



## Call for tenders

### Quality Assurance – External Evaluator

European Volunteering and Integration through Cultural Experience

GRANT AGREEMENT n° 821612 – EU-VOICE – AMIF – 2017 – AG - INTE

This call is issued by the consortium of the project **EU-VOICE**, which intends to commission a contract for the provision of external evaluation services for the project itself.

#### 1. Summary of the project

EU-VOICE aims to support the integration of Third Country Nationals (TCN) and to promote exchanges between TCNs and host-country nationals through a 25-days volunteering experience in the cultural sector for 320 people, mainly TCNs, in 5 EU countries with high immigration rates (IT, GR, IE, UK, AT). The frame to such volunteering experience is provided by the European Year of Cultural Heritage as an opportunity to reinforce a sense of belonging to a common European space. The project develops a multidisciplinary approach as a result of the exchange of best practices and tools related to social inclusion of the target group tested by the partnership, as well as other EU materials on migrant volunteering in the cultural sector. The short-term beneficiaries are partner organisations' staff and volunteers (around 46.000 people), who will benefit from EU methodologies and tools to prepare TCN for a volunteering period in the cultural sector. The project activities (workshops to promote volunteering, seminars on active EU citizenship, training to prepare for volunteering and a 25-days Cultural Volunteering Experience) will involve min. 320 direct medium-term beneficiaries (of whom 70% TCN and 30% women to ensure gender mainstreaming). Thanks to a series of valorisation activities other TCN will be empowered and local population will be more aware on intercultural issues and volunteering as long-term beneficiaries).

#### **Objectives**

- Train 320 new volunteers, mainly TCNs, to direct and accompany them in a volunteering experience in their host country, in the field of cultural heritage
- Motivate and accompany volunteering organizations in the field of cultural heritage to perform as inclusive actors towards TCNs
- Promote Cultural Heritage as a ground for intercultural experiences, reciprocal knowledge and understanding between National and TCN citizens, and inclusion of newcomers
- spread and make replicable the project experiences and tools

#### **The main project expected outputs are:**

D2.1 EU-VOICE Methodology for Trainers: a common European methodology worked out of the partners' experience and of the project's Training for trainers, with guidelines on how to promote and organize volunteering activities with TCNs in the cultural heritage fields;

D3.1 EU-VOICE Toolkit for Volunteers: ready-to-use and practical tool with vademecum and glossary to help TCN volunteers to carry out their experience in the cultural heritage field;

D4.1 EU-VOICE Training booklet: a collection of materials, resources, methodologies used in the various





seminars/workshops/trainings that took place in partner countries. It will also contain an analysis on the results and main findings of the seminars, workshops and trainings as well as their impact on participants;

D5.1 Documentary Film documenting the activities of the project, with interviews with participants, project partners and staff working at the cultural institutions involved.

## Partnership

The project consortium involves directly 6 organisations from 5 EU member states: Italy, Greece, Ireland, United Kingdom and Austria. Five of them have a mission which deals with volunteering and community building; the sixth partner specializes in communication/dissemination strategies and activities:

**P1/CESVOT-ASSOCIAZIONE CENTRO SERVIZI VOLONTARIATO TOSCANA (IT)**, the promoter, is the main volunteering organisation consortium in Tuscany Region: 11 offices dealing with 60.000 volunteers, with direct access to 1000 migrant women. Member of the Volunteurope network that has 60 civil society members in 25 EU countries;

**P2/CO&SO -CONSORZIO PER LA COOPERAZIONE E LA SOLIDARIETA' (IT)** is one of the biggest social service providers in Tuscany, its associated cooperatives active in integration issues provide services for 1400 migrants, while those providing cultural services reach 1 million clients. It is also an accredited training provider;

**P3/USB- UNITED SOCIETIES OF BALKANS ASTIKI ETAIREIA (GR)** is an NGO, active in youth mobility and volunteer projects fostering integration, has been involved in 1000 youth projects and prepared 5,000 youngsters with fewer opportunities for youth mobility projects;

**P4/MEATH COMMUNITY RURAL AND SOCIAL DEVELOPMENT PARTNERSHIP LIMITED (IE)** is a county-wide no-profit organisation. It develops community programmes and manages the Meath Volunteer Center with access to 2,700 volunteers and 450 community and volunteer organisations in the county. Meath Partnership is a member of Volunteer Centers Ireland, which has 14.000 volunteers registered;

**P5/VOLUNTEERING MATTERS (UK)** has been leading UK volunteering in policy and practice. It develops and delivers high impact volunteer-led solutions, engaging more than 30,000 volunteers and 90,000 beneficiaries every year. It hosts the Volunteurope network;

**P6/E.N.T.E.R. GMBH (AT)** with over 15 years of experience in EU Project management and a network of 950 members in 44 countries is specialist in dissemination and exploitation of EU project results.

## Task of the external evaluator

The external evaluator will provide the tools to evaluate the products and guarantee an objective feedback from outside the partnership throughout the project, especially during the interim and final reporting period, in order to be on track as to both the work plan timeline and the quality of project products.

Quality Management will be based on a continuous monitoring of the project at different levels. The co-applicants will work together under the guidance of the external evaluator, to assure the quality of the project and its achievements, as well as the applicability of the EU dimension in the activities foreseen in the projects Work Packages.

