R&R work;
- Thorough knowledge of M&E methodologies and tools;
- Ability to draft concise reports and communicate clearly (including visualisation of results and findings when relevant);

Operational capacity:

- Capacity to engage with and oversee the work of local service providers if used;
- Team that includes members who speak fluently English, Albanian and Bosnian;
- Ability to interact with stakeholders in a sensitive and effective way;
- Evidence of conducting similar project/s in the past is an added advantage;
- The exercise will involve primary data collection in grant locations, some of which are difficult to access due to security and logistical constraints. Therefore, we expect the service provider to be able to access the communities and stakeholders directly or through potential in-country service providers/ partners.

GCERF will not be responsible for nor facilitate any duty of care arrangements, bidders must account for conducting own logistical, insurance, and security planning.

The preferred service provider is a recognised, credible institution or company with extensive experience in research/evaluation, particularly in Western Balkans.

Bidders without prior experience in governance, peace & conflict, and/or P/CVE and research methods need not apply.

The provider must comply with all applicable laws and regulations and should adhere to a strict confidentiality policy in relation to client information.

Its staffing levels, qualifications and expertise should be appropriate to be able to provide timely and high-quality services to GCERF. The provider should demonstrate a high degree of commitment to good customer service and a willingness to listen to the ideas and priorities of GCERF.

The fees charged should be reasonable, competitive and related to services rendered to the extent possible. The provider must comply with all applicable laws and regulations. It should adhere to a strict confidentiality policy in relation to client information. The provider should also abide by the following:

[Submission of proposals](#)

Proposals should follow the template provided below. Failure to follow the proposal structure or to comply with the instructions in this Request for Proposal will be at the bidder's risk and may affect the evaluation of the proposal.

Proposals should be sent latest by **30 April, 2024** by email in the form of “pdf files” clearly marked under subject “**Bid reference: 2024 – 06**”.. The email should be addressed to **bids@gcerf.org**.

Period of validity of the proposal

The proposal must be valid for a period of 90 days following submission.

Cost of preparation and submission of the proposal

The bidder shall bear all costs associated with the preparation and submission of the proposal, including but not limited to the possible cost of discussing the proposal with GCERF, making a presentation, negotiating a contract and any related travel. GCERF will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

Selection of bidders

Bidders are requested to provide the most appropriate and cost-effective solution to meet the requirements.

The selection will be made based on several criteria that will be applied systematically to all bids received:

- Responsiveness to request;
- Proposed approach;
- Qualifications, experience and composition of the team;
- Credibility of the bidder organisation;
- Quality of the offer document; and
- Financial offer.

Proposal template

Bidders must submit their proposal following the template below:

The proposal is made up of four different sections, all shall be included into one single document, if possible.

1. Disclosure form
2. Profile of the bidder
3. Technical proposal
4. Financial proposal

Please keep the overall proposal within 10 pages. You may annex additional information as needed.

1. Disclosure form

To be completed by a duly authorised representative of the Bidder: On behalf of (name of public institution/private or public business entity/myself) (referred to in this document as "the Bidder"), I (name and title of the Bidder's representative) confirm that I am a duly authorised representative of the Bidder and hereby submit this proposal in response to GCERF's Request for Proposal 2024-06. I confirm that all statements and representations made in the proposal are true and correct.

Date submitted:

Submitted by: (Name of Bidder)

Name and Title of Authorised Representative:

Date:

Signature

2. Profile of the Bidder

Please provide a brief background of the Bidder, highlighting relevant research and country experiences, including existing relationships in the country.

Please explain the legal status of the bidder; including its registration with the relevant competent authorities.

Please explain your organisational/individual strengths and values and your customer service approach.

Please provide information on prior experience with similar requirements and references that GCERF may contact.

3. Technical Proposal

A. Business needs: Please indicate your understanding of GCERF's business needs for which you are submitting this proposal.

B. Objectives and deliverables :

Please list the deliverables as specified in this Request for Proposal and indicate whether and how the Bidder commits to deliver these.

Optional: Present deliverables not listed in this Request for Proposal but which in your expert assessment, are necessary to achieve the objectives of this request.

C. Approach:

Please provide your ideas on the following:

1. Research design and methods that will be used to collect the data and answer the questions proposed.
2. Suitability of the proposed work plan and timeline: key tasks/phases, deliverables, indicative timeline and provisional dates of activities – may be presented using text and/or graphics;
3. Measures to ensure quality control over the delivery of services to GCERF.

D. Service Management Plan:

Please provide details for how your firm would ensure that it provides satisfactory services to GCERF. Please explain how you would coordinate the service offering, including proposed meetings and any proposed mechanism for feedback to and/or coordination with GCERF.

E. Team Composition:

Please provide the following information on the proposed team that would work with GCERF:

- Team organisation
- Individual team members; name, role in the team, area of expertise and relevant experience. Please include their CVs.
- Describe any team members that are to be sub-contracted within Albania, Bosnia and Herzegovina and Kosovo. Please include their CVs and areas of expertise.

F. Risk Mitigation Plan:

Please list any identified risks, including potential security and ethical concerns, which may affect the successful delivery of services and any proposed mitigating measures.

G. Assumptions (optional):

Please list the assumptions on which your proposed approach and successful completion of deliverables are based that you think would be important for GCERF to understand.

H. References:

Please briefly provide recent examples of similar projects has recently undertaken. Please indicate if the name of the client may be disclosed and if GCERF may contact the client for references.

4. Financial Proposal

Please explain the basis of the proposed fees and any other charges to GCERF and their level. This should include costing for administrative tasks including travel, accommodation, and visa procurement. Please note that GCERF is exempt from VAT. Please include the basis for invoicing and terms and conditions for payment. The costs should be USD.