

**Annex B**  
**Call for Proposal (CFP) Template for Responsible Parties**  
**(For Civil Society Organizations- CSOs)**

**Provision of operational support to specialist services (shelters and/or helplines) to guarantee accessible and quality services, including to women from marginalized groups (women with disabilities, Roma women, LGBT women)**

**Section 1**

CFP No. 7

**a. CFP letter for Responsible Parties**

UNWOMEN plans to engage an (Responsible Parties) as defined in accordance with these documents. UN-WOMEN now invites sealed proposals from qualified proponents for providing the requirements as defined in the UN-WOMEN Terms of Reference.

Proposals must be received by UNWOMEN at the address specified not later than 17:00 on 25 April 2021.

**The budget range for this proposal should be** between 70,000 and 75,000 USD

This UN-Women Call for Proposals consists of <u>Two</u> sections:	Annexes to be completed by proponents and returned with their proposal (mandatory)
<p><b><u>Section 1</u></b></p> <ul style="list-style-type: none"> <li>a. CFP letter for Responsible Parties</li> <li>b. Proposal data sheet for Responsible Parties</li> <li>c. UN Women Terms of Reference</li> </ul> <p><b>Annex B-1</b> Mandatory requirements/pre-qualification criteria</p> <p><b><u>Section 2</u></b></p> <ul style="list-style-type: none"> <li>a. Instructions to proponents</li> </ul> <p><b>Annex B-2</b> Template for proposal submission  <b>Annex B-3</b> Format of resume for proposed staff  <b>Annex B-4</b> Capacity Assessment minimum Documents</p>	<p><b>Annex B-1</b> Mandatory requirements/pre-qualification criteria  <b>Annex B-2</b> Template for proposal submission  <b>Annex B-3</b> Format of resume for proposed staff  <b>Annex B-4</b> Capacity Assessment minimum Documents</p>

Interested proponents may obtain further information by contacting this email address:

[unwomen.albania@unwomen.org](mailto:unwomen.albania@unwomen.org)

**b. Proposal data sheet for Responsible Parties**

**Program/Project:** Ending violence against women in the Western Balkans and Turkey, Implementing Norms, Changing Minds, Phase II

**Program official's name:** Megi Llubani, Technical Project Analyst

**Email:** [megi.llubani@unwomen.org](mailto:megi.llubani@unwomen.org)

**Telephone number:** +355 4 450-2555

**Issue date:** 25 April 2021

**Requests for clarifications due:**

**Date:** 15 April 2021

**Time:** 17:00

(via e-mail) [unwomen.albania@unwomen.org](mailto:unwomen.albania@unwomen.org)

**UNWOMEN clarifications to proponents due: [if applicable]**

**Date:** 20 April 2021

**Time:** 17:00

**Proposal due:**

**Date:** 25 April 2021

**Time:** 17:00

Planned award date: June 2021

Planned contract start-date / delivery date (on or before): June 2021

a. UN Women Terms of Reference

1. Introduction [Please elaborate]

a. Background/Context for required services/results

UN Women, grounded in the vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security. Placing women's rights at the centre of all its efforts, UN Women leads and coordinates United Nations system efforts to ensure that commitments on gender equality and gender mainstreaming translate into action throughout the world. It provides strong and coherent leadership in support of Member States' priorities and efforts, building effective partnerships with civil society and other relevant actors.

The programme "Ending violence against women in the Western Balkans and Turkey: Implementing norms, changing minds" is a UN Women Europe and Central Asia regional programme (2017-2023, Phase I & II) aiming to reduce gender-based discrimination and violence against women and girls (VAWG) in the Western Balkans - Albania, Bosnia and Herzegovina, Kosovo\*, North Macedonia, Montenegro and Serbia – and Turkey, anchored in the Convention on the Elimination of Discrimination against Women (CEDAW), the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention). The programme is funded by the European Commission (EC) under the Instrument for Pre-Accession Assistance (IPA) III, and is aligned with the European Union accession standards to achieve equality between women and men. The programme supports the development of an enabling legislative and policy environment on eliminating VAWG and all forms of discrimination; promotes favourable social norms and attitudes to prevent gender-based discrimination and VAWG; and pursues empowering women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible, and quality services.

Phase II of the programme builds on the results achieved and the partnerships fostered during Phase I. During Phase I, platforms and networks of civil society organizations (CSOs) were established at country and regional level to contribute to law making and amendments, policy development and implementation, and reporting to human right instruments mechanisms; a regional mechanism was put in place to convene key stakeholders from government, human rights institutions, justice and police, and CSOs to address issues pertaining to progress in implementation of the Istanbul Convention; and a theoretical framework and tools were put at the disposal of organizations representing minorities to have better service provision for survivors.

