



Request for proposal and ToR for External Evaluation

REQUEST FOR PROPOSAL

SOS Fshatrat e Fëmijëve Kosovë, location Graçanica, May 2025

NAME OF THE PROJECT	FAMILY STRENGTHENING PROGRAM IN GRACANICA
TYPE OF SERVICE	SPECIALISED BIDDER FOR EXTERNAL EVALUATION
LOCATION	GRACANICA KOSOVA
REPORTING TO	SOS FSHATRAT E FEMIJEVE KOSOVE

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1 Context and rationale

1.1 About SOS Fshtrat e Fëmijëve Kosovë

SOS Fshtrat e Fëmijëve Kosovë is part of a global federation of 134 National SOS Children's Villages Associations, working in more than 2000 programme locations worldwide. We work together with a single vision: every child belongs to a family and grows with love, respect and security.

Since 2001, SOS Fshtrat e Fëmijëve Kosovë has been active in the field of social protection through provision of high-quality direct care services for children and young people without parental care and provision of family strengthening services for families at risk of losing parental care. Within SOS Fshtrat e Fëmijëve Kosovë, we work together towards our vision for a world where "every child belongs to a family, and grows with love, respect and security.

SOS Fshtrat e Fëmijëve Kosovë works in close partnership with government institutions, civil society organisation and service providers to influence changes in practise and policy in the field of social protection.

1.2 Description of programme location and context

Family Strengthening Programme (FSP) in Gracanica is operational since 2007 and currently supports 110 children, 85 adults/young adults. In total, 265 beneficiaries across 39 families. Gracanica location consists mainly of Serbian nationality and based on 2011 census report, the total population is 10675.

The target group of FSP in Gracanica is:

- **Child and youth beneficiaries:** This target group includes children and youth who are at great risk of being deprived of the family environment. They have low educational, nutritional, health status and live in very difficult living conditions; children and youth who come from families with social problems and low income; children and youth who are subjected to violence inside the family; children and youth who have dropped out of school or have never been enrolled into school.
- **Adult beneficiaries:** This target group includes parents with many children; parents who have a low educational level and are unemployed; single mothers, families who have children with special needs; families of siblings or relatives taking care of children without parental care etc.
- **Partners:** NGOs, institutions that work in the field of childcare rights.

The overall goal of FSP is to prevent that children lose the care of their families. FSP in Gracanica empowers families, to strengthen their capacity to protect and care for their children and strengthens safety nets for vulnerable children and their families within the community.

The principles of Family Strengthening programme are:

1. The best place for children to grow is within their biological family
2. Parents/caregivers are responsible for the development of their children
3. Communities are a direct source of support for children and their families
4. The goal of development is the realization of human rights. Girls and boys, as well as their caregivers, are entitled to all the rights, as expressed in international human rights treaties.

Through all services in our programmes, we aim to reach the following outcomes:

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On the child level:

- Children and young people realise their rights and meet their individual needs, supported by their families and communities.
- Children and young people have safe, stable and nurturing relationships and are integrated in the community.

On family level:

- Empowering families to strengthen their capacity to protect and care for their children.
- Fostering community empowerment to support families in achieving self-reliance and building strong social support systems.
- Ensuring families have access to essential support services that meet children's developmental needs.
- Facilitating access to financial and material resources necessary to uphold children's rights and well-being.

In the frame of FSP, the following services are provided for children and families:

- Ensuring that families have access to essential services for the child, to meet their development needs. This includes child counselling, psychotherapy, recreational and socio-cultural activities, children's clubs, trainings, material, educational support, individual pedagogical sessions, health and psycho-social support. These services reach the children directly.
- Supporting families to build their ability to protect and care for their children. This includes supporting caregivers to develop their parenting knowledge and skills; to secure a stable source of resources (e.g. income and food production) to provide for their children's development needs now and in the future; and to manage their resources efficiently. These services include parenting capacity building, psychological support, psychotherapy, parent support group, recreational and socio-cultural activities, trainings etc.
- Strengthening support systems for vulnerable children and their families within the community. Support is given to community members (from the target group, relevant service-providers, or other concerned members of the community) to self-organise, so that they are able to develop and sustain their own responses to the needs of vulnerable children and their families. These services reach children through their communities.
- Economically empowering caregivers works with families to help them increase their income (resource generation) in order for children to actually benefit from more family resources. Supporting beneficiaries are multiple and include activities to enhance or access Employment (e.g. organise or link to technical and skills training, apprenticeship and job placement); Self-employment/entrepreneurship (e.g. organise or link to technical and skills training, facilitate access to credit, facilitate cooperatives); Production for consumption (e.g. provide start-up support).

