



RCDN partner associations to deliver fee-based CD products to water utilities and municipalities in an effective manner.

As a partner association within the framework of the RCDN+ project, which supports APUCs and LGAs to increase the capacity of the association and improve its organizational function and recognition of its role to advocate on the interest of its members. SHUKOS has foreseen activities to establish its own mechanism for advocacy. The main focus of SHUKOS is to establish a sustainable stakeholder dialogue mechanism for enhancing SHUKOS' policy dialogue, advocacy and lobbying efforts on behalf of its members, through five important activities:

- Establishment of a working group (Kick-off meeting between LGA Sector Commission and APUC in Kosovo)
- Research/comparative analysis on the topics
- Awareness campaign
- Development of a position/policy paper
- Stakeholder Dialogue/Policy Dialogue Events

To lead the policy dialogue process of SHUKOS is looking for an experienced consultant to support in facilitating the working group and stakeholder dialogue events as well as to draft procedures for establishing and maintaining policy dialogue in SHUKOS.

II. Aim of the Assignment

The **general objective** of this assignment is to **select an experienced consultant for the facilitation of policy dialogue and the development of procedures. The consultant will be engaged** on two main topics *a) National Strategy for Sludge Management and b) A unique template report for Regional Water Companies in Kosovo*, in line with the SHUKOS/RCDN Quality Standards (QSs) for National Policy Dialogue Mechanism.

The focus of this set of activities will be to establish a sustainable stakeholder dialogue mechanism for enhancing SHUKOS' policy dialogue, advocacy and lobbying efforts on behalf of its members. Within the advocacy process SHUKOS to be recognized by relevant national agencies, able to establish strategic collaborations, and to facilitate policy dialogue in order to advocate for the interests of its members.

Preparation, tailored design and facilitation of the advocacy events advocacy event will be based on the following documents, which will be provided to the selected consultant and resource person:

- 1) **The standardised stakeholder dialogue templates**, as a framework for stakeholder dialogue preparation and facilitation (including RCDN Quality Standards, PPT, check list on initiation of stakeholder dialogue, design, interest of stakeholder form, list of participants forms, check list on logistics, participants' evaluation sheet, etc.)
- 2) **VSA template** for development of position papers and advocacy procedures.

The respective documents will be provided to the consultant after signature of the contract.

III. Responsibilities and tasks of the RCDN Consultant

The advocacy activities will be facilitated by a consultant. Interested consultant and experts are encouraged to send their application. The consultant should ensure that necessary expertise and adequate facilitation skills are adequately covered by his propose, including the knowledge of adult advocacy event techniques and the SHUKOS/RCDN Qs on National Policy Dialogue Mechanism.

. According its specific aim, the assignment consists of three sets of activities:

- 1) Facilitation of working group activities
- 2) Facilitation of the Stakeholders Dialogue Event
- 3) Procedures for establishing and maintaining policy dialogue.

The responsibilities and tasks of the consultant are described below.

1) Set of activities referring to facilitate the working group activities

As a part of this set of activities, the consultant is obliged to:

1. Participate in the preparatory talks and consultations (orientation & coordination meetings) with the SHUKOS,
2. Design a Map of Stakeholders
3. Prepare materials for Working Group Meetings
4. Facilitation of 4 meetings with working group on both topics for advocacy
5. Develop and Advocacy and Communication Plan for both topics
6. Public kick-off event

Deliverables of this set of activities:

- Prepared and/or adjusted stakeholders map ([Annex 1](#)),
- Final Map of Stakeholders (Annex?)
- Final agenda, detailed design (if needed), ppts and reports of 4 working group meetings ([Annex 2 and annex 3](#)),
- Advocacy and Communication Plan Design
- Final agenda and report on kick-off event ([Annex and annex 3](#)),

Please, note that all logistic matters will be organised by the SHUKOS. The expert will be duly informed about all logistic details and will be asked to provide input, as necessary.

