

# TERMS OF REFERENCES

## CALL FOR EXPRESSION OF INTEREST

### PIAKOS PARTNERS BASED IN KOSOVO

**Contracting Authority:** Advocacy Training and Resource Center - ATRC

**Project funded by the:** World Bank through the International Bank for Reconstruction and Development (IBRD), acting as administrator of the State and Peace Building Multi-Donor Trust fund.

**Project Title:** Public Information and Awareness Services for Vulnerable Communities in Kosovo (PIAKOS)

**Deadline for submission of applications:** 26 February 2024, at 4 P.M.

**Reference Number:** PIAKOS 01/2024

**Reference Title:** Promote land and immovable property rights, engage communities, and foster dialogue with public authorities in Kosovo to educate women, youth, and minorities in property rights as a human right.

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## 1. PROGRAMME OVERVIEW

Advocacy Training and Resource Center (ATRC) is a Kosovar non-governmental and non-profit organization with the vision to enable an environment that fosters democratic resilience and active citizenry. Since its registration, in 2001, ATRC has been focused on increasing citizen and civil society participation in decision-making, in order to promote democratic values and norms. ATRC has signed a grant agreement with the International Bank for Reconstruction and Development (“Bank”), acting as administrator of the State for Peace Building Multi-Donor Trust fund, in an amount not to exceed two million eight hundred twenty-five thousand United States Dollars (USD 2,825,000) (“Grant”) for implementation of the project: Public Information and Awareness Services for Vulnerable Communities in Kosovo. In a backdrop where disparities in access to information and services are pronounced, the PIAKOS project emerges as a beacon of hope for marginalized communities in Kosovo. It endeavors to bridge the information gap, promote inclusivity, and fortify land and property rights. By concentrating efforts on vulnerable communities, the project aspires to drive community development, stimulate socio-economic growth, and lay the groundwork for a more equitable society.

This project aims to address the critical need for improved access to information and counseling services for women, youth, and vulnerable persons in Kosovo. **The objective of the Project is to improve access to land and property registration information and counseling services for women, youth, and vulnerable persons in Kosovo.** The project spans the entire territory of the Republic of Kosovo, emphasizing regions inhabited by ethnic minorities and other vulnerable communities at the community level.

By the end of implementation, the project aims to achieve the following:

- Land tenure security is strengthened in the project areas.
- Understanding of, and access to, property registration services improved
- Awareness of benefits of property rights (including women, ethnic minorities, and youth) increased.
- Increased availability, quality and reliability of public outreach activities in Kosovo.

The PIAKOS project is rooted in the objective of enhancing access to pivotal information and counseling services, thereby bolstering land and property registration and reinforcing tenure security. The Theory of Change underpinning the project posits that by enlightening and empowering communities, individuals are better poised to assert their rights, fostering social cohesion and community well-being, and ultimately contributing to the overarching goal of sustainable development.

## 2. PROJECT COMPONENTS:

The project comprises awareness campaigns, capacity-building initiatives, and strategic engagement with Civil Society Organizations (CSOs) and other facilitating partners. These components aim to address diverse needs, facilitate knowledge transfer, and foster an environment conducive to community participation and empowerment.

### 2.1 Component 1: Public Outreach and Awareness

**Public Awareness for Ethnic Minorities:** Targeted campaigns, workshops, and advocacy

initiatives focusing on property rights and dispute resolution mechanisms for ethnic minorities.

**Promotion of Women's Land Rights:** Development of communication strategies, production of specific public information materials, and implementation of awareness campaigns to enhance women's access to land and property registration.

**Youth Outreach:** Activities targeting primary and secondary schools to raise awareness among young people about the importance of land and property registration.

## 2.2 Component 2: Targeted Analysis for Inclusion

**Analysis of Ethnic Minority Challenges:** Comprehensive assessments of challenges for ethnic minorities in land and property registration based on location, cultural background, and political context.

**Women's Land Rights Challenges:** Identification of challenges, previous attempts, and recommendations for new approaches in addressing women's land rights based on various factors.

## 2.3 Component 3: Capacity Building and Project Management

Capacity building programs for key stakeholders and civil society actors in cadastral reconstruction, mediation, and legal solutions. Additionally, project management support, including monitoring and evaluation, procurement, financial management, and adherence to environmental and social standards, will be provided by ATRC and partner CSOs.

