

Request for Proposal

Short Term Consultancy

To provide Capacity Building services on Inclusive Disability Quality Service Assurance, Monitoring, and Technical Support for NGO's active in the Disability sector in the Palestinian refugee camps in Lebanon

About Taawon

Taawon (Welfare Association) is an independent non-profit organisation established in 1983. Taawon strives to make a distinguished contribution toward furthering the progress of the Palestinians, preserving their heritage and identity, supporting their living culture, and building civil society in the different working areas it serves: the West Bank (including Jerusalem), the Gaza Strip, the 1948 Areas, and the Palestinian communities in Lebanon.

Taawon works closely with local, grassroots organisations to address the specific needs of the Palestinian refugees living in difficult circumstances throughout the country. We support the implementation of a range of initiatives under three specific programs: Education, Community Development (including health and relief), and Culture. We work in close partnership with more than 40 local partners and touch the lives of more than 100,000 Palestinian refugees annually.

About the Consultancy

The project *“Enhancing the quality of life of Palestinian people and children with disability (PWD/CWD) in Lebanon”* funded by GIZ and implemented by Taawon in collaboration with the Palestinian Disability Forum aims to contribute to enhancing the quality of life of Palestinian PWDs and CWDS in Lebanon through achieving two objectives 1) Ensure increased PWD/CWD access to professional and specialized care, and 2) Strengthen and expand community knowledge and support of PWD/CWD health, development, and inclusion.

Building the capacity of those organizations serving PWD/CWD to become more capable and empowered individually and collectively to advocate for, protect and serve people with disabilities is one important step towards the achievement of the project's goals.

This consultancy aims at devising and implementing a **comprehensive tailor-made capacity building plan** - focused on **“Inclusive Disability Quality Service Assurance, Monitoring, and Technical Support”** - that responds to the needs of 13 partner grassroots organizations active in serving PWD/CWD towards better supporting and promoting the well-being of PWD/CWD in the Palestinian refugee camps in the country.

The consultancy will build on the results of the already completed capacity building and training needs assessment targeting all 13 partner grassroots organizations taking into consideration the varying capacities, needs and priorities of each.

Objectives

The main objectives of this consultancy are as follows:

- 1- Build the capacity of partner grassroots organizations to provide high-quality, inclusive services to people with disabilities through:

- Equipping participants with the skills and knowledge necessary to ensure that disability-related services meet established quality standards and accreditation requirements, with a strong emphasis on inclusivity.
 - Training the participants on the fundamental concepts of inclusive service quality and its importance in providing equitable services to individuals with disabilities.
 - Provide the NGO's with the needed skills to integrate quality assurance standards within their policies, job descriptions, and implementation processes.
- 2- Train staff members on disability-inclusive service delivery, quality assurance measures, monitoring and evaluation, and technical support mechanisms through:
- Developing participants' skills in developing the beneficiary's individual plan of intervention. Participants will learn how to define objectives, create work plans, and set timelines that consider the needs and preferences of individuals with disabilities.
 - Equipping participants with essential knowledge and tools for monitoring and evaluating the quality and outcomes of the provided services. Focusing on developing M&E frameworks, data collection, and analysis skills to assess the progress and impact effectively.
 - Developing participants' skills in monitoring and evaluating service quality, using data to identify areas for improvement and ensure ongoing quality assurance.
 - Developing the participants' skills in reporting and archiving the provided services.
 - Empowering participants with essential knowledge and skills to enhance inclusive decision-making processes within organizations. It focuses on fundamental decision-making principles and participatory approaches for informed, strategic, and inclusive choices.
 - Providing comprehensive training on developing strategies for engaging stakeholders, including individuals with disabilities and their families, in providing feedback and shaping service quality, fostering a culture of inclusivity and continuous improvement.
 - Empowering participants with essential knowledge and skills to promote transparency in financial and operational matters within organizations. It also covers mechanisms for enhancing accountability among stakeholders, fostering trust and responsible governance.

