

## ANNEX II: TERMS OF REFERENCE FOR CIVIL SOCIETY HELPDESK

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## **1. BACKGROUND INFORMATION**

### **1.1. Partner country**

Kingdom of Tonga

### **1.2. Contracting Authority**

National Authorising Officer and Imprest Administrator - Ministry of Finance and National Planning

### **1.3. Country background**

The Kingdom of Tonga, an archipelago of more than 170 islands spread over an area of the South Pacific roughly the size of Japan, has no strategic or mineral resources and is highly dependent on agriculture, fishing, remittances from Tongans living abroad, and a developing tourism industry. The country has some of the best MDG indicators in the region and has made good progress in achieving the MDGs in 2015.

However further assistance is required to assist with the development to date and in particular the Technical Cooperation Fund (TCF) will provide support to the implementation of ongoing EDF programmes through support to the Aid Management Division, assist in building the capacity of the NAO's office to manage EDF projects, prepare for EU budget support and coordinate EU development assistance with that of other development partners, provide training opportunities linked to good governance and development policies as well as building the capacity of civil society to engage with development policies and participate actively in the development agenda being led by the Government of Tonga.

The key beneficiaries of the TCF are the office of the NAO, the Government of Tonga and non-state actors and the people of Tonga.

### **1.4. Current situation in the sector**

11<sup>th</sup> EDF Intervention for the support of civil society organisations in Tonga

The 11<sup>th</sup> EDF support priority areas identified are namely Measures in favour of the Civil Society, Support to the NAO and Support Measures.

This Action will result in:

- An enhanced capacity of the Government of Tonga and in particular the Ministry of Finance and National Planning, to implement government development policy, and in particular policies related to the EU cooperation efforts such as the Energy Policy (TERM), the Public Finance Management reform programme, including awareness raising on EU development cooperation
- An enhanced capacity of the civil society organisations to engage with the Tongan Government and implement EU development programmes

The Civil Society Organisations (CSO) in Tonga is small, lack human resources capacities both in number and in appropriate level of qualification and expertise in project preparation, implementation and monitoring. Mostly focusing at service delivery, CSOs have little expertise in advocacy and little capacity to engage with public administration in development matters. CSOs have limited financial support: it is challenging for them to raise funds from their own constituencies and there are only a handful of donors providing support to CSOs in the country.

CSO capacity will be strengthened through specific capacity building efforts as well as through the empowerment of CSOs to implement projects in line with Tonga's and EU development objectives through this action.

Consultation during the formulation phases allowed for validation of the below areas of intervention:

## **1: Strengthening Civil Society Organisation's capacity to effectively engage with government in policy dialogue and governance**

The first CSO component of the 10th EDF demonstrated that it was a highly effective tool in providing support to civil society organisations (CSOs) and communities. It has promoted an increase in CSOs' capacity to manage resources, implement projects and provide services, thus opening the door to a constructive engagement between CSOs and the Government of Tonga.

The second is a build upon these results to strengthen the umbrella, thematic networks and individual CSOs in order to promote a stronger engagement and participation of CSOs in strategic planning, implementation and oversight. Although the government is open to further engagement, Civil Society is lacking experience and know-how, having essentially been focused on its mandate as a service delivery actor until now.

## **2: Strengthening Civil Society Organisation's, Community and Community Based Organisations to promote / build awareness on renewable energy and energy efficiency in the energy sector**

The capacity of poorer communities (including cyclone affected communities') etc needs to be strengthened so that they can be more effective in managing energy resources, especially during periods of natural disasters, and further improve knowledge on renewable energy and energy efficiency. This supports the EU focal area.

### **3: Supporting civil society's role in enhancing gender equality in development**

Support to CSOs is foreseen in gender, with a particular emphasis on gender equality aspects with a view to support Tonga's priority areas in gender development. This is one of the seven National Outcome of the TSDFII to have a 'more inclusive, sustainable and empowering human development with gender equality' The TSDFII recognises that improved gender balance is necessary so that both women and men can achieve their full potential. An absence can undermine human development, limit growth, equality and development and restrain progress.

### **4: Supporting Civil Society Organization in youth empowering and development programme**

Youth, defined in Tonga as people aged between 18-35, account for approximately one-third of the national population. Today, youth face a daunting challenge: securing decent employment in an economic context characterized by a lack of job opportunities, especially in rural areas . A range of other issues further exacerbate such as early dropout from schools, limited work experience and educational levels of many youth.

