

TERMS OF REFERENCE

Project Name: Strengthening Government Capacity to Protect Victims of Trafficking in Albania

Implementer: Catholic Relief Services and Caritas Albania

Project funded by: U.S Government Department of State Office to Monitor and Combat Trafficking in Persons (J-TIP)

Project Timeframe: October 1, 2014 – December 31, 2016

Date of Announcement: 05.09.2016

Deadline for Application Submission: 23.09.2016

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Introduction/Background

Catholic Relief Services (CRS) was founded in 1943 by the US Conference of Catholic Bishops to assist the poor and disadvantaged overseas. Since 2002, CRS has implemented anti-trafficking projects in 35 countries across Europe, Latin America, Asia, the Middle East, and Africa with support from the J/TIP office, USAID, the US Department of Labor, the Austrian Development Agency, the Government of Norway, UNODC and UNICEF. Given the regional nature of this scourge, CRS' strategy in Southeast Europe has been to build the capacity of civil society and local governments in Albania, Kosovo, Bosnia-Herzegovina, and Moldova.

Caritas Albania has been fighting human trafficking across the country since 2005, with a primary focus on protection and prevention. Their programming is coordinated nationally and internationally through the COATNET network. On the prevention side, Caritas Albania has worked with local authorities to increase awareness among at-risk youth, especially women, on the dangers of trafficking and measures they can take to protect themselves from it. On the protection side, they have strengthened the capacities of field operating units to identify cases and refer them to the social service organizations for shelter, food, psycho-social counselling, and livelihood support.

Catholic Relief Services (CRS) in partnership with Caritas Albania has been implementing a two year project to strengthen the government capacity to protect victims of trafficking. The U.S Government Department of State Office to Monitor and Combat Trafficking in Persons (J-TIP) is funding the project to improve collaboration among government and civil society stakeholders to increase government capacities to identify and refer victims of trafficking and to conduct victim-centered investigations. The goal of

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the project is that government and civil society actors will be providing increased protection for victims of trafficking in four districts of Albania - Kukes, Lezha, Shkodra, Durres, Vlora and Tirana.

CRS and Caritas Albania are seeking an external consultant to design and implement a final evaluation to provide data on indicators from the Performance Monitoring and Evaluation Plan (PMEP), assess project impacts in comparison to the Baseline Assessment and provide a report that analyzes the data and documents lessons learned and best practices.

Project Summary

Catholic Relief Services (CRS) in partnership with Caritas Albania has been implementing a two year project to improve collaboration among government and civil society stakeholders to strengthen government capacities to identify and refer victims of trafficking (VoT¹) and to conduct victim-centered investigations since October 2014. The goal of the project is that government and civil society actors will provide increased protection for VoT in six districts of Albania - Kukes, Lezhe, Shkoder, Durres, Tirana and Vlore. The project also aimed to improve cross border cooperation with border police at the shared borders with Kosovo and Montenegro.

The project has been improving the coordination of key actors involved in counter-trafficking efforts in Albania and increasing the capacity of law enforcement and social service personnel to identify, screen, interview and refer VoT in accordance with Standard Operating Procedures (SOP) and the National Action Plan (NAP). CRS and Caritas Albania convened a Steering Committee and is supporting the Regional Anti-Trafficking Committees (RATC) in each district. CRS and Caritas Albania facilitated the process for each RATC to develop a local action plan that is in compliance with the NAP and improves implementation of the SOP. The project designed a training manual and is implementing trainings for judges, prosecutors, police, border police and social service personnel to improve victim identification and protection.

Geographic Targeting:

The final evaluation will be implemented in Kukes, Lezha, Shkodra, Durres, Vlore and Tirana. Data will also be collected from: the Office of the National Anti-Trafficking Coordinator; Prosecution Office in Tirana; Counter Illicit Trafficking Sections in the 6 regions; State Regional and Local Social Services; Police Directories; NGO service providers for victims of trafficking.

Intended Users of the Final Evaluation

The final evaluation will be used by Caritas Albania and CRS, and it will be shared with the donor, United States Office to Combat and Monitor Trafficking of Persons (J-TIP) and the Office of the National Anti-Trafficking Coordinator (ONAC). The final evaluation report will be shared with stakeholders and as a resource for CRS global programming.

