

## Terms of Reference for Trainers

### Local Experts to serve as Trainers for the Delivery of the D-LeaP Water Safety and Crisis Management Program for Regional Water Companies in Kosovo

<b>Project name:</b>	<b>Regional Capacity Development Network for Water and Sanitation Services (hereafter RCDN)</b>  “SHUKOS as CD service provider for PUCs and LGUs in Kosovo”
<b>Title/Purpose:</b>	Local Experts to serve as Trainers for the Delivery of the D-LeaP Water Safety and Crisis Management Program for Regional Water Companies in Kosovo
<b>Contract Duration:</b>	<b>Up to 8 days per each trainer, 18 February 2022 – 20 July 2022</b>
<b>Contracting authority:</b>	<b>SHUKOS</b> <b>Nadire Vitija – Focal Point</b>  <b>January 2022</b>

## I. Background

Water and Wastewater Works Association of Kosovo (SHUKOS) is a non-for-profit organization established, by 7 Kosovo's Regional Water Supply and Sewerage Companies. The Association operates according to NGO law (No.04 / L-57) has its own bodies, the Assembly and the Board of Directors, which consists of 7 Chief Executive Officers of 7 Regional Water Companies.

The Water and Wastewater Works Association of Kosovo has received financing for a Grant titled "SHUKOS as CD service provider for PUCs and LGUs in Kosovo " in the frame of the project Regional Capacity Development Network (RCDN) for Water and Sanitation services in SEE commissioned from the German Federal Ministry of Economic Cooperation and Development (BMZ) and Swiss State Secretariat for Economic Affairs (SECO), and it is administratively embedded in the GIZ Project "Open Regional Fund for Southeast Europe - Modernization of Municipal Services (ORF MMS)". The project "Regional Capacity Development Network (RCDN) for Water and Sanitation Services" connects local government units (LGUs), public water utilities (PUCs) and their associations from Southeast Europe (SEE) to work together on developing capacities in the water and sanitation service (WSS) sector.

As a partner association in frame of the RCDN Project, SHUKOS in its Annual Work Plan has foreseen to develop Water Safety Plan and Crisis Management (WSP & CM) Program using the existing Danube Learning Partnership (D-Leap) Curriculum. This activity is supported, and coo financed by the International Association of Water Utilities in the Danube River Catchment Area (IAWD).

The overall objective of the activity is to strengthen the capacities of SHUKOS, and local experts aimed at increasing effectiveness and efficiency of PUC for better provision of WSS services.

The Specific Objectives of the activity are:

1. Establish a HUB for delivery of Capacity Development (CD) measures to PUCs, related to water safety and crisis management topics.
2. Develop a methodology as well as templates for Standard Operating Procedures (SOPs) for WSP and CM for PUCs

The primary target group of the Project are the Regional Water Companies (RWC) and Irrigation Utility interested to implement Water Safety Planning in Kosovo. Other stakeholders that the CD measure will address are:

- Ministry of Economy
- Ministry of Environment, Spatial Planning, and Infrastructure
- Inter-Ministerial Water Council

- Water Services Regulatory Authority (WSRA)
- National Public Health Institution

## **II. Aim of the Assignment**

SHUKOS intends to engage local experts who will serve as Trainers in carrying out the training on Water Safety Plan and Crisis Management. Local trainers are the cornerstone for the successful implementation of this capacity development activity and will have the primary responsibility for the progress of the Water Safety Plans and Crisis Management document for RWCs in Kosovo.

With the support of the IAWD, as a co- financing party to the CD activity, SHUKOS will initially provide a Training of Trainers to the engaged Local Experts, through an International Expert who is Technical Partner in developing the D-LeaP WSP & CM Program.

The specific objectives of the assignment are to:

- 1)** Adjust methodology for Water Safety Plan Risk Assessment and workable state of the art Crisis Management organizational structure and procedures for RWCs;
- 2)** Prepare the training materials and adapt them to the Kosovo context including revisions of the translated documents in the Albanian language.
- 3)** Deliver a 2 day training (online or face to face, based on in the COVID-19 epidemiological situation) with a practical-focused overview of the methodology and its application to a select small group of experts from each of the participating RWCs;
- 4)** Develop model templates for Standard Operating Procedures (SOPs) to assure service delivery in state of emergency and crisis situations like this prevalent pandemic for RWCs;
- 5)** Prepare and deliver the Final Workshop for RWCs and Stakeholders;
- 6)** Submit a comprehensive completion report.