## **1.5. Related programmes and other donor activities**

1. Embassy of the Federal Republic of Germany (Wellington)
2. New Zealand High Commission
3. Australian High Commission
4. Japan International Cooperation Agency
5. Embassy of the People's Republic of China
6. High Commission of India (Suva)

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

### **2.1. Overall objective**

The overall objective of the CSO helpdesk is to provide support and assistance to selected Tongan CSOs on the implementation of EU funded actions; to improve the overall performance of the grant actions' implementation.

The CSO helpdesk will act as a liaison and facilitator between the EU, the grant beneficiaries / potential applicants to call for proposals (CFP) and to support the EU Delegation in designing future CFP.

## 2.2. Purpose

The purposes of this contract are as follows:

### Call for proposal component:

- To build capacity of EU funded civil society organisations as well as of potential applicants, especially in terms of applying for future EU call for proposals, managing project and ensuring adequate visibility.
- To support the launch of calls for proposals notably through the organisation, management and facilitation the information session and consultation process before and during the call for proposal period and at the time of the award of the grants.
- To provide CFP pre-selected applicants and implementing partners with access to information on submission of full applications and its supporting documents, contractual arrangements and ad hoc support.
- To monitor the environment of civil society organisations working notably in the field of democracy and human rights and to support the elaboration of the priorities of future calls for proposals.
- To support grant beneficiaries in monitoring grant activities, as well as providing advice on best practices in project implementation and EU contractual arrangements (project cycle management, monitoring tools, collection of project information, narrative and financial reports, procurement procedures, support to auditors in internal control financial management).
- To act as a liaison and facilitator between civil society partners and the EU Delegation.

### Mapping Component

- To support the drafting, finalisation of the ToR for the mapping component.
- To supporting the contracting of the mapping component including organisation, management and facilitation of the information session and consultation process before and during the implementation period and at the of the finalisation of the mapping report.
- To support the logistics field mission with the mapping expert including supporting consultations with other development partners, civil society organisations, private partners and relevant stakeholders.

### CEDAW Component

- To support the public raising awareness on the Convention on the Elimination of Discrimination against Women (CEDAW) and its implications on Tonga. *This depended on Government directive on the consultation process.*

### Capacity Building Component

- Support the capacity component in strengthening the umbrella organisation, thematic networks and individual CSO's capacity, particularly in terms of research based advocacy, data collection, organisational learning, and hands on training and mentoring, knowledge sharing, monitoring and oversight mechanisms.

## 2.3. Results to be achieved by the Contractor

The results to be achieved by the CivilSociety Helpdesk will be:

1. A help-desk and monitoring service, with tailored assistance on operational and financial management matters, to funded grant beneficiaries in crucial phases of the successful implementation of EU programmes.
2. Implementation of visibility and communication events with the available budget and/or CSOs visibility budgets, in close coordination with EU Delegation.
3. Provision of input to the Delegation to assess the operating environment of the civil society and to develop future calls for proposals.
4. Assistance to the NAO to manage EU calls for proposal, from identification of priorities to signing of contracts.
5. A quarterly report on the implementation of the CSO Helpdesk Contract

### **3. ASSUMPTIONS & RISKS**

#### **3.1. Assumptions underlying the project**

The success of the project depends on the following assumptions:

- (1) Continuing commitment by government to effectively implementation of the EU development cooperation.
- (2) The success of the Helpdesk will depend on the relationship established with the grant beneficiaries supported and the quality of the capacity building and monitoring services provided.
- (3) Helpdesk support will ensure improved implementation of EU funded grant contracts and continued interest from Tonga local civil society organisations in applying for EU funding opportunities.

#### **3.2 Key risk**

Civil Society organizational capacity is limited so difficulties arise in terms of effectively implementing project activities according to EU procedures. Specific activities under this service contract (help desk assistance, ad hoc meeting, monitoring site visits) will be particularly devoted to support civil society during implementation phase through monitoring of activities to ensure there is adherence to both planned and costed activities and also in accordance with EU Guidelines and best practices.

There is a risk that Government departments may not be able to absorb and sustain the intervention due to a possible lack of availability and continuity of staff including capacity constraints

### **4. SCOPE OF THE WORK**

#### **4.1. General**

##### **4.1.1. Description of the assignment**

The Contractor, under the direct supervision of the National Authorising officer, will provide Helpdesk Services to EU funded CSOs and potential applicants to EU Calls for Proposals in the Kingdom of Tonga.