¹ Victims of trafficking include potential victims of trafficking.

Final Evaluation Purpose

The final evaluation is the final step of a comprehensive Performance Monitoring and Evaluation Plan (PMEP) covering the entire project period (October 2014- December 2016.) The purpose of the PMEP, including the baseline assessment, is to determine project relevance, efficiency, effectiveness, impact, and sustainability; to ensure accountability and transparency toward the public; to provide project oversight and compliance; to promote dialogue and cooperation among key stakeholders; to build, share, and manage knowledge; to generate lessons learned; and finally to promote evidence based decision making for choosing best objectives.

The purpose of the Final evaluation is:

1. To assess project performance and progress towards objectives based on the indicators identified in the PMEP (in comparison with baseline), and measure project results and identify early signs of impact.
2. To test validity of development hypothesis ‘Outputs to Outcome, Outcome to Objective, and Objective to Goal.’
3. To incorporate participants’ feedback about project success and areas for strengthening.
4. To identify projects strengths and weaknesses and any unintended impacts (positive or negative).
5. To gather lessons learned and recommendations for programmatic and managerial aspects of project, in order to inform decisions and future programming for CRS’ continuation and advancement of work in counter trafficking.

The evaluation seeks response to the following evaluation criteria and questions:

Relevance

1. Is the project design—objectives, activities, and timing--appropriate for meeting the direct participants (i.e. government representatives, law enforcement, social services personnel and CSO personnel) priority needs identified during the baseline assessment and project start-up meetings? Why or why not?
2. Did the targeting strategy allow the project to work with the locations and key actors that have the most contact with potential victims (i.e. to have an impact on the largest # of potential victims)? Why or why not?

Effectiveness

3. Did the project achieve its planned outputs (as per the detailed implementation plan) on the planned timeline? Why or why not?

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4. Did the M&E system provide the right information at the right time to allow for timely project management and decision-making? Why or why not?
5. How could the MEAL system be improved for future projects?
6. Has working in partnership increased the effectiveness and quality of the project? Why or why not?

Efficiency

7. Are the project's staffing and management structures efficient? Why or why not?
8. Has the project been effective in building partner capacity? If so, how has partner capacity been built? If not, why not? If not, how can this be improved for next time?

Impact

9. Has the project achieved its planned impact (refer to PMEP Outcome indicators to determine planned impact)? Why or why not? *For example:*
 - a. To what extent and how has the project improved the identification, protection and/or services for Victims of trafficking?
 - b. To what extent and how did the project improve RATC's coordination of district government structures, law enforcement and civil society?
 - c. Are some RATCs more effective than others? If so, what factors lead to a more successful/effective RATC coordination?
 - d. Since RATC coordination was an objective, can respondents give their own case-example of what has worked or not worked, since the interventions through CRS began? If they feel they have still fallen short in some ways, what additional support would they have wanted?
 - e. To what extent and how did the project improve law enforcement officers' and social services personnel's capacities to follow standard operating procedures for the identification and protection of victims?
 - f. To what extent and how did the training improve law enforcement officers' and social services personnel's knowledge, attitudes and practice with victims and those at-risk?
10. Did impact vary for different targeted regions, Regional Anti-Trafficking Committees, participants from different agencies (i.e. border police, regional police, and social service personnel)? If so, how and why?

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11. Was there any unintended impact from the project, either positive or negative?
12. What impact was most valuable to participating regions? Why?

Sustainability

13. What has the project done to support target institutions (RATCs, border police, regional police, and social service personnel) to be able to continue to improve identification and protection of VoT and sustain project impact? Is this sufficient?
14. What is the likelihood that the target institutions (RATCs, border police, regional police, and social service personnel) will be able to sustain the impact of the project? How do you know? How will they maintain (sustain) the learning and achievements they have accomplished?

The final evaluation must adhere to the specific wording and description of each of the relevant indicators in the PMEP. Data will be collected for the following indicators (the baseline assessment, training evaluations and quarterly reports will be provided with the contract for the consultancy):

Objective 1: RATCs effectively coordinate among district government structures, law enforcement and civil society.

