



TERMS OF REFERENCE

Job title:	International Consultant to develop Standard Operating Procedures and Code of Conduct for parliamentary constituency offices
Duty station:	Chisinau, Moldova
Reference to the project:	"Improving the quality of Moldovan democracy through parliamentary and electoral support"
Contract type:	Individual Contract (IC)
Expected duration of the assignment:	30 days within a 3 months assignment
Starting date:	October, 2014

Job content

I. Background

The Republic of Moldova is undergoing major transformation in almost all spheres of public life. A large number of reforms have been underway to promote modern, effective and transparent state institutions. The Parliament of Moldova, as a key element in the system of state governance, has been at the forefront of reforms in the last few years.

According to the Rules of Procedure (RoP) of the Parliament of the Republic of Moldova, Members of the Parliament (MPs) are expected to regularly meet with citizens. However, because Moldova is one electoral zone, MPs are not directly linked to a specific district or constituency. As a result, the MPs' link to voters is weak. The weak connection with citizens is also, in part, due to lack of adequate facilities for MPs to meet with voters. Information about the work of the Parliament and the MPs is limited and fails to reach many of the rural areas and towns where majority of Moldova's population lives.

Based on a feasibility study, which was conducted in 2013 by a UNDP expert, the Parliament of Moldova decided to establish four Parliamentary Constituency and Information Offices (PCIOs) in Edinet, Orhei, Comrat and Leova. In September 2014 all the offices were officially opened. The offices will serve as a 'hub' for information and education on parliamentary and democracy issues and offer a space for decentralized committee meetings, public hearings or consultations. The offices have a potential to empower MPs in their legislative, oversight and representative roles by providing opportunity for citizens' opinions and feedback to become relevant input for policy development and the review of legislation.

However, at the moment there are no uniform rules on how the PCIOs should be functioning. A set of clear and comprehensive rules for the PCIO staff needs to be developed on, inter alia, interaction with visitors, working with mass media, use of social media, communication with local authorities as well as dealing with the Parliament and MPs.

In this context, UNDP Democracy Programme is seeking to hire an international consultant to develop Standard Operating Procedures (SOP) for Parliamentary Constituency and Information Offices in Moldova, a Code of conduct for PCIOs staff and a Handbook for MPs on Constituency Relations and Representation based on the experience of other national European parliaments.

Scope of work and expected outputs

The expected output for the international consultant' assignment is to develop Standard Operating Procedures (SOP) for Parliamentary Constituency and Information Offices in Moldova, a Code of conduct for PCIOs staff and a Handbook for MPs on Constituency Relations and Representation based on the experience of other national European parliaments. He/She will transfer knowledge and share experience about constituency relations in other countries. The International Consultant will also meet, coach and provide trainings to the staff from constituency offices on constituency relations and SOP's implementation.

In order to achieve the stated objective, the Consultant will have the following responsibilities:

- Conduct a desk review of the existing legal framework, policies and regulations related to the roles and responsibilities of the Parliament of Moldova and EU/international best practices and rules related to the functioning of constituency offices;
- Get acquainted with the feasibility study which served as basis for the Parliament to create constituency offices in Moldova;
- Prepare a detailed work plan to be applied for the respective assignment;
- Conduct interviews and consultative meetings with parliamentary stakeholders (MPs and parliamentary staff) to identify their expectations regarding the work and role of PCIOs;
- Develop Standard Operating Procedures (SOP) for Parliamentary Constituency and Information Offices in Moldova;
- Assess the current and future capacity/training needs of PCIOs in order to articulate long and short term goals and priorities;
- Develop a Code of conduct for PCIOs staff;
- Develop a Handbook for MPs on Constituent Relations and Representation;
- Mainstream gender equality principles throughout the process of SOP and Code of conduct formulation and ensure that these documents contain gender-sensitive rules and guidelines;
- Other relevant tasks, as agreed with the counterparts;
- Undertake 1 mission to Chisinau, Moldova between 3 – 21 November, 2014