During their assignment the trainers will be supported and are encouraged to use of the RCDN quality standards that will be provided and made available to them by SHUKOS for delivery of training and workshops by including content of the set of documents and materials prepared by the Technical Partner that has been engaged by IAWD to develop the D-LeaP WSP & SM Program.

### **III. Responsibilities and Tasks of the Trainers**

SHUKOS intends to engage no less than two Trainers for this assignment. The Trainers will work closely together in all steps of the assignment and ensure synergy of their actions for achieving the best results.

The responsibilities and tasks of the Trainers are organized as per the specific objectives of the assignment and are described below.

#### **1) Development of Methodology**

As part of this specific objective, the Trainers, after having received the Training of Trainers (ToT), shall:

1. Get fully acquainted with the materials and documents of the D-LeaP WSP&CM Program;
2. Review the existing training curriculum, and supporting manuals and materials, that will be throughout the implementation of this activity;
3. Make changes and/or tailoring of the materials, as needed, with the purpose of adaptation to the Kosovo context (legal and technical context);
- 6) Adjust methodology for Water Safety Plan Risk Assessment and workable state of the art Crisis Management organisational structure and procedures for RWCs;
- 7) Maintain contact and receive feedback from the Technical Partner, as needed.

#### **Deliverables of this set of activities:**

- Developed methodology for Water Safety Plan Risk Assessment and workable state of the art Crisis Management organisational structure and procedures for RWCs.

#### **2) Training Preparation**

As a part of this set of activities, the Trainers shall:

1. Participate in the preparatory talks and consultations (orientation meeting) with SHUKOS;
2. Perform pre-assessment of the participants' background, level of knowledge, skills, expectations and needs, by making use of the RCDN standardized template to be provided by SHUKOS;
3. Prepare training Agenda and training design using the RCDN standardized templates,
4. Make changes and/or tailoring of the materials, as needed, with the purpose of adaptation to the Kosovo context (legal and technical context);

5. Prepare PowerPoint and hands-out materials for participants in electronic form in the Albanian language and in a standardized format;

**Deliverables of this set of activities:**

- Completed pre-assessment sheets by the participants and Synthesis with key findings about the participants and recommendations of changes, or a tailored approach if applicable;
- Contextualised training materials, based on the identified needs (e.g. legal and technical context), and pre-assessment results, if applicable;
- Agenda and training design;
- Prepared/ translated materials for participants at the training in electronic form.

**3) Training Delivery**

As a part of this set of activities, the Trainers shall:

1. Deliver a 2 day, online, training with a practical-focused overview of the methodology and its application to a select small group of experts from each of the participating RWCs;
2. Use the provided training manual as a basis for facilitation of the training;
3. Apply the training curriculum, design and facilitation techniques guided by the RCDN Quality Standards (to be shared by SHUKOS).

**Deliverables of this set of activities:**

- Deliver the 2 day, online training to select small group of experts from each of the participating RWCs.

**4) Development of Model Templates**

As a part of this set of activities, the Trainers shall:

1. Develop model for Standard Operating Procedures (SOPs) to assure service delivery in state of emergency and crisis situations for RWCs;
2. Conduct field visits to 7 RWCs and Irrigation utility (Iber Lepenci), to gather relevant information for the development of standard models of SOPs;
3. Maintain contact with participating PUCs and provide technical assistance as needed;

**Deliverables of this set of activities:**

- Model templates for Standard Operating Procedures (SOPs) to assure service delivery in state of emergency and crisis situations like this prevalent pandemic for PUCs;
- Field visits reports.

**5) Develop the Final Workshop**

As a part of this set of activities, the Trainers shall:

1. Prepare Workshop Agenda using the RCDN standardized templates;
2. Prepare PowerPoint and hands-out materials for participants in electronic form in the Albanian language and in a standardized format;
3. Prepare the final design of the WSP & CM document;
4. Delivery of one day workshop with participated utilities and identified stakeholders.

**Deliverables of this set of activities:**

- Agenda;
- Presentation the final design of the WSP & CM document at least for 4 RWCs;
- Prepare the workshop materials;
- Delivery of one day workshop.

**6) Set of activities referring to training reporting**

Under this final task, the Trainers shall:

1. Prepare a comprehensive completion report (jointly), documenting each of the above listed set of activities, including key findings and recommendations for improvement, as applicable;
2. Submit the final version of the training materials used (PPTs, hand outs), with the tailored content, if appropriate,

**Deliverables of this set of activities are:**

- Final Report;
- Final version of the materials used for the training.

