

Annex B Terms of Reference (ToR)

1. Background

Since the escalation of the conflict in Ukraine in February 2022, over three million refugees from Ukraine have entered Bulgaria and as of August 2024, the Government of Bulgaria has granted Temporary Protection to more than 192,000 refugees fleeing Ukraine, of whom the majority are women and children. As of mid-August 2024, an estimated 62,000 Ukrainian refugees remain within the country. UNHCR in Bulgaria, together with partners and through the Inter-Agency response, is assisting the Government response to the humanitarian needs of the refugees.

Additionally, Bulgaria as an external EU border, plays a strategic role in refugee protection within Europe. In 2022, Bulgaria's State Agency for Refugees (SAR) registered over 20,000 asylum seekers, most from Syria and Afghanistan. In 2023, there have been more than 22,500 asylum applications which are higher numbers for the same period. Amid an increase in arrivals of Afghan and Syrian asylum seekers since 2023, UNHCR supports Bulgaria's Government to ensure policies and legislation are in line with international and EU standards, and promotes a comprehensive refugee response, grounded in a multi-stakeholder, whole-of-society approach.

The sustained increase in the number of asylum claims since 2022 necessitates a reinforcement of UNHCR's work in several key areas. These include facilitating access to territory and status, improving reception conditions, enhancing access to the national social protection system, bolstering community mobilization and support, and awareness raising and capacity building activities. UNHCR's aim is to create a more supportive environment for protection and inclusion from the moment individuals arrive and throughout their integration process after their status is recognized.

With women and girls comprising 66 per cent of the refugee demographic, gender-based violence (GBV) prevention and risk mitigation remain critical across all sectors¹. GBV disproportionately affects women and girls, and in situations of displacement, their risk of exposure to GBV increases. UNHCR is committed to continuously strengthening coordination and programming to protect women and girls from GBV as well as male survivors of sexual violence and survivors with diverse sexual orientations and gender identities.²

In view of the above, UNHCR aims to conduct capacity-building sessions and activities on gender-based violence (GBV), prevention of sexual exploitation and abuse (PSEA) to strengthen partners' capacities on identification, prevention and response, thus mainstreaming GBV risk mitigation and response measures, in line with international standards³. In addition, UNHCR aims to conduct capacity-building trainings on understanding the vulnerabilities that can put people forced to flee at risk of becoming victims of trafficking and smuggling. While UNHCR does not have a specific mandate on supporting victims of trafficking and smuggling, it is recognized that victims or potential victims of smuggling with aggravating circumstances or trafficking may in some cases be persons of concern to UNHCR: refugees, asylum seekers, internally displaced or stateless persons. Victims of trafficking or those falling victim to serious crimes and human

¹ Ukraine Situation Regional Refugee Response Plan, January-December 2024. Available at: <[Document - Ukraine Situation: Regional Refugee Response Plan - January-December 2024 \(unhcr.org\)](#)>.

² [Gender-based violence | UNHCR](#)

³ [Inter-Agency Standing Committee's \(IASC\) GBV Guidelines, 2015.](#)

rights' violations when being smuggled, may also have international protection needs and therefore qualify for refugee status. In these cases, UNHCR has the mandate to protect and find solutions for them.⁴

UNHCR also aims to conduct information sessions for refugees for awareness raising purposes on the topics of gender-based violence (GBV), prevention of sexual exploitation and abuse (PSEA), and trafficking of persons and smuggling.

2. Objective

The service provider(s) selected are expected to develop training programmes and facilitate capacity-building activities for partners and the different selected practitioners working with refugees and vulnerable persons from the host community in line with [inter-agency](#) and [UNHCR guidelines](#). Inter-agency Area of Responsibility initiative entails UNHCR support for an all-society approach to prevention, risk mitigation and response to GBV among forcibly displaced and stateless populations, and protecting them from [sexual abuse and exploitation](#) and [trafficking in human beings](#).

Additionally, facilitate information sessions for refugees, on the topics related to gender-based violence (GBV), protection from sexual exploitation and abuse (PSEA), and anti- trafficking in line with UNHCR policy and guidance (UNHCR will provide all necessary documents to the selected service provider). The Service provider is expected to develop materials for the information sessions.