## 3. OBJECTIVE OF ASSIGNMENT

To develop public outreach and awareness for all of Kosovo's marginalized groups regarding property rights, the implementation of PIAKOS components 1 and 2 will be supported by Facilitating Partner(s) or their consortium as described in this TOR. Specific Components 1&2, terms of references are outlined below on this Call for Expressions of Interest (EOI) for identifying eligible potential partnerships.

The objective of this assignment is to carry out outreach national campaigns, capacity building for municipal staff, court monitoring on property rights issues, official discussions and meetings, counseling services, and free legal aid support to subprojects in selected municipalities. The Facilitating Partner(s) will work closely with the PIAKOS staff, Municipal Cadastral Offices, Mediation Chamber, and Notary Offices in local level throughout the community subproject cycle implementation.

### 3.1 Target populations:

- Ethnic minorities
- Women
- Youth
- Key institutional actors on property issues

### 3.2 Geographical locations

Activities will be implemented in 27 municipalities, including Kamenica, Gjlani, Novobërdë, Vitia, Prizren, Gjakova, Peja, Rahovec, Suhareka, Ferizaj, Fushe Kosovë, Obiliq, Prishtina,

Vushtri, Mitrovica, Lipjan, Mamusha, Shtime, Klllokot, Ranilug, Partesh, North Mitrovica, Leposavić, Zubin Potok, Zvečan, Shtërpçë, Gračanica.

This call for expression of interest offers opportunities for Partners operating in Kosovo to implement actions focused on land and property rights, particularly benefiting vulnerable groups. This contribution aims to promote rights, enhance research capacities, and facilitate social dialogue with public authorities.

This call for expression of interest comprises **three distinct Lots**, each delineating specific areas of focus and engagement. The details for each Lot are provided below, offering potential stakeholders a comprehensive understanding of the diverse opportunities and objectives encapsulated within this expression of interest.

### **Lot I: Awareness-raising/Door-to-Door Campaigns (targeting all ethnics minorities, women, and youth)**

- National and local awareness-raising campaigns to increase awareness on property registration and dispute resolution mechanisms for addressing property disputes;
- Door-to-door campaigns in selected municipalities
- Workshops and focus groups in municipalities and villages targeting all target groups on the topic of property registration (some of the topics: Campaign on Tax free on property registration for the targeted communities, Workshops for accessing free legal aid providers; Administrative procedures for property registration).
- Awareness raising activities at the local level to inform community on property registration and dispute resolution mechanisms for addressing property disputes
- Awareness activities for the activation and registration of addresses.
- Advocacy campaigns (discussions and meetings) at the Municipal level for adoption and harmonizing the procedural and legal framework on property rights.
- Awareness raising activities on joint registration of the property on the names of both spouses offered at free of charge through sublegal act.
- Retreat in nearby localities for awareness raising activities

### **Lot II: Capacity building/Counseling Services (targeting all target groups)**

#### **Community work**

- Targeted counseling services to support target groups in the completion of land and property registration documentation, property registration challenges (inheritance, etc.)
- Linking information of tenure security and registration to access to finance (importance of property title and access to mortgage and loans).
- At least 2 seminars (1+1 follow-up) with the women prisoners in the Lipjan Correctional Center for Female Prisoners on their property rights and access to finance, in cooperation with the staff of one of the women's shelters in Kosovo.

#### **Institutions**

- 7 Regional capacity building programs for Municipal Cadastral officials on Reconstruction of the Cadaster, addressing challenges, in coordination with Cadastral Agency of Kosovo.
- Supporting Mediation Chamber's promotional activities which encourage citizens to use the mediation services as an alternative solution to property disputes.
- 7 Regional workshops for Municipal Cadastral officials to standardize the institutional

- approach in dealing with and covering the expenses of property registration.
- 7 Regional Workshops with the Chamber of Private Enforcement Agents.
  - 7 Regional Workshops with Chamber of Notaries.
  - Developing the Standard Operating Procedures (SOP) in accordance with current legislation on property rights including Law on KCA and which will serve for standardizing the procedures of property registration.
  - Organize 7 trainings with journalists in 7 regions of Kosovo in close cooperation with Association of Journalists to improve reporting on property rights, which could lead to better presentation of institutional results on property rights and inheritance.

