



Request for Tenders
For an expert to carry Trauma Informed Care (TIC) Capacity building
to
Albanian and Kosovar LGBTQI+ Organizations
Activity location: Albania

Tender Procedure: Open call

This tender is called in the frame of the project :
Promoting Rights, Inclusiveness, Dignity and Equality for LGBTQI+ in Albania and Kosovo –
(PRIDE ++)

Applications to be submitted before **15th of July 2025 at 6:00 PM (France time)**.

About ERIM

ERIM is a not-for-profit organisation based in Lyon, France. We implement innovative projects to promote human rights and strengthen independent media and civil society. The ERIM approach emphasises partnerships with local development organisations to bring about change through training, partnerships, education, research and sub-granting schemes.

Context

ERIM is implementing the project PRIDE ++ since March 2023. PRIDE ++ expands on the activities developed under the project PRIDE II+ implemented with support from the Agence Française de Développement and the European Union. Under this past project ERIM worked with its 3 partners – Aleanca community centre (Tirana), CEL community centre (Pristina), and Streha shelter (Tirana) – to identify their knowledge, procedures and skills in managing the most at-risk situations (suicide, addiction, physical violence, etc.). As a result, a protocol for managing the riskiest situations was developed and a workshop was organized by the expert to train partners in the use of the protocol. However, new needs have been identified by the experts and the partners throughout this process.

As part of the project, ERIM is seeking an expert to collaborate with partners in developing a manual on Trauma-Informed Care for LGBTI+ organizations in Albania and Kosovo. The expert will also be responsible for delivering a training program for professionals working in service provision (including day services and shelters) for LGBTQI+ individuals, focusing on Trauma-Informed Care.

The role of the expert

The expert will be responsible for the following tasks:

- **Desk Review:** Conduct a comprehensive desk review on Trauma-Informed Care (TIC) practices in Albania and Kosovo, focusing on LGBTQI+ community facing various types of trauma. This review should explore the existing services, challenges, and best practices.
- **Training Delivery:** Deliver a 5-day training program on Trauma-Informed Care, based on the developed desk review. The training will target professionals working in day and shelter services for LGBTQI+ community members, equipping them with the knowledge and skills to provide trauma-sensitive care, using interactive and audience-engaging methodologies to ensure the training is dynamic, participatory, and effective in conveying key principles and practices of Trauma-Informed Care.
- **Manual Development:** Develop a detailed manual on the Trauma-Informed Care approach tailored for professionals working with traumatized LGBTQI+ individuals. The manual should focus on day and shelter service provision, providing practical guidance for service providers.
- **Narrative Report:** Prepare a narrative report based on the training sessions, following an agreed-upon format. The report will summarize key takeaways, participant feedback, and the effectiveness of the training. This approach ensures a comprehensive understanding and application of Trauma-Informed Care principles to better support LGBTQI+ citizens facing trauma.

Deliverables and indicative deadlines

ACTIVITY	INDICATIVE DEADLINE
<p>Desk review report: Examine international best practices in Trauma-Informed Care (TIC), with a focus on LGBTQI+ individuals. The report should analyze current TIC approaches in Albania and Kosovo, considering cultural, legal, and service contexts. The review identifies gaps and opportunities in local practices. Recommendations are provided for developing a tailored TIC manual.</p>	15 September 2025
<p>Delivery of 4-Day Training for Professionals Working with LGBTQI+ Individuals in Albania and Kosovo: Design and prepare training modules to be reviewed and approved prior to implementation by ERIM. Collaborate with the partner organization to present key findings from the desk review and relevant international practices as the first part of the training. In the second part, work jointly with partners to co-develop and outline the main sections of the TIC manual. A detailed report should be submitted following the training. Pre- and post-training surveys should also be planned to assess the participants' capacity development.</p>	Between 15 September and 15 October 2025
<p>Develop a comprehensive manual on TIC: Grounded in the findings of the desk review and aligned with the expectations of the ERIM team and its partners, the manual should offer practical, evidence-based guidance for professionals supporting traumatized LGBTQI+ individuals in day centers and shelter services, and should incorporate insights and outputs from the training sessions.</p>	15 November 2025

Target audience

Employees of LGBTQI+ associations who are partners of the project directly involved in the management of final beneficiaries.

Budget

ERIM will select the offer presenting the best value for money. This service contract will be an output-delivery based contract. All costs related to carrying out this tender, including travels and accommodation costs to visit partners, are to be included in the fees.

Instructions to Tenderers

1. ERIM does not bind itself to the lowest priced Tender. This RFT does not constitute an offer or commitment to enter into a Services Contract.
2. No contractual rights in relation to ERIM will exist unless and until a formal written Services Contract has been executed by ERIM.
3. ERIM may cancel this competition at any moment prior to a formal written Services Contract being executed.
4. Applications must be submitted in one electronic copy sent via e-mail at the address mltifi@erim.ngo by **15 July 2025 at 6:00 PM (France time) with the subject : Trauma Informed Care – Capacity building**
5. The documents to be submitted in the application are:
 - An explanation letter of how well the expert meet the requirements of the call (not more than 15 000 characters)
 - The CV of the expert
6. Proposals must be submitted in English.

Compliant Tenders

- Tenders must contain a detailed description of how they will perform the services required, what results/ outputs will be achieved and a clear budget outlining the costs involved.
- All costs and expenses incurred by tenderers relating to their participation in this competition shall be borne by and are a matter for discharge by the Tenderers exclusively.
- Tenderers must speak **English**

Information for Tenderers

The call for Tenders will be shared and it will remain opened for 30 days, starting from **15 June 2025** until **15 July 2025 at 6:00 PM (France time)**.

The selection committee (SEC) will be composed by at least three representatives from the project consortium.

The SEC will be responsible for the technical evaluation of the applications for the service contract according to the evaluation criteria and scoring system described below.

Evaluation and selection of applications

All applications will be assessed by the SEC according to the following steps and criteria.

STEP 1 – Opening and Administrative check

The SEC is in charge of assessing the following:

- Compliance with the submission deadline. If the deadline has not been met, the application will automatically be rejected.
- The applicant fulfils the administrative eligibility criteria.
- Proposals are in English.

STEP 2- The Technical Evaluation

The SEC is in charge of assessing the relevance of the intent letter:

- Only Applicants which fulfil STEP 1 will undergo the technical evaluation.

The SEC evaluates specifically how well the profile of the applicants meets the criteria of the call:

- Have proven formal education – degree/masters in a relevant field of study (law, human rights, development, project management, social studies, international relations, etc.) and/or the equivalent combination of education and work experience.
- Have proven experience (at least 5 years) in working with shelters, community centers and other institution providing direct services to at-risk populations.
- Have proven experience (at least 5 years) in providing psychological support to individuals, groups, etc..
- Have proven experience in working with LGBTQI+ civil society organisations and LGBTQI+ community and members.
- Excellent computer skills (Word, Powerpoint, Excel).
- Fluency in written and spoken English and Albanian is mandatory.
- Proactive, solutions focused, and able to work independently.
- Organised and able to meet deadlines.

STEP 3- Final Evaluation, decision, and notification

The SEC undertakes a final control to prepare and validate the Technical Evaluation Report and all other relevant documentation, to ensure full compliance with the regulations and criteria set by this Tender as per ERIM procedures.

Any request for clarification requiring communication with the applicants during the evaluation process will be conducted in writing. Copies of any such communication will be annexed to the Final Procurement report.

The Tenderers will be notified of the results of the evaluation process by 30 July 2025. The contract with the selected applicant will be signed with a view to a start on as soon as possible.