All training programmes and information session content should be consulted with UNHCR in the process of their development. UNHCR will provide expert and technical support, as per the contractor's needs. UNHCR will participate in the capacity-building activities and information sessions.

The term of reference is divided into Lots (Lot 1 and Lot 2), please see below.

3. Expected deliverables

The deliverables of the assignments should be as outlined here (a more detailed explanation is to follow in the tables below):

Lot 1:

(1) Development of training programme on the topics of gender-based violence (GBV) and protection from sexual exploitation and abuse (PSEA).

(2) Facilitation of training sessions on the topics of gender-based violence (GBV) and protection from sexual exploitation and abuse (PSEA) for NGO partners and staff working at the Compass Protection and Inclusions Centres and other service points in Sofia, Burgas, Varna, Plovdiv, Dobrich, Ruse and Haskovo / southern Bulgaria.

(3) Facilitation of information sessions for refugees on the topics of GBV and PSEA including development of information programme, materials (in Bulgarian and English languages).

Lot 2:

(1) Development of training programme on the topics of anti-trafficking and smuggling.

⁴ [Trafficking in persons | UNHCR](#)

(2) Facilitation of training sessions on antitrafficking and smuggling for partners and staff working at the Compass Protection and Inclusions Centres and other service points in Sofia, Burgas, Varna, Plovdiv, Dobrich, Ruse and Haskovo / southern Bulgaria.

(3) Facilitation of information sessions for refugees on the topics of anti-trafficking and smuggling including development of information programme, materials (in Bulgarian and English language).

4. Specific tasks/activities per Lot

Lot 1:

Activity 1: Development of capacity- building training programme on the topics of GBV and PSEA

The capacity building training programme should represent a package of materials to be used by the facilitators. The training programme on the topics of GBV and PSEA should be adaptable to different groups of practitioners working with refugees and forcibly displaced people and be of training duration for one full day.

The content of the training programme should be consulted and approved by UNHCR.

Activity 2: Facilitate, organize and deliver one day capacity-building training session for UNHCR partners and selected practitioners working with refugees and forcibly displaced people

Deliverable	Purpose	Target group	Format	Number of Participants	Location	To provide support
Develop Training package for facilitators, including training material	Strengthen the capacity of NGO partners and staff in PSEA, and identification and response to survivors of GBV and people at risk	Social workers, interviewers, legal experts, MHPSS and social care experts and community workers working with refugees	Package of Guidelines, handouts, agenda, instructions	n/a	n/a	UNHCR to review and provide technical assistance
Conducting a capacity-building workshop (in Bulgarian)		Social workers, interviewers, legal experts, MHPSS and social care experts and community workers working with refugees	Full day workshop	10- 15 (per location)	Sofia Burgas Varna Plovdiv Dobrich Haskovo / southern Bulgaria	UNHCR to contribute to the facilitation and to the identification of the participants.
Conducting a capacity-building workshop (with interpretation in Russian and/or Ukrainian)		Social workers, interviewers, legal experts, MHPSS and social care experts and community workers working with refugees	Full day workshop	10- 15 (per location)	Sofia Burgas Varna Plovdiv Dobrich Haskovo / southern Bulgaria	UNHCR to contribute to the facilitation and to the identification of the participants.

Explanatory note: Please provide a price per session, including the venue, interpretation/ translation, hospitality and transportation / travel costs where applicable, and facilitation of workshops as per the following target groups and indicated duration, including the venue, catering and interpretation services, as agreed with UNHCR:

The price for Activity 1 and 2 must include i) the initial development of the training programme as a facilitator package; and ii) facilitation of one workshop for 6 hours . The number of workshop delivered will be agreed with UNHCR as part of implementation. The programme will be implemented as agreed with UNHCR, which will maintain the rights to the programme, including any guidelines and training materials.

Activity 3: sessions with refugees

The information session with refugees on the topics of GBV and SEA should be adaptable to different groups (as indicated below) and be of training duration for a 1.5- 2 hours per group.

Please, provide a lumpsum price for developing an information facilitator guidelines and material to use in the sessions, translations (where relevant).