Key Output Indicator:

- # of SC meetings convened
- # government and # NGO representative regularly participate in RATC bi-monthly meetings in each district
- # of RATCs that have developed annual action plans to combat trafficking in their districts
- # of SOPs/Guidelines established for the identification and referral of victims established

Key Outcome Indicators:

- % of RATCs that have completed at least 75% of their annual action plans targets on time
- % of stakeholders that assess their RATC's coordination as effective*
- # of counter-TIP policies, legislation, and international agreements strengthened*

Objective 2: District law enforcement personnel implement 14 NAP actions aimed at protecting victims of trafficking.

Key Output Indicators:

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- # of training curricula developed
- # of law enforcement personnel trained
- # of safe spaces for interviews established at border crossings

Key Outcome Indicators:

- % of victim identifications at border crossings at which a female police officer was present
- % of civil society stakeholders that assess law enforcement coordination as effective*
- # of victims identified and referred by law enforcement personnel to social services for assistance

Objective 3: Social Services personnel implement 5 NAP actions aimed at protection and referring victims of trafficking.

Key Output Indicators:

- # of social services personnel trained
- # of brochures distributed

Key Outcome Indicators with Targets:

- % of victim interviews at which a social worker was present
- % of victims that have benefited from consistent accompaniment* by social services personnel through all stages
- # of victims that have been referred to appropriate civil society services providers*

** Terms that are starred will be jointly defined by evaluators and project staff during tool development.*

Final Evaluation Methodology and the Team

The methodology should be designed with participatory evaluation principles. The consultant(s) will work together with representatives of CRS and Caritas Albania to design the final evaluation, sampling methodology, and analyze the collected data. The consultant(s) will facilitate the development of the evaluation and implement it in selected communities over a 4-6 week period (mid-October to late November). The final evaluation methodology will collect both quantitative and qualitative data.

Respondents:

Participants from the 6 target districts (Durrës, Lezha, Shkoder, Kukes, Vlore and Tirana.)

- Regional Anti Trafficking Committees Representatives (i.e. General secretaries, technical anti trafficking secretariat)
- Law enforcement personnel from Counter Illicit Trafficking Sections; regional and border police
- Representatives from State Social Services.
- Representatives from the Public Health Directory

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- Representatives from the Education Directory
- Representatives from Office of the National Coordinator Against Trafficking (ONAC)
- Representatives from Prosecution or Justice Court;
- Representatives from Civil society organizations (victim service providers that participated in RATCS and/or trainings).

Data will be disaggregated by institution and location. CRS and Caritas Albania will help coordinate the data collection activities for the evaluation with key stakeholders and respondents and may accompany the consultant as necessary.

Victims of Trafficking

In addition to collecting data from direct participants, the evaluation will also collect qualitative data from Victims of trafficking regarding their perceptions of treatment during the various stages of services. Data collection will be based on the focus group discussion questions that were conducted during the baseline and adjusted as necessary. The tools will be shared with the evaluator and revised in collaboration with Caritas. Safety, confidentiality and protection of VoT will be addressed during the design and implementation of this component. This data will be disaggregated by gender and type of exploitation of respondents.

Examples of some questions include: if they had any knowledge about trafficking-issues before their own journey started -- and from whom. In their own experience, when did they become aware that there are rescue and/or other support services that are available through government, and when do they think that government might have best intervened? What specific recommendations they would give to improve the government's support? In looking back at their own pathway, what do they see as the key intervention points where a direct intervention might have been most effective?

Stakeholders

The consultant will facilitate a participatory reflection workshop with stakeholders prior to finalizing the report. Participatory analysis and interpretation are necessary for contextualizing results, in-depth analysis, and engaging project staff and stakeholders and participants with evaluation findings. Below is some guidance on using participatory methods for data interpretation during the workshop:

- Participatory analysis includes project and partner staff, participants or other stakeholders (i.e. representatives from ONAC; General Secretaries of RATCs; other high level representatives that were active in RATCs to be identified by Caritas.) provide

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data and participate in interpretation of data and results and in determining the evaluation findings based on the data. This is particularly important for qualitative data.