During Phase II, the programme will continue and initiate efforts towards, inter alia:

- ❖ Strengthening women's voice and agency to advocate and support governments in implementing recommendations from the Group of Experts on Action against Violence against Women and Domestic Violence (GREVIO) and CEDAW Concluding Observations. This support will also be extended to advocating for, implementing and monitoring the integration of elimination of VAWG into policy frameworks, plans and packages to address the impact of COVID-19;
- ❖ Consolidating regional level mechanisms of dialogue and exchange among civil society, among governments, and between CSOs and governments;
- ❖ Testing approaches to lead to communities' and youths' behavioural change towards gender equality, VAWG ("zero tolerance"), and the reduction of harmful gender stereotypes including masculinities;
- ❖ Fostering cooperation between CSOs providing specialist services and local service providers to ensure accessible and quality service provision for women and girls, in line with Istanbul Convention standards;
- ❖ Addressing the gaps exposed by the pandemic in the area of general and specialist services provision to mitigate the impact of the COVID-19 crisis on women and girls, prevent and neutralize VAWG, and to enhance services' resilience to crisis situations;
- ❖ Building and strengthening capacity and coordination mechanisms of key services run by state and non-state service providers to prevent impunity and improve the quality of response;
- ❖ Involving men and boys to adopt non-violent behaviour, in order to strengthen the coordinate response to VAWG and ensure the full implementation of the Istanbul Convention.

Violence against women and girls continues to be one of the most serious human rights violations in Albania. These are deeply rooted in societal norms and values that justify and accept violence, instead of condoning it. According to the latest INSTAT National Population Survey "Violence Against Women and Girls in Albania", 52.9 per cent of women

surveyed (aged 18-74 years old) experienced different types of violence during their lifetime. In terms of recent experiences (12 months preceding the survey), 36.6 per cent of women experienced violence. In particular, 33.7 per cent of women experienced intimate partner domestic violence, and 61.8 per cent of women experienced dating violence. Among all women aged 18-74, in the 12 months prior to the survey, 3.4 per cent experienced non-partner violence, 8.5 per cent experienced sexual harassment, and 6.9 per cent experienced stalking.

To address the serious infringements on the rights of women and girls for a life free from violence, Albania has made important progress in recent years. From 2017 to 2020, key improvements in the legislative area were observed: a new Law on State-Guaranteed Legal Aid, approved in 2017, enables victims of domestic violence, sexual abuse and human trafficking to benefit automatically from free legal aid and exemption from court and other related fees; the 2017 amendments to the Code of Criminal Procedures include special provisions for interviewing women victims of sexual abuse; the new Law on Social Housing, adopted in 2018, provides social housing to women survivors of domestic violence; and the Law on Domestic Violence was amended in 2018 and 2020 to bring it in line with the standards of Istanbul Convention by strengthening prevention and protection measures for domestic and intimate partner violence.

As a party to the Istanbul Convention, Albania is required to ensure victims are granted access to services, treated in a supportive manner and that their needs are properly addressed. The Albanian legislation, notably the Law on Domestic Violence, provide legal obligations and specific objectives related to the provision of general support services for women victims of violence. As of 2020, there are 18 specialized shelter services managed by the state, CSOs or in collaboration, of which 7 are long-term and 11 are emergency shelters. Albania has made significant progress in this regard as 9 of these shelters were established since 2016. However, more remains to be done to ensure that women have access to these services and that they are provided widely across the territory of Albania. For instance, as noted in the 2020 CEDAW shadow report prepared by the Ombudsperson's Office, municipalities should enhance efforts to support the establishment and operation of social services for victims of domestic violence, special needs shelters, psycho-social and legal services for victims or rehabilitation programs for perpetrators, to meet obligations under the law on DV. Concerns about the inadequate number of shelter spaces for victims of violence was also expressed in the UPR report for Albania in 2019, which is in line with article 23 of the Istanbul Convention.

#### b. General Overview of services required/results

The project will contribute to the achievement of the amended Phase II of the programme "Ending violence against women and girls in the Western Balkans and Turkey: Implementing norms, changing minds" (01 February 2020 – 31 December 2023). More specifically, the project under this proposal contributes to the Specific Objective 3 of the Programme To empower women and girls (including those from disadvantaged groups) who have experienced discrimination or violence to advocate for and use available, accessible and quality services and **Result 3.1 Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention.**

Within the framework of Phase I of Programme (February 2017-January 2020), UN Women supported a number of capacity building activities in two municipalities of Albania with a high prevalence of VAW (Kamez and Lezhe). Activities undertaken included among others the reactivation of local referral mechanisms and support to relevant municipalities' staff to manage cases of violence; the provision of mentoring and on-the-job training for staff of the police; health and education sectors; as well raising-awareness sessions, including among women from disadvantaged groups, on the legislation on VAW and available measures for protection, which aimed to contribute to strengthening the response to violence against women through increased abilities of service providers to manage cases of GBV/DV in line with international and national standards. This led to a better functioning of the referral mechanisms, an overall increase in the number of reported cases in the two targeted municipalities, as well as an increase in the number of Protection Orders/Immediate Protection Orders issued by police as well as special medical reports issued by healthcare professionals.

Supporting CSOs providing specialized services to women victims of violence, especially shelters and helplines, notably through capacity building, technical expertise, human resources and other financial resources needed to manage cases, and awareness-raising, is expected to improve the overall quality of services and ensure the fulfilment of duties and responsibilities arising from existing legislation in Albania. In addition, it will contribute to the enhanced capabilities of CSO specialized service providers to function amid a challenging environment, such as the health emergency caused by COVID-19. During the height of restriction measures to curb the spread of the pandemic, the Albanian government took steps to ensure that specialized services such as shelters remain operational and in line with COVID-19 guidelines. The Ministry of Health and Social Protection, with support from UN Women Albania issued a Protocol<sup>1</sup> for functioning of residential centers addressing violence against women, during the COVID-19 emergency, with clear guidelines on their operation and functionality, to ensure that services are accessible to women who experience violence. Initial data showed that many women were forced to be in the same space with their perpetrators with no way out, due to quarantine and other movement

<sup>1</sup> Full text of the protocol is available here: <https://albania.unwomen.org/en/digital-library/publications/2020/04/protocol-on-the-operation-of-shelters-during-the-covid-19-pandemic>

restriction. As a result, the important role of shelters and helplines became even more evident as they were for many women the only option to be removed from the perpetrators.