Quality management is strongly linked with other management issues. The results of all evaluation activities will be regularly reviewed by the partnership at each meeting, and it will have direct consequences on all further project management decisions. The Project Steering Committee, which is the main decision-making body in the consortium, will act following the Project Cycle Management (PCM) processes and in close collaboration with the external evaluator, to assess whether the guidelines set in the quality assurance framework are adhered to by all partners, and project targets and deadlines have been met.



The key areas of quality management will be:

- perspectives: ex-ante (before action), formative (during action), ex-post (after action)
- levels: process, product, impact
- experts: internal and external experts, partnership, stakeholders, target group members
- methods: questionnaires, observations, document analysis, variance analysis, etc.

## PROJECT EVALUATION

Specifically, the external evaluator will be responsible for preparing the following deliverables of Project Evaluation:

<b>Deliverable No.</b>	<b>Deliverable name/type (a)</b>	<b>Format (b)</b>	<b>Language (c)</b>
D1.7	<b>Evaluation strategy and quality criteria document</b> It provides clear information, tools and timetable of evaluation activities to all partners. It will be elaborated by the External Evaluator of the project	Electronic 40 pages	EN
D1.9	<b>Progress evaluation report</b> It includes the results collected the first half of the project through the evaluation monitoring reports on meetings and project phases	Electronic 15 pages	EN
D1.8	<b>5 evaluation monitoring reports</b> The External evaluator will elaborate 5 evaluation monitoring reports on meetings and project phases, as part of the Project Evaluation process. They will be based on the data collected from each partner organisation through questionnaires on the transnational partner meetings and project phases.	Electronic 30 pages	EN
D1.10	<b>Final Evaluation Report</b> It includes the results collected during the entire project period through the 5 evaluation monitoring reports on meetings and project phases	Electronic 30 pages	EN
D1.11	<b>Impact and Exploitation report</b> It evaluates the number and type of reached beneficiaries and stakeholders at the end of the Project	Electronic 20 pages	EN
D1.12	<b>Joint Training Activity evaluation report</b> Evaluation report elaborated by the External Evaluator to collect data relating the activity "Train the trainers" aimed to improve the competences of partner organizations staff	Electronic 10 pages	EN
D1.13	<b>Train the Volunteers evaluation report</b> It collects data relating the activity "Train the volunteers" aimed to promote cultural exchange between local and TCN citizens and to prepare them for a volunteering experience	Electronic 40 pages	EN
D1.14	<b>Volunteering in Action evaluation report</b> It collects data relating the activity "Volunteering in action" aimed to involve TCN and local citizens in a volunteering experience in the cultural field, in the frame of the European Year of Cultural Heritage	Electronic 30 pages	EN



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D1.15	<b>Volunteer Caravan evaluation report</b> Evaluation report elaborated by the External Evaluator to collect data relating the activity "EU-VOICE VOLUNTEER CARAVAN" consisting in a series of 1-day dissemination events in all partners countries and in other EU countries	Electronic 30 pages	EN
D1.16	<b>Final Conference evaluation report</b> It collects data concerning the "EU-VOICE Final Conference" organised by ENTER at the end of the project in Graz (A)	Electronic 10 pages	EN

### 3. Time schedule and reporting

The contract shall have the duration from the 01.01.2019 to 30.04.2021

The evaluation reports are due to be submitted as follows:

Deliverable No.	Deliverable name/type	Deadline
D1.7	Evaluation strategy and quality criteria document	February 2019
D1.9	Progress evaluation report	January 2020
D1.8	5 periodical evaluation monitoring reports	1 after each TP Meeting, last to be completed by November 2020
D1.10	Final Evaluation Report	March 2021
D1.11	Impact and exploitation report	March 2021
D1.12	Joint Training Activity evaluation report	March 2019
D1.13	Train the Volunteers evaluation report	April 2020
D1.14	Volunteering in Action evaluation report	November 2020
D1.15	Volunteer Caravan evaluation report	March 2021
D1.16	Final Conference evaluation report	March 2021

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## 4. Payment

The subcontractor will be chosen on the basis of the best offer.

## 5. Selection criteria

Applicants should have significant experience and sound knowledge in the following domains:

- Quality Management in EU funded projects.
- Evaluation of programmes, policies or projects.

Applicants must have excellent knowledge of the English language, be able to work within specified deadlines, and respect budgetary limits.

The above criteria can be proven by the applicants' profiles and/or CVs of key staff involved in the offer.

## 6. Award Criteria

The contract will be awarded to the tender offering the best value for money on the basis of the quality and price, taking into account the specific requirements and selection criteria of the tender. The principles of transparency and equal treatment will be respected with a view to avoiding any conflicts of interest.

## 7. Submission of tenders

This call for tenders is to be published on CESVOT's and partner organisations websites on 21/12/2018; it will stay open for 21 calendar days. The deadline for the submission of bids is on 10/01/2019.

Tenders must be written in English. They must be signed by the applicant (if individual tenderer) or by the tenderer's legal representative (if the applicant is an organisation). All tenders must include the following documents and information:

- Description of professional experience with relevant examples of evaluation work performed;
- CV of the evaluator(s);
- Financial proposal with prices quoted in euros.

**Offers must be submitted** by email to both the following email addresses:

[formazione.territorio@cesvot.it](mailto:formazione.territorio@cesvot.it)   [isabella.belcari@gmail.com](mailto:isabella.belcari@gmail.com)

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