Deliverable	Purpose	Target group	Format	Number of participants	Location	To provide support
An information session outline and programme (in Bulgarian and English)	Provide refugees with information on GBV and their legal rights in Bulgaria and SEA; and knowledge of where and how to get help if they or someone they know is at risk	Forcibly displaced stateless people	Package of Guidelines, handouts, agenda, instructions	n/a	n/a	UNHCR to review and provide technical assistance
An information session outline and programme (in Bulgarian and English)		Forcibly displaced stateless children and youth	Package of Guidelines, handouts, agenda, instructions	n/a	n/a	UNHCR to review and provide technical assistance
		Forcibly displaced stateless women and girls				
An information session outline and programme (in Bulgarian and English; participant material in English, Bulgarian)		Community volunteers	Package of Guidelines, handouts, agenda, instructions	n/a	n/a	UNHCR to review and provide technical assistance
Conduct an Information session and group discussion (in Bulgarian)		Forcibly displaced stateless people	1.5 – 2-hour workshop	Depending on the target group	Sofia Burgas Varna Plovdiv Dobrich Ruse Pazardjik Haskovo Southern Bulgaria	UNHCR to contribute to the facilitation and to the identification of the participants.
	Forcibly displaced stateless women and girls					
	Forcibly displaced stateless children and youth					

<p>Conduct an Information session and group discussion (with interpretation Russian, Ukrainian, Arabic and/or Farsi)</p>		<p>Forcibly displaced stateless people</p> <p>Forcibly displaced stateless women and girls</p> <p>Forcibly displaced stateless children and youth</p>	<p>1.5 – 2-hour workshop</p>	<p>Depending on the target group</p>	<p>Sofia Burgas Varna Plovdiv Dobrich Ruse Pazardjik Haskovo Southern Bulgaria</p>	<p>UNHCR to contribute to the facilitation and to the identification of the participants.</p>
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On Lot 2

Activity 1: Development of capacity- building training programme on the topics of anti-trafficking

The capacity building training programme should represent a package of materials to be used by the facilitators. The training programme on the topics of anti-trafficking, including in the context of mixed movements and conflict-induced displacements should be adaptable to different groups of practitioners working with refugees and forcibly displaced people and be of training duration of a full day (6 hours).

The content of the training programme should be consulted and approved by UNHCR.

Activity 2: Facilitate, organize and deliver one day capacity-building training session for UNHCR partners and selected practitioners working with refugees and forcibly displaced people

Deliverable	Purpose	Target group	Format	Number of Participants	Location	To provide support
Develop Training package for facilitators, including training material	Strengthen the capacity of partner staff and practitioners on trafficking and identification and response to survivors of trafficking and people at risk	Social workers, interviewers, legal experts, MHPSS and social care experts and community workers working with refugees	Package of Guidelines, handouts, agenda, instructions	n/a	n/a	UNHCR to review and provide technical assistance
Conducting a capacity-building workshop (in Bulgarian)		Social workers, interviewers, legal experts, MHPSS and social care experts and community workers working with refugees	Full day workshop	10- 15 (per location)	Sofia Burgas Varna Plovdiv Dobrich Haskovo / southern Bulgaria	UNHCR to contribute to the facilitation and to the identification of the participants.
Conducting a capacity-building workshop (with Russian and/or Ukrainian interpretation)		Social workers, interviewers, legal experts, MHPSS and social care experts and community workers working with refugees	Full day workshop	10- 15 (per location)	Sofia Burgas Varna	UNHCR to contribute to the facilitation and to the identification of the participants.

Explanatory note: Please provide a price per session, including the venue, interpretation/ translation, hospitality and transportation / travel costs where applicable, and facilitation of workshops as per the following target groups and indicated duration, including the venue, catering and interpretation services, as agreed with UNHCR:

The price for Activity 1 and 2 must include i) the initial development of the training programme as a facilitator package; and ii) facilitation of one workshop for 6 hours. The number of workshop delivered will be agreed with UNHCR as part of implementation. The programme will be implemented as agreed with UNHCR, which will maintain the rights to the programme, including any guidelines and training materials.

Activity 3: Information and group sessions with forcibly displaced and stateless people

The information session with refugees on the topics of trafficking of persons and smuggling should be adaptable to different groups (as indicated below) and be of training duration for a 1.5- 2 hours per group.

Please, provide a lumpsum price for developing an information facilitator guidelines and material to use in the sessions, translations (where relevant).