- In participatory interpretation, participants consider the project context and use their local knowledge to identify lessons learned, best practices and recommendations based on the evaluation findings.
- Share the M&E results, not conclusions or assumptions by the team. After sharing the results, facilitate a discussion with the stakeholders to discuss progress and identify successes and challenges. Enable them to analyze the data themselves by providing visual displays of results and facilitating participatory discussion. Avoid presenting conclusions that the team may have drawn about the results and why changes have or have not occurred.
- Ask why and why not probing questions in the discussion to prompt more in-depth explanations. Ask for examples that illustrate typical, best or worst cases as further explanation where feasible. Be open about challenges and difficulties. Discuss challenges openly with the community to solicit honest responses (and criticisms) from stakeholders and to demonstrate the team's interest in feedback and learning.

The bidder's proposal must include a draft final evaluation design that will contain a description of the proposed final evaluation, work schedule, budget and other relevant components of the final evaluation effort, to be discussed with CRS and Caritas Albania. Each bid will be assessed based on its specific final evaluation design/methodology in relation to the overall cost.

The selected consultant(s) must be capable to work in diverse environments and have a high degree of evaluation experience, preferably in evaluating counter trafficking projects using both qualitative and quantitative methods. Strong facilitation skills and educational or community engagement experience and/or background will be a plus. The consultant(s) must be fluent in English and include a translator if not fluent in Albanian. Many stakeholders do not speak English. The final report must be edited and completed in high quality, professional English.

Information Resources

Key information resources will be provided including: the project narrative, logical framework, PMEP plan, baseline assessment, narrative quarterly reports including the indicator tables (monitoring data), and training evaluations. The consultants are encouraged to identify other secondary data sources as appropriate (i.e. annual reports from the ONAC, TIP, GRETA etc.)

Deliverables and Documents to be Produced

The selected consultant will be responsible for facilitation of all phases of the evaluation design, participatory methodology development, implementation, analyzing data, reflection workshop and providing a final report. Expected outputs to be produced by

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the consultant will be developed in cooperation with CRS and Caritas Albania. The tentative Scope of Work for the consultant includes:

- Develop an action plan, including a timeline for completing activities
- Develop a qualitative and quantitative evaluation methodology
- Create instruments/tools for data collection
- Facilitate data entry; all raw data organized
- Analyze data collected from all districts
- Participatory reflection workshop to interpret data
- Final evaluation Report containing major conclusions, lessons learned and recommendations.

Structure of the documents is to be agreed jointly by CRS, Caritas Albania and the consultant. A draft Research Report in English will be shared in advance for input and comments, prior to being finalized.

The selected consultant/s will be required to keep close communication with the CRS Program Manager and CA Project Manager regarding the final evaluation schedule and the selection of data sources, data collection instruments, preliminary report and final report. More precisely, Project Manager will be responsible for the coordination and providing necessary materials. The project staff will participate in the development of the evaluation. The CRS Program Manager will be responsible for the final decision making of any type.

In addition, CRS Regional M&E Advisor will provide technical expertise and assistance if needed.

The assignment is expected to take place from October 17 to November 25, 2016.

A schedule for delivering the outputs defined above will be jointly established by the consultant and CRS upon signing of the contract. It is expected that collection of data for the final evaluation is completed in time to have a final report prepared by beginning of December.

Required experience and expertise

Consultant/s should possess the following expertise and skills:

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- University degree in the field of social or human sciences (M.A. or PhD in relevant field is an advantage);
- Minimum of five years' experience in conducting final evaluations and evaluations in different fields;
- Practiced in the use of participatory methods for conducting monitoring and evaluation, research and planning;
- Fluency in English required; preferable fluency in Albanian
- Background knowledge of the trafficking in persons issues in Albania;
- Strong analytical and creativity skills;
- Strong communication and facilitation skills, with the ability to communicate detailed concepts clearly and concisely both in writing and verbally and lead a workshop;
- Extensive experience in social research, including designing and employing both qualitative and quantitative data collection methods and tools which are participatory and sensitive to the needs of targeted beneficiaries.

Budget

Consultant(s) need to take into account exact number of days of engagement, travel costs and all other expenses related to their assignments, accompanied with the implementation plan.