The family strengthening programme works to ensure that all four levels of services (as outlined above) are effectively addressed.

Kosovo's demographic and social landscape has evolved in recent years. As of 2023, the population is approximately 1,739,825, with ethnic Albanians comprising 92%, Serbs 5.3%, and other ethnic groups making up 2.7%. The population remains relatively young, with children under 18 accounting for about 30% of the total population.

In terms of social assistance, approximately 35% of children living in poverty receive support from social assistance programs, indicating that a significant portion of vulnerable children may not be adequately covered. Regarding child labor, data from 2019-2020 indicated that 10.7% of children were involved in work, with 6.8% engaged in hazardous conditions, particularly among the Roma, Ashkali, and Egyptian

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communities. However, recent reports suggest that enforcement has been lacking, as the labor inspectorate did not report any cases of minors engaged in work during the reporting period.

Children with disabilities continue to face significant challenges. An estimated 38,000 school-age children with disabilities are not attending school, and only 15% of people with disabilities aged 15-64 are employed. Efforts are underway to improve access to health, education, and social services for these children.

In the municipality of Graçanica, where the main population is of Serbian ethnicity, the population was estimated at 12,158 in 2021.

The number of families benefiting from social assistance is 121.¹

In Family Strengthening Program in Graçanica location, on average, one family has three children, where the average income is 68 euros per month, which is 66 cents in a day per child. According to the World Bank the International Poverty Line (IPL), a global absolute minimum, to \$1.90 per day, which means the amount that beneficiaries spend per day is below the standard of living. With this income, parents must pay utility bills, buy food, and buy children's school supplies. In the winter, they have to buy firewood. Poor living conditions and the parallels system due to the political challenges in this area are main stress factors for the target group in this location, accompanied by low education level, emotional and behaviors issues, lack of parent skills and family social interactions.

1.3 Rationale and overall objective of the external evaluation

SOS Fshatrat e Fëmijëve Kosovë plans to conduct periodic (3-5 years) independent external evaluation for Family Strengthening Program in Graçanica.

The rationale for conducting this external evaluation is to ensure an independent, objective, and systematic assessment of the project's relevance, effectiveness, efficiency, sustainability, and potential impact. The evaluation will provide evidence-based insights to inform decision-making, improve future programming, and enhance accountability towards stakeholders, including donors, partners, and beneficiaries.

The overall objective of the external evaluation is to assess the extent to which the project has achieved its intended outcomes and contributed to its overarching goal. The evaluation will also examine the quality and sustainability of results, as well as identify lessons learned and best practices.

2 Instruction to bidders

The bidders are welcome to submit their proposal for external evaluation Family Strengthening Program in the location of Graçanica. This bid is open to all national providers who are legally constituted and can provide the requested services. The proposal and all supplementary documents have to be submitted in Albanian/ Serbian. Financial bid needs to be stated in euro.

2.1 Process of Submission of Bids

The bidders are welcome to submit their proposal for the external evaluation of FSP Graçanica, in the address Str. 1 Tetori, n.n., Velania, 10000, Prishtina. The proposal can be submitted also electronically in PDF format and sent to: procurement1@soskosova.org

¹ <https://resourcecentre.savethechildren.net/library/legal-and-fiscal-context-well-capacities-social-service-providers-kosovo>

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During the process of evaluation, technical bids will be opened and evaluated first. The financial part of those proposals, which are shortlisted after evaluation of the technical proposal, will be opened in a second step.