### Schools/Universities

- 140 students from Law Faculties in 7 Regions will be trained on Property and Inheritance Rights. The guidelines will be prepared and distributed.
- Trainings in high-schools targeting around 250 schools in Kosovo. Among other things, selection criteria will be based on number of students, areas where significant number of ethnic minorities live (Serbs, Roma, Ashkali, Egyptians, Turks, Bosnians, and Goranis), and schools that are located in Kosovo's "priority cadastral zones" where large portions of Kosovo's national population live and where economic activity and output is most prominent.

### Lot III: Court monitoring and free legal aid (targeting all target groups)

- Conduct court monitoring on property rights issues.
- Produce court monitoring reports and analysis.
- Free legal aid support and free legal services on property registration challenges.
- Free legal aid support, free legal services, and for war widows in 2 targeted cadastral zones.

### 4. ELIGIBILITY CRITERIA:

- The Applicant(s) collectively should possess a minimum of 3 years of demonstrated work experience in the following areas:
  - Advocacy Campaigns
  - Community-driven development approaches to addressing property challenges
  - Women outreach and mobilization, including the design and implementation of women-centered social media campaigns
  - Ethnic minority outreach and mobilization, including the design and implementation of minority-centered social media campaigns
  - Youth minority outreach and mobilization, including the design and implementation of youth-centered social media campaigns
  - Legal counseling services
  - Court monitoring
- Familiarity with global, regional, and local best practices in property rights.
- The Applicant(s) must possess the necessary material and technical infrastructure (office premises, vehicles, furniture, equipment, office supplies, and communication tools) to ensure the successful implementation of this Terms of Reference.
- The Applicant(s) must be registered in the Republic of Kosovo for a minimum of 3 years and maintain an active bank account in Kosovo to manage contract funds.

- The Applicant(s) must demonstrate a sound financial record, reflecting good standing for the last two years.

## 5. SUBMISSION PROCEDURE

Applications will be submitted through the Section 2. Expression of Interest Submission Form, in the English language. The Submission Form must be submitted electronically to the following email: [procurement@advocacy-center.org](mailto:procurement@advocacy-center.org) no later than 26 February 2024. Ensure the subject line reads: **PIAKOS - EOI** (name of organization). All applicants must submit the following documents:

- a. Expression of Interest Submission form (section 2).
- b. Applicant's registration certificate, and UNI/Fiscal Number Certificate.
- c. Certificate proving that the Applicant has no debt to TAK (not older than 3 months).
- d. Cover Letter and Declaration on honour on exclusion criteria and absence of conflict of interest (section 4).
- e. Consortium/Partnerships agreement (for organizations that apply as Consortium).
- f. Financial Statements and Annual Turnover.

Incomplete applications or submitted after the deadline will not be considered. The information presented by applicants will be used strictly for this call and will not be shared with other persons or institutions, except when required by Kosovo law or requested by donors. Upon submitting their application, the applicants will receive a Confirmation of Receipt with an application number.

## 6. KEY STEPS OF THE SELECTION PROCESS:

### Step 1: Submission of Expressions of Interest (EOI)

Interested parties are invited to apply by submitting their EOIs, showcasing their organizational capacity and suitability to implement activities aligned with PIAKOS objectives. The EOI should also incorporate a concise concept note outlining the proposed approach, targets, implementation setup, and a summarized resource requirement of the applicant.

### Step 2: Lot Selection

Applicants are required to fill out the application form, choosing a maximum of two lots that align with their scope of work. The selected lots should be clearly explained on the application form, demonstrating how the applicant's background and expertise align with PIAKOS objectives.

### Step 3: Shortlisting Process

#### Initial Assessment by PIAKOS:

- PIAKOS will assess applications based on specified criteria and organizational background.
- Shortlisted applicants will be notified, marking the initiation of the selection process.

#### Administrative Evaluation (Technical Review Committee - TRC):

- The Technical Review Committee (TRC) will conduct an administrative evaluation of the applications.
- Pre-selection, handled by the PIAKOS team, will be based on Administrative Check criteria.
- Results of the pre-selection process will be communicated via email to applicants.

- Rejected applicants will receive electronic feedback within 7 days after the final decisions on administrative check.
- Unsuccessful applicants have a two-working-day window to file complaints following the rejection email.

