



**SUPPORT TO CIVIL SOCIETY ORGANISATIONS FOR ENHANCED COOPERATION
WITH STATE INSTITUTIONS IN RELATION TO THE EUROPEAN INTEGRATION
PROCESS**

IPA II European Union Integration Facility 2017

Lot No.1: Support civil society organisations and relevant stakeholders with a track record of advocacy in consumer protection

**Project Title: Toward EU: Strengthening CSOs
and local government for better consumer
protection**

Assignment title: Legal expert on Consumer Protection to prepare a
MANUAL for local government

TERMS OF REFERENCE

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1. BACKGROUND INFORMATION

1.1. Contracting Authority

Instituti per Zhvillim dhe Inisiativa Qytetare (IZHIQ), Rr. Brigada e VIII-tw, Pll. Jeshil, Shk.2, Al. 14, Tirana, Albania

Forumi Shqiptar Social Ekonomik, ASET Post: Rr. Dibrës, Pallati 487, Shkalla 2, Apt 22, 1007, Tirana, Albania

1.2. About the organization

The association "Instituti per Zhvillim dhe Inisiativa Qytetare" was established as an independent non-governmental, non-political and non-profit organization with membership, which has gained legal personality upon registration in the registers of NGOs according to the decision of the Tirana Judicial District Court No. no. 6295, date 03.07.2019. The mission of the "Instituti per Zhvillim dhe Inisiativa Qytetare" is the promotion and protection of fundamental human rights and freedoms, with special focus on respect for fundamental human rights and freedoms and economic empowerment of vulnerable groups and other social communities, recognized by the Constitution of the Republic of Albania, ratified international conventions and legislation in force.

Forumi Shqiptar Social Ekonomik (summary - ASET as a co-applicant in this call is an organisation created since 1999 with a 21-year-long experience in the civil society, where the consumer protection has been part of it over the last decade. Its experience is an added value for the project, as it has had huge results on the consumer protection, with a long experience in collaboration with the local government, to improve the receipt of consumers. Since a decade ago, ASET has started to produce guidelines for the municipalities on their contacts with the citizens and how to offer them service and also, the last five (5) years has implemented several projects on the field of tourism and EU integration, increasing the quality of service for the community as consumers. ASET has also trained the service providers and local government representatives by building their capacities. With the ReLOAD project, ASET has worked the recent years in Tropoja and Vlora, with UNICEF to analyse the draft budget in social protection, health and education and to improve services for children, etc.

1.3. About the IZHIQ project

Since April, 2021, IZHIQ is implementing in partnership with "ASET" in Albania the project "Toward EU: Strengthening CSOs and local government for better consumer protection", funded from the European Union Delegation to Albania.

"Instituti per Zhvillim dhe Inisiativa Qytetare" organization and its partner "ASET" aims to increase the involvement of civil society organizations and other stakeholders in particular in consumer protection to strengthen their capacity and enhance interaction with state/public institutions to make a contribution to EU-related policy-making.

About the ASET work:

ASET will contract three experts with experience on consumer rights and EU Acquis, to bring the best acquirements for the employees of local government, responsible to answer to the consumer needs. ASET will also help with the training of the stakeholders and collaboration with the municipalities, given its previous work with municipalities all over the country.

The main target groups of this project are:

- Local government of Korca, Vlora, Berat Elbasan and Kukes. We chose these municipalities as we have previously collaborated with them and have had a good communication. Also, during the previous contacts for the preparation of the action, these municipalities expressed their need and will to improve themselves on consumer protection.

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- Local CSOs of these cities, which also have been consulted during the preparation of the project.
- Local media in these cities
- Independent institutions
- Citizens of these cities

The overall objective of the project is: One manual for local government on EU consumer protection best practices.

A Manual for Consumer Protection bringing EU best practices will be prepared for local institutions responsible for the consumer protection with suggestions for improvement. The manual will help them on the implementation of their duties and also will give recommendations on improving the consumer rights.

The action does not want to stop with the training of the employees of five municipalities targeted. It is important for the local government all over Albania to better understand their role in consumer protection and to improve their work on this issue. For that reason, the project will prepare and publish a manual for the local government on consumer protection, which will be prepared by experts, bring the best EU practices on consumer rights and will serve as a baseline for the local administration all over Albania. Due to the importance of the manual, three experts will be engaged in the manual preparation. Each of them will have their own expertise on consumer protection legislation and more specifically: 1. Recognition of EU and Albanian legislation on Consumer Protection; 2. Knowledge of Albanian practices in the implementation of legislation and the impact of practice on legislative improvements; 3. Knowledge of the socio-economic consequences (micro and macroeconomic) from the problems of consumer protection legislation and its implementation in practice. As the manual will be published online, it will give the possibility all the administration employees to have access on it for FREE, serving its objective even after the project will end.

