

Terms of Reference

Project name:	Fostering water and sanitation service provision in the Western Balkans through capacity development and cooperation by maximizing synergies between RCDN and D-LeaP
Title/Purpose:	Adjusting D-LeaP Quality Standards (building on RCDN QS) thorough (i) Developing the quality management framework, (ii) Reviewing the existing standards, (iii) Reviewing and potentially revising D-LeaP monitoring indicators and (iiii) Developing of an accreditation procedure for D-LeaP Hubs
Duration of Assignment:	Up to 10 working days (3 weeks)
Contracting authority:	International Association of Water Service Companies in the Danube River Catchment Area - IAWD Ms. Emilija Milunovic, milunovic@iawd.at

1. Background

The project “Regional Capacity Development Network (RCDN+) for Water and Sanitation Services” aims at increasing the effectiveness and efficiency of the Associations of public utilities (APUCs) and of local governments (LGAs) in the 6 Western Balkan countries, which contributes to better service provision for and by their members, ultimately allowing to deliver equitable, safely managed drinking water and sanitation services to the population, in line with international standards.

The project is jointly financed by the Swiss State Secretariat for Economic Affairs (SECO) and the German Federal Ministry of Economic Cooperation and development (BMZ), and it is administratively embedded in the GIZ Project “Open Regional Fund for Southeast Europe - Modernisation of Municipal Services (ORF MMS)”, commissioned by BMZ.

Three key sets of activities will contribute to achieve the RCDN+ project outcomes are:

- Outcome 1 (Stronger associations). Associations of public utilities and of local governments in the 6 Western Balkan countries are capable to perform their organisational functions in line with their mandate.
- Outcome 2 (Adequate capacity development offer). Associations of public utilities and of local governments in the 6 Western Balkan countries are capable of responding satisfactorily to the water sector-related capacity development needs and requests of their members.
- Outcome 3 (Policy dialogue led by associations). Associations of public utilities and of local governments in the 6 Western Balkan countries are recognised by competent national agencies, able to establish strategic collaborations, and to facilitate policy dialogue in order to advocate for the interests of their members.
- Outcome 4 (Regional services). Regional capacity development services address the needs and requests and add value to the capacity development offer of associations of utilities and of local governments in the 6 Western Balkan countries.

RCDN+ empowers APUCs and LGAs to intensify their cooperation and jointly conduct policy dialogue, to strengthen their institutional capacities, and to offer high-quality capacity development services and advocate for the interests of their members. RCDN+ follows a Capacity Development for Capacity Development (CD4CD) approach whereby the delivery of water and sanitation services is improved by empowering national associations to provide high-quality trainings aligned with sector and labour market needs. Strengthening APUCs and LGAs and enabling them to lead relevant policy dialogue activities to influence sector policies and reforms, is also the focus of RCDN+.

RCDN+ will embrace institutional and capacity development support to 15 national associations of

water utilities and of local governments, as well as two regional associations, namely the International Association of Water Service Companies in the Danube River Catchment Area (IAWD) and the Network of Associations of Local Authorities of South-East Europe (NALAS), and two associations of professionals, Aquasan and the Association for Water Technology and Sanitary Engineering in Serbia (UTVSI).

IAWD is an association of water and wastewater utilities in the Danube region. It was established in 1993 by utilities from 7 countries with the objective of promoting joint national and international efforts to avoid and reduce risks to water supply, such as pollution and other types of harm to the condition of the Danube, its tributaries, and related groundwater resources. IAWD is a not-for-profit association formed under the Austrian Association Law with headquarters in Vienna, Austria. Since 2013, IAWD runs, together with the World Bank the Danube Water Program (DWP) providing support to water utilities and other members of the water sector in the Danube Region. IAWD provides a platform to exchange information and knowledge and to facilitate peer to peer communication and cooperation among water utilities, organizes conferences, meetings, and capacity development programs for participants of the Danube Region and the neighboring countries. IAWD is receiving a grant for the project “Fostering water and sanitation service provision in the Western Balkans through capacity development and cooperation by maximizing synergies between RCDN and D-LeaP” (Danube Learning Partnership).

2. Specific Background related to the Assignment (Context)

The Danube Learning Partnership (D-LeaP) is designed as a regional, integrated, and sustainable capacity building initiative of national water utility associations and IAWD, the International Association of Water Service Companies in the Danube River Catchment Area and provides a comprehensive curriculum to the staff of water and wastewater utilities located in the Danube region.

D-LeaP has been established as a committee of IAWD and is governed by the D-LeaP Committee Council (D-LeaP CC), which consists of appointed representatives of IAWD and national water utility associations, which are extraordinary members of IAWD. The D-LeaP CC follows its own governance according to which it may establish one or several D-Leap Working Group.

IAWD has established a Working Group for Quality Control and Evaluation (hereinafter Working Group) under the D-LeaP Committee Council (CC). The objective of this group is to develop a chapter on Quality Control and Evaluation in the D-LeaP Operating Manual. The Working Group has developed a work plan that was presented at the D-LeaP CC meeting on 31 May 2023, in Vienna.

3. Main Scope of the Assignment (work/service)

To support the tasks of the Working Group, a consultant will be engaged to develop a quality management framework and supporting documents.