**Technical Screening and Evaluation (Review Committee - RT):**

- Applications that pass the administrative screening will be evaluated by the Review Committee (RT).
- The selection of initiatives for funding will be based on Quality Evaluation criteria.
- Results of the final selection process will be communicated via email to applicants.
- Rejected applicants will receive electronic feedback within 10 days after the final decisions on the selected applications.
- Unsuccessful applicants have a two-working-day window to file complaints following the rejection email.

**Step 4: Annual Workplan Development**

Shortlisted applicants will collaborate closely with PIAKOS staff to develop an annual workplan. During this phase, the budget necessary for the implementation of activities will be determined.

**Step 5: Flexibility in Project Activities**

PIAKOS reserves the right to add or remove activities from any Partner based on the dynamic nature of project development and challenges encountered during implementation.

**Note:** Applicants are not required to submit a budget or estimation cost during the initial phase of the application process.

**7. REQUEST FOR CLARIFICATIONS/FURTHER INFORMATION:**

Applicants may submit their requests for clarifications by 19 February 2024 at 16:00, via email to: [procurement@advocacy-center.org](mailto:procurement@advocacy-center.org).

**8. EVALUATION CRITERIA AND WEIGHT FOR PIAKOS PARTNERS IN KOSOVO**

|   |    |
|---|----|
| <ul style="list-style-type: none"> <li>• <b>Organizational Capacity and Suitability</b> <ul style="list-style-type: none"> <li>• Mission, structure, and technical capacity</li> <li>• Demonstrated experience in advocacy campaigns, community-driven development, and civic engagement.</li> <li>• Track record of effective outreach and mobilization for women, ethnic minorities, and youth.</li> <li>• Familiarity with global, regional, and local best practices in property rights.</li> </ul> </li> </ul> | 30 |
| <ul style="list-style-type: none"> <li>• <b>Technical Expertise</b> <ul style="list-style-type: none"> <li>• Proven record of successful implementation of community-based programs, including scope and results in advocacy campaigns, workshops, and court monitoring.</li> </ul> </li> </ul>   | 30 |



|   |            |
|---|------------|
| <ul style="list-style-type: none"> <li>• Legal counseling services track record, including providing support to vulnerable communities and marginalized youths.</li> <li>• Integration of pro-marginalized and pro-vulnerable approaches.</li> </ul>  |            |
| <ul style="list-style-type: none"> <li>• <b>Partnerships, Network Capability and Geographical Coverage</b> <ul style="list-style-type: none"> <li>• Proven ability to work in diverse regions of Kosovo, especially areas with significant ethnic minorities.</li> <li>• Experience in engaging with and understanding the backgrounds of target populations.</li> <li>• Experience in collaborating and networking with CSO partners for the successful implementation of initiatives in diverse regions.</li> </ul> </li> </ul> | 20         |
| <ul style="list-style-type: none"> <li>• <b>Financial Capacity and Stability</b> <ul style="list-style-type: none"> <li>• Minimum of 3 years of collective work experience and demonstrated financial stability.</li> <li>• Good standing financial record for the last three years.</li> <li>• Possession of necessary material and technical infrastructure, including office facilities, vehicles, and communication equipment</li> </ul> </li> </ul>  | 20         |
| <b>Total</b>  | <b>100</b> |

### 9. ADMINISTRATIVE CHECK LIST TABLE FOR PIAKOS PARTNERS IN KOSOVO

| Criteria  | Requirement  | Yes/No | Comments |
|---|--|--------|----------|
| Applicant's Registration Certificate  | Provide a valid and current registration certificate |        |          |
| UNI/Fiscal Number Certificate   | Include the UNI/Fiscal Number Certificate            |        |          |
| Certificate of No Debt to TAK (not older than 3 months)                       | Submit a valid certificate indicating no debt to TAK |        |          |
| Cover Letter and Declaration on Honour  | Include a cover letter and declaration on honour     |        |          |
| Consortium/Partnership agreement (for organizations that apply as Consortium) | Include signed agreement from all parties            |        |          |

|  |  |  |  |
|--|--|--|--|
| Financial Statements and Annual Turnover | Provide financial statements and annual turnover information |  |  |
| Expression of Interest Submission Form   | Submit the Expression of Interest Submission Form            |  |  |