Travel Costs can be determined based in the following table of distances for target communities:

Districts	Distance from Tirana
Durres	38 km
Lezha	56 km
Kukes	137 km
Shkodra	94 km
Vlora	150 km

Application and Bidding Procedure

Interested parties should submit the bidding proposal containing the following:

- Description of organization/individual applying;
- Past performance in similar areas with at least 2 references;

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- A short concept paper (no more than 7 pages excluding budget) explaining proposed design, methodology and timeline for data collection and analysis;
- A budget.
- Brief CV(s) of expert(s) involved emphasizing only relevant final evaluation and experience. Only include the CVs of those individuals who will be primarily and substantially involved in conducting the final evaluation. The CVs of other individuals who would only be involved peripherally will not be considered during bid reviews.

Selection Criteria

CRS and Caritas Albania will decide on the best offer based on three criteria:

- Past performance and capacity of evaluator(s);
- Quality of concept paper;
- Cost.

Deadline for Submission of Bid

All bids need to be submitted no later than September 23, 2016 at 16:00 in electronic version, to the email caritalbania@caritalbania.org. A selection will be made no later than September 30, 2016 and the selected consultant will be contracted not later than October 10, 2016.

Only shortlisted bidders will be notified of the decision.

Annexes:
Logical Framework

Project Goal: *By September 2016, government and civil society actors will be providing increased protection for victims of trafficking in four districts of Albania.*

Objective 1: *RATCs have improved their coordination of district government structures, law enforcement and civil society.*

Activity:	Outputs:	Output targets:	Outcomes:	Outcome targets:	Disaggregation Instructions:	Comments:
Mobilize RATCs to expand membership and implement priority NAP responsibilities.	<ul style="list-style-type: none"> • Steering Committee (SC) established to coordinate project activities across districts • RATCs meet bi-monthly with broad representation from government and civil society • RATCs develop annual action plans for their districts 		<ul style="list-style-type: none"> • RATCs successfully implement annual action plans on time • RATC performance is recognized as effective by key stakeholders • Improved formal collaboration between Albania, Montenegro and Kosovo 			<p><u>Timing:</u> The SC will meet monthly during the 1st quarter, followed by quarterly for the rest of the project. Bi-monthly RATC meetings are expected for all 4 districts no later than the start of the 2nd quarter. Both bilateral agreements are expected to be signed by the start of the 2nd year.</p>
	<p>Performance Indicators:</p> <ul style="list-style-type: none"> • # of SC meetings convened • # and type of actors participating regularly in RATC meetings • # of RATCs that have developed annual action 	<ul style="list-style-type: none"> • 10 • 10 Gov't & 2 NGO actors per district • 6 	<p>Performance Indicators:</p> <ul style="list-style-type: none"> • % of RATCs that have completed at least 75% of their annual action plans targets on time • % of stakeholders that assess their RATC's coordination as effective • # of counter-TIP policies, 	<ul style="list-style-type: none"> • 75% • 100% • 2 	<p>Disaggregated Data:</p> <p>Not applicable.</p>	<p><u>Data sources:</u> Outcome and some output data will be collected from quarterly SC meeting minutes that document member attendance and the extent to which RATCs have made progress on their performance indicators. Caritas Albania will conduct annual surveys to measure</p>

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	plans to combat trafficking in their districts • # of SOPs/Guidelines established for the identification and referral of victims established* ² (PT11)	• 1	legislation, and international agreements strengthened* (PS1)			stakeholder perceptions of RATC effectiveness. Output data will be collected from project records maintained by Caritas Albania. <u>Limitations:</u> Political instability in any of the three countries will affect the project's ability to secure two signed bilateral agreements.
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Objective 2: District law enforcement personnel implement 14 NAP actions aimed at protecting victims of trafficking

