

ANNEX II: TERMS OF REFERENCE

1.	BACKGROUND INFORMATION.....	2
1.1.	Partner country.....	2
1.2.	Contracting authority.....	2
1.3.	Country background.....	2
1.4.	Current situation in the sector	2
1.5.	Related programmes and other donor activities.....	2
2.	OBJECTIVES & EXPECTED OUTPUTS	2
2.1.	Overall objective.....	2
2.2.	Specific objective(s).....	3
2.3.	Expected outputs to be achieved by the contractor	3
3.	ASSUMPTIONS & RISKS	4
3.1.	Assumptions underlying the project.....	4
3.2.	Risks.....	4
4.	SCOPE OF THE WORK.....	5
4.1.	General.....	5
4.2.	Specific work	5
4.3.	Project management.....	6
5.	LOGISTICS AND TIMING	7
5.1.	Location.....	7
5.2.	Start date & period of implementation of tasks	7
6.	REQUIREMENTS	7
6.1.	Personnel.....	7
6.2.	Office accommodation	8
6.3.	Facilities to be provided by the contractor	8
6.4.	Equipment.....	8
7.	REPORTS.....	9
7.1.	Reporting requirements	9
7.2.	Submission and approval of reports	9
8.	MONITORING AND EVALUATION	9
8.1.	Definition of indicators	9
8.2.	Special requirements.....	10

1. BACKGROUND INFORMATION

1.1. Partner country

Albania

1.2. Contracting authority

Agjencia Kombëtare e Rinisë (National Youth Agency - NYA)

1.3. Country background

Albania is an EU candidate country experiencing significant transformation in the social and institutional dimensions, including youth development and mental health policies. As a country with a young population and ongoing structural reforms, youth mental well-being is increasingly recognized as a policy priority, especially in the aftermath of COVID-19 and recent natural and economic disruptions.

The government is committed to aligning its national strategies with EU priorities, including the European Pillar of Social Rights and health equity frameworks. However, regional disparities, limited mental health infrastructure, and underdeveloped cross-sector cooperation mechanisms still pose challenges in effective policy implementation.

1.4. Current situation in the sector

Mental health services for young people in Albania remain underdeveloped, with a lack of preventive programs, weak referral systems, and insufficient interinstitutional coordination. The youth sector has made progress in participation and empowerment initiatives, yet mental health support is rarely integrated into youth policy frameworks.

National youth strategies acknowledge the importance of well-being but operationalisation remains fragmented. At the regional level, coordination between civil society, education institutions, and public health actors is inconsistent. The current setting provides an opportunity to mainstream mental health into youth development policies through evidence-based, participatory processes supported by EU cooperation.

1.5. Related programmes and other donor activities

The proposed contract is complementary to existing national and regional efforts supported by the EU and UN agencies, particularly in the fields of youth policy reform, public health, and civic engagement. It aligns with ongoing Erasmus+ and IPA initiatives targeting youth empowerment and draws synergies with regional exchanges under Interreg Europe's thematic priority on social inclusion and well-being.

2. OBJECTIVES & EXPECTED OUTPUTS

2.1. Overall objective

The overall objective (Impact) to which this action contributes is:

To improve regional public policies that enhance mental resilience, emotional well-being, and psychosocial support systems for youth in vulnerable and transitioning regions across Europe.

This contract contributes to that goal by strengthening the institutional and communication capacities of the National Youth Agency (NYA) in Albania through structured stakeholder engagement and evidence-based knowledge exchange.

2.2. Specific objective(s)

The specific objective(s) (Outcome(s)) of this contract are as follows:

- To support structured regional and interregional stakeholder exchange focused on youth mental health policy and practice;
- To raise public awareness and institutional visibility of mental health issues affecting Albanian youth through communication materials and public dissemination;
- To improve NYA's capacity to deliver compliant communication outputs within the framework of Interreg Europe-funded initiatives.

2.3. Expected outputs to be achieved by the contractor

The service will be paid on the basis of the delivery of the following specific outputs. Each output is linked to the corresponding outcome(s) listed above.