II. Deliverables and Timeframe

Nr.	Deliverables	Tentative timeframe/deadline
1.	Inception Report developed and submitted for approval	By 24 October, 2014
2.	The Inception Report approved (including incorporation of comments from the Parliament and UNDP)	By 31 October, 2014
3.	A draft SOP for Parliamentary Constituency and Information Offices in Moldova developed	By 14 November, 2014
4.	Two-day training programme on constituency relations and SOP implementation conducted	By 18 November, 2014
5.	A draft Code of conduct for PCIOs staff developed	By 21 November, 2014
6.	A draft Handbook for MPs on Constituent Relations and Representation developed	By 28 November, 2014
7.	Analyse comments and suggestions regarding the SOP, Code of conduct and Handbook for MPs. Complete and present the final version of the SOP*, Handbook and Code of conduct.	By 5 December, 2014

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* **The SOP should include**, but is not limited to, the following:

- Administration of PCIOs, based on parliamentary rules and procedures. Management structure. Communication between PCIOs and Parliament (Coordinator, MPs, Committees, other staff). Work plans
- Specific roles and responsibilities
- Communication and support provided to MPs and parliamentary committees
- Standards on public relations
- Interaction with visitors, local authorities and civil society. Supporting community initiatives, and arranging special messages for occasions such as national holidays
- Management of public events. Organization of meetings with constituents, groups, and businesses
- Petitions management
- Interaction with press and use of social media.
- Promotion of constituency offices
- Reporting requirements. Type of information the PCIOs should collect
- Security standards

All the deliverables should be agreed with the UNDP's counterpart at the Parliament and UNDP and be provided in Romanian or in English hard and electronic copy.

Time frame and Institutional arrangements

The timeframe for the work of consultant is tentatively planned through October – December 2014. The consultancy should involve about 15 working days in Moldova, while the remaining 15 working days are home-based. The Parliament will provide consultant with working space, access to Internet, a printer and a telephone line. **Non-availability to working during the required period will serve grounds for disqualification.**

Management Arrangements

The International Consultant will work under the guidance of UNDP and Parliament for substantive aspects of the assignment, and under the direct supervision of the Project Manager for administrative and financial aspects.

Financial arrangements

Each candidate will be required to submit an aggregated financial offer ("aggregated financial offer" is the total sum of all financial claims of the candidate for accomplishment of the task), which includes proposed consultancy fee, travel costs, visa costs (if required), per diem (for accommodation, meals and local transport / communication). UNDP shall not accept travel costs exceeding those of an economy class ticket. The consultant will be provided with the necessary administrative and logistical support to enable them deliver on the expected outputs.

Payment will be disbursed in three installments upon submission, approval and certification by the Project Manager that the services have been satisfactorily performed as follows: 1st installment at the rate of 30% of total amount after approval of deliverable No. 2; 2nd installment at the rate of 70% of total amount after the completion and approval of deliverable No. 7.

III. Qualifications and skills required

Qualifications:

- Bachelor's degree in Political Sciences, Public Administration, Law or related fields;

Experience:

- A minimum of 5 years of relevant professional experience in establishing and/or running constituency offices for MPs;
- A minimum of 2 years of working experience with Parliament in an European context and non-Westminster political system;
- Experience of developing rules and procedures related to constituency offices will be an asset;
- Experience of coaching and conducting participatory trainings, workshops, and presentations on constituency relations;
- Proven experience in working with the international organizations (successful experience in working with UN agencies is an asset);

Abilities:

- In-depth knowledge and understanding of the legislative process and techniques;
- Strong analytical and drafting skills;
- Excellent writing and oral communication;
- Leadership skills and ability to work with teams;
- Knowledge of UN system and UNDP;
- Fluency in English and Romanian.

Skills:

- Computer literacy and ability to effectively use office technology equipment, IT tools.