## 10. PIAKOS PARTNERS SELECTION TIMETABLE

| Activity:  | Date:         |
|--|---------------|
| Request for Expression of Interest issued                    | 25 Jan 2024   |
| Information Sessions:  |               |
| Gjakova:   | 2 Feb 2024    |
| Prizren:   | 6 Feb 2024    |
| Peja:  | 2 Feb 2024    |
| Ferizaj:   | 13 Feb 2024   |
| Gjilan:  | 14 Feb 2024   |
| North Mitrovica:   | 15 Feb 2024   |
| Prishtina:   | 16 Feb 2024   |
| Requests for Clarification/Information (via email)           | 19 Feb 2024   |
| Deadline for submission of applications                      | 26 Feb 2024   |
| Information sent to the short-listed applicants              | 29 Feb 2024   |
| Expected announcement of applicants selected to be supported | 08 March 2024 |
| Contract signing with the awarded applicants                 | 15 March 2024 |
| Realization of the Workplan                                  | 31 March 2024 |

## 11. Explanation of Contract Terms and Payment Structure

The selected applicant(s) for this project will be engaged through a fixed-term contract, emphasizing a performance-based payment structure tied to specific deliverables. The contractual arrangement is designed to foster accountability, aligning payments with tangible outcomes and the successful achievement of project milestones. Here are key aspects of the contract terms:

### Fixed-Term Contract:

The contract duration is anticipated to span between 1 year and 2 years, providing a defined timeframe for the implementation of project activities. This fixed-term arrangement ensures clarity and commitment from both parties involved.

### Performance-Based Payments:

Payments to the selected applicant will be structured around the successful delivery of pre-defined deliverables outlined in the Terms of Reference and Workplan. Each deliverable corresponds to a specific project objective or milestone.

### **Duration Flexibility:**

The expected project duration of 1 to 2 years allows for flexibility based on project progress, ensuring that the engagement aligns with the evolving needs and dynamics of the initiative.

### **Deliverable-Driven Approach:**

The payment structure places emphasis on a deliverable-driven approach. In this framework, the applicant will receive an initial advance payment, followed by compensation upon the successful completion and acceptance of specific project deliverables. This ensures a direct correlation between payments and the tangible impact and progress realized.

## **13. GENERAL PROVISIONS**

- This procurement is conducted in accordance with the PIAKOS Operations Manual rules and practices of procurement issued, and in line with its donor's rules, practices and guidelines for conducting procurement activities.
- The Contracting Authority principal objective for procurement, is an open and fair competition policy to all applicants providing services, and Contracting Authority employees involved in procurement will conduct all occupational with honesty, fairness, integrity and transparency.
- Applicants shall adhere to all the requirements of this bid, including any amendments in writing by the Contracting Authority.
- In preparing the applications, the applicant are expected to examine the Terms of References in detail. Material deficiencies in providing the information requested in the Terms of References and Instructions for Applicants may result in rejection of the Bid.
- Applicants must check that all the documents listed in the Terms of References Documents have been received and are complete in all respects. No claims will be considered Contracting Authority arising out of failure to study the details contained herein or to obtain such information.
- Applications received after the date for receipt of applications set out in the invitation or not strictly in accordance with these instructions, may, at the sole discretion of Contracting Authority, be disregarded and returned.
- Contracting Authority reserve the rights to reject any or all accepted applications or request for further explanation from the tenderers.
- Before award, Contracting Authority can request from the applications to provide additional information or ask for a quick interview for helping of the evaluation process.
- The applicants must not be affected by any conflict of interest and must have no equivalent relation in that respect with other tenderers or parties involved in the project.
- The applicant has an obligation to disclose to the Contracting Authority any situation of actual or potential conflict that may have with the Contracting Authority, its Governing board or appointed officials or employees prior to submission of the bid that impacts its capacity to serve the best interest. Failure to disclose such situations may lead to the disqualification of the applicant or the termination of its Contract.
- Contracting Authority requires that applicants, and contractors and their subcontractors observe the highest standards of ethics during the procurement and execution of Contracting Authority contracts.
- Contracting Authority strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, and collusion, unethical or unprofessional practices and Applicants are therefore requested not to send gifts or offer hospitality to Contracting Authority personnel.