#### IV. Deliverables and Time Frame

When?	What?	Who?
18/02/2022	Signing of contract with SHUKOS / orientation meeting	SHUKOS, Trainers
22, 23, 24 /02/2022	Trainer of Trainers	SHUKOS, Trainers, Technical Partner
25/02 – 07/03/2022	Review of materials, Contextualization, Preparation for the Training, Development of Draft Methodology	Trainers
21 - 25/03/2022 (Specific dates to be set)	Delivery of 2 day hybrid (depends on COVID-19 situation) training on methodology	SHUKOS, Trainers, Technical Partner
28/03 – 27/05/2022	Development of model templates for Standard Operating Procedures (SOPs) including some field visits at PUCs	Trainers
20-24/06/2022	Delivery of Final Workshop	SHUKOS, Trainers, Technical Partner
11– 18/07/2022	Prepare completion report	Trainers

#### V. Expert Days

Maximum days for each Trainer under this assignment shall not exceed 8 working days.

Costs for travel and accommodation (if applicable) for field visits will be reimbursed / covered by SHUKOS based on the Contract. The contract between SHUKOS and each selected trainer will be signed separately, under the Laws of Kosovo.

#### VI. Trainers' Profile

- The Trainers should possess the following competencies:
  - Sector competence: Experience in functioning on Kosovo Water Sector, with experience in or related to:

- Performance improvement of RWCs in WSS sector, and/or
- Efficient utility and/or infrastructure management, and/or
- Regional Water Companies
- Water Sector related institutions
- Capacity Development (CD)

Specific experience and background related to the water safety and crisis management will be considered an asset.

- Methodological competence: Experience within the field of CD at the local level, with specific working experience in delivery of trainings as well as facilitation focusing on:
  - Participatory approaches;
  - Didactic and pedagogical knowledge, with focus on adult-oriented learning approach;
  - Training concept development and design of training measures; and
  - Delivery of training measures and other competence development measures.
- Language skills: Fluency in English. Ability to conduct trainings in English is an asset.
- IT skills: MS Office (Word, Excel, PowerPoint).

- The trainer should have a University Degree in an area relevant to the improvement of WSS sector in PUCs (e.g. Environmental Engineering, Hydrotechnical Engineering, Civil Engineering, Emergency Management).
- Previous successful working experiences with SHUKOS are considered as an asset.
- Other: Promptness, high flexibility, ability to work under tight deadlines, readiness to travel.

## VII. Application

The Trainers are asked to submit **by 07/02/2022**, the following documents and information:

- Curriculum Vitae,
- Reference for relevant assignments, presented in the CV,
- Proposed experts' daily rate. All amounts should be stated in EUR (gross amount).

The application must be submitted in the English language by e-mail, at [nadire.vitija@shukos.org](mailto:nadire.vitija@shukos.org) by copied [info@shukos.org](mailto:info@shukos.org) .



### **VIII. Evaluation Criteria and Scoring**

The applications will be evaluated based on the following criteria:

- 70% Trainers' Profile: Trainers' expertise and experience for fulfilling the tasks under this ToR;
- 30% Financial Offer.

### **IX. Modification of Terms**

SHUKOS reserves the right to modify the ToR at any time at its sole discretion.

### **X. Acceptance and Rejection of Proposals**

SHUKOS may not necessarily accept the lowest priced proposal or any proposal. At its sole discretion, SHUKOS reserves the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether it is the lowest priced proposal. SHUKOS is not under any obligation to award a contract and reserves the right to terminate the request for proposal process at any time, and to withdraw from discussions with all or any of the trainers who have responded. SHUKOS reserve/s the right to accept the proposed offer in total or in part, to reject any or all offers, to waive any minor informalities, irregularities, or technicalities, and to accept the offer deemed most favourable for the activity.

### **XI. Ownership**

All materials, documents and information prepared, developed, or adjusted by the trainers and used for the purposes of preparation, realization, and facilitation of the training, as well as reporting, remain the property of SHUKOS. The trainers agree that no part of the training materials, documents and information may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, for any other purposes and objectives than those related to this ToR, without the prior permission of SHUKOS.

### **XII. Terms and Payment**

The Trainers shall provide timesheets (format to be shared by SHUKOS) together with the deliverables to proceed with the payment.

The payment will be based on the actual number of working days (according to the submitted timesheet) invested for the development of each deliverable, but not exceeding the approved number of days for each of the proposed trainers. The Trainer's assignment-related costs (travel costs) will be reimbursed / covered by SHUKOS.