Responsibilities

The specific tasks that the consultant will undertake are as follows:

- a. **Draw up a plan of action and timetable** for accomplishing the various components of the consultancy assignment including training package development, training delivery, coaching and technical support, monitoring and evaluation, as well as reporting.
- b. **Develop training package:**
 - Design and develop customized capacity building modules and training materials, resources, and activities focused on Inclusive Disability Quality Service Assurance, Monitoring, and Technical Support package.
 - Ensure the training modules are tailored to the specific needs and context of the partner grassroots organizations in Palestinian refugee camps in Lebanon.
- c. **Deliver the required training:**
 - Facilitate engaging and interactive training sessions for each module, utilizing a variety of instructional methods to accommodate different learning styles.
 - Adapt training content and delivery approaches to ensure participants with diverse backgrounds and abilities can fully participate and benefit from the training.

d. Provide needed coaching and technical support:

- Provide ongoing coaching and technical assistance to the partner grassroots organizations, both during and after the completion of the training sessions, to foster the practical incorporation of the knowledge and skills gained.
- Conduct follow-up visits and remote consultations to address specific challenges, provide guidance, and monitor progress.

e. Monitor and evaluate:

- Develop and implement appropriate monitoring and evaluation tools and methodologies to assess the effectiveness and impact of the training and coaching.
- Collect and analyze data related to the training outcomes, participants' satisfaction, and organizational change resulting from the training.
- Provide a final report of the training (including the analysis of the monitoring, evaluation, and pre/post-tests) and all relevant appendixes.
- Provide a narrative report in English language for presenting the training and coaching outcomes, impact, and recommendations in addition to 2-4 pages of executive summary in Arabic and any relevant appendixes.

Expected Deliverables

Upon the completion of the assignment, the consultant is expected to deliver the following:

- A workplan/timetable for the consultancy assignment
- Training materials for the **“Inclusive Disability Quality Service Assurance, Monitoring, and Technical Support”** including the power point presentations, the training handouts, tools, etc.
- Pre/post-tests and evaluation tools used for the training.
- Support documents and forms related to the coaching period.
- Report for the training (including the analysis of the pre/post-tests) with relevant appendixes.
- Final narrative report in English language for presenting the training and coaching outcomes, impact, and recommendations in addition to 2-4 pages of executive summary in Arabic and any relevant appendixes.

The consultant will maintain close follow up and regular meetings with Taawon during the various stages of the assignment for regular updates and consultation. Taawon will provide the needed support during the whole assignment.

Timeframe

The expected time frame for conducting this assignment is estimated between 4 to 6 months after signature of contract.

Qualifications and Experience

- a. Education:** A bachelor's degree or higher in a relevant field, such as organizational development, disability studies, or a related discipline.

b. Experience:

- Extensive experience in designing and delivering training programs for grassroots organizations, preferably in the field of disability inclusion, disability quality services, organizational foundations. (at least 10 years' experience in provision of similar consulting services).
- Knowledge and understanding of the challenges and dynamics faced by grassroots organizations particularly those working with and serving people with disabilities in Palestinian refugee camps.

c. Skills:

- Excellent training and facilitation skills, with the ability to accommodate participants of diverse backgrounds and abilities.
- Strong understanding of strategic planning, disability-inclusive practices, quality assurance, and monitoring and evaluation mechanisms.
- Proficiency in providing coaching and technical support to organizations undergoing change processes.
- Excellent communication skills and proficient in both Arabic and English languages
- Cultural sensitivity and awareness of the Palestinian refugee context in Lebanon.

Application Procedure

The application should contain:

- A technical proposal including: a cover letter, Consultant's Organization and Experience, Description of the Approach, Methodology and Work Plan for Performing the Assignment, Team Composition, Task Assignments, and Curriculum Vitae (CV) of Proposed Professional Experts.
- A financial proposal: **specifying the budget in USD** for the completion of the tasks specified in this announcement. The financial proposal should indicate an all-inclusive fixed total contract price supported by a breakdown of costs.

Evaluation Procedure

Applications will be evaluated based on Combined Scoring method taking into consideration the combination of the technical and the financial proposals. (Combined weighted scoring: Technical (70%); Financial (30%)).

Applicants obtaining **60 points** or more of the total technical points will be considered for financial evaluation.

Submission of Proposals

Interested candidates or institutions are invited to share their proposals **before the 12th of March 2024 (at 3:00 pm)**.

Proposals should be submitted in a sealed envelope containing two sealed envelopes one for the Technical Proposal and one for the Financial Proposal. Envelopes should have the title "**Capacity Building services on Inclusive Disability Quality Service Assurance, Monitoring, and Technical Support for NGO's active in the disability sector**". Pages of both proposals should be numbered and signed/stamped by the submitting candidate or institution.

Proposals to be submitted to Taawon offices. Address: Ramlet el Bayda, Al Akhtal el Sagheer Street, Green Project Bldg. – 5th Floor - Telephone: 01.850218/9.