Output 1 (to Outcome 1):

Organisation and moderation of 4 Regional Stakeholder Group (RSG) meetings in Albania, including:

- Agenda (EN & AL),
- Attendance list with signed presence,
- Photos,
- Detailed minutes in English.

Output 2 (to Outcome 1):

Production of 3 summary reports documenting NYA's participation and contributions in interregional partner meetings.

Output 3 (to Outcome 2 and 3):

Design and printing of:

- 1 branded roll-up banner (85x200 cm, Interreg-compliant),
- 1 bilingual factsheet (2 pages, EN+AL),
- Digital templates for promotional flyers/brochures.
- Output 4 (to Outcome 2 and 3):
- Organisation of 2 dissemination events:
- 1 regional-level event hosted in Albania,

- 1 interregional contribution to a cross-border communication event.
Each event includes:
 - Agenda,
 - Attendance list,
 - Photos,
 - Press release in AL,
 - Participant feedback and short evaluation summary.

[The financial offer shall include a breakdown indicating the price for each expected output.]

3. ASSUMPTIONS & RISKS

3.1. Assumptions underlying the project

The following assumptions must hold true to ensure the successful implementation of this contract:

- Relevant stakeholders (civil society, youth institutions, public health actors, education institutions) will remain engaged and willing to participate in the stakeholder and dissemination events organised under the project;
- Interregional partner meetings will occur as scheduled and remain accessible to NYA representatives;
- There will be no major disruptions (political, institutional, or public health related) that prevent physical meetings or events;
- The external service provider will be able to ensure bilingual (Albanian and English) delivery of documentation and communications;
- Visibility materials and branding requirements will remain consistent with Interreg Europe guidelines throughout the contract period.

These assumptions are in line with the project's original Logical Framework as submitted in the Harmony Application Form.

3.2. Risks

The following risks have been identified and should be monitored during implementation:

- **Low participation** in stakeholder or communication events due to political apathy, competing commitments, or insufficient outreach;
- **Delays** in the organisation of deliverables due to public holidays, administrative bottlenecks, or dependencies on external venues;
- **Non-compliance** with Interreg Europe branding rules or visibility standards, potentially leading to non-eligible costs;
- **Turnover of key contact persons** in partner institutions (e.g., NYA staff), affecting project continuity or decision-making;

- **Exchange meetings being shifted online** due to unforeseen circumstances, reducing effectiveness of stakeholder engagement.

Risk mitigation will include early planning, flexible event formats (e.g., hybrid), quality assurance on all deliverables, and consistent coordination with NYA's project team.

4. SCOPE OF THE WORK

4.1. General

4.1.1. Description of the assignment

The assignment consists of delivering external expertise and services in support of the National Youth Agency (NYA) within the EU-funded Interreg Europe project HARMONY – “Health and Resilience: Mental Empowerment for New Youth”.

The contract includes three main components:

1. **Stakeholder Exchange Support** – Provide logistical and facilitation services for the implementation of four (4) Regional Stakeholder Group (RSG) meetings in Albania and support NYA participation in three (3) interregional partner meetings.
2. **Communication Material Production** – Design, layout, print and deliver communication and visibility materials, including a branded roll-up banner and a bilingual factsheet, in compliance with Interreg Europe visual identity guidelines.
3. **Dissemination Event Organisation** – Organise two (2) communication events, including a national-level and a transnational contribution, with full visibility, promotion, and documentation.

The external provider is expected to ensure full compliance with EU visibility rules, Interreg Europe communication guidelines, and NYA internal standards.

4.1.2. Geographical area to be covered

The primary location for implementation is **Tirana, Albania**. Partial remote support and virtual event moderation may be required depending on circumstances (e.g., digital partner meetings).

4.1.3. Target groups

- Representatives from local and regional youth organisations;
- Public institutions involved in youth policy or health and social services;
- Civil society organisations focused on mental health or community support;
- Albanian and European stakeholders involved in Interreg Europe partnerships;
- The broader Albanian public, especially young people aged 15–29.

