

Terms of Reference for Facilitators for the p2p exchange on AF implementation

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:	To design, facilitate and collect constructive feedback from a Peer-to-Peer (P2P) exchange focused on structured reflection among trainers from the Access to Financing (AF) Hubs — SHUKALB (Albania) and ADKOM (North Macedonia).
Duration of Assignment:	Up to 4 working days each
Contracting authority:	International Association of Water Service Companies in the Danube Region - IAWD Mr. Pierantonio La Vena, lavena@iawd.at

1. Background

The International Association of Water Service Companies in the Danube Region (IAWD) is a not-for-profit association based in Vienna. Since its founding in 1993, IAWD has built a track record of fostering knowledge exchange between water and wastewater utilities in the Danube region. It is a founding partner of the Danube Learning Partnership (D-LeaP), a regional initiative delivering structured capacity development programs tailored to the needs of water utilities in Southeast Europe.

One of the critical programs under D-LeaP is the Access to Financing (AF) Program, designed to equip water utilities with the skills and knowledge needed to navigate complex financing landscapes. The program addresses persistent the barriers utilities face in accessing investment funds. These issues have become increasingly urgent in the context of growing infrastructure investment needs, tightening national budgets, and the progressive alignment of Western Balkan countries with EU environmental and service delivery regulations. The AF Program supports utilities in building financially sustainable operations and in identifying and leveraging available financial resources—be they domestic or international, public or private.

In line with IAWD's ongoing RCDN+ support and its commitment to fostering peer-based learning, a new Peer-to-Peer (P2P) exchange will be held between two D-LeaP Hubs—SHUKALB (Albania) and ADKOM (North Macedonia). Both associations have implemented the AF Program and bring valuable insights into its practical application. The exchange will be conducted in a structured, facilitated setting following IAWD-RCDN peer exchange standards and aims to encourage mutual reflection and learning.

The objective of this P2P exchange is to review the implementation experiences of both Hubs, assess the program's strengths and areas for improvement, and generate actionable lessons learned to inform future roll-outs. It will include two rounds of feedback and consultations with expert trainers who participated in the AF Program workshops.

The project "Regional Capacity Development Network (RCDN+) for Water and Sanitation Services" aims to strengthen the institutional and operational capacities of Associations of Public Utilities (APUCs) and Local Government Associations (LGAs) across six Western Balkan countries. Through an integrated approach focused on organizational strengthening, capacity development services, and effective policy dialogue, RCDN+ contributes to the delivery of equitable, safely managed drinking water and sanitation services in line with international standards.

The project is co-financed by the Swiss State Secretariat for Economic Affairs (SECO) and the German Federal Ministry of Economic Cooperation and Development (BMZ), and is administratively embedded in the GIZ-implemented "Open Regional Fund for Southeast Europe – Modernisation of Municipal Services (ORF MMS)."

As a partner association within the RCDN framework, IAWD has signed a Grant Agreement, and this assignment falls within its scope. Through this collaboration, IAWD is committed to foster transparent dialogue and mutual support, the P2P exchange will contribute to enhancing the quality and relevance of future AF program offerings and to strengthening the role of national associations as providers of impactful capacity development services.

2. Aim of the Assignment

The main scope of this assignment is to prepare, facilitate, and document a peer-to-peer (P2P) exchange between trainers from the Access to Financing (AF) Hubs — SHUKALB (Albania) and ADKOM (North Macedonia) — following the completion of the AF program rollout in both associations.

The assignment will focus on enabling structured reflection, mutual learning, and knowledge consolidation among the trainers who were directly involved in delivering the AF program. The exchange is intended to generate practical insights, capture good practices, and support improved planning for potential future rollouts.

The service includes:

- Designing a P2P exchange process in line with RCDN methodological standards, tailored to the context of post-implementation learning.
- Facilitating a focused and participatory exchange session that enables trainers to reflect on their experiences, identify lessons learned, and explore potential improvements.
- Integrating relevant thematic expertise in water utility financing to help frame the discussion and draw connections between practice and broader sectoral trends.
- Supporting the documentation of key insights, success factors, challenges, and recommendations emerging from the exchange.

The exchange will involve a physical meeting between the two Hubs, in Ohrid, North Macedonia, and will take place as a structured, in-person activity coordinated with the support of IAWD and in alignment with D-LeaP and RCDN quality standards.