As highlighted also by CSOs surveyed in the framework of the rapid assessment “Impact of the COVID-19 pandemic on specialist services for victims and survivors of violence in the Western Balkans and Turkey: A proposal for addressing the needs”<sup>2</sup> conducted by UN Women during the initial stages of the COVID-19 pandemic, there is an urgent need to strengthen shelter and helpline services, especially by supporting services providers and increasing their operational capacities to function 24/7 for a period of 18 months. Improving specialist services has also been identified as one of the key priority areas in the GREVIO baseline report for Albania in 2017 and continues to be one of the key areas to be financed, resourced and budgeted at the national level.

As such, additional funding will be provided by UN Women to a CSO and its partner(s) following a call for proposal to strengthen the ability of specialist services (shelters and/or helplines) to guarantee accessible and quality services, including to women from marginalized groups, especially during the crisis and a possible return of confinement measures, in at least six municipalities.

UN Women will provide technical, logistical and organizational support to the selected CSO; and foster dialogue coordination and cooperation between CSOs partners and other relevant stakeholders in the field. Finally, UN Women will support the selected CSO in preparing and submitting quarterly and final reports and will provide feedback during and after each activity to ensure continuous improvement and meaningful impact.

## **2. Description of required services/results [Please elaborate]**

With the view to contribute to the achievement of Output 3.1 - Providers of general and specialist support services for victims of all forms of violence have the capacity to implement the standards enshrined in CEDAW and the Istanbul Convention, it is expected that the selected CSO will inter alia:

1. Increase human resources available to the shelter/helpline that would enable the provision of support services 24/7.
2. Provide psycho-social counselling, sheltering, helpline and/or other specialized services to up to 100 women survivors of violence. More specifically:
  - Focus on disadvantaged groups, including those living in poverty, rural women and disadvantaged groups of women - elderly women, Roma and Egyptian women, women with disabilities, migrant women, lesbian, bisexual and transgender women, women in detention, secluded women, and asylum-seeking women ;
  - Focus on all forms of VAW, as foreseen in the Istanbul Convention (physical, psychological, economic, sexual violence, rape and sexual assault, sexual harassment, stalking, forced marriages, forced abortion and sterilization, female genital mutilation, crimes in the name of “honour”, and human trafficking);
  - Ensure holistic responses that address women and girls’ inter-related rights and needs, including safety, access to health, education and economic security;
  - Focus on sustainability of results by following up on survivors supported through the programme.
  - Ensure coordination and multi-sectorial partnerships, including among government organizations, nongovernmental organizations, women’s and other civil society groups to identify and support survivors in need of specialized services.
3. Operationally equip the shelter/helpline with the necessary materials and infrastructure to respond to increased for psycho-social counselling needs, especially during and after the pandemic;
4. Establish training for shelter and helpline staff to offer psycho-social support and deal with the emotional and mental impact of a health emergency. The protocol for functioning of shelters issued by the Ministry of Health and Social Protection contains specific standards, protocols, and steps in reacting to COVID-19 spread, providing services during the COVID-19 emergency and outlines the rights of shelter residents, and responsibilities of shelter staff. As such, proper training and capacities of staff are needed to implement these protocols, in addition to the general legal framework on case management. As such staff providing services should be equipped to:
  - Provide specialized services, including psycho-social counselling for women and their children;
  - Fully implement guidelines and protocols related to functioning of shelters amid the COVID-19 pandemic;
  - Deal with the mental and emotional impact of the health emergency in the provision of services to prevent burnout and better respond to other possible emergencies.
5. Increase awareness among communities on existence of services for survivors and encourage reporting, including:
  - Informational meetings with women in targeted communities about the available services for reporting GBV/DV
  - Preparation of awareness raising materials, especially using social media and new technology tools to reach out to youth.

<sup>2</sup> Full report available here: [https://www2.unwomen.org/-/media/field%20office%20eca/attachments/publications/2020/05/unw\\_covid-vaw\\_report\\_final.pdf?la=en&vs=5317](https://www2.unwomen.org/-/media/field%20office%20eca/attachments/publications/2020/05/unw_covid-vaw_report_final.pdf?la=en&vs=5317)

All knowledge products and communications materials that would be produced under this agreement must acknowledge the support of and seek the approval of UN Women. Furthermore, they should be in line with the EU Communication and Visibility tools and the EU-UN joint visibility guidelines .

Responsible Partners are required to report (financial and narrative) quarterly (every three months) at a minimum, or more frequently based on the needs of the programme. The following indicators should be included in the proposed projects (please note that the list is not exhaustive):

- 1- Number of women supported through specialized services
- 2- Number of counselling sessions provided to survivors of violence
- 3- Number of community members reached through awareness raising activities (disaggregated)
- 4- Number of women from vulnerable groups supported (women with disabilities, Roma women, women from LGBTQI+ community etc)
- 5- Number of children supported through the specialized services
- 6- Number of shelter/helpline staff fully capacitated to provide specialized services to survivors of violence

**3. Timeframe: Start date and end date for completion of required services/results [Please elaborate]**

The project is expected to be carried out within the months of June 2021 and December 2022.