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

The assignment is based in Nukualofa however could potentially be at other various locations in Tonga.

### 4.1.3. Target groups

The key beneficiaries through the support of the helpdesk will be the civil society organizations particularly the grants beneficiaries of the Call for Proposals and prospective applicants for future calls and the community at large.

### 4.2. Specific work

The **CSO Helpdesk** will conduct the following tasks in close collaboration and consultation with the National Authorising Officer and the Imprest Administrators:

- 1. A. Set up of a help desk service for funded and prospective applicants. This includes:**
  - i. Liaise with EU Delegation's Economic Cooperation and Agriculture Section for specific issues arising from potential grant applicants / grant beneficiaries.
  - ii. Organisation of ad hoc meetings with grant applicants/beneficiaries, timely feedback to the EU Delegation on type of support needed from the organisations and proposals on how to improve the support services to be provided.
  - iii. Provide ad hoc support to grant beneficiaries in the assessment of possible implementation problems, use of EU procedures and in narrative and financial reporting.
  - iv. Support drafting and finalisation of the Call for Proposals by, among other, providing input (upon request) during the drafting stage of the Call's Guidelines. The helpdesk will support CSOs throughout the CFP process by providing the following services (non-exhaustive list):
    - Guiding the CSOs on how to understand the CFP guidelines and complete the Concept Note form.
    - Organising logistics of info sessions taking place after the publication of the call for proposals.
    - Assisting the delegation in preparing the material to be presented during the info session (power point presentations and hand-outs for the potential applicants).
    - Provide training to the applicants for which the concept note has been preselected in the EU Calls for Proposals on themes relevant to the preparation of Full Applications.
    - Mentor preselected applicants in EU Calls for Proposals through group on the technique of development of Full Applications and completion of the annexes according to the requirements set of the Guidelines for the EU Calls for Proposals.
    - Organise a wrap up workshop at the end of the Call for Proposals, in order to reflect and share experiences and lessons learnt and to capitalise the best/most appropriate recommendations for future capacity development of local CSOs.
  - v. Conduct a satisfaction survey for grant beneficiaries in each calendar year of this Contract – for instance utilising SurveyMonkey tools could be an advantage.
  - vi. Organise and attend workshops, meetings and events focusing on CSOs matters.

- vii. Exceptionally, the contractor will assist the EU Delegation's in organising meetings and Commission high level visits involving NGO's participation.

**2. Organisation and facilitation of consultation process and capacity building for potential applicants and funded CSOs. This includes:**

- i. Preparing information sessions and related trainings for the implementation of the CSO grants programme;
- ii. Organizing short workshops and ad-hoc meetings with applicants and partners on project monitoring, quality financial and narrative reporting; and
- iii. Preparation and printing of information and training material including preparation of power point presentations.

**3. Provide helpdesk service for potential and funded applicants. This includes:**

- i. Building on the existing "*Frequently asked Questions and Answers*" to reflect issues arising during implementation;
- ii. Liaising with National Authorising officer (Ministry of Finance and National Planning and Ministry of Internal Affairs) on specific issues arising from applicants and partners during the implementation phase; and
- iii. Organisation of meetings with applicants and funded organisations, timely feedback to the EU on type of support needed from the organisations and proposals on how to improve the support services to be provided (reference to the section 2.2. of the ToR)

**4. Monitoring of EU funded grant implementation and best practices:**

- i. Carry out monthly and if necessary bi-weekly site visits, per year of implementation to ensure compliance with EU procedures and guidelines; identify difficulties hampering the grant implementation, seeing that there is a timely reporting of both narratives and financials.
- ii. Verify the financial expenditure of the CSO with the oversight of the Project Accountant (seeing that the respective templates are respective and followed);
- iii. Request and follow up the disbursement of funding to CSOs along with the support from the Project Accountant to the imprests.
- iv. Managing the collection of data for the purposes of monitoring and evaluation and sharing of information of project outcomes and objectives; monitoring of the **log frame indicators and achievement of these.**
- v. Regular reporting to the imprests and the NAO on CSO project activities, bottlenecks or difficulties hampering grant implementation and required action points.

**Other tasks**

- i. **Where possible** participation at local and international workshops, meetings, and events related to the CSO program;
- ii. Building networks and partnership with external agencies including government and non-government organisations in accordance with the CSO programme objectives;
- iii. Providing oversight over the EU national and regional CSO projects;
- iv. Compiling the relevant documents for the Project Steering Committee and the six monthly report to the EUD;
- v. Providing support to visiting missions such as the evaluation(s), ROM, EUD monitoring, meeting visits etc
- vi. Formulating and implementing the '*Communication and Visibility Plan*'
- vii. Performing any other duties that may be given by the imprest administrators.

