

## CALL FOR EXPRESSION OF INTEREST

### IMPLEMENTING PARTNERS

The Organization for Security and Co-operation in Europe (OSCE) Mission in Kosovo hereby invites Civil Society Organizations (CSOs) registered and operating in Kosovo to express their interest in partnering with the OSCE in the implementation of an activity aimed at improving access to public services for the reintegration of returnees, displaced persons, and vulnerable members of non-majority communities; under the Project “Promoting non-majority communities’ rights and access to services through institutional cooperation, inclusive policies, and targeted support”.

### BACKGROUND

In line with its mandate to protect and promote the rights of returnees and vulnerable members of non-majority communities, and its engagement under the Regional Initiative on Durable Solutions for Displaced Persons from Kosovo (the “Skopje Process”), the OSCE Mission in Kosovo is conducting a comprehensive needs-mapping activity through its field teams across Kosovo, with a particular focus on women, children, and youth. The findings of this mapping activity shall inform the work of the selected implementing partner, to whom identified cases will be referred.

### PURPOSE

Overall, the initiative aims to improve access to rights and services as well as support sustainable reintegration for the following target group beneficiaries in need of legal and administrative support to access rights and services:

- Returnees;
- Displaced persons;
- Vulnerable members of non-majority communities.

Within these groups, particular attention will be given to women, children, and youth, who often experience compounded vulnerabilities.

The selected implementing partner will provide tailored legal assistance to beneficiaries) in order to facilitate access to public services, including return-related documentation, civil documents, property documents, vocational training opportunities, social benefits, and other essential services. Through this support, beneficiaries will be assisted in securing equitable access to services, thereby contributing to improved protection of rights and strengthened reintegration.

The initiative prioritizes support to municipalities with returnees and settlements with vulnerable members of non-majority communities. The implementing partner will also document cases of administrative and structural barriers encountered by beneficiaries in accessing rights and services,

contributing to evidence-based analysis informing OSCE in Kosovo's monitoring, advocacy efforts, and policy dialogue.

## **ENVISAGED PROJECT ACTIVITIES**

The selected CSO will be expected to:

- Provide legal assistance: Between May and November 2026, deploy two to three (2-3) qualified legal staff to municipalities across Kosovo, including a designated staff member covering four northern municipalities, to provide tailored legal assistance to a minimum of 300 individuals – returnees, displaced persons, and vulnerable members of non-majority communities, with a focus on women, children, and youth who may face compounded barriers in accessing rights and services.
- The scope of legal assistance will include, but not be limited to:
  - Legal counselling and information on rights, entitlements, and applicable procedures;
  - Assistance with civil registration and personal documentation, including support in obtaining Kosovo-issued civil status documents;
  - Support in accessing public services, including social protection, healthcare, education, employment services, and vocational training opportunities;
  - Preparation and submission of administrative requests and applications, and follow-up with relevant institutions;
  - Identification and referral of complex cases requiring institutional support;
  - Outreach and mobile assistance to ensure access for beneficiaries in remote or underserved areas.
- Co-ordinate with OSCE: Work in close co-ordination with OSCE to review progress, ensure effective implementation, and jointly address operational and implementation challenges. Contribute to the analysis of structural and administrative barriers affecting beneficiaries' access to rights and services, based on the cases handled.
- Submit reports: Maintain accurate and up-to-date case files and records of all beneficiaries assisted in the database developed by the Mission (bi-weekly), including case status, updates, challenges, and outcomes. Provide regular narrative and quantitative progress reports to the Mission (at mid-term and upon completion of the partnership) in line with reporting requirements and deadlines. All reporting templates will be provided by the Mission.

## **ELIGIBILITY CRITERIA AND SELECTION PROCESS**

The selection process will be conducted in two phases:

- 1) Evaluation of written applications, including the motivation letter and organizational profile;
- 2) Interviews with shortlisted CSOs.

Eligible CSOs must meet the following mandatory criteria:

- Be legally registered in Kosovo as a non-governmental organization (NGO) providing legal aid in partnership with the Agency for Free Legal Aid, with demonstrated capacity to provide free legal aid services.

- Demonstrate relevant institutional and operational capacity to implement projects in the field of communities' rights and access to public services;
- Have at least 3 (three) years of proven experience in providing legal aid, rights-based assistance, or similar community-level support services;
- Demonstrate experience working with returnees, vulnerable groups, and non-majority communities;
- Have the capacity to operate across Kosovo, including in municipalities with non-majority communities;
- Employ qualified staff, including legal professionals with relevant academic background and practical experience, with proficiency in Albanian or Serbian, and working knowledge of the other language; knowledge of English is considered an asset.
- Demonstrate sound financial management capacity and adequate administrative systems to implement and report on externally-funded projects;
- Be in compliance with all applicable legal and regulatory requirements in Kosovo.
- Possess at least one vehicle to ensure effective implementation of activities, with fuel costs covered by the Mission. The selected IP will be expected to travel to any municipality across Kosovo.

## **APPLICATION GUIDELINES**

Interested organizations are invited to submit the following documents:

- A Confirmation/Certificate of compliance with the legal framework;
- A motivation letter (maximum two pages) which should include a brief analysis of the context, key challenges, and barriers related to access to public services and fundamental rights for returnees, displaced persons, and vulnerable members of non-majority communities, as well as the applicant's proposed approach to addressing these issues.
- A brief organizational profile, including:
  - Copy of the Statute/Charter of the Organization;
  - Vision and mission;
  - Geographic areas of operation;
  - Number of full-time staff and/or volunteers;
  - Annual revenue for the past two years;
  - Description of past projects relevant to this initiative;
  - Current partnerships and funding sources;
  - Contact details (phone and email).

Application should be submitted by 17:00 hrs. CET on 19 April 2026 to Visar Hamza at [visar.hamza@osce.org](mailto:visar.hamza@osce.org), with the subject line: *Call for Expression of Interest – Access to Services*.

Shortlisted applicants may be asked to provide additional documents, such as a registration certificate or proof of revenue.

For queries, please contact Nuraida Abdykapar kyzy at [Nuraida.Abdykaparkyzy@osce.org](mailto:Nuraida.Abdykaparkyzy@osce.org).