**4. Competencies:**

- a. Technical/functional competencies required;

**Qualifications of the responsible partner:**

- Five years of proven experience in directly providing services to women survivors of violence;
- Experience in running a licensed temporary or longer term shelter or helpline for survivors of violence;
- Proven experience in promoting and strengthening the human rights of women in general and to prevent VAWG in specific, notably among minority and marginalized groups of women;
- Focusing on the empowerment of women and using a gender specific approach is required;
- Knowledge of national legislation on VAWG and its stakeholders in Albania is an asset.

**Qualifications of the key personnel of the responsible party and implementing partners:**

**Minimum qualifications of the team leader:**

- Master's degree or equivalent in gender studies, development studies, law, social work and/or other social science related areas relevant for the assignment.
- Minimum of 5 years of professional experience in the field of gender equality, and end of violence against women,
- Minimum of 5 years of experience working in provision of specialized or general support services, such as psycho-social counselling, to women victims of gender-based violence, or rehabilitation services to women victims of trafficking;
- Language proficiency in both written and oral English and Albanian

**Minimum qualifications of the team key personnel/experts:**

- Master's degree or equivalent in gender studies, development studies, law, social work and/or other social science related areas relevant for the assignment.
- Minimum of 3 years of professional experience in the field of gender equality, and end of violence against women,
- Minimum of 3 years of experience working in provision of specialized or general support services, such as psycho-social counselling, to women victims of gender-based violence, or rehabilitation services to women victims of trafficking;
- Language proficiency in both written and oral English and Albanian

- b. Other competencies, which while not required, can be an asset for the performance of services

- Human rights-based and gender-responsive approaches that place first priority on promoting, protecting and fulfilling the human rights of women as well as strengthening institutional capacities of service providers at the local level to eliminate all forms of discrimination against women;

- Evidence-based programming, building on lessons learned and recommended practices, to ensure optimal results and use of resources;
- Commitment to knowledge sharing, by documenting, evaluating and disseminating results, and working with UN Women staff in the process;
- Communication and visibility in line with the programme communication strategy, which will be defined at the stage of project proposal finalization. Once the communication strategy/plan is approved by the EUD and UN Women, the major steps of this plan are to be coordinated with the EUD and UN Women to ensure greater impact.

**Annex B-1**  
**Mandatory requirements/pre-qualification criteria**  
**[To be completed by proponents and returned with their proposal]**

**Call for proposal**

**Description of Services:** Provision of operational support to specialist services (shelters and/or helplines) to guarantee accessible and quality services, including to women from marginalized groups (women with disabilities, Roma women, LGBT women)

**CFP No. 7**

Proponents are requested to complete this form and return it as part of their submission. Proponents will receive a pass/fail rating on this section. To be considered, proponents must meet all the mandatory criteria described below. All questions should be answered on this form or an exact duplicate thereof. UN WOMEN reserves the right to verify any information contained in proponent's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will result in disqualification.

Mandatory requirements/pre-qualification criteria	Proponent's response
1.1. Confirm that the services being requested are part of the key services that the proponent has been performing as an organization. This must be supported by a list of at least two customer references for which similar service is currently or has been provided by the proponent.	Reference #1: Reference #2:
1.2. Confirm proponent is duly registered or has the legal basis/mandate as an organization	Yes/No
1.3. Confirm proponent as an organization has been in operation for at least five (5) years <sup>3</sup>	Yes/No
1.4. Confirm proponent has a permanent office within the location area.	Yes/No
1.5. Proponent must agree to a site visit at a customer location in the location or area with a similar scope of work as the one described in this CFP.	Yes/No
1.6. Confirm that proponent has not been the subject of a finding of fraud or any other relevant misconduct following an investigation conducted by UN Women or another United Nations entity. The Proponent must indicate if it is currently under investigation for fraud or any other relevant misconduct by UN Women or another United Nations entity and provide details of any such investigation	Yes/No
1.7. Confirm that proponent has not been the subject of any investigations and/or has not been charged for any misconduct related to sexual exploitation and abuse (SEA) <sup>4</sup> .	
1.8. Confirm that proponent has not been placed on any relevant sanctions list including as a minimum the Consolidated United Nations Security Council Sanctions List(s), United Nations Global Market Place Vendor ineligibility and the EU consolidated Sanction list	Yes/No

<sup>3</sup> In exceptional circumstances three (3) years of history registration may be accepted and it must be fully justified.

