

ANNEX 1-

TERMS OF REFERENCE (ToR)

SERVICE: EXPERT TO CONDUCT SURVEYS AND CONSULTATIONS TO ASSESS THE MOST EFFECTIVE COMMUNICATION CHANNELS TO REACH COMMUNITIES – EAR-MHEWS PROJECT

Commissioning Party

National Civil Protection Agency (NCPA)
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Contact Person

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Project Title

Empowering Albanian Resilience co-implementing a Multi-Hazard Early Warning System Nationwide (EAR-MHEWS)

Country of Assignment

Albania

Area of Assignment

Selected municipalities and exposed areas in Albania.

1. BACKGROUND INFORMATION

Albania is exposed to a wide range of natural hazards, including floods, earthquakes, landslides, wildfires, storms, coastal erosion, and droughts. Recent emergency events have highlighted the need for stronger preparedness, improved risk communication, and more effective mechanisms to ensure that early warning messages reach communities in a timely, understandable, and actionable manner.

Within the framework of EAR-MHEWS Project, implemented as part of the ALBAdapt Programme, the National Civil Protection Agency (NCPA), together with national and local partners, is establishing a people-centred Multi-Hazard Early Warning System (MHEWS).

An effective MHEWS requires not only technical forecasting and institutional coordination capacities, which needs an understanding of:

- how communities perceive risks;
- how they respond to hazard warnings;
- which communication channels they trust and use;

- what barriers prevent communities from accessing and understanding warning information;
- how vulnerable and hard-to-reach groups can be effectively reached;
- and how communication and outreach approaches can support preparedness and response capacities at community level.

This assignment aims to support this process through the development of a structured and evidence-based assessment methodology focused on: 1. Assessment of the most effective communication channels to reach communities. 2. Hazard perception and knowledge;

The assignment will focus on exposed areas, including coastal and urban contexts with different levels of vulnerability and exposure.

The findings of this assignment will contribute to:

1. Development of project to strengthen communication and hazard warning.
2. Improving communication strategies, awareness campaigns, preparedness measures, and decision-making processes at both national and local levels.

2. OBJECTIVE OF THE ASSIGNMENT

The objective of this assignment is to engage an expert to:

- Identify the most effective and accessible communication channels to reach communities, including vulnerable and hard-to-reach groups;
- Design and implement an evidence-based and people-centred assessment survey related communication needs and hazard knowledge.
- Support consultations, workshops, surveys, and stakeholder engagement activities.

3. SCOPE OF WORK

The expert shall carry out the following tasks:

Task	Main Activities	Deliverables	Timeline
Task 1. Inception phase	Development of inception report, revised methodology and communication campaign outline, coordination arrangements and implementation planning	Inception Report including: Communication Campaign Outline; Work Plan and Timeline and Revised Methodology.	Month 1
Task 2. Development and Validation of Data Collection Tools	Preparation, piloting, revision and validation of questionnaires,	Survey: - Questionnaires; - Interview Guides; - Focus Group;	Month 1-2

Task	Main Activities	Deliverables	Timeline
	interview templates, focus group guides, and participatory tools	- Discussions; - Participatory Tools	
Task 3. Fieldwork Planning and Implementation Support	-5 workshops for community consultations and stakeholder engagement activities; - Conduct field surveys;	Consultation Documentation (List of participants + Report + Photos); Progress Reports (Month 1-5)	Months 2–4
Task 4. Data Analysis and Assessment	Quantitative and qualitative analysis on communication channel assessment, hazard knowledge and development of recommendations.	Analysis Report (Communication Assessment and Hazard knowledge Matrix);	Months 4-6
Task 5. Reporting and Final Deliverables	1. Final reporting and recommendations, 2. Submission of datasets and supporting documentation	Final Report (EN & AL) and Recommendations; PowerPoint Presentation for EAR-MHEWS use.	Month 6

4. DURATION OF THE ASSIGNMENT

The assignment is expected to be implemented over a period of approximately 6 months from July-December.

Any deviation from the agreed timeline shall be justified and approved by the Contracting Authority.

5. QUALIFICATION REQUIREMENTS

The expert shall meet the following minimum requirements:

- University degree in social sciences, engineering, disaster risk management, communication, public policy, or related fields;
- Minimum 3 years of relevant professional experience;
- Proven experience in:
 - Survey design and analyses;
 - Community engagement;
 - Stakeholder consultations;

- Communication assessments and public awareness activities.
- The expert shall submit a Technical Methodological Concept (TMC).
- Knowledge related to:
 - Civil Protection;
 - Disaster Risk Reduction (DRR);
 - Community resilience.

Such knowledge will be considered an asset.

- Experience in communication assessments, public awareness activities, or risk communication is considered an asset.
- Provide at least 1 similar assignment.
- Strong analytical, reporting, and presentation skills.
- Fluency in English and Albanian.
- Flexibility to travel within the country.

The expert shall comply with all administrative, legal, and financial requirements specified in the procurement documentation.

6. EVALUATION METHODOLOGY

Evaluation will be based on:

70% Technical Evaluation + 30% Financial Evaluation

Evaluation Criteria	Score
Proposed methodology and implementation approach	25
Experience in similar assignments	20
General qualifications and professional experience	25
Total Technical	70
Financial Offer	30
Total	100

Rules

- Offers without a Technical Methodological Concept (TMC) will not be considered.
- Minimum technical threshold: 50 points.
- Financial evaluation formula:
 $(\text{Lowest Financial Offer} / \text{Offered Price}) \times 30$.

- Highest combined score wins.

7. PAYMENT MODALITIES

Payments shall be made in three instalments based on the completion and approval of the tasks and deliverables defined in the ToR, as follows:

- 40% upon submission and approval of the Deliverables for Months 1-2 (Tasks 1-2);
- 40% upon submission and approval of the Deliverables for Months 2-5 (Tasks 3-4);
- 20% upon submission and approval of the Final Report and all final deliverables.

All reports and deliverables shall be subject to review and approval by the Contracting Authority.

8. GENERAL REQUIREMENTS

All activities and deliverables shall comply with:

- The expert shall maintain close coordination with the Project Implementation Unit (PIU), the National Civil Protection Agency (NCPA), and GIZ technical staff throughout the assignment.
- The expert shall ensure regular consultation and coordination at each stage of the assignment and during the preparation, review, and finalization of all deliverables.
- Applicable national legislation;
- Ethical research standards;
- Data protection and confidentiality requirements;
- Visibility and communication requirements of the project and donors.