- Any attempt by an applicant to obtain confidential information, enter into unlawful agreements with competitors or influence the Evaluation Committee or the Contracting Authority during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its applications and may result in administrative penalties.

## 12. PARTICIPATION

- Participation in this Call is open to all tenderers. These terms refer to all legal entities or partnerships effectively established in Kosovo. For the purposes of proving compliance with this rule, applicants being legal persons, must present the documents required under that country's law.
- To be eligible to take part in this tender procedure, applicants must prove to the satisfaction of the contracting authority that they comply with the necessary legal, technical and financial requirements and have the means to carry out the contract effectively.
- Sub-contracting and partnerships/consortiums are allowed.

## ANNEX I

### INSTRUCTIONS FOR COMPLETING THE APPLICATION FORM:

#### A. APPLICANTS BASIC DATA:

- Provide the full legal name of the applicant as per the registration certificate.
- Furnish the complete address, including postal address, phone number, email, and website.
- Specify the year of registration, registration number, and fiscal or unique number.
- Provide contact details for the designated person: name, title, phone, and email.

#### B. NAME OTHER PARTNER(S) IN THE APPLICATION:

- If applicable, list the names of partner organizations.
- Briefly describe the partner organizations' role in the project and their geographical area.

#### C. APPLICANTS PROFILE:

- Select the LOT you are applying for (max 2 Lots).
- Choose relevant options related to your organization's thematic experience, experience with population groups, and geographical experience.

#### D. PROGRAM AND OPERATIONAL CAPACITY: (max 3 pages)

- Provide mission and vision statements.
- Present the background of the organization, emphasizing relevant experience.
- Detail operational capacity, including staff and volunteer count, technical capacities, and applicant structure.
- The Applicant can propose to include the following potential professionals in their teams:
  - Gender, Youth and Inclusion Professionals
  - Curriculum Design and Instruction Professionals
  - Communications Professionals
  - Legal Professionals
  - Financial Professionals
  - Technical Professionals

Applicants interested in participating in this project must demonstrate the capability to fulfill specific responsibilities related to infrastructure and operational support. The applicant will be entrusted with the following obligations:

- **Office Facilities:**
  - Furnish and maintain office facilities that encompass furniture, equipment, computers, laptops, tablets, cell phones, internet connection, and telephones.
  - Provide and manage vehicles dedicated to the project team as required for efficient transportation during project implementation.
- **Vehicle (if needed):**
  - If deemed necessary for project activities, the applicant it is preferred to possess a vehicle for **transporting individuals or materials during the execution of the project.**

- **Subproject Workspace:**
  - Applicants focused on delivering legal counseling services are required to establish and maintain a dedicated workspace.
  - This workspace must be designed to accept and provide legal aid specifically for marginalized groups.
  - Include essential office equipment such as computers, internet connectivity, printers, telephones, tables, chairs, and a database system for registering parties involved in legal counseling services.
- Specify the legal registration status and type of organization.
- Outline the current budget for the last 3 financial years.
- Indicate whether there is a system for monitoring and evaluation, reporting, and auditing of financial statements.
- Confirm the existence of a bank account in the organization's name and adherence to procurement regulations.

**E. EXPERIENCE AND ALIGNMENT WITH PROGRAM IMPLEMENTATION: (max 5 pages)**

- Elaborate on your organization's previous experience, aligning it with the activities outlined in the Terms of Reference (ToR).
- Identify specific activities in the ToR that resonate with your organization and explain your approach to implementation.
- Highlight partnerships, network capabilities, and geographical coverage.
- Showcase instances of successful engagement with minority communities.
- Describe any planned capacity-building initiatives during the program.

**F. PREVIOUS EXPERIENCE IN SIMILAR PROJECTS AREA:**

- Provide details of at least three previous projects, including the project title, sector, donor, total budget, and the role of the organization.

**G. REFERENCES:**

- Fill in the contact details of at least two references from previous partners or donors.

**Applicant's Declaration:**

- The form includes a declaration section where the applicant acknowledges the accuracy of the provided information and agrees to receive communications electronically. No signature is required.

**Note:**

- Ensure completeness and accuracy in all sections.
- Address each point thoroughly and concisely.
- Provide quantifiable data wherever possible to support your responses.
- Submit the application electronically as per the provided instructions.