<sup>4</sup> [Secretary General's Bulletin, 9 October 2003 on "Special measures for protection from sexual exploitation and sexual abuse" \(ST/SGB/2003/13\)](#), and United Nations Protocol on allegations of Sexual Exploitation and Abuse involving Partners

## Section 2

### CFP No. 7

#### a. Instructions to proponents (Responsible Parties)

##### 1. Introduction

- 1.1 UN-WOMEN invite qualified parties to submit Technical and Financial Proposals to provide services associated with the UN-WOMEN requirement for Responsible Party.
- 1.2 UN-Women is soliciting proposals from Civil Society Organizations (CSOs). **Women's organizations or entities are highly encouraged to apply.**
- 1.3 A description of the services required is described in CFP Section 1- C "Terms of Reference".
- 1.4 UNWOMEN may, at its discretion, cancel the services in part or in whole.
- 1.5 Proponents may withdraw the proposal after submission, provided that written notice of withdrawal is received by UN WOMEN prior to the deadline prescribed for submission of proposals. No proposal may be modified subsequent to the deadline for submission of proposal. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity.
- 1.6 All proposals shall remain valid and open for acceptance for a period of 90 calendar days after the date specified for receipt of proposals. A proposal valid for a shorter period may be rejected. In exceptional circumstances, UNWOMEN may solicit the proponent's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- 1.7 Effective with the release of this CFP, all communications must be directed only to UNWOMEN, by email at [unwomen.albania@unwomen.org](mailto:unwomen.albania@unwomen.org) Proponents must not communicate with any other personnel of UNWOMEN regarding this CFP.

##### 2. Cost of proposal

- 2.1 The cost of preparing a proposal, attendance at any pre-proposal conference, meetings or oral presentations shall be borne by the proponents, regardless of the conduct or outcome of the CFP process. Proposals must offer the services for the total requirement; proposals offering only part of the services will be rejected.

##### 3. Eligibility

- 3.1 Proponents must meet all mandatory requirements/pre-qualification criteria as set out in **Annex B-1**. See point 4 below for further explanation. Proponents will receive a pass/fail rating on this section. To be considered, proponents must meet all the mandatory criteria described in **Annex B-1**. UN-WOMEN reserves the right to verify any information contained in proponent's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will result in disqualification.

##### 4. Mandatory/pre-qualification criteria

- 4.1 The mandatory requirements/pre-qualification criteria have been designed to assure that, to the degree possible in the initial phase of the CFP selection process process, only those proponents with sufficient experience, the financial strength and stability, the demonstrable technical knowledge, the evident capacity to satisfy UNWOMEN requirements and superior customer references for supplying the services envisioned in this CFP will qualify for further consideration. UNWOMEN reserves the right to verify any information contained in proponent's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect your evaluation.
- 4.2 Proponents will receive a pass/fail rating in the mandatory requirements/pre-qualification criteria section. In order to be considered for Phase I, proponents must meet all the mandatory requirements/pre-qualification criteria described in this CFP.

## 5. Clarification of CFP documents

5.1. A prospective proponent requiring any clarification of the CFP documents may notify UNWOMEN in writing at UNWOMEN email address indicated in the CFP by the specified date and time. UNWOMEN will respond in writing to any request for clarification of the CFP documents that it receives by the due date outlined on section 2. Written copies of UNWOMEN response (including an explanation of the query but without identifying the source of inquiry) will be posted using the same method as the original posting of this (CFP) document.

5.2. If the CFP has been advertised publicly, the results of any clarification exercise (including an explanation of the query but without identifying the source of inquiry) will be posted on the advertised source.

## 6. Amendments to CFP documents

6.1. At any time prior to the deadline for submission of proposals, UNWOMEN may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective proponent, modify the CFP documents by amendment. All prospective proponents that have received the CFP documents will be notified in writing of all amendments to the CFP documents. For open competitions, all amendments will also be posted on the advertised source.

6.2. In order to afford prospective proponents reasonable time in which to take the amendment into account in preparing their proposals, UNWOMEN may, at its discretion, extend the deadline for the submission of proposal.

## 1. Language of proposal

7.1 The proposal prepared by the proponent and all correspondence and documents relating to the proposal exchanged between the proponent and UNWOMEN, shall be written in English.

7.2 Supporting documents and printed literature furnished by the proponent may be in another language provided they are accompanied by an appropriate translation of all relevant passages in English. In any such case, for interpretation of the proposal, the translation shall prevail. The sole responsibility for translation and the accuracy thereof shall rest with the proponent.

## 2. Submission of proposal

8.1 Technical and financial proposals should be submitted as part of the template for proposal submission (Annex B2-3) in one email. with the CFP reference and the clear description of the proposal by the date and time stipulated in this document. If the emails and email attachments are not marked as instructed, UNWOMEN will assume no responsibility for the misplacement or premature opening of the proposals submitted. The email text body should indicate the name and address of the proponent.

All proposals should be sent by email to the following secure email address:

[unwomen.albania@unwomen.org](mailto:unwomen.albania@unwomen.org)

8.2 Proposals should be received by the date, time and means of submission stipulated in this CFP. Proponents are responsible for ensuring that UNWOMEN receives their proposal by the due date and time. Proposals received by UNWOMEN after the due date and time may be rejected.

8.3 When receiving proposals by email (as is required for the CFP), the receipt time stamp shall be the date and time when the submission has been received in the dedicated UNWOMEN inbox. UNWOMEN shall not be responsible for any delays caused by network problems, etc. It is the sole responsibility of proponents to ensure that their proposal is received by UNWOMEN in the dedicated inbox on or before the prescribed CFP deadline.

8.4 **Late proposals:** Any proposals received by UNWOMEN after the deadline for submission of proposals prescribed in this document, may be rejected.