2.2 Documents to submit

- Registration certificate
- Financial proposal must be signed and stamped / or with an official logo
- Financial Proposal should be stated in EURO without VAT
- Bid submission: Technical proposal with evaluation methodology with the framework of working tools/ instruments of collecting the data which will be used.
- CVs of the bidder research team member(s);
- Three letter references (at least two of them must be familiar with your work)
- Three examples of recent/relevant evaluation report (if available for public use)
- Name and contact details of the bidder as well as description of relevant previous experiences in such or similar assessments (The list of previous External Evaluations/ similar evaluation published);
- The bidder must provide a document that proves that the experts involved in the evaluation process are proficient in both Albanian and Serbian languages and are capable of conducting interviews in both languages.

The financial offer must be valid for 60 days

Before signing the contract:

- the bidder should bring the confirmation of tax department that there is no debt pending from this bidder.

2.3 Deadline for submission

The proposal has to be received by latest on 15.05 2025 by the end of the day. Proposals received after the deadline will not be considered.

2.4 Modification and withdrawal of bids

Proposals may be withdrawn on written request prior to the closing date of this invitation. Any corrections or changes must be received prior to the closing date. Changes must be clearly stated in comparison with the original proposal. Failure to do so will be at bidder's own risk and disadvantage.

2.5 Signing of the contract

SOS Fshatrat e Fëmijëve Kosovë will inform the successful bidder electronically and will send the contract form within 3 weeks after closure of the bid submission deadline. The successful bidder shall sign and date the contract and return it to SOS Fshatrat e Fëmijëve Kosovë within seven calendar days of receipt of the contract. After the contract is signed by two parties, the successful bidder shall deliver the services in accordance with the delivery schedule outlined in the bid.

2.6 Rights of SOS Fshatrat e Fëmijëve Kosovë

- contact any or all references supplied by the bidder(s)
- request additional supporting or supplementary data (from the bidder(s));
- negotiate with the service provider(s) who has/have attained the best rating/ranking, i.e. the one(s) providing the overall best value proposal(s);
- contract any number of candidates as required to achieve the overall evaluation objectives

2.7 Evaluation of proposals

After the opening, each proposal will be assessed on its technical quality with evaluation methodology and compliance and on its price. The proposal with the best overall value, composed of technical merit and price, will be considered for approval. The technical proposal is evaluated on the basis of its

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responsiveness to the Terms of Reference (TOR). Bidders may additionally be requested to provide additional information during evaluation (to SOS Fshatrat e Fëmijëve Kosovë on the proposed services.

The criteria for selection are:

Criteria	Maximum points
<ul style="list-style-type: none"> The bidder must demonstrate experience with at least 3 projects/works with focus on areas of child protection systems, families at risk, and social welfare structures. The bidder must have experience in social services, with academic qualifications of personnel involved in social sciences (e.g., Social Work, Psychology, Sociology, Social Pedagogy, Community Development) as an advantage. Language requirements: Proficiency in Albanian and Serbian is mandatory. Proficiency in English is preferred but not mandatory. Minimum of 3 years of demonstrable experience in project evaluation, needs assessment, research, and publications. The CVs of staff members involved, who will be evaluated based on their qualifications and experience. Additionally, the submission of at least three previously conducted research studies is required as evidence of the team's relevant expertise and capabilities. 	30
<ul style="list-style-type: none"> Methodology and work plan: The proposed approach must be realistic, feasible, and aligned with best practices, addressing the evaluation purpose effectively. 	35
<ul style="list-style-type: none"> Financial proposal 	35
Total	100

All bidders must meet the essential criteria. There will be a maximum of 100 points divided and 100 points in preferred criteria.

3 Terms of Reference

3.1 Objectives of the evaluation

3.1.1 Overall objective

The overall objective of this external evaluation should analyse the progress that programme has made in Family Strengthening in Gracanica. The main purpose of the external evaluation is to assess the relevance, coherence, effectiveness, efficiency, impact and sustainability of the program.

The findings and recommendations of the evaluation will be used as a basis for strategic planning on national level; for improvement of programme design and for future development of family strengthening approach and national level.