#### **4.3. Project management**

##### **4.3.1. Responsible body**

The imprest administrator of the EU Multi Annual Programme Estimate will act as Contracting Authority, under the responsibility of the National Authorising Officer (Minister of Finance and National Planning).

##### **4.3.2. Management structure**

Responsibility for overall supervision remains with the National Authorizing Officer. The CSO Helpdesk will report to the imprests within the Ministry of Finance and National Planning who then report directly to the NAO.

##### **4.3.3. Facilities to be provided by the Contracting Authority and/or other parties**

The Contracting Authority (National Authoring Officer) shall ensure that the CSO Helpdesk Officer is provided with the necessary equipment and materials. It will also ensure that the CSO Helpdesk has access to relevant sources of information related the civil society originations' including relevant documentations, institutions, stakeholders, organisations or individuals.

#### **5. LOGISTICS AND TIMING**

##### **5.1. Location**

The assignment is based in Nukualofa however could potentially be at other various locations in Tonga.

Attendance at any capacity development seminars / conference outside Tonga

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

The intended start date is January 2018 and the period of implementation of the contract will be for the duration of the Multi-Annual PE

#### **6. REQUIREMENTS**

##### **6.1. Staff**

NA

##### **6.1.1. Key experts**

These terms of reference contain the required key experts' profiles.

The CSO Helpdesk has a crucial role in implementing the grant contracts and must fulfill the following profile:

- a degree in economics, public administration, management, or equivalent, with a higher degree and/or additional professional qualifications being an advantage;
- He/she should have at least three years relevant experience in development assistance with practical experience in CSO related projects being an advantage;
- A good knowledge of development policy, EU procedures and guidelines would be an advantage;
- Ability in report writing and assessing narrative reports and acquittals;

- Proficient oral and written communication skills in English and Tongan; and
- Must be familiar with Word, Microsoft Power Point, Microsoft Excel and Microsoft Outlook.

Additional selection criteria are:

- excellent communication, training and capacity building skills
- willing to work in a small team environment
- work experience with other International Organisations such as DFAT, MFAT, ADB, WB, UN, etc. would be an advantage
- experience in the Pacific region would be an advantage, but is not a requirement

### **6.1.2. Other experts, support staff & backstopping**

Not applicable

### **6.2. Office accommodation**

Office accommodation for the helpdesk working on the contract is to be provided by Ministry of Finance and National Planning

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

The National Authorising Officer shall ensure that experts are adequately supported and equipped. In particular it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion.

### **6.4. Equipment**

No equipment is to be purchased on behalf of the Contracting Authority / partner country as part of this employment 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.

## **7. REPORTS**

### **7.1. Reporting requirements**

The CSO helpdesk will submit the following reports in English in one original and two copies:

- **Inception Report** of maximum 12 pages to be produced after the start of implementation of the actions defined in section 2.2. In the report the helpdesk shall describe e.g. initial findings, progress in collecting data, any difficulties encountered or expected in addition to the work programme and staff travel. The helpdesk should proceed with his/her work unless the Contracting Authority (National Authorising Officer) sends comments / feedback on the inception report.
- **Draft final report** of maximum 15-25pages (main text, excluding annexes). This report shall be submitted no later than one month before the end of the period of implementation of tasks.
- **Final report** with the same specifications as the draft final report, incorporating any comments received from the imprests, NAO and the EUD on the draft report. The deadline for sending the final report is 60 days after receipt of comments on the draft final report. The report shall contain a sufficiently detailed description of the different options to support an informed decision. The detailed analyses underpinning the recommendations will be presented in annexes to the main report.

### **7.2. Submission and approval of reports**

The report referred to above must be submitted to the Imprest Administrators who then reports to the National Authorising Officer. The Imprest Administrators together with the NAO is responsible for approving the reports.

## **8. MONITORING AND EVALUATION**

### **8.1. Definition of indicators**

Achievement of indicators as specified in the log frame of the MAPE

### **8.2. Special requirements**

Electronic versions of key documents must be made available and stored in a structured manner on the Ministry of Finance and National Planning AMD database.

## **9. REMUNERATION**

9.1. Annual basic salary of €20,000.