2) Set of activities referring to Facilitation of the Stakeholders Dialogue Event

As a part of this set of activities, the consultant of SHUKOS is obliged to:

1. Participate in the preparatory talks and consultations (orientation meeting)
2. Coordinate preparatory activities with SHUKOS
3. Support the analysis for the initiation of the stakeholder dialogue and detailed definition of issue of concern,

4. Review the specific stakeholder dialogue materials relevant for the selected stakeholder dialogue topics to be delivered,
5. Assist the SHUKOS on the selection of stakeholder by conducting a stakeholder mapping and respective analysis,
6. Perform the assessment of interest of identified stakeholders, by making use of the RCDN standardised template contained in the Stakeholder Dialogue Package,
7. Prepare stakeholder dialogue agenda and detailed stakeholder dialogue design using the RCDN standardised templates,
8. Prepare materials for stakeholders for printing (in electronic form) in the local language and in the RCDN standardised format (e.g. RCDN memo, RCDN PPT).
9. Conduct the stakeholder dialogue, together with the SHUKOS;
10. Use the provided stakeholder dialogue materials as a basis for facilitation of the stakeholder dialogue.
11. Prepare a comprehensive stakeholder dialogue report, including the summary of participants' evaluations, key findings, lessons learned and recommendations, for future use by the SHUKOS and RCDN (standardised RCDN Stakeholder Dialogue Report Form provided as an annex to the ToR),
12. Submit the final version of the stakeholder dialogue materials used (PPTs, handouts, etc.), with the tailored content, if appropriate,
13. Take part in the moderators' feedback session with the SHUKOS following the completed stakeholder dialogue events, for the moderator's performance assessment carried out by SHUKOS. The moderators' feedback session, also, includes the CMs.

Deliverables of this set of activities:

- Synthesis of interest of stakeholder forms, with key findings about the stakeholders and recommendations of changes, or a tailored approach, as appropriate,
- Updated and/or modified stakeholder dialogue materials, based on the identified expectations and results of the synthesis of interest of stakeholder forms, if applicable.
- Final Agenda and detailed stakeholder dialogue design using the RCDN standardised templates.
- Final materials for stakeholders in electronic form.
- Conduct the Stakeholder Dialogue Event
- Summary of evaluations in standardised excel format,
- Stakeholder dialogue report.

3) Set of activities referring to Procedures for establishing and maintaining policy dialogue

As a part of this set of activities, the consultant of SHUKOS is obliged to:

1. Review Existing Practices of SHUKOS and its partners
2. Drafting rules and procedures
3. Incorporate feedback during the consultation process
4. Approval and Finalization of documents

5. Monitoring and Evaluation Procedures

Deliverables of this set of activities are:

- Develop a framework for the rules and procedures including definitions, scope and objectives
- Write detailed procedures covering identification of topics, stakeholder engagement, compliance, reporting and evaluation
- Revise the drafts based on the feedback of SHUKOS staff during the consultation process
- Present the rules and procedure to the leadership of SHUKOS
- Develop methods for monitoring the implementation and effectiveness of the rules and procedures.
- Submit Time sheet for expert based on the needs for work ([Template B attached to this ToR](#)).

IV. Expert Days

In total 16 working days are planned for the entire assignment:

The expert is expected to provide a proposal of stakeholder mapping.

The contract between the SHUKOS and expert will be signed under the laws of the Republic of Kosovo

V. Experts' Profile

- The SHUKOS / RCDN lobby and advocacy expert is highly experienced, with hands-on knowledge of LGU and/or PUCs' functioning and management, including processes, procedures, organisational aspects, the current status and needs for public policy, law and main challenges, trends and opportunities for improvements, particularly in the various specific areas related to Water Supply and Wastewater.
- The SHUKOS / RCDN consultant should possess the following competencies:
 - **Sector competence:** Experience in functioning of PUC, with particular experience in or related to:
 - Performance improvement of LGU/PUCs in Water Supply and Wastewater sector, and/or
 - Efficient utility and/or infrastructure management, and/or
 - CD with focus on lobby and advocacy activities for (e.g., national dialogue, conference, policy roundtables etc.);
 - Experience in developing, implementing, or reviewing rules and procedures related to lobbying and advocacy is considered as an asset,
 - Experience with regulatory frameworks and compliance requirements related to lobbying and advocacy, and
 - Working experience in the context of lobby and advocacy activities with in SHUKOS will also be considered as an asset.

The SHUKOS / RCDN lobby and advocacy expert should demonstrate professional experience of at least 7 years in one of the areas mentioned above (presented in her/his Curriculum Vitae (CV) in EU template¹ and proved with corresponding references).

¹ <http://europass.cedefop.europa.eu/documents/curriculum-vitae/templates-instructions>

- **Methodological competence:** Experience within the field of L&A at the local level, with specific working experience in delivery of advocacy events as well as facilitation focusing on:
 - Deep understanding of policy-making processes and government structures
 - Experience in drafting policy briefs, position papers, and advocacy strategies
 - Ability to analyse and interpret legislation and regulatory frameworks
 - Policy advocacy and lobbying techniques.

Expert should demonstrate that she/he has facilitated at least 5 lobby and advocacy activities in national level and that she/he is competent to apply RCDN Qs for Stakeholders Dialogue

Note: The shortage in the number of delivered lobby and advocacy activities might be compensated with demonstration of strong technical experience.

- **Language skills:** Fluency in Albanian. Ability to prepare reports in English is an asset.

Expert should have a University Degree in an area relevant to the improvement of Water Supply and Wastewater sector in LGAs and PUCs (e.g. social sciences, public administration, business administration, Water Supply and Wastewater engineering and management).

VI. Proposal

The consultant is asked to submit a proposal, **by 13/09/2024**. The proposal has to be submitted in the Albanian language **by e-mail, at info@shukos.org** and shall contain the following sections:

- CVs of the Expert
- Financial offer shall contain the total budget for executing of the advocacy event including: (i) proposed number of day and daily rate per activity, (The prices should be stated in EUR (gross amount) and
- Stakeholder's map

VII. Evaluation Criteria and Scoring

The proposals will be evaluated based on the following criteria:

- 40% Consultants' Profile: Consultants' expertise and experience for fulfilling the tasks under this ToR;
- 30% Proposal: Stakeholders map and
- 30% Financial Offer.

VIII. Reference Person

The reference person for this assignment is the SHUKOS's RCDN+ Project Manager, Erdonita Humolli.

Email address: erdonita.humolli@shukos.org Project Manager.

IX. Modification of Terms

SHUKOS reserves the right to modify the terms of 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 reserve the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether or not 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 consultants who have responded. SHUKOS reserve 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 to the association and the RCDN.

XI. Ownership

All materials, documents and information prepared, developed or adjusted by the expert and used for the purposes of preparation, realisation and facilitation of the advocacy and lobby activity, as well as reporting, remain the property of the SHUKOS and RCDN. The expert agree that no part of the 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 the SHUKOS.

XII. Reporting

The reports, including all annexes should be submitted, not later than 10 working days after the realisation of the activity, by the expert. The Report (**Template A attached to the ToR**) are to be used as provided to the ToR.

XIII. Terms and Payment

The expert, will be hired under separate Individual Contracts (IC) each, signed by the SHUKOS and will be paid upon submission and approval of the deliverables listed above. The expert shall provide the IC timesheets (by using the RCDN timesheet **Template B attached to the ToR**) together with the deliverables in order 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 consultants.



Templates and annexes:

Template A: Advocacy event Report including:

Annex 1: Stake holder mapping template Advocacy event Curriculum

Annex 2: Final Agenda

Annex 3: Report template

Annex 4: Synthesis report of stakeholder format

Annex 5: Stakeholder Dialogue Curriculum

Annex 6: Summary of participants' evaluations in excel format

Annex 7: Photo documentation from the advocacy event (participants/process and advocacy event findings)

Template B: Time sheet for consultants