3.1.2 Specific objectives

- To assess the relevance and effectiveness of the results of the programme made in the lives of the participating children and their families (programme target group).
- To evaluate the efficiency of the programme in relation to beneficiaries, cost, and timeframe.
- To analyse the sustainability of the programme (institutional, social, financial, etc.)
- To make recommendations for improving future development of program interventions.
- To document/assess the current figures of the Objectively Verifiable Indicators as found in log frame

3.1.3 Scope

The evaluation aims to assess the changes in the lives of the children, their families and their communities and overall progress of the Family Strengthening Programm in Gracanica location.

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The evaluation should identify the key lessons learned that can be applied to improve the relevance; coherence, efficiency; effectiveness; sustainability and impact of the programme interventions.

Evaluation approach

The external evaluation should use participatory methodologies to involve programme participants (families currently being on the programme as well as families that have already left the programme) and wherever possible children, youngsters should be involved in the design and implementation of the evaluation. Evaluation team must respect participants' rights of programme participants regarding voluntary participation in the evaluation, including their right to withdraw such participation at any stage if they so decide. As a minimum requirement, this evaluation exercise looks at the changes that have happened in participating family's lives due to their participation in the programme.

The evaluation approach should be results-oriented, ensuring clear evidence of both quantitative and qualitative achievements, as well as the outputs and outcomes generated by the programs. It should utilize both primary and secondary data, collected from a diverse range of sources. **Secondary data** should be gathered from relevant documents provided to the evaluator. **Primary data** should be obtained through direct engagement with program stakeholders, as outlined in the Log Frame of FSP Gračanica. This will involve on-site observations, semi-structured interviews, and focus group discussions with program staff, participants, and key stakeholders.

The bidder proposed evaluation methodology should provide a detailed plan, including clearly defined objectives and evaluation questions; step-by-step assessment procedures; sample selection criteria; data collection methods; tools and instruments for measurement and a structured timeline for execution. The evaluation will be guided by the **DAC criteria—relevance, coherence, effectiveness, efficiency, impact, and sustainability**—to ensure a comprehensive assessment. Based on these criteria, fieldwork instruments and questionnaires will be developed to capture meaningful insights from stakeholders, enabling data-driven decision-making and program improvement.

Data collection process includes:

- Reviewing the program documentation and other sources of information at program level
- Identification of the major stakeholders who are associated with the program to be interviewed, such as the direct participants of the program (children, caregivers) implementation partners, key local government representatives, and other service providers
- Selection of representative sample of communities or groups to be interviewed based on agreed criteria
- Agreeing on the type of information to be collected
- Preparation of checklists and other tools for data collection
- Develop methodological tools for data collection and consult with program staff on program /national/continental level
- To fill in questionnaires and conduct interviews with programme beneficiaries, co-workers, , representatives of partners, local authorities and community, focus groups and analysis of data, SWOT Analysis
- The evaluation should use quantitative (e.g. surveys) and qualitative data collection methods such as semi-structured interviews (for example with focus groups, key informant, large groups, individual interviews, etc.) as necessary
- Methods of collecting the data such as interviews, focus groups or surveys should contain questions that are objective, understandable for the participant, unbiased and should not be opinionated or misleading.
- During the whole process of conducting the Evaluation, it is mandatory to respect the autonomy of individuals participating in the data collection phase of the evaluation by obtaining an understandable informed consent document.

Data analysis and elaboration of evaluation report.

External evaluator will analyse collected data and will prepare an evaluation report that describes the main evaluator's findings, recommendations and lessons learned. The final report should follow the structure and content as outlined in the terms of references. That stage includes:

- Analysis of the data and elaboration of conclusions and recommendations

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- Preparation of a draft report
- Finalise the report after inputs from various stakeholders

The main participants of the evaluation are:

- Direct program beneficiaries (marginalized families/parents/youngest and children, families that left the programme)
- Direct stakeholders (state and municipal bodies in child protection, education, welfare, other local authorities, community, etc.)
- Program staff (social workers, psychologist, pedagogue, program manager and other hired specialists)
- National level (Children's Village Program Director – location Prishtina, Programme Development Office - National Programme Advisor, Finance Manager, and others)

Evaluation team of bidders must respect participating communities' culture, social norms, values and behavior; and maintain appropriate relationships with participants during evaluation. Evaluation team must respect confidentiality of information gathered from respondents. They should observe standards relevant to research in child protection field and to uphold standards of behaviour that are acceptable to SOS Fshatrat e Fëmijëve Kosovë. The expert team of the bidder must sign the Code of Conduct, Child Protection Policy, and all relevant statements that guarantee data protection and confidentiality prior to the commencement of the evaluation.