## 9. Clarification of proposals

9.1 To assist in the examination, evaluation and comparison of proposals, UNWOMEN may, at its discretion, ask the proponent for a clarification of its proposal. The request for clarification and the response shall be in writing and no change in the price or substance of the proposal shall be sought, offered or permitted. UNWOMEN will review minor informalities, errors, clerical mistakes, apparent errors in price and missing documents in accordance with the UNWOMEN Policy and Procedures.

**10. Proposal currencies**

10.1 All prices shall be quoted in (local currency) Albanian Lek ALL

10.2 UNWOMEN reserves the right to reject any proposals submitted in another currency than the mandatory currency for the proposal stated above. UNWOMEN may accept proposals submitted in another currency than stated above if the proponent confirms during clarification of proposals, see item (8) above in writing, that it will accept a contract issued in the mandatory proposal currency and that for conversion the official United Nations operational rate of exchange of the day of CFP deadline as stated in the CFP letter shall apply.

10.3 Regardless of the currency of proposals received, the contract will always be issued and subsequent payments will be made in the mandatory currency for the proposal above.

**11. Evaluation of technical and financial proposal**

**11.1 PHASE I – TECHNICAL PROPOSAL (70 points)**

11.1.1 Only proponents meeting the mandatory criteria will advance to the technical evaluation in which a maximum possible 70 points may be determined. Technical evaluators who are members of an Evaluation Committee appointed by UNWOMEN will carry out the technical evaluation applying the evaluation criteria and point ratings as listed below. In order to advance beyond Phase I of the detailed evaluation process to Phase II (financial evaluation) a proposal must have achieved a minimum cumulative technical score of 50 points.

1	Proposal is compliant with the Call for Proposal (CfP) requirements	15 points
2	The Organization’s mandate is relevant to the work to be undertaken in the TORs ( <b>component 1</b> )	20 points
3	The Proposal demonstrates a sound understanding of the requirements of the TOR and indicates that the organization has the prerequisite capacity to undertake the work successfully ( <b>components 2, 3 and 4</b> )	35 points
	<b>TOTAL</b>	<b>70 points</b>

**11.2 PHASE II - FINANCIAL PROPOSAL (30 points)**

Financial proposals will be evaluated following completion of the technical evaluation. The proponent with the lowest evaluated cost will be awarded 30 points. Other financial proposals will receive pro-rated points based on the relationship of the proponents’ prices to that of the lowest evaluated cost.

Formula for computing points:  
Points = (A/B) Financial Points

Example: Proponent A’s price is the lowest at \$10.00. Proponent A receives 30 points. Proponent B’s price is \$20.00. Proponent B receives  $(\$10.00/\$20.00) \times 30$  points = 15 points

**12. Preparation of proposal**

12.1 You are expected to examine all terms and instructions included in the CFP documents.

Failure to provide all requested information will be at proponent’s own risk and may result in rejection of proponent’s proposal.

12.2 Proponent’s proposal must be organized to follow the format of this CFP. Each proponent must respond to every stated request or requirement and indicate that proponent understands and confirms acceptance of UNWOMEN stated requirements. The proponent should identify any substantive assumption made in preparing its proposal. The deferral of

a response to a question or issue to the contract negotiation stage is not acceptable. Any item not specifically addressed in the proponent’s proposal will be deemed as accepted by the proponent. The terms “proponent” and “contractor” refer to those organizations that submit a proposal pursuant to this CFP.

12.3 Where the proponent is presented with a requirement or asked to use a specific approach, the proponent must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Failure to provide an answer to an item will be considered an acceptance of the item. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

12.4 The terms of reference in this document provides a general overview of the current operation. If the proponent wishes to propose alternatives or equivalents, the proponent must demonstrate that any such proposed change is equivalent or superior to UNWOMEN established requirements. Acceptance of such changes is at the sole discretion of UNWOMEN.

12.5 Proposals must offer services for the total requirement, unless otherwise permitted in the CFP document. Proposals offering only part of the services may be rejected unless permitted otherwise in the CFP document.

12.6 Proponent’s proposal shall include all of the following labelled annexes:

**CFP submission** (on or before proposal due date):

As a minimum, proponents shall complete and return the below listed documents (Annexes to this CFP) **as an integral part of their proposal**. Proponents may add additional documentation to their proposals as they deem appropriate.

Failure to complete and return the below listed documents as part of the proposal may result in proposal rejection.

Part of proposal	<b>Annex B-1</b> Mandatory requirements/pre-qualification criteria
Part of proposal	<b>Annex B-2</b> Template for proposal submission
Part of proposal	<b>Annex B-3</b> Format of resume for proposed staff
Part of proposal	<b>Annex B-4</b> Capacity Assessment minimum Documents

13. If after assessing this opportunity you have made the determination not to submit your proposal, we would appreciate it if you could return this form indicating your reasons for non-participation.

**13 Format and signing of proposal**

13.1 The proposal shall be typed or written in indelible ink and shall be signed by the proponent or a person or persons duly authorized to bind the proponent to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the proposal.

13.2. A proposal shall contain no interlineations, erasures, or overwriting except as necessary to correct errors made by the proponent, in which case such corrections shall be initialled by the person or persons signing the proposal.

**14 Award**

14.1 Award will be made to the responsible and responsive proponent with the highest evaluated proposal following negotiation of an acceptable contract. UNWOMEN reserves the right to conduct negotiations with the proponent regarding the contents of their proposal. The award will be in effect only after acceptance by the selected proponent of the terms and conditions and the terms of reference. **The agreement will reflect the name of the proponent whose financials were provided in response to this CFP.** Upon execution of agreement UNWOMEN will promptly notify the unsuccessful proponents.