4.2. Specific work

The contractor shall perform the following tasks:

A. Stakeholder and Partner Meetings (linked to Output 1 & 2):

- Organise 4 RSG meetings (1 per semester), including venue booking, agenda preparation, moderation, documentation, and follow-up;
- Coordinate NYA's participation in 3 Interregional Partner Meetings (travel not included), including preparation of visual materials, summaries, and communication inputs;
- Prepare bilingual agendas (EN+AL), collect participant lists, take and translate meeting minutes, and provide photographic evidence.

B. Communication Materials (linked to Output 3):

- Design and deliver:
 - 1 branded roll-up banner (85x200 cm, Interreg-compliant),
 - 1 bilingual factsheet (2 pages, EN+AL),
 - Flyer/brochure templates (if requested);
- Ensure quality printing and delivery of 100 physical factsheet copies;
- Submit final design files in both editable and print-ready formats.

C. Communication Events (linked to Output 4):

- Organise 2 dissemination events:
 - 1 national event hosted by NYA in Albania,
 - 1 interregional contribution (physical or hybrid);
- Provide event logistics, registration management, media outreach, press releases (in AL), and photo documentation;
- Draft short evaluation report summarising participant feedback and media engagement.

4.3. Project management

4.3.1. Responsible body

The responsible contracting authority is the **National Youth Agency (NYA)** – Albania, acting as Project Partner 2 (PP2) in the HARMONY project consortium.

4.3.2. Management structure

The contractor will be supervised by NYA's internal project team, composed of:

- A Project Coordinator (main point of contact),
- A Communication Officer (oversight of branding and events),
- A Financial/Procurement Manager (contract monitoring).

Key decisions regarding the delivery of outputs must be validated by the Project Coordinator and recorded in official correspondence. The team operates under the guidance of NYA's Director and the HARMONY consortium structure led by the project's Lead Partner.

4.3.3. Facilities to be provided by the contracting authority and/or other parties

NYA will provide:

- Access to Interreg Europe branding guidelines and project materials;
- Contacts of stakeholders and visibility through institutional channels;
- Event promotion via NYA's communication platforms;
- Support in selecting venues when needed.

5. LOGISTICS AND TIMING

5.1. Location

The primary location of the assignment is Tirana, Albania, where the Regional Stakeholder Group (RSG) meetings and national dissemination event will take place. Tasks related to design, documentation, and preparation may be carried out remotely from the contractor's office. Participation in interregional partner meetings may include virtual or physical presence depending on the event format agreed within the HARMONY consortium.

No international travel is foreseen under this contract.

5.2. Start date & period of implementation of tasks

The intended start date is **November 2024**, and the period of implementation of the contract will be **24 months** from this date, until **October 2026**.

This timeframe ensures that all expected outputs—including four stakeholder meetings, communication materials, and two dissemination events—are delivered in accordance with the Harmony project schedule, which spans semesters 2 to 6.

6. REQUIREMENTS

6.1. Personnel

Note that civil servants and other staff of the public administration of the partner country, or of international/regional organisations based in the country, shall only be able to provide input as experts if well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well on any potential interference or conflict of interest of the proposed expert in his/her function as expert and his/her present or previous functions working as civil servant. Moreover proof should be submitted that the expert is seconded or on personal leave.

The selection procedures used by the contractor to select the experts who provide input to the contract must be transparent, must guarantee the absence of professional conflicting interests and the absence of any discrimination based on former or current nationality, gender, place of residence, or any other ground. The findings of the selection panel must be recorded.

All experts must be independent and free from conflicts of interest in the responsibilities they take on.

6.1.1. Experts

[Option 1 (default option): Minimum requirements for experts are not defined]

No minimum requirements for individual experts are defined. The contractor will select the most suitable staff and structure to deliver the expected outputs effectively and on time.

It is the responsibility of the contractor to ensure that the proposed team has sufficient capacity and experience in:

- Organising and moderating stakeholder engagement activities;
- Designing and producing EU-compliant communication materials;
- Delivering bilingual content (Albanian and English);
- Managing visibility events and ensuring compliance with Interreg Europe communication guidelines.