3. Responsibilities and Tasks of the Facilitators

The two facilitators will be responsible for the preparation, facilitation, technical support and reporting of results emerging from the peer-to-peer (P2P) exchange between SHUKALB and ADKOM trainers on the implementation of the Access to Financing (AF) Program. All tasks should be carried out in alignment with the relevant IAWD-RCDN P2P methodology and in close coordination with IAWD.

Tasks:

Position:	Lead Facilitator	Co Facilitator
Tasks	<ul style="list-style-type: none"> ▪ Review relevant documentation related to the AF program implementation in both Hubs. 	<ul style="list-style-type: none"> ▪ Consult with the lead facilitator and gather information on the AF implementation phase across the two hubs.

	<ul style="list-style-type: none"> ▪ Coordinate with IAWD and representatives of SHUKALB and ADKOM to define expectations, focus areas, and objectives of the exchange. ▪ Apply adult learning techniques to foster open dialogue, mutual feedback, and active knowledge sharing among participants. ▪ Ensure that the exchange remains focused, inclusive, and outcome-oriented. ▪ Provide feedback on the peer exchange report before submission. 	<ul style="list-style-type: none"> ▪ Provide feedback to the lead facilitator on the detailed design, agenda, and pre-assessment forms before submission. ▪ Integrate feedback from the Lead facilitator and IAWD into the final version of the report. ▪ Provide thematic input as needed. ▪ Help identify and frame lessons learned, success factors, and areas for improvement. ▪ Provide on-site process support (timekeeping, note-taking, group work coordination). ▪ Record key discussion points and reflections. Inputs from all participants should be captured in an inclusive and accurate manner.
Deliverables	<ul style="list-style-type: none"> ▪ Create a detailed design and agenda, pre-assessment forms for the exchange, ensuring alignment with IAWD-RCDN standards and the reflective nature of the activity. ▪ Facilitate the peer exchange in-person, guiding discussions, group work, and interactive sessions. 	<ul style="list-style-type: none"> ▪ Prepare the pre-assessment synthesis report. Ensuring that the forms are filled out by all participants before and after the workshop is a responsibility of the Co-facilitator. ▪ Consolidate and synthesize notes and evaluations into a comprehensive peer exchange report, including an overview of the exchange (participants, agenda, objectives), a summary of key lessons learned and good practices, identified challenges and recommendations for improvement, reflections

		<p>on the peer exchange process itself.</p> <ul style="list-style-type: none"> ▪ Prepare the peer exchange evaluation sheets and collect feedback from all participants. Notes shall be summarized in the Summary of participants' evaluations in excel format.
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4. Facilitators' Days

Each facilitator will be engaged for a maximum of 4 working days. Travel expenses will be reimbursed by IAWD. Each facilitator will sign an individual contract under Austrian Law.

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
- The deliverables should be in English language

5. Co-Facilitators' requirements

I. General Requirements:

Education:

- University Degree in an area relevant to the assignment (e.g. social sciences, public administration, business administration, Water Supply and Wastewater engineering and management, etc.).

Professional experience:

- 3 years of professional experience with LGUs and/or PUCs, demonstrating expertise in accessing financing opportunities, with knowledge of related operational challenges.
- Experience in CD at the local level, including delivery of trainings and/ or peer exchanges.
- IT skills: MS Office (Word, Excel, PowerPoint).

Other requirements:

- Participation in the D-LeaP AF implementation is a key condition to being considered for the assignment.

6. Proposal

Applicants are expected to precisely demonstrate the above-mentioned consultancy profile in their proposals, which should include:

- CV
- Proof of involvement with the D-LeaP AF implementation.
- 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 consultant shall send an offer to lavena@iawd.at, and in copy to: office@iawd.at, by the 19th of June 2024. Early applications are encouraged.

7. Evaluation Criteria and Scoring

The applications will be evaluated based on the following criteria:

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

8. Reference Person

The reference person for this assignment is the RCDN+ Project Manager of IAWD, Pierantonio La Vena.

Email address: lavena@iawd.at

9. Templates and annexes:

Annex 1: [p2p detailed design](#)

Annex 2: [pre-assessment sheet](#)

Annex 3: [Pre-assessment synthesis report](#)

Annex 3: [Final agenda](#)

Annex 4: [p2p evaluation forms](#)

Annex 5: [Summary of participants' evaluations in excel format](#)

Annex 6: [peer exchange report](#)

Annex 7: [Time sheet for Trainers](#)