14.2 The selected proponent is expected to commence providing services as of the date and time stipulated in this CFP.

14.3 The award will be for an agreement with an original term of [ number of months/year(s)]with the option to renew under the same terms and conditions for an additional period or periods as indicated by UNWOMEN.

## Annex B-2 Template for proposal submission

### Call for proposal

**Description of Services:** Provision of operational support to specialist services (shelters and/or helplines) to guarantee accessible and quality services, including to women from marginalized groups (women with disabilities, Roma women, LGBT women)

**CFP No. 7**

#### Mandatory requirements/pre-qualification criteria

Proponents are requested to complete this form (**Annex B-2**) and return it as part of their submission. Proponents must meet all mandatory requirements/pre-qualification criteria as set out in **Annex B-1**. Proponents will receive a pass/fail rating on this section. To be considered, proponents must meet all the mandatory criteria described in Annex B-1. UN WOMEN reserves the right to verify any information contained in proponent's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will result in disqualification.

#### Component 1: Organizational Background and Capacity to implement activities to achieve planned results (max 1.5 pages)

This section should provide an overview with relevant annexes that clearly demonstrate that the proposing organization has the capacity and commitment to implement successfully the proposed activities and produce results. Key elements to be covered in this section include:

1. Nature of the proposing organization – Is it a community-based organization, national or sub-national NGO, research or training institution, etc.?
2. Overall mission, purpose, and core programmes/services of the organization
3. Target population groups (women, indigenous peoples, youth, etc.)
4. Organizational approach (philosophy) - how does the organization deliver its projects, e.g., gender-sensitive, rights-based, etc.
5. Length of existence and relevant experience
6. Overview of organizational capacity relevant to the proposed engagement with UN Women (e.g., technical, governance and management, and financial and administrative management)

#### Component 2: Expected Results and Indicators (max 1.5 pages)

This section should articulate the proponent's understanding of the UN Women Terms of Reference (TOR). It should contain a clear and specific statement of what the proposal will accomplish in relation to the UN Women TOR. This should include:

1. The **problem statement** or challenges to be addressed given the context described in the TOR.
2. The specific **results** expected (e.g., outputs) through engagement of the proponent. The expected results are the measurable changes which will have occurred by the end of the planned intervention. Propose specific and measurable indicators which will form the basis for monitoring and evaluation. These indicators will be refined, and will form an important part of the agreement between the proposing organization and UNWOMEN.

**Component 3: Description of the Technical Approach and Activities** (max 2.5 pages)

This section should describe the technical approach and should be able to show the soundness and adequacy of the proposed approach, what will actually be done to produce the expected results in terms of activities. There should be a clear and direct linkage between the activities and the results at least at the output level. Specific strategies should also be described to support the achievement of results, such as building partnerships, etc.

Activity descriptions should be as specific as necessary, identifying **what** will be done, **who** will do it, **when** it will be done (beginning, duration, completion), and **where** it will be done. In describing the activities, an indication should be made regarding the organizations and individuals involved in or benefiting from the activity.

This narrative is to be complemented by a tabular presentation that will serve as Implementation Plan, as described in Component 4.

**Component 4: Implementation Plan** (max 1.5 pages)

This section is presented in tabular form and can be attached as an Annex. It should indicate the **sequence of all major activities and timeframe (duration)**. Provide as much detail as necessary. The Implementation Plan should show a logical flow of activities. Please include in the Implementation Plan all required milestone reports and monitoring reviews.

**Implementation Plan**

Project No:		Project Name:	
Name of Proponent Organization:			
Brief description of Project			
		Project Start and End Dates:	
Brief Description of Specific Results (e.g., Outputs) with corresponding indicators, baselines and targets. Repeat for each result			
List the activities necessary to produce the results Indicate who is		Duration of Activity in Months (or Quarters)	

responsible for each activity													
Activity	Responsible	1	2	3	4	5	6	7	8	9	10	11	12
1.1													
1.2													
1.3													
1.4													

**Monitoring and Evaluation Plan** (max. 1 page)

This section should contain an explanation of the plan for monitoring and evaluating the activities, both during its implementation (formative) and at completion (summative). Key elements to be included are:

- How the performance of the activities will be tracked in terms of achievement of the steps and milestones set forth in the Implementation Plan
- How any mid-course correction and adjustment of the design and plans will be facilitated on the basis of feedback received
- How the participation of community members in the monitoring and evaluation processes will be achieved

**Component 5: Risks to Successful Implementation** (1 page)

Identify and list any major risk factors that could result in the activities not producing the expected results. These should include both internal factors (for example, the technology involved fails to work as projected) and external factors (for example, significant currency fluctuations resulting into changes in the economics of the activity). Describe how such risks are to be mitigated.