Key reference documents:

Programme Documentation:

Concept not

Result framework

Log FSP P

PP FBC- FSP (Increased Quality of Services and additional Economic Empowerment services in existing FSPs, 2014)

Impact Evaluation for the Family Strengthening Programme in Matiqan and Graçanica

Annual FS Project Plan Graçanica and Matican for 2012

Log Frame of FSP Graçanica

-Log Frame FBC and FSP P

PP FBC- FSP (Increased Quality of Services and additional Economic Empowerment services in existing FSPs, 2014)

FSP PP (2006)

M&E plan Graçanica

Annual Self-evaluation results (2017, 2018, and 2019)

Annual reports (2017, 2018, and 2019)

FS graçanica for children and family's admission criteria

National Concept of economic empowerment

SOS Programme Database Reports

SOS internal documents:

- Kosovo National Strategy

- Kosovo Annual plans

- CV Programme Plan

- SOS Family Strengthening Manual

- SOS Care Promise Priorities

- SOS Child and youth safeguarding Policy

- Guidelines on case managements procedures in the Frame of Family strengthening Projects 2012

- National Service Description for Family Strengthening

- Guidelines on case managements procedures in the Frame of Family strengthening Projects 2012

External documents:

- National Strategical Plan 2019-2023 Child Protection

- National legal requirements and guidelines regulating services

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- United Nations Convention on the Rights of the Child
- The UN Sustainable Development Goals
- The UN Guidelines for the Alternative Care of Children,

Key areas for the external evaluation:

Within the family strengthening programme, children, families, and communities have been supported in various areas, which the external evaluation exercise should look at. The evaluation will focus on following key areas and illustrative set of guided questions. Therefore, the evaluation team needs to decide in cooperation with the national programme team, which of the below mentioned areas and in what extent apply to the particular programme and set of questions will be further elaborated during preparatory phase.

The external evaluation will assess its relevance, coherence, effectiveness, efficiency, impact, sustainability, and management. It will examine whether the programme addresses the needs of the target group, marginalized families, children, and state specialists—and aligns with local and international policies. The evaluation will also analyze the extent to which the programme complements other services, ensuring there is no overlap and that it effectively coordinates with stakeholders.

Effectiveness and efficiency will be measured through programme objectives, strategies, and resource allocation. The evaluation will review how many children and families have benefited, whether they have become self-reliant, and if the programme has improved their quality of life. The cost-benefit analysis will explore alternative approaches for achieving results more economically while maintaining quality.

The assessment of impact and sustainability will focus on long-term changes in children, families, and communities, as well as the programme's ability to continue without direct SOS involvement. It will consider institutional support, financial sustainability, and the readiness of partners to take over. The evaluation will also review programme management and coordination to ensure effective implementation and stakeholder collaboration.

3.2 Work plan and expected deliverables

The evaluation will be carried out in 3 stages. All steps that lead to deliverables are marked in bold.

Stage 1: Prepare

Undertake all required preparations for the field evaluation: propose detailed methodology, review the proposed methodology in close cooperation with SOS Fshatrat e Fëmijëve Kosovë, conduct desk research (analysing all documents related to assignment), identify key informants, plan data collection process, organisation & logistics, and prepare field visit schedule. Submit and secure approval for the refined evaluation design and methodology in an inception report: document (i) proposed methodological set-up, (ii) locally adapted and proposed data collection tools. Preparation of checklists, participant lists and other management/organisational information for data collection and field visit schedule.