2. OBJECTIVE, PURPOSE & EXPECTED RESULTS

2.1. Overall objective

The Objective of the assignment is:

ASET is looking for three expert (s) with experience on consumer rights and EU Acquis, to bring the best acquirements for the employees of local government, responsible to answer to the consumer needs to work on this assignment: “ Expert (s) to prepare one manual for local government on EU consumer protection best practices”

The MANUAL intends to bringing EU best practices will be prepared for local institutions responsible for the consumer protection with suggestions for improvement.

The expert(s) will work closely, in consultation and coordination with the project team.

The expected results and deliverables of this assignment are:

Result(s):

1. Bring EU best practices for local institutions responsible for the consumer protection with suggestions for improvement.
2. Help local institutions on the implementation of their duties and also will give recommendations on improving the consumer rights.

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3. Understand their role in consumer protection and to improve their work on this issue.
4. Emphasize importance of approximation of legislation with *acquis communautaire* in consumer protection;
5. Increase knowledge and capacities of all the administration employees

The expert(s) in consultation with project team members will ensure the submission of the following materials by the deadlines given:

- a) Document with the specific information regarding EU legal framework for consumer protection.
- b) A prepared MANUAL.
- c) Other additional information/handouts/materials related to the topic
- d) Report for the assignment.

2.2. Geographical area to be covered

All the administration employees to have access on it for FREE, serving its objective even after the project will end.

2.3. Specific work

The expert(s) will conduct the following activities:

1. Become familiar with the Project “Toward EU: Strengthening CSOs and local government for better consumer protection”
2. Prepare a module on the protection of consumer rights and on policies and legal acts for consumer rights which must become functional and find effective implementation in practice.
3. Collaborate with project team and other experts to develop and conduct the manual.
4. Facilitate the preparation of the manual and review all comments that will be made after the preparation of the first draft of the manual.

2.4 Level of effort

Description of the activity	Place	Date/Estimated	No of working days
Collection of Data for the manual	Office		3 days
Prepare the draft of the manual	Office		6 days
Prepare the final version of the manual	Office		2 days
Total number of working days is		11 days	

3. PROJECT MANAGEMENT

3.1. Responsible body

Instituti Për Zhvillim dhe Inisiativa Qytetare (IZHIQ), Rr. Brigada e VIII-tw, Pll. Jeshil, Shk.2, Al. 14, Tirana, Albania.

Forumi Shqiptar Social Ekonomik - ASET

Rr. Dibrës, Pallati 487, Shkalla 2, Apt 22, 1007, Tirana, Albania

3.2. Management structure

The project is implemented by following partners: Instituti Për Zhvillim dhe Inisiativa Qytetare (IZHIQ) as Coordinator and ASET as Co-applicant.

ASET is responsible for procurement and implementation of this activity.

3.3. Facilities to be provided by the Contracting Authority

The Contracting Authority shall supply the Contractor promptly with any useful information and/or documentation which may be relevant to the performance of the contract.

4. LOGISTICS AND TIMING

4.1. Location

All the administration employees in Albania.

4.2. Start date & Period of implementation of tasks

The intended start date is 1st April 2021 and the period of implementation of the contract will be for 20 months

5. REQUIREMENTS

5.1. Staff

The experts that are interested to apply for this assignment and expert(s) should meet the following requirements. Applicants should:

- Have a university degree on Law or/and Economic;
- Have successfully implemented similar projects in the past;

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- Have good language skills in Albanian and English.
- To have worked with the community

The expert's CV should be attached to the proposal.

5.2. Facilities to be provided by the Contractor

The Contractor shall ensure that expert is adequately supported and equipped. In particular, it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable coordinator to concentrate on her/his primary responsibilities. It must also transfer funds as necessary to support his/her work under the contract.

5.3. 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.

6. SUBMITTING THE APPLICATION

Interested candidates must submit:

- ✓ Motivation Letter
- ✓ CV on PDF or MS Word format
- ✓ Financial offer

The interested applicants are required to submit a hard copy of the proposal.

Email: info@aset-al.com or fmema@yahoo.com or mailed in a closed envelope in the following address

Post: Rr. Dibrës, Pallati 487, Shkalla 2, Apt 22, 1007, Tirana, Albania

They must mention in th email or envelop: "Grant contract No.IPA 2017/AL/12"

The Deadline for the submission of application is 05 October, the latest at **16.30 hours**.

For any questions you might have related the application, please contact in the address: info@aset-al.com or fmema@yahoo.com