

Terms of Reference for Trainers

Services:	Local Experts to serve as Trainers for the Delivery of the D-LeaP Water Safety and Crisis Management Program for Water Supply and Sewerage Utilities in Albania
Location	Tirana, Albania with field visits at the participating water utilities
Type of Contract:	Individual Contract (IC)
Contract Duration:	15 December 2020 – 15 February 2021

I. Background

The Water Supply and Sewerage Association of Albania (SHUKALB), which was established in 2000, is a professional, not-for-profit Association of water supply and sewerage professionals, who wish to improve the management of the Water Supply and Sewerage Sector in Albania, making it efficient, sustainable and effective in accordance with the current laws and regulations in Albania.

SHUKALB has received financing for a Project Grant titled “ORF MMS – Providing Support to Municipalities and Public Utilities Managing the Covid-19 Crisis in Albania” commissioned from the German Federal Ministry of Economic Cooperation and Development (BMZ), and administratively embedded in the GIZ Project “Open Regional Fund for Southeast Europe - Modernization of Municipal Services (ORF MMS)”. The Project is being developed using the existing Danube Learning Partnership (D-Leap) Water Safety Plan and Crisis Management (WSP&CM) Program, which has been adjusted for coping with the influence of the COVID19 pandemic. The Project is supported and coo financed by the International Association of Water Utilities in the Danube River Catchment Area (IAWD).

The overall objective of the Project is to strengthen the capacities of SHUKALB to be able to strengthen the resilience of municipalities through their public utilities, aimed at increasing effectiveness and efficiency of Public Utility Companies (PUCs) for better provision of Water Supply and Sewerage (WSS) services.

The Specific Objectives of the Project are:

- 1) Establish a HUB for delivery of capacity development to public utilities related to water safety and crisis management topics;
- 2) Develop a methodology as well as templates for Standard Operating Procedures (SOPs) for Water Safety Plan Risk Assessment and Crisis Management for PUCs.

II. Aim of the Assignment

SHUKALB intends to engage local experts who will serve as Trainers in carrying out the training and capacity development activities of the Project. The Trainers are the cornerstone of the whole Project and they are key in guaranteeing the sustainability of the Project intervention and further replication in the future.

With the support of the IAWD, as a coo financing party to the Project, SHUKALB will initially provide a Training of Trainers to the engaged Local Experts, through an International Expert who is Technical Partner in developing the D-LeaP Water Safety Plan and Crisis Management (WSP&CM) Program.

The primary target group of the Project are the Public Utility Companies (PUCs) in Albania. Other stakeholders that the Project will address are

- Municipalities
- Ministry of Infrastructure and Energy
- National Crisis Management Institutions in Albania
- Other relevant institutions
- IFI's/ Donors (SECO, WB, EU, KfW, etc.)

The specific objectives of the assignment are to:

- 1) Developed methodology for Water Safety Plan Risk Assessment and workable state of the art Crisis Management organisational structure and procedures for PUCs;
- 2) Prepare the training materials and adapt them to the Albanian context including revisions of the translated documents in the Albanian language;
- 3) Deliver a 2 day, online, training with a practical-focused overview of the methodology and its application to a select small group of experts from each of the participating PUCs;
- 4) Develop model templates for Standard Operating Procedures (SOPs) to assure service delivery in state of emergency and crisis situations like this prevalent pandemic for PUCs;
- 5) Submit a comprehensive completion report.

During their assignment the trainers will be supported and are encouraged to make use of the RCDN quality standards that will be provided and made available to them by SHUKALB.

In addition, the trainers will make use of the set of documents and materials prepared by the Technical Partner that has been engaged by IAWD to develop the D-LeaP Water Safety and Crisis Management Program.

III. Responsibilities and Tasks of the Trainers

SHUKALB intends to engage not less than two Trainers for this assignment. The Trainers will work closely together in all steps of the assignment, and ensure synergy of their actions for achieving the best results.