Stage 2: Conduct

The bidder holds preliminary discussions with key project team from SOS Children Village Kosovo.

- Facilitate learning during the data collection exercise.
- The fieldwork with key beneficiaries, stakeholders and partners.
- Collection of data as per the agreed methodology and tools.
- Analysis of the data.

Stage 3: Submit findings

The bidder submits the first draft report(s) in English/Albanian (Serbian) language and in accordance with the report format given below.

- Presentation of the findings to the project team / national office staff (face-to-face).

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- After having received feedback – finalize the report and submit it in English/ Albanian (Serbian).

Deliverables:

- Refinement of evaluation study design and methodology in an inception report
- First draft of the final report in Albanian/ Serbian.
- Presentation of preliminary results to SOS Fshatrat e Fëmijëve Kosovë (face-to-face)
- Final report

3.3 Report criteria

The evaluation will result in the concise Family Strengthening Program evaluation report, in Albanian/ Serbian with a maximum length of 50 pages including an Executive Summary. All confidential information should be kept in a separate annex to protect participants. The final report should be provided electronically and in hard copy.

The report format below must follow the following format:

- Cover page
 - Title of evaluation report
 - Country, programme, date of evaluation
 - Name of consultant
- Executive summary (*maximum 2 pages; cross-reference pages or paragraphs in the main body*)
 - Evaluated action
 - Purpose and methodology (incl. limitations and challenges)
 - Main conclusions, recommendations, and lessons learned
- Main body
 - The structure of the main body is determined by the desired results (See 2.3)
 - Methodology and evaluation approach
 - Findings regarding relevance, coherence, effectiveness, efficiency, impact and sustainability.
 - Conclusion and recommendation - for each key conclusion, there should be a corresponding recommendation that is realistic, pragmatic, and operational
- Annexes
 - Terms of Reference
 - List of persons interviewed, and sites visited
 - Map of areas covered by the programme
 - Other

3.4 Qualification of the external evaluator bidder (evaluation team)

The bidder/ evaluation team must have:

- a) Proven competency/ experience (record of Previous experiences) in similar evaluations;
- b) Proven experience in participatory processes and data collection methods (including age-appropriate data collection methods)
- c) University degree in Social Work, Psychology, Social Pedagogy, Law, Human Rights, Children Rights or equivalent professional experience.
- d) A good experience and competence in project analysis and evaluation in the field of human rights, child rights, social welfare, and child protection.
- e) Must have experience in developing and implementing required research methodologies.
- f) Must guarantee timely delivery of expected results and tasks.
- g) Must be familiar with ethical standards on issues related to children and are required to sign the Confidentiality Agreement, Statement of Commitment to Child and youth Safeguarding Policy, Code of Conduct, Data Protection Agreement, Code of Ethics, and all relevant statements that guarantee data protection and confidentiality. The author should not use copyrighted material.

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3.5 Timetable

The evaluation will be conducted during May - June. The final report should be submitted by 08. August. 2025

In order to ensure a smooth execution of this assessment, the local bidder is expected to follow the tasks listed below:

Activities	Time frame	Location
Prepare evaluation and submit suggested data collection methods and interview stakeholders to the contracting body (inception report)	5 days	
Conduct desk research (general)	2 days	
Conduct data collection (interviews, focus groups etc.)	10 days	Graçanica
Analyze data	5 days	
Prepare draft report and present the results to different stakeholders including programme participants	3 days	
Incorporate feedback and prepare final report and presentation	2 days	

3.6 Duration of the contract and terms of payment

Payment will be made only upon SOS Fshatrat e Fëmijëve Kosovë acceptance of the work performed in accordance with the above described deliverables. Payment will be affected by bank transfer in the currency of billing and is due 30 days after receipt of invoice and acceptance of work.

Funding and Payment: The consultant will be paid by SOS Fshatrat e Fëmijëve Kosovë as follows:

25% on the submission and approval of inception report

25% on the submission and approval of the draft report when presenting the results to different stakeholders including programme participants

50% on completion and approval of final report

The contract is effective from the moment it is signed until completion of the contracted services, satisfactory to the requirements and acceptable by SOS Fshatrat e Fëmijëve Kosovë.

