



THE
LUTHERAN
WORLD
FEDERATION

World Service

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Call for proposal for the development of an Overview Document and Guidance Note for the LWF programmatic framework Quality Services

Background I: LWF World Service

As multi-mandated organization, the Lutheran World Federation (LWF) wants to contribute to the positive changes in the lives of the poor and oppressed people, influence positively the institutional frameworks that impact the lives of the populations and to respond to the humanitarian needs of the increasing number of refugees and internally displaced people.

The Lutheran World Federation Department for World Service Global Strategy 2019-2024 For Hope and a Future has been formulated to provide a strategic framework for its 23 country programs and emergency operations worldwide (see Annex1). The World Service global strategy is part of the wider strategy of the Lutheran World Federation (see Annex 2), for which World Service serves as the relief and development arm of the communion of Lutheran churches.

World Service's programmatic framework lifts up three areas of expertise in which LWF World Service already has a wealth of experience and a proven track record. Namely, it focuses on protecting and fulfilling the rights of refugees, IDPs, and returnees, as well as host and at-risk communities, to

- livelihoods
- quality services, and
- protection and social cohesion

In previous strategic periods, humanitarian, development, and advocacy approaches guided the framing of our work. In this strategy we bring our thematic expertise to the forefront. Hence, the three areas cut across the humanitarian, recovery, and development phases of our work and embed advocacy and a rights-based approach into each one. This will profile and hone our ability to meet high international standards and requirements, strengthening our position as a valuable and unique actor in the international response to displacement, poverty, and injustice.

This particular consultancy relates to programmatic framework Quality Services, where there is a need to provide country programmes with practical advice and when possible, tools to help in putting the new strategy into action.

Background II: Quality Services as described in the World Service Strategy

Equitable access to quality services, such as education, water, energy, and health care, is a right that must be claimed by women and men, girls and boys to enjoy a better quality of life, and to fulfil their full potential. The provision of such services is fundamentally the duty of local and national authorities. When service provision breaks down or is unavailable, particularly in times of acute crisis, World Service will step in to provide life-saving, humanitarian assistance to people affected by displacement, where we can best add value.

In all contexts, we are committed to never filling service gaps for any longer than necessary and will prioritize bringing rights-holders and duty-bearers together so that local communities claim

and gain improved access to quality services, in accordance with fundamental human rights principles. In this respect, we will particularly target improving communities' access to water and sanitation, to adequate education, to affordable energy, and to mobile telephones and internet connectivity. Where needed and possible, we work diligently to link communities with other specialized NGOs and private institutions for joint advocacy and for the pooling of our collective technical expertise so as to maximize overall outcomes in the short, medium, and long-term.

Meeting Individuals' Basic Needs in Times of Crisis

When crisis hits or a situation is chronic due to poor, failing or contested governance, World Service meets basic needs through the distribution of food, water, sanitation, shelter, or core relief items, both in-kind and through cash transfer and vouchers. We lobby for and provide welcoming reception services and support a fair registration process to create a safe environment for people fleeing conflict or other disasters.

We uphold the right of education through the direct provision of basic education services in situations of displacement where governments are unable to provide adequate education. We will uphold people's right to health until they are able to access regular quality services by offering health care interventions if appropriate or by linking those in need with specialized health care NGOs and other private health care providers.

Strengthening Services at the Community Level

As national and international humanitarian responses are increasingly reoriented towards the integration of displaced people within host communities, we are moving away from camp management to focus on the strengthening of service provision at the community level.

We support both formal and informal education. Where displaced and host communities are taught jointly, we support local communities and authorities to improve school infrastructure and teaching capacities to promote social cohesion and peaceful co-existence. We also support vocational training schemes for young people and other vulnerable groups.

We work to improve equitable access to safe and sufficient water and sanitation. This includes improving infrastructure and building community capacity to manage and maintain these installations, in partnership with local authorities. We also work with communities and authorities to reduce the occurrence of waterborne diseases through hygiene promotion, and to strengthen community access to quality health care. Community access to renewable energy sources and internet services will receive more attention. These services are key to helping people out of poverty and isolation, boosting both livelihoods opportunities and social cohesion.

Strengthening Policies and Institutions Governing Service Provision

Access to quality services depends strongly on influencing relevant policy and legal frameworks, and enforcing quality standards. We work constructively with governments and duty-bearers and hold them accountable for their commitments to their populations, including access to education, water, health care, and affordable energy sources.

We work with private actors and lobby for mobile and internet connectivity guided by adequate data protection measures, including the protection of people's right to information.

Even in humanitarian crises, we are conscious that our role as an NGO is not that of a long-term service provider. Instead, we look to hand this over to appropriate duty-bearers.

As World Service is held in high regard by communities, governments, and others alike, we are well positioned to work from an advocacy perspective whenever possible, locally, nationally and internationally. We will continue to press for people's access to an adequate standard of living, to education, and to other basic rights. We do this both with and on behalf of the people and communities themselves, using our international status as a respected actor within civil society to advance their rights, and in national and international forums, such as the UN Human Rights Council, influential governments, and the private sector. (Annex 1: World Service Strategy 2019-2024)

Background III: PMER Framework at strategic level: World Service Collective Outcome Framework

Based on the experience LWF has developed also a framework with outcomes, called Collective Outcome Framework (COF). These collective outcomes will guide the implementation at country level. The country programs will select outcomes that are relevant at their level and introduce these in their results framework that will link the strategy to concrete projects and vice versa. (see Annex 3: Collective Outcome Framework)

The Consultancy:

A. Scope of this Consultancy: Objectives and Expected Results

The main objective of this consultancy is to prepare the overview document for the programmatic framework of Quality Services. This document is meant to support teams and partners on the ground, ensuring cohesive understanding and implementation across our programs. Specifically, the consultant will:

1. Expand the summative description of the programmatic area of quality services and describe more strategic intervention modalities in different phases and contexts, taking into account gender/age/disability with a specific focus on protection, empowerment and inclusion of marginalized and vulnerable groups. The document should focus more on providing clearer guidance on what this programmatic area means and how LWF implements interventions under this area. Brief guidance on each of main service categories are expected.