The framework will be reviewed and approved by the D-LeaP Committee Council. The quality management framework will be integrated into the D-LeaP operating manual.

Overall tasks of the consultant will be to (i) develop the quality management framework, (ii) review the existing standards and identify those that needs revision/updates (iii) develop an accreditation procedure for Hubs and (iv) review and potentially revise the D-LeaP indicators. IAWD recognizes the work done by RCDN on quality standards for CD programs and builds on existing standards as a reference during this process. To avoid overlapping with the work done by RCDN on the new QS, IAWD will coordinate with RCDN during the implementation of this activity.

4. Tasks, deliverables, and specific objectives:

Specific objectives of the consultant are:

1. Develop the quality management framework
2. Review the existing standards for training delivery and identify of those that needs revision/updates
3. Review and potentially revise the D-LeaP monitoring indicators
4. Develop of an accreditation procedure for D-LeaP Hubs

Tasks and deliverables related to Specific Objective 1: Develop the Quality Management Framework

The Quality Management Framework will be integrated as a chapter in the D-LeaP Operating Manual and will include a step-by-step procedure of D-LeaP programs implementation, from start until the end. The consultant shall:

- Collect relevant data and information on D-LeaP and get themselves familiar with the programs offered by D-LeaP, especially related to the Technical Partner support during the implementation
- Get familiar with the structure of D-LeaP (Governance, Committee Council, Working Group)
- Develop a chapter on Quality Management Framework

Tasks and deliverables related to Specific Objective 2: Review the existing Quality Standards for training delivery

In the frame of RCDN, Quality Standards for training delivery were developed. D-LeaP standards will be harmonized with the existing RCDN Quality Standards.

The consultant shall:

- Review the existing RCDN Quality Standards for training delivery
- Use the collected feedback from partner associations on the improved templates (RCDN v.2.0)
- Harmonise and finalise D-LeaP Standards with the existing RCDN Quality Standards

Tasks and deliverables related to Specific Objective 3: Review and revise the D-LeaP Monitoring Indicators

The IAWD Secretariat is responsible for establishing the instruments to regularly monitor the status of the D-LeaP implementation including the assessment of indicators.

The consultant shall:

- Review the existing Monitoring Indicators
- Revise the Indicators, if necessary, as part of quality control and evaluation

Tasks and deliverables related to Specific Objective 4: Develop an accreditation procedure of D-LeaP Hubs

After a training delivery, a so called “Hub”, a national water association which has received a training will be officially accredited as a D-LeaP Hub and will be able to offer the training to their members/utilities.

The consultant shall:

- Develop an accreditation procedure for D-LeaP Hubs

The exact structure of the documents will be defined mutually between the consultant and IAWD.

5. Expected outputs, estimated consultancy days and proposed timeline:

The following table provides an overview on the expected main outputs, estimated level of efforts and tentative timeline of the tasks to be conducted by the consultant:

Expected outputs / Deliverables	Estimation of consultancy days (up to)
Quality Management Framework	3-4 days
Quality Standards revision	1-2 days
D-LeaP Indicator's revision	1-2 days
Hub accreditation procedure	1-2 days
Total consultancy days	8-10 days

Notes:

- The consultant is expected to provide details about working days for the above-described tasks in his/her proposal as well as to suggest a payment schedule.
- The ownership of the deliverables is with IAWD and D-LeaP
- The documents should be in English language

6. Requirements

For the realization of the assignment, one consultant is required.

Qualifications and specialized knowledge/experience required:

The consultant should hold a University Degree in either Social Sciences, Engineering, Economics, Environment, or have more than 10 years working experience with water associations and local governments in the Western Balkans. He/she should demonstrate prior experience with capacity building programs in the Water Sector as well as experience with training delivery.

Competences:

- More than 5 years of experience within the Water Sector, NGO or Civil Society or Professional associations / Chambers in area of: public relations or project management and
- More than 5 years of experience within the capacity development and training delivery in the water sector, specifically working with water utilities and/or local governments
- Familiarity with RCDN, D-LeaP and other capacity development programs in the Region (Western Balkans) will be an advantage
- Excellent professional writing skills

Regional competence:

- Working experience in Western Balkans countries

Other competences:

- Fluency in English. Knowledge of local language is an asset: Serbian, Bosnian, Albanian, etc.
- Professionalism: Reliability, confidence, promptness, and high flexibility.

It has to be highlighted that the applicants are expected to precisely demonstrate above-mentioned consultancy profile in their proposals. The consultant shall send an offer on working days, including a proposed fee and their CV to: milunovic@iawd.at, and in copy to: office@iawd.at, until 23 November 2023.

7. Contract details

The Country of the assignment is Austria.

No travelling is foreseen outside of the consultant's country, data will be collected directly by the consultant or with the support of IAWD. The consultant may work remotely.

It is foreseen that the Contract will be executed in the period from 24 to 28 November and the consultant must take in consideration that he/she has to be available in that period. The maximum duration of the assignment is up to 12 working days.

8. Tasks of the Contracting Authority

The Contracting Authority is IAWD. In order to ensure smooth implementation of the activities, and due to the above-described scope of work as well as the language barriers, the Contracting Authority shall ensure:

- Access to relevant documents related to these tasks.
- Support, on request, in communication and cooperation with all relevant partners and stakeholders.