Deliverable	Purpose	Target group	Format	Number of participants	Location	To provide support
An information session outline and programme (in Bulgarian and English)	Provide refugees with information trafficking and their rights in Bulgaria; how to keep safe; and knowledge of where and how to get help if they or someone they know is at risk	Forcibly displaced stateless people	Package of Guidelines, handouts, agenda, instructions	n/a	n/a	UNHCR to review and provide technical assistance
An information session outline and programme (in Bulgarian and English)		Forcibly displaced stateless children and youth	Package of Guidelines, handouts, agenda, instructions	n/a	n/a	UNHCR to review and provide technical assistance
An information session outline and programme (in Bulgarian and English; participant material in English, Bulgarian)		Forcibly displaced stateless women and girls	Package of Guidelines, handouts, agenda, instructions	n/a	n/a	UNHCR to review and provide technical assistance
Conduct an Information session and group discussion (in Bulgarian)		Forcibly displaced stateless people Forcibly displaced stateless women and girls Forcibly displaced stateless children and youth	1.5 – 2-hour workshop	Depending on the target group	Sofia Burgas Varna Plovdiv Dobrich Ruse Pazardjik Haskovo Southern Bulgaria	UNHCR to contribute to the facilitation and to the identification of the participants.

Conduct an Information session and group discussion (with interpretation Russian, Ukrainian, Arabic and/or Farsi)		Forcibly displaced stateless people Forcibly displaced stateless women and girls Forcibly displaced stateless children and youth	1.5 – 2-hour workshop	Depending on the target group	Sofia Burgas Varna Plovdiv Dobrich Ruse Pazardjik Haskovo Southern Bulgaria	UNHCR to contribute to the facilitation and to the identification of the participants.
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5. Profile of

Contractor(s) and minimum qualifications

On Lot 1: The following qualifications are **required**:

1. A duly registered organization working on gender-based violence or gender-related research, advocacy, or programming.
2. At least three years of established and demonstrated experience in GBV or gender-related work in advocacy and/or programming.
3. Examples of up to two relevant trainings of similar size and scope for each activity (minimum 2 capacity-building and 2 information session examples)
4. A team of two trainers
 - A lead trainer with minimum 3 years of experience in Gender and Gender-Based Violence.
 - A support trainer with minimum 2 years of experience in Gender and Gender-Based Violence.
6. Demonstrated expertise (in the form of documentation relating to previous examples) in providing capacity-building trainings and workshops for practitioners on the topics of gender-based violence required
7. Demonstrated expertise (in the form of documentation relating to previous examples) in providing information sessions and/or awareness raising sessions on the topic of gender-based violence is required

Desirable:

1. Prior experience working with contractual relationships with the UN or other international organisations is desirable.
2. Previous experience working on activities related to refugees is desirable.

On Lot 2: The following qualifications are **required**:

1. A duly registered organization working in research, advocacy, or programming on anti-trafficking
2. At least three years of established and demonstrated experience in advocacy and/or programming in work related to anti-trafficking.
3. Examples of minimum two relevant trainings of similar size and scope for each activity (minimum 2 capacity-building and 2 information session examples)
4. A team of two trainers
 - A lead trainer with minimum 5 years of experience in anti-trafficking.
 - A support trainer with minimum 2 years of experience in anti-trafficking.
5. Expertise in providing capacity-building training and workshops for practitioners on the topics of anti-trafficking is required (in the form of documentation relating to previous examples)
6. Expertise in providing information sessions and/or awareness raising sessions on the topic of anti-trafficking is required (in the form of documentation relating to previous examples)

Desirable:

1. Prior experience working with contractual relationships with the UN or other international organizations is required.
2. Previous experience working in activities related to refugees is desirable.

6. To apply:

On Lot 1:

1. A company portfolio/profile with at least 3 samples outlining past relevant experience.
2. A list of previous capacity-building projects on gender-based violence and PSEA (minimum two relevant trainings).
3. CVs of staff members (only the staff members required will be evaluated), the company may provide additional staff members as part of the core team.
4. A timeline (titles, years and organization)of conducting the activities.

On Lot 2:

1. A company portfolio/profile with at least 3 samples outlining past relevant experience.
2. A list of previous work-related projects to anti-trafficking (minimum two relevant trainings)
3. CVs of staff members (only the staff members required will be evaluated), the company may provide additional staff members as part of the core team.
4. A timeline (titles, years and organization) of conducting the activities.