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**SUPPORT TO CIVIL SOCIETY ORGANISATIONS FOR ENHANCED COOPERATION  
WITH STATE INSTITUTIONS IN RELATION TO THE EUROPEAN INTEGRATION  
PROCESS**

IPA II European Union Integration Facility 2017

Lot No.1: Support civil society organisations and relevant stakeholders with a track  
record of advocacy in consumer protection

**Project Title: Toward EU: Strengthening CSOs  
and local government for better consumer  
protection**

**Assignment title: International expert on consumer protection**

## **TERMS OF REFERENCE**

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## **1. BACKGROUND INFORMATION**

### **1.1. Contracting Authority**

Instituti per Zhvillim dhe Inisiativa Qytetare (IZHIQ), Rr. Brigada e VIII-tw, Pll. Jeshil, Shk.2, Al. 14, Tirana, Albania

### **1.2. About the organization**

The association "Instituti per Zhvillim dhe Inisiativa Qytetare" was established as an independent non-governmental, non-political and non-profit organization with membership, which has gained legal personality upon registration in the registers of NGOs according to the decision of the Tirana Judicial District Court No. no. 6295, date 03.07.2019. The mission of the "Instituti per Zhvillim dhe Inisiativa Qytetare" is the promotion and protection of fundamental human rights and freedoms, with special focus on respect for fundamental human rights and freedoms and economic empowerment of vulnerable groups and other social communities, recognized by the Constitution of the Republic of Albania, ratified international conventions and legislation in force.

### **1.3. About the IZHIQ project**

Since April, 2021, IZHIQ is implementing in partnership with "ASET" in Albania the project "Toward EU: Strengthening CSOs and local government for better consumer protection", funded from the European Union Delegation to Albania.

"Instituti per Zhvillim dhe Inisiativa Qytetare" organization and its partner "ASET" aims to increase the involvement of civil society organizations and other stakeholders in particular in consumer protection to strengthen their capacity and enhance interaction with state/public institutions to make a contribution to EU-related policy-making.

The main target groups of this project are:

- Local government of Korca, Vlora, Berat Elbasan and Kukes. We chose these municipalities as we have previously collaborated with them and have had a good communication. Also, during the previous contacts for the preparation of the action, these municipalities expressed their need and will to improve themselves on consumer protection.
- Local CSOs of these cities, which also have been consulted during the preparation of the project.
- Local media in these cities
- Independent institutions
- Citizens of these cities

The overall objective of the project is: A local government that takes the necessary steps to meet European standards on consumer protection will be present at the time of the training, according to the distance measure rules (up to ten persons).

The project aims to train up to forty representatives on EU Acquis relating to consumer protection. A pre and post training test will be applied during the training. Three experts will be engaged in the training. International participation will be foreseen during the training. The training will have up to eight participants from each city (40 in total), which will be trained for three days. One lector and one local coordinator will be present at the time of the training, according to the distance measure rules (up to ten persons).

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## **2. OBJECTIVE, PURPOSE & EXPECTED RESULTS**

### **2.1. Overall objective**

The Objective of the assignment is:

We are looking for one international expert to work on this assignment “Training for capacity building/ awareness of local government of Korca, Vlora, Berat Elbasan and Kukes, Local CSOs, Local media, Independent institutions and citizens on Consumer Protection”.

The training will be conducted in the cities of Korca, Vlora, Berat Elbasan and Kukes.

The training intends to build the stakeholders capacities and to increase their role on the road towards the European Union.

The international expert will work closely, in consultation and coordination with the project team.

Due to the pandemic and its restrictions (in Albania you could not gather more than 10 people in a place), the training is foreseen to be in small groups, meaning that the same training will be done for five different groups (one for each region).

The international expert will prepare a training module with EU best practices on consumer protection. Each training session will be up to 45 minutes (including Q&A) and will take place in Zoom.

The expected results and deliverables of this assignment are:

Result(s):

1. Emphasize importance of approximation of EU legislation with *acquis communautaire* in consumer protection;
2. Increase knowledge and capacities of 40 persons in regard with international consumer protection issues.
3. Stimulate discussions in identifying challenges and problems in regards with topic.

The expert(s) in consultation with project team members will ensure the submission of the following materials by the deadlines given:

- a) Document with the specific information regarding EU legal framework for consumer protection.
- b) A Power Point presentation used during training delivery.
- c) Other additional information/handouts/materials related to the topic
- d) Report for the assignment.

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## **2.2. Geographical area to be covered**

Korcë, Vlorë, Berat Elbasan and Kukës, Albania

## **2.3. Specific work**

The expert will conduct the following activities:

1. Become familiar with the Project “Toward EU: Strengthening CSOs and local government for better consumer protection”
2. Prepare a module on the international protection of consumer rights and on policies and legal acts for consumer rights which must become functional and find effective implementation in practice.
3. Collaborate with project team to develop and conduct the training program including:
  - a. Design the following:

The training materials including document and handouts and standard power point presentations.

4. Bring the best EU practices on consumer protection and bring concrete examples of complaints related to the consumers rights.

## **3. PROJECT MANAGEMENT**

### **3.1. Responsible body**

Instituti Për Zhvillim dhe Inisiativa Qytetare (IZHIQ), Rr. Brigada e VIII-tw, Pll. Jeshil, Shk.2, Al. 14, Tirana, Albania

### **3.2. Management structure**

The project is implemented by following partners: Instituti Për Zhvillim dhe Inisiativa Qytetare (IZHIQ) as Coordinator and ASET as Co-applicant. IZHIQ is responsible for procurement and implementation of this activity.

### **3.3. Facilities to be provided by the Contracting Authority**

The Contracting Authority shall supply the Contractor promptly with any useful information and/or documentation which may be relevant to the performance of the contract.

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## **4. LOGISTICS AND TIMING**

### **4.1. Location**

Tirana Albania

### **4.2. Start date & Period of implementation of tasks**

The intended start date is 1<sup>st</sup> April 2021 and the period of implementation of the contract will be for 20 months

## **5. REQUIREMENTS**

### **5.1. Staff**

Organizations/coordinators(s) that are interested to apply for this assignment and expert(s) included in their proposals should meet the following requirements. Applicants should:

- Have a university degree;
- Have successfully implemented similar projects in the past;
- Have good language skills in English.
- To have worked with the community

The expert's CV should be attached to the proposal.

### **5.2. Facilities to be provided by the Contractor**

The Contractor shall ensure that expert is adequately supported and equipped. In particular, it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable coordinator to concentrate on her/his primary responsibilities. It must also transfer funds as necessary to support his/her work under the contract.

### **5.3. Equipment**

No equipment is to be purchased on behalf of the Contracting Authority /partner country as part of this service contract or transferred to the Contracting Authority / partner country at the end of this contract. Any equipment related to this contract which is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

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## 6. SUBMITTING THE APPLICATION

Interested candidates must submit:

- ✓ Motivation Letter
- ✓ CV on PDF or MS Word format
- ✓ Financial offer

The interested applicants are required to submit a hard copy of the proposal.

The proposal should be mailed in a closed envelope in the following address:

Instituti për Zhvillim dhe Inisiativa Qytetare

Rr. Brigada e VIII-të,

Pll. Jeshil, Shk.2, Al. 14,

Tirana, Albania

**The Deadline** for the submission of application is 25 July, the latest at **16.30 hours**.

For any questions you might have related the application, please contact in the address

[institutiperzhvillimqytetar@gmail.com](mailto:institutiperzhvillimqytetar@gmail.com) / [daburnazi@gmail.com](mailto:daburnazi@gmail.com)