This could be preceded with a mapping of services provided by LWF: (i) core services where LWF should deepen its reach and competence (e.g. WASH and education); (ii) special services where LWF should engage only under specific conditions (e.g. food¹ / NFI distribution, health², camp management, reception centres, etc.; and (iii) new and upcoming

¹ Access to food and to basic protection services are covered by the existing guidance notes on Livelihoods and Protection & Social Cohesion

² LWF has a big institutional tertiary health program in Jerusalem. Some country programs have limited basic health care and nutrition projects

services where LWF should deepen its competence and invest for more extensive rollout globally (e.g. renewable energy, access to ICT) to remain relevant in the sector.

In times of acute crisis, World Service will step in to provide life-saving, humanitarian assistance to people such as distribution of food, providing water, sanitation, shelter, or core relief items, both in-kind and through cash transfer and vouchers. The document should briefly refer to the humanitarian assistance interventions implemented according to Sphere Standards. With the humanitarian-development nexus in mind, the document should also include guidance on moving from immediate life-saving to interventions which potentially contribute to development.

2. Validate the outcomes in the COF on Quality Services defined so far and fine-tune high-level indicators that show that we have reached the outcomes and contributed to change.
3. Prepare more detailed guidance notes on WASH, one of the main intervention categories under Quality Services. The plan is to have detailed notes and tools for all the main intervention categories later on, but only after testing this first one on WASH.

B. Expected Process

- Consultation with Geneva based team (up to 10 persons)
- Skype calls with some selected specialists in the field
- In-depth look at what has been developed so far (also in the field)
- Close collaboration with the team that worked on outcomes and indicators (mainly the Quality and Accountability Team (QAA-Team))

C. Expected outputs

1. An overview document, including detailed guidance notes for WASH, which can be used by country programs as well as Geneva staff – not more than 40 pp.
2. A workshop with the Geneva-based staff as a ToT on how to use the guidance notes
3. A PowerPoint slide presentation to be used by the different stakeholders. (tbc)

D. Timeframe & methodology

The overview document and the guidance notes for WASH should be ready by **6 December 2019**. The consultant(s) should develop a participatory methodology of validating the document in style and content to get to the final version.

It is expected that the period for this consultancy would not exceed 21 days. Visits to Geneva should be envisaged in the offer

E. Consultancy Proposal with following elements

LWF World Service is aware that the consultant(s) have to focus the process. We consider it as a phased approach to get started with a higher level document that later on can zoom into different services. However, we should get at least one practical example as part of the document to see how it looks like. We leave it up to the consultant to develop the focus in the offer.

The consultant is requested to submit a proposal that

- describes the understanding of the task,

- develops a time plan and a work methodology.
- describes the expertise offered
- provides a piece of work as reference and
- provides a financial proposal including time estimates and costs.

The tender needs to be submitted to the Global Coordinator for Systems Development, Quality Assurance and Accountability, Ms Petra Feil by using the email account for LWF tendering processes: tender@lutheranworld.org.

The deadline for the submission of technical and financial proposals is 15 July 2019. The proposals will be evaluated by 22nd July 2019. It is foreseen that first steps to kick off the assignment and lay out the process will start as soon as possible, but latest first week in September. Please, indicate in your proposal when you are available to get started, if granted the assignment.

E. Desired skills and qualifications of the consultant(s)

- Demonstrated experience working practically in one of the quality services
- Proven capacity to develop hands on strategic intervention packages in the respective fields
- Knowledge and understanding of recent global discussions in the sector (e.g. humanitarian-development nexus, localisation, etc)
- Proven conceptual level of writing
- Demonstrated ability to write and present complex issues clearly and concisely to a broad range of audiences in the field as well as headquarter levels
- Excellent interpersonal and consultative skills

Annex 1 <https://www.lutheranworld.org/content/resource-lwf-strategy-2019-2024>

Annex 2 <https://www.lutheranworld.org/content/resource-lwf-world-service-global-strategy-2019-2024>

Annex 3

World Service Global Strategy 2019-2024: Collective Outcome Framework

Final version as of 18 December 2018, correction mistakes on sequencing numbers (few indicators) 12 March 2019

A. Collective Outcomes (CO)

1. LIVELIHOODS	2. QUALITY SERVICES	3. PROTECTION & SOCIAL COHESION
1.1 Increased access to productive assets and infrastructure	2.1 Increased access to life-saving assistance	3.1 Increased protection and safety for the most vulnerable
1.2 Increased use of adapted technologies and innovations	2.2 Increased access to education	3.2 Improved psycho-social well-being
1.3 Increased mitigation of and adaptation to climate change	2.3 Increased access to WASH	3.3 More women gain equal access to rights and opportunities
1.4 More sustainable access to food	2.4 Increased access to renewable energy	3.4 More inclusive local structures for social cohesion
1.5 Enhanced vocational and life skills	2.5 Increased access to health care	3.5 Increased local capacity to respond to disaster and risk
1.6 Increased income and employment	2.6 Enhanced innovation with the private sector and academia	3.6 Communities increasingly claim their rights
1.7 Increased access to services and markets		3.7 Local/national frameworks uphold int. standards & rights
		3.8 Duty bearers enable the realization of rights for all

Geneva, 18.6.2019 Petra Feil