3.7 Notice of delay

Shall the successful bidder encounter delay in the performance of the contract which may be excusable under unavoidable circumstances; the contractor shall notify SOS Fshatrat e Fëmijëve Kosovë in writing about the causes of any such delays, as soon as the former learns that such circumstances have arisen. After receipt of the Contractor's notice of delay, SOS Fshatrat e Fëmijëve Kosovë shall analyse the facts and extent of delay, and

may grant a reasonable extension of time for the performance of services provided that the delay is duly substantiated. Any delay beyond this period may be grounds for contract termination.

3.8 Copyright and other proprietary rights

1. The Contracting Authority has the title over intellectual property and other property rights, without restriction to copyright in relation to the report, processes, ideas, documents and other materials that the Service Provider has developed for The Contracting Authority under the contract.

2. All materials: plans, reports, evaluations, recommendations, documents and all other data drafted by the Service Provider or accepted by the Service Provider will be the property of SOS Fshatrat e Fëmijëve Kosovë and will be treated as confidential and will be submitted only to The Contracting Authority at the end of the work according to the contract, except as otherwise required by applicable law.

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3. The copyright of the products will belong to The Contracting Authority and the Service Provider will not be authorized to use or reproduce them anywhere else. The Service Provider is obliged to submit all the raw data collected during the evaluation to the Contracting Authority.

3.9 Termination

1. This Agreement will terminate automatically when the full payment for the provision of services is made to the Service Provider.

2. In case of unsatisfactory performance, SOS FFK will negotiate with the Service provider so that the work/material can be changed. If the work fails to meet the expectations, the Contract will be terminated with a notice letter seven (7) days in advance.

3. Contracting Authority shall be entitled to terminate this Agreement at any time, with immediate effect if it reasonably believes that there has been a fundamental or serious breach of this Agreement (including a fundamental or serious failure to satisfy or comply with the Offer and Terms of Reference) and which are not cured within 7 days by the Service Provider or cannot be cured due to their consequences.

4. Upon termination of this Contract by Contracting Authority prior to the expiration date of the Contract under paragraphs 2 of this article, the Service Provider shall not raise any claims for compensation, except for the compensation of any outstanding fees up to the Termination Date and in proportion with the days worked, for the works which are already approved by the Contracting Authority. In the event of termination under the circumstances described in paragraph 3 of this Article, the Contractor shall not receive any compensation in relation to this Agreement.

5. The termination prior to expiration date shall not release the Service Provider from compensation of any damages caused to Contracting Authority as a consequence of termination due to Contractor's fault.

6. Until the contracted service is completed the Contracting Authority may withdraw from the contract whenever such party wishes; however in this event the Contracting Authority must pay the agreed payment to the contractor, minus the costs not incurred by the contractor that would have been incurred had the contract not been rescinded, and also that which was earned elsewhere and that which the contractor had no intention of earning.

7. The Parties may terminate this Agreement at any time by mutual written agreement.

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4 Annex

4.1 SOS Fshatrat e Fëmijëve Kosovë policies

SOS Children's Villages Kosovo has established policies for child and youth safeguarding and a code of conduct, which the expert is expected to adhere to. The expert will also be required to sign a declaration of commitment to the Policies of SOS Children's Villages, which include: the Child and Youth Safeguarding Policy, the Policy for Prevention and Protection against Sexual Harassment, Exploitation and Abuse, Anti-Corruption Regulation, Code of Conduct, and the Declaration on Data Protection.

This commitment will be formalized at the time of contract signing, during which the consultant will be briefed on the organization's internal procedures related to safeguarding.

In addition to the above mentioned, the following key areas for ethical consideration need to be taken into account: <http://childethics.com/ethical%20guidance/>

Graham, A., Powell, M., Taylor, N., Anderson, D. & Fitzgerald, R. (2013). Ethical Research Involving Children. Florence: UNICEF Office of Research - Innocenti.

The successful bidder is requested to obtain written consent from all participants of the evaluation process and/or their official guardians/representatives (when applicable).