



TERMS OF REFERENCE

to Consultancy companies/organizations and individuals for Municipal Needs Assessment and Service Gap Analysis

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Project Title: “Safe Together Albania: Women Alliances Leading the Way in Survivor Protection”

Contracting Authority: National Association of Municipalities in Albania (NAMA)

Donor: CERV Programme – European Union

1. Background

The project “Safe Together Albania: Women Alliances Leading the Way in Survivor Protection” aims to strengthen survivor-centered responses to gender-based violence (GBV) and domestic violence (DV) through the establishment of Safe Together Hubs in the municipalities of Durrës and Shkodër.

As part of Work Package 2 – Survivor-Centered Service Delivery through Safe Together Hubs, Activity 2.1 foresees the implementation of a Municipal Needs Assessment and Service Gap Analysis. The activity will assess existing municipal response systems, referral pathways, institutional coordination mechanisms, survivor accessibility barriers, and service gaps affecting women and vulnerable groups.

The assessments will support the establishment and operationalization of the Safe Together Hubs and contribute to evidence-based recommendations for strengthening integrated local support systems for survivors of violence.

To support the implementation of this assignment, the National Association of Municipalities in Albania (NAMA) seeks to contract one consultancy company, organization, or individual consultant (hereinafter referred to as “the Consultant”) to conduct the Municipal Needs Assessment and Service Gap Analysis in the municipalities of Durrës and Shkodër.

The selected consultant will be responsible for designing and implementing the assessment methodology, conducting fieldwork and stakeholder consultations in both municipalities, identifying existing services and institutional capacities, assessing service gaps and barriers, and preparing evidence-based recommendations to strengthen survivor-centred support systems.

The assignment shall be implemented using a participatory, gender-responsive, survivor-centred, and evidence-based approach, ensuring meaningful engagement of key stakeholders and alignment with national and international standards on gender-based violence prevention and response.

2. Objective of the Assignment

The objective of this assignment is to conduct comprehensive municipal assessments and service gap analyses related to GBV and domestic violence response systems in Durrës and Shkodër municipalities.

More specifically, the Consultant will:

1. Carry out a comprehensive mapping of municipal response systems to GBV and domestic violence.
2. Review existing services, referral pathways, institutional coordination, survivor experience, and accessibility barriers.

3. Include the needs of marginalized groups, including Roma women, LGBTIQ individuals, women with disabilities, and women from rural areas.
4. Produce separate municipal assessments for Durrës and Shkodër.
5. Prepare an English executive summary for EU use.

Scope of Work

The Consultant will work in close coordination with NAMA and project partners.

The Consultant will:

- Prepare the assessment methodology and data collection tools;
- Conduct desk review of local policies, protocols, and referral systems;
- Map existing municipal and non-public services related to GBV and DV;
- Conduct stakeholder consultations, including six Focus Group Discussions (FGDs), comprising three focus groups in the Municipality of Durrës and three focus groups in the Municipality of Shkodër.;
- Identify accessibility barriers and institutional coordination challenges;
- Draft separate Municipal Service Gap Assessment Reports for the municipalities of Durrës and Shkodër
- Prepare the Municipal Service Gap Assessment Reports for Durrës and Shkodër, the Comparative Analysis and Consolidated Recommendations, and the Executive Summary in English.

3. Deliverables

The Consultant is expected to contribute to the following deliverables:

- Municipal Service Gap Assessment Report – Durrës (20–25 pages in Albanian);
- Municipal Service Gap Assessment Report – Shkodër (20–25 pages in Albanian);
- Comparative analysis and consolidated recommendations;
- Executive Summary in English (2–5 pages).

4. Location

The assignment will take place in Albania and tasks may be performed both in-person and remotely where applicable. Field consultations and meetings will mainly be conducted in the municipalities of Durrës and Shkodër.

5. Duration and Timeline

The assignment will be implemented during the period June-July 2026.

Indicative timeline:

- Methodology and planning; week 1
- Field consultations and data collection; week 2-3
- Drafting and consolidation of reports; week 4
- Submission of draft deliverables: week 5
- Review and finalization: week 6
- Submission of final deliverables: week 7

6. Required Qualifications

The Consultant:

- University degree in social sciences, law, public policy, gender studies, or related fields;
- At least 7 years of relevant professional experience;
- Knowledge of national legislation and institutional frameworks related to GBV, DV, and social protection.
- Proven expertise in institutional analysis, policy analysis, GBV/DV response systems, or social protection;
- Experience coordinating analytical and assessment processes;
- Excellent analytical, coordination, and drafting skills in Albanian and English.

7. Reporting and Supervision

The Consultant will report to NAMA and work in close coordination with EDM, SEH, Municipality of Durrës, and Municipality of Shkodër.

All deliverables and activities shall be coordinated and validated by NAMA and project partners. Draft deliverables will be subject to review and comments before final approval.

8. Budget and Payment Schedule

The maximum available budget for this assignment is EUR 9,600.

Applicants are required to submit a detailed financial proposal in accordance with the requirements outlined in these Terms of Reference.

Payments will be made upon satisfactory completion and approval of the deliverables by the National Association of Municipalities in Albania (NAMA), in accordance with the approved workplan and project requirements.

The payment schedule will be agreed upon at the contracting stage and will be linked to the successful delivery and approval of the assignment outputs.

9. Evaluation and Selection Criteria

Applications received under this Terms of Reference will be evaluated by an Evaluation Committee appointed by the National Association of Municipalities in Albania (NAMA).

The evaluation process will be based on a combination of technical and financial criteria, with a maximum score of **100 points**, distributed as follows:

Evaluation Criteria	Maximum Points
Technical Evaluation	80
Proven experience in conducting research, assessments, and analytical studies	20
Experience in local governance, municipal assessments, and service gap analysis	20
Experience in gender equality, gender-based violence (GBV), domestic violence (DV), social inclusion, and survivor-centred approaches	20
Quality of the proposed methodology, workplan, and team composition	20
Financial Evaluation	20
Financial Proposal	20
Total Score	100

Only applicants obtaining a minimum of **60 points out of 80** in the technical evaluation will be considered for the financial evaluation.



The financial score shall be calculated based on the lowest priced eligible financial offer receiving the maximum score of 20 points, while the remaining financial offers shall receive a proportionally lower score according to the following formula:

$$\text{Financial Score} = (\text{Lowest Financial Offer} / \text{Applicant's Financial Offer}) \times 20$$

The final ranking shall be based on the combined technical and financial scores.

The maximum available budget for this assignment is **EUR 9,600**. During the financial evaluation, preference will be given to proposals that offer the best value for money within the available budget. Financial proposals exceeding the available budget may be subject to a lower financial score.

The contract shall be awarded to the applicant achieving the highest overall score following the technical and financial evaluation process.

NAMA reserves the right to request clarifications and supporting documentation from applicants during the evaluation process and to reject any application that does not meet the eligibility, technical, or financial requirements set out in these Terms of Reference.

10. Modification of Terms

NAMA reserves the right to modify the terms of the ToR at any time at its sole discretion to respond to evolving project needs or contextual developments.