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

1) Development of Methodology

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

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

Deliverables of this set of activities:

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

2) Training Preparation

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

1. Participate in the preparatory talks and consultations (orientation meeting) with SHUKALB;
2. Assist SHUKALB on the selection of participating PUCs and training participants;
3. Perform pre-assessment of the participants' background, level of knowledge, skills, expectations and needs, by making use of the RCDN standardised template to be provided by SHUKALB;
4. Prepare training Agenda and training design using the RCDN standardised templates,
5. Make changes and/or tailoring of the materials, as needed , with the purpose of adaptation to the Albanian context (legal and technical context);
6. Prepare PowerPoint and hands-out materials for participants in electronic form in the Albanian language and in a standardised format;

Deliverables of this set of activities:

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

3) Training Delivery

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

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

Deliverables of this set of activities:

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

4) Development of Model Templates

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

1. Develop model templates for Standard Operating Procedures (SOPs) to assure service delivery in state of emergency and crisis situations like this prevalent pandemic for PUCs;
2. Conduct field visits to most of the PUCs, to gather relevant information for the development of standard models of SOPs;
3. Maintain contact with participating PUCs and provide technical assistance as needed;

Deliverables of this set of activities:

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

5) Set of activities referring to training reporting

Under this final task, the Trainers shall:

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

Deliverables of this set of activities are:

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

IV. Deliverables and Time Frame

When?	What?	Who?
15/12/2020	Signing of contract with SHUKALB / orientation meeting	SHUKALB, Trainers
16, 17, 18, 21/ 12/2020	Trainer of Trainers	SHUKALB, Trainers, Technical Partner
22 – 31/12/2020	Review of materials, Contextualization, Preparation for the Training, Development of Draft Methodology	Trainers
11 – 15/01/2021 (Specific dates to be set)	Delivery of 2 day online training on methodology	SHUKALB, Trainers, Technical Partner
18 – 31/01/2021	Development of model templates for Standard	Trainers

	Operating Procedures (SOPs) including some field visits at PUCs	
1 – 5/02/2021	Prepare completion report	Trainers

V. Expert Days

Maximum days for each Trainer under this assignment shall not exceed 16 working days.

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

VI. Trainers' Profile

➤ The Trainers should possess the following competencies:

- Sector competence: Experience in functioning of Local Government Units (LGUs)/PUC, with particular experience in or related to:
 - Performance improvement of PUCs in WSS sector, and/or
 - Efficient utility and/or infrastructure management, and/or
 - Local governance, and
 - Capacity Development (CD)

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

- Methodological competence: Experience within the field of CD at the local level, with specific working experience in delivery of trainings as well as facilitation focusing on:
 - Participatory approaches;
 - Didactic and pedagogical knowledge, with focus on adult-oriented learning approach;
 - Training concept development and design of training measures; and
 - Delivery of training measures and other competence development measures.
 - Language skills: Fluency in English. Ability to conduct trainings in English is an asset;
 - IT skills: MS Office (Word, Excel, PowerPoint).
- The trainer should have a University Degree in an area relevant to the improvement of WSS sector in PUCs (e.g. Environmental Engineering, Hydraulics Engineering, Civil Engineering, Emergency Management).
- Previous successful working experiences with SHUKALB are considered as an asset.
- Other: Promptness, high flexibility, ability to work under tight deadlines, readiness to travel.

VII. Application

The Trainers are asked to submit **by 11/12/2020**, the following documents and information:

- Curriculum Vitae,
- Reference for relevant assignments, presented in the CV,
- Proposed experts' daily rate. Financial offer shall contain the total budget for executing of the task including travel costs. All amounts should be stated in EUR (gross amount).

The application must be submitted in the English language by e-mail, at program@shukalb.al.

VIII. Evaluation Criteria and Scoring

The applications will be evaluated based on the following criteria:

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

IX. Modification of Terms

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

X. Acceptance and Rejection of Proposals

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

XI. Ownership

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

XII. Terms and Payment

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

The payment will be based on the actual number of working days (according to the submitted timesheet) invested for the development of each deliverable, but not exceeding the approved number of days for each of the proposed trainers.

The Trainer's assignment-related costs (accommodation costs) will be reimbursed / covered by SHUKALB.