Include in this section also the key **assumptions** on which the activity plan is based on. In this case, the assumptions are mostly related to external factors (for example, government environmental policy remaining stable) which are anticipated in planning, and on which the feasibility of the activities depend

**Component 6: Results-Based Budget** (max. 1.5 pages)

The development and management of a realistic budget is an important part of developing and implementing successful activities. Careful attention to issues of financial management and integrity will enhance the effectiveness and impact. The following important principles should be kept in mind in preparing a project budget:

- Include costs which relate to efficiently carrying out the activities and producing the results which are set forth in the proposal. Other associated costs should be funded from other sources.
- The budget should be realistic. Find out what planned activities will actually cost, and do not assume that would cost less.
- The budget should include all costs associated with managing and administering the activity or results, particularly include the cost of monitoring and evaluation.
- The budget could include “Support Costs”: those indirect costs that are incurred to operate the Partner as a whole or a segment thereof and that cannot be easily connected or traced to implementation of the Work, i.e., operating expenses, over-head costs and general costs connected to the normal functioning of an organization/business, such as cost for support staff, office space and equipment that are not Direct Costs.
- “Support Cost Rate” means the flat rate at which the Partner will be reimbursed by UN Women for its Support Costs, as set forth in the Partner Project Document and not exceeding a rate of 8% or the rate set forth in the Donor Specific Conditions, if that is lower. The flat rate is calculated on the eligible Direct Costs.
- The budget line items are general categories intended to assist in thinking through where money will be spent. If a planned expenditure does not appear to fit in any of the standard line item categories, list the item under other costs, and state what the money is to be used for.
- The figures contained in the Budget Sheet should agree with those on the proposal header and text.
- Proponents should provide a detailed activity-level budget in addition to the results-based budget.

<b>Result 1 (e.g. Output)</b> Repeat this table for each result.				
<b>Expenditure Category</b>	<b>Year 1, [Local currency]</b>	<b>Total, [local currency]</b>	<b>US\$</b>	<b>% Total</b>
1. Personnel				
2. Equipment / Materials				
3. Training / Seminars / Travel Workshops				
4. Contracts		--		
5. Other costs <sup>5</sup>				
6. Incidentals				

<sup>5</sup> “Other costs” refers to any other costs that is not listed in the Results-Based Budget. Please specify in the footnote what they are: \_\_\_\_\_

7. Other support requested				
8. Support Cost (not to exceed 8% or the relevant donor %)				
<b>Total Cost for Result 1</b>				

I, (Name) \_\_\_\_\_ certify that I am (Position) \_\_\_\_\_ of (Name of Organization) \_\_\_\_\_; that by signing this Proposal for and on behalf of (Name of Organization) \_\_\_\_\_, I am certifying that all information contained herein is accurate and truthful and that the signing of this Proposal is within the scope of my powers.

I, by signing this Proposal, commit to be bound by this Technical Proposal for carrying out the range of services as specified in the CFP package and respecting the Terms and Conditions stated in the UN Women Partner Agreement template (Document attached).

\_\_\_\_\_

(Seal)

(Signature)

(Printed Name and Title)

(Date)

## Annex B-3 Format of resume for proposed staff

### Call for proposal

**Description of Services:** Provision of operational support to specialist services (shelters and/or helplines) to guarantee accessible and quality services, including to women from marginalized groups (women with disabilities, Roma women, LGBT women)

**CFP No. 7**

Name of Staff: \_\_\_\_\_

Title: \_\_\_\_\_

Years with NGO: \_\_\_\_\_ Nationality: \_\_\_\_\_

**Education/Qualifications:** (Summarize college/university and other specialized education of staff member, giving names of schools, dates attended and degrees-professional qualifications obtained).

### Employment Record/Experience

(Starting with present position, list in reverse order, every employment held. List all positions held by staff member since graduation, giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment).

### References

Provide names and addresses for two (2) references.

**Annex B-4**  
**Capacity Assessment minimum Documents**

**(to be submitted by potential Responsible Parties and submission assessed by the reviewer)**

**Call for proposal**

**Description of Services:** Provision of operational support to specialist services (shelters and/or helplines) to guarantee accessible and quality services, including to women from marginalized groups (women with disabilities, Roma women, LGBT women)

**CFP No. 7**

**Governance, Management and Technical**

<b>Document</b>	<b>Mandatory / Optional</b>
Legal registration	Mandatory
Rules of Governance / Statues of the organization	Mandatory
Organigram of the organization	Mandatory
List of Key management	Mandatory
CVs of Key Staff proposed for the engagement with UN Women	Mandatory
Anti-Fraud Policy Framework which is consistent with UN women's one or adoption of UN Women anti-fraud policy	Mandatory
Sexual Exploitation and Abuse (SEA) policy consistent with the UN SEA bulletin <a href="#">ST/SGB/2003/13</a>	Mandatory
Where RP has adopted UN Women SEA Protocol, RP has to ensure to have developed a SEA policy;	

**Administration and Finance**

<b>Document</b>	<b>Mandatory / Optional</b>
Administrative and Financial Rules of the organization	Mandatory
Internal Control Framework	Mandatory
Audited Statements of last 3 years	Mandatory
List of Banks	Mandatory
Name of External Auditors	

**Procurement**

<b>Document</b>	<b>Mandatory / Optional</b>
Procurement Policy/Manual	Mandatory
Templates of the solicitation documents for procurement of goods/services, e.g. Request for Quotation (FRQ), Request for Proposal (RFP) etc.	Mandatory
List of main suppliers / vendors and copy of their contract(s) including evidence of their selection processes	

**Client Relationship**

<b>Document</b>	<b>Mandatory / Optional</b>
List of main clients / donors	Mandatory
Two references	Mandatory
Past reports to clients / donors for last 3 years	