All experts must be independent and free from conflicts of interest in the responsibilities they undertake.

6.1.2. Support facilities & backstopping

The costs for support facilities, including backstopping, are included in the tenderer's financial offer.

6.2. Office accommodation

Office accommodation for each expert providing input to the contract is to be provided by the **contractor**. The National Youth Agency will not provide office space.

6.3. Facilities to be provided by the contractor

The contractor shall ensure that its personnel are adequately supported and equipped to perform their duties under the contract. This includes:

- Sufficient administrative and logistical support;
- Access to all necessary tools, licenses, and software (e.g., for graphic design);
- Secure data handling and communication infrastructure;
- Timely internal fund management for subcontractors or vendors.

All required facilities must be provided by the contractor, as this is a global price contract.

6.4. 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.

7. REPORTS

7.1. Reporting requirements

The contractor will submit the following reports in **English**, in **one original** and **one digital copy** (PDF) for each:

- **Inception Report**
Due: within 3 weeks from the start of implementation.
Content: detailed work plan, delivery schedule per semester, communication and visibility compliance plan, team structure (if applicable), and risk mitigation measures.
- **Stakeholder Meeting Reports** (x4)
One per meeting, submitted within 10 working days after each RSG event.
Content: agenda (EN & AL), signed attendance list, photographic evidence, minutes in English, and stakeholder feedback (if applicable).
- **Interregional Meeting Summary Reports** (x3)
Submitted within 15 working days after each interregional partner meeting in which NYA participates.
Content: summary of NYA's contribution, key discussion points, lessons learned, and visibility documentation.
- **Dissemination Event Reports** (x2)
Submitted within 10 working days after each communication event.
Content: agenda, signed attendance list, photos, press release (AL), media outreach summary, and brief evaluation of participant feedback.
- **Final Output Summary Report**
Submitted by the end of the contract period.
Content: overview of all deliverables submitted, timeline adherence, communication visibility compliance, and documentation of lessons learned or recommendations for future practice.

7.2. Submission and approval of reports

All reports must be submitted to the designated **Project Coordinator** at the National Youth Agency (NYA), who serves as the project manager. Approval of reports will be granted following verification of completeness and conformity with the contract.

NYA reserves the right to request revisions within 10 working days of submission. In the absence of feedback within this timeframe, the report will be deemed approved.

8. MONITORING AND EVALUATION

8.1. Definition of indicators

The following performance indicators will be used to monitor progress and assess the quality of the contractor's work:

1. **Timeliness of delivery:**

% of deliverables submitted by their contractual deadlines (target: $\geq 90\%$).

2. **Completion of outputs:**

All planned deliverables (4 stakeholder meeting reports, 3 interregional meeting reports, 2 dissemination event reports, 1 factsheet, 1 roll-up, 1 final output report) submitted and accepted by NYA (target: 100%).

3. **Compliance with communication and visibility rules:**

% of outputs fully aligned with Interreg Europe branding guidelines (target: 100%).

4. **Bilingual quality:**

All relevant outputs delivered in both English and Albanian (target: 100%).

5. **Stakeholder satisfaction:**

Positive feedback (rated “good” or above) from stakeholder participants during dissemination events (target: $\geq 80\%$).

6. **Responsiveness and flexibility:**

Contractor’s ability to adjust delivery in case of unexpected changes (measured qualitatively).

These indicators will form the basis for NYA's internal quality control process and contractual monitoring.

8.2. Special requirements

- The contractor must strictly adhere to the **Communication and Visibility Requirements for EU External Actions**, including the Interreg Europe branding rules.
- All materials and event outputs must display the correct EU logo configuration and partner acknowledgements.
- The contractor shall ensure **data privacy compliance** in relation to photographic and video content (e.g., consent forms for photos).
- Where possible, the contractor is encouraged to support the **capitalisation of knowledge** through structured documentation of lessons learned.
- All reports and deliverables must be submitted in **editable formats** (.docx, .pptx, .ai/.indd where relevant), in addition to print/PDF versions.

* * *