Activity: Build capacity of law enforcement personnel to implement priority NAP responsibilities aimed at improving protection for victims.	Outputs: • Increased training resources for law enforcement personnel available for RATCs • Increased capacity of law enforcement personnel to protect victims • Improved police systems and structures to protect victims	Output targets:	Outcomes: • Improved performance by law enforcement personnel on priority NAP responsibilities • Improved coordination by law enforcement personnel with civil society stakeholders • Improved performance by law enforcement personnel to identify and refer victims to social services for assistance	Outcome targets:	Disaggregation Instructions: Data on the numbers of law enforcement personnel trained will be disaggregated by sex and type of personnel. Data on the numbers of victims identified and referred will be disaggregated by sex, age, and labor type.	Comments: <u>Timing:</u> The RATCs will ratify training modules by the end of the 6 th month. Most training will take place between the 7 th and 21 st months. Safe spaces will be fully established and functional by the start of the 2 nd year.
	Performance Indicators: • # of training curricula developed*(PT12) • # of law enforcement personnel trained • # of safe spaces for interviews established	• 9 • 330	Performance Indicators: • % of victim identifications at border crossings at which a female police officer was present • % of civil society	• 100%	Disaggregated Data: • # of female police trained • # of male police trained • # of female border police trained • # of male border police trained • # of female prosecutors	<u>Data sources:</u> Outcome data will be collected from bimonthly RATC reports to the National Coordinator where victim confidentiality is preserved. Caritas Albania will conduct annual surveys to measure civil society

² Indicators marked with * represent Common Performance Indicator recommended by Office to Monitor and Combat Trafficking in Persons.

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	at border crossings <ul style="list-style-type: none"> • # of safe spaces for interviews established at regional police directories 	<ul style="list-style-type: none"> • 2 • 6 	stakeholders that assess law enforcement coordination as effective <ul style="list-style-type: none"> • # of victims identified and referred by law enforcement personnel to social services for assistance 	<ul style="list-style-type: none"> • 100% • 40 	trained <ul style="list-style-type: none"> • # of male prosecutors trained • # of female judges trained • # of male judges trained • # of female victims referred • # of male victims referred • # of victims <18 referred • # of adult victims referred • # of sexually exploited victims referred • # of labor exploited victims referred 	satisfaction with law enforcement coordination. Output data will be collected from project records maintained by Caritas Albania. <p><u>Limitations:</u> The number of victims identified will depend on future trafficking patterns and behaviors, thus making it impossible to predict the number in advance.</p>
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Objective 3: Social Services personnel implement five NAP actions aimed at protecting and referring victims of trafficking.

Activity:	Outputs:	Output targets:	Outcomes:	Outcome targets:	Disaggregation Instructions:	Comments:
Build capacity of social services personnel to implement priority NAP responsibilities aimed at protecting and referring victims.	<ul style="list-style-type: none"> • Increased training resources available for RATCs • Increased capacity of social services personnel • Increased awareness resources on protection and referral options available to victims 		<ul style="list-style-type: none"> • Social service personnel consistently accompany victims through all stages of identification and protection • Social service personnel have referred victims to appropriate civil society service providers 		Data on the numbers of social services personnel trained will be disaggregated by sex and type of personnel.	<p><u>Timing:</u> The RATCs will ratify training modules by the end of the 6th month. Most training will take place between the 7th and 21st months. Consistent accompaniment will begin by the start of the 2nd year.</p>

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	<p>Performance Indicators:</p> <ul style="list-style-type: none"> • # of multi-sectoral training modules designed and ratified by RATCs • # of social services personnel trained • # of brochures distributed* (PV4) 	<ul style="list-style-type: none"> • 9³ • 370 • 5,000 	<p>Performance Indicators:</p> <ul style="list-style-type: none"> • % of victim interviews at which a social worker was present • % of victims that have benefited from consistent accompaniment by social services personnel through all stages • # of victims that have been referred to appropriate civil society services providers 	<ul style="list-style-type: none"> • 100% • 90% • 60 	<p>Disaggregated Data:</p> <ul style="list-style-type: none"> • # of female social workers trained • # of male social workers trained • # of female victims referred • # of male victims referred • # of victims <18 referred • # of adult victims referred • # of sexually exploited victims referred • # of labor exploited victims referred 	<p><u>Data sources:</u> Outcome data will be collected from bimonthly RATC reports to the National Coordinator where victim confidentiality is preserved. Output data will be collected from project records maintained by Caritas Albania.</p> <p><u>Limitations:</u> The percentage of victims referred to civil society will depend on these service providers having sufficient resources to maintain their operations.</p>
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³ The same training curricula developed for Objective #2.