



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **29 May, 2014**

Country: Republic of Moldova

Description of the assignment: Line Operator for the Call Center at the Consular Affairs General Division of the Ministry of Foreign Affairs and European Integration

Project name: Building Institutional Capacity of the Ministry of Foreign Affairs and European Integration

Period of assignment/services: June - December, 2014

Proposals should be submitted online by pressing the "Apply Now" button no later than 13 June, 2014.

Requests for **clarification only** must be sent by standard electronic communication to the following e-mail: traian.turcanu@undp.org. UNDP will respond by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all applicants.

1. BACKGROUND

The UNDP Project "Building Institutional Capacity of the Ministry of Foreign Affairs and European Integration" has been formulated through a joint effort of Ministry of Foreign Affairs and European Integration (MFAEI) and UNDP with the overall objective of strengthening the institutional capacity of the MFAEI so that it can exercise its functions in a more efficient manner, operate transparently and fulfill its European Integration commitments. The project has two interlinked, yet distinct components:

1. Institutional Capacity Building of MFAEI
2. Enhancing the capacity of the Moldovan authorities for the negotiation and implementation of the Association Agreement with EU

The Consular Affairs General Division (CAGD) is the subdivision of the Ministry of Foreign Affairs and European Integration of the Republic of Moldova (MFAEI) which coordinates the consular activity of the diplomatic missions and consular posts of the Republic of Moldova (DMCP) and also provides assistance to Moldovan nationals abroad. (<http://www.mfa.gov.md/informatii-generale/>)

A highly important task of the CAGD and the DMCPs is to provide information and advice to Moldovan nationals in need. This communication process plays an important role since an overwhelming number of Moldovan nationals are working and residing in third countries. In this respect, the CAGD and DMCP receive different types of enquiries - requests for information on how to apply for certain documents (passport, vital records certificate, criminal record, notary document, emergency travel documents etc.) at Moldovan Embassies or Consulates; requests for information on how to contact a Moldovan Embassy or Consulate or how to schedule an appointment at the mentioned institutions; requests for information on how to travel to Moldova including customs / border rules; complaints against the abuses committed by state authorities in the country of destination; complaints against the misconducts of employees of Moldovan Embassies and Consulates abroad; requests for help and advice in exceptional situations and other information.

The capacity of CAGD and DMCP in providing the above mentioned information is limited, and this inadequacy is directly related to understaffing. Due to the limited capacity of consular offices to respond to enquiries, the link of Moldovans to their homeland risks becoming weaker.

In order to strengthen the information providing process to Moldovan citizens abroad, reduce the workload of DMCP and enhance the institutional capacity of the CAGD, the MFAEI established in 2009 a Call Center within the CAGD. The Call Center focuses on providing information and advice especially to Moldovan nationals abroad. The Center employees provide information to Moldovan citizens in third countries on daily basis. The Center operates on a toll free number which allows people to contact the Center free of charge.

2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

The Project will contract a Line Operator for the Call Center at the Consular Affairs General Division of the Ministry of Foreign Affairs and European Integration to provide access to ongoing free of charge assistance and information to Moldovan nationals on consular affairs issues.

The particular task to be addressed through the current assignment will be to provide consular information and advice to Moldovan and foreign nationals abroad in a professional manner; refer the cases, if necessary, to relevant institutions and follow-up on their actions; record, systematize all incoming inquiries and provide follow-up services; draft monthly reports on the work of the hotline; keep updated with the consular affairs issues/legal framework and participate in training programs.

The key deliverables will include consultancy/advice on consular issues provided to Call Center clients for 8 hours during every working day; monthly activity reports, including toll-free line success stories and lessons learned.

For detailed information, please refer to Annex 1 – Terms of Reference.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Academic Qualification

- University degree in law, economics, public administration, international relations and other relevant areas for the assignment.

Experience

- Minimum 2 years of working experience in the area of consular affairs and/or in providing advisory services to citizens.
- Experience of work at a call center is an advantage;
- Good knowledge of the field of consular affairs, Moldovan relevant legislation and familiarity with the main issues in the area;
- Proven ability to analyze, summarize and evaluate;

Competencies

- Excellent communication skills and proven ability to formulate the ideas both orally and in written form;
- Computer literacy and ability to effectively use office technology equipment, IT tools;
- Responsibility, patience, creativity, punctuality, flexibility;

Language requirements

- Excellent knowledge of Romanian and Russian. Knowledge of English is a distinct advantage;

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

- **Proposal:** explaining why they are the most suitable for the work;
- **Financial proposal;** in USD, (specifying a total lump sum amount and the number of anticipated working days);
- **Personal CV** including past experience in similar projects and at least 3 references.

5. FINANCIAL PROPOSAL

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR.

Travel

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

No travels are envisaged under this assignment.

6. EVALUATION

Initially, individual consultants will be short-listed based on the following minimum qualification criteria:

- University degree in law, economics, public administration, international relations and other relevant areas for the assignment
- Minimum 2 years of working experience in the area of consular affairs and/or in providing advisory services to citizens.

The short-listed individual consultants will be further evaluated based on the following methodology:

Cumulative analysis

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as:

- a) responsive/compliant/acceptable, and
- b) having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

* Technical Criteria weight – 60% (300 pts)

* Financial Criteria weight – 40% (200 pts)

Only candidates obtaining a minimum of 210 points would be considered for the Financial Evaluation.

Criteria	Scoring	Maximum Points
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		Obtainable
Technical		
University degree in law, economics, public administration, international relations and other relevant areas for the assignment	University degree - 10 pts, Master's – 20 pts,	20
Minimum 2 years of working experience in the area of consular affairs and/or in providing advisory services to citizens.	2 years of experience – 35 pts, more than 2 years of experience – 10 pts. for each additional year of experience up to a maximum of 20	55
Experience of work at a call center is an advantage	no – 0 pts, to some extent – 20 pts, yes – 40 pts	40
Good knowledge of the field of consular affairs, Moldovan relevant legislation and familiarity with the main issues in the area;	no – 0 pts, to some extent – 30 pts, yes – 60 pts	60
Proven ability to analyze, summarize and evaluate	No – pts, to some extent – 20 pts, max 40 pts	40
Interview	(20 pts - excellent communication skills and proven ability to formulate the ideas both orally and in written form; 20 pts - computer literacy and ability to effectively use office technology equipment, IT tools; 20 pts - responsibility, patience, creativity, punctuality, flexibility;	60
Excellent knowledge of Romanian and Russian. Knowledge of English is a distinct advantage	Romanian- 10 pts; Russian – 10 pts; Knowledge of English is a distinct advantage – 5 pts	25 pts
Maximum Total Technical Scoring		300
Financial		
Evaluation of submitted financial offers will be done based on the following formula: $S = F_{min} / F * 200$ S – score received on financial evaluation; Fmin – the lowest financial offer out of all the submitted offers qualified over the technical evaluation round; F – financial offer under consideration.		200

Winning candidate

The winning candidate will be the candidate, who has accumulated the highest aggregated score (technical scoring + financial scoring).

ANNEXES:

ANNEX 1 – TERMS OF REFERENCES (TOR)

ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS