

TERMS OF REFERENCE

Job title:	National Consultant to develop a Catalogue of Services for Parliamentary Constituency Offices
Duty station:	Chisinau, Moldova
Reference to the project:	"Enhancing Women's Political Representation through improved capacity and enhanced support in Moldova"
Contract type:	Individual Contract (IC)
Expected duration of the assignment:	40 days within a 4 months assignment
Starting date:	27 October, 2014

I. Background

In 2014, UNDP jointly with UN Women and in partnership with the East Europe Foundation (EEF) and the Centre "Partnership for Development" (CPD) started a new programme in Moldova: "Enhancing Women's Political Representation through improved capacity and enhanced support in Moldova" (Women in Politics). The programme aims at ensuring an increased participation of women in politics and in the decision-making process by creating an environment conducive to their meaningful participation, and providing support to capacity development of women before, during and after the elections at the central and local levels. It will also seek to promote increased public awareness of women's contribution to political leadership. The proposed programme will support the realization of women's rights and commitments undertaken by the Government of Moldova.

The programme purpose is to support gender equality advocates in creating a favourable environment for advancing women's right to participate in decision making at national and local levels by influencing legal frameworks and policies to increase women's leadership and political participation.

The programme consists of two inter-related components, and each UN Agency is responsible for the implementation of activities under particular areas of intervention. UN Women will be responsible for the overall programme implementation, and will be leading the specific parts related to the election legislation review and high-level advocacy for Temporary Special Measures (TSM), media capacity development, capacity of CSOs and women candidates, work with the communities and women on identifying their needs, among others. UNDP's area of responsibility is related to the electoral assistance and administration, parliamentary affairs and capacity building of elected women and builds further on the results achieved through the previous and on-going support to the institutional capacity development of the Parliament and the Central Elections Commission (CEC) with a focus on enhancing capacities of the Election Management Bodies on gender responsive electoral management and on strengthening capacities of elected women parliamentarians and councillors for performing the elected official's duties.

According to the Rules of Procedure 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.

In an effort to facilitate the connection between citizens and lawmakers, four Parliamentary Constituency and Information Offices (PCIOs) have been established in Edinet, Orhei, Comrat and Leova, in 2014 with support from UNDP's Democracy Programme. 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. Moreover, the Constituency Offices are expected to provide a wide range of services to various population groups in their area, including women from vulnerable groups, and making sure that their concerns are addressed up in the political agendas of the legislators in a timely manner.

In this context, in order to better assist the staff of the constituency offices in providing effective support to residents, the Women in Politics programme seeks to hire a national consultant to develop a Catalogue of Services to be provided by the Constituency Offices to residents, as well as to assess the training and capacity building needs of the staff in terms of better delivering the aforementioned services to particular groups of constituency, including women from vulnerable groups. The national consultant will work in close cooperation and consultation with the international consultant selected under the Democracy Programme to develop the 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.

II. Scope of work and expected outputs

The expected outputs resulted from the national consultant's assignment are: a 1) **Catalogue of Services for Residents**, including women from vulnerable groups; 2) a **Training Needs Assessment** report of the staff of PCIOs in delivering services pursuant to the catalogue; and 3) **Training Curriculum** addressing the specific skills and abilities that the staff of PCIOs need to acquire/expand in order to ensure an effective delivery of aforementioned services. All outputs need to be developed with due consideration to gender equality aspects and address, in particular, the issues of women from vulnerable groups.

In order to produce the required outputs, the Consultant will have the following responsibilities:

- Get acquainted with the feasibility study which served as basis for the Parliament to create constituency offices in Moldova, other relevant documents as provided by the joint UN Women-UNDP Women in Politics and UNDP Democracy Programmes;
- Study relevant international best practices regarding the work of Parliamentary Constituency Offices, and the type of services they provide to residents, especially women from vulnerable groups;
- Prepare a detailed work plan for the assignment;
- In cooperation with PCIOs management, organize **4 focus groups** with representatives of all categories of citizens served by the PCIOs, including women from vulnerable groups, in order to identify their expectations with regards to services that PCIOs should deliver.¹
- Based on the needs identified from consultations with citizen's groups, develop the **list of services** to be provided by PCIOs to citizens, including to women from vulnerable groups ;
- Consult the respective list with relevant stakeholders, that should include but not be limited to representatives of the Democracy Programme (including the international consultant hired for complementary tasks), WiP Programme Management, other actors as required;
- Following proper consultations and incorporation of the recommendations to the list, proceed with the actual production of the contents of the **Catalogue of Services** for residents;
- Consult the contents of the Catalogue with the relevant stakeholders and submit a final version for approval;
- Following the development of the catalogue, organize **4 workshops with the staff of the PCIOS** to assess their current capacities on delivering the respective services, and determine the additional knowledge and skills that the staff needs to acquire, through training and capacity building activities, in order to ensure an effective delivery of the services included in the Catalogue, especially those aimed at women from vulnerable groups;

¹ Depending on the specifics of the regions covered by the PCIOs, the range of services required might be different, and it will be the task of the consultant to make sure these are reflected in the final list of services to be provided by each particular PCIOs.

- Based on the findings of the workshops, produce a comprehensive **Training Needs Assessment Report** to reflect an aggregated summary of training and capacity building needs of the staff across the 4 PCIOs, and consult it with counterparts;
- Taking as basis the consulted outcomes of the training needs assessment exercise, develop a **Training Curriculum** with specific training subjects under each of the training and capacity building need identified by PCIOs staff during the above stages;
- Other relevant tasks, as agreed with the counterparts.

Travel required:

The consultant will be expected to undertake at least 8 field trips to the PCIOs in the course of his/her assignment. Transportation will be provided by the WiP Programme.

Logistical arrangements for needs assessment workshops:

Under the guidance of PCIOs and WiP Programme staff, the consultant will be expected to take active leadership in organizing the needs assessment workshops involving representatives of various citizens' groups, including women from vulnerable groups.

As for the training needs assessment workshops involving the staff of the PCIOs only, the consultant will make the organisational arrangements in coordination with WiP and Democracy Programme Teams.

WiP Programme, will ensure proper arrangements for water/coffee/tea and refreshments during the 8 workshops organized at PCIOs' premises in the framework of the national consultant's assignment.

III. Deliverables and Timeframe

Nr.	Deliverables	Tentative timeframe/deadline	No of consultancy days
1.	Detailed work plan for the assignment developed and approved	By 27 October 2014	25 days
2.	4 focus groups with representatives of all categories of citizens served by the PCIOs, including women from vulnerable groups organized	By 20 November 2014	
3.	Draft list of services to be included in the Catalogue of Services to be provided by PCIOs to citizens, including women from vulnerable groups, developed and consulted with counterparts	By 28 November 2014	
4.	Pursuant to the successful approval of the list, draft contents of the Catalogue of Services developed and submitted for consultation	By 10 December 2014	
5.	Comments and suggestions to the catalogue addressed, and a final version of the Catalogue of Services completed and presented for approval.	By 22 December 2014	
6.	4 training needs assessment workshops with the staff of PCIOs conducted	By 30 January 2015	5 days
7.	A Training Needs Assessment Report comprising the specific need of staff across the 4 PCIOs developed and consulted with counterparts.	By 09 February 2015	
8.	Based on the final Training Needs Assessment, a Training Curriculum with specific training subjects under each of the training and capacity building need identified by the staff of the PCIOs during assessment phase developed and consulted with counterparts	By 20 February 2015	10 days
9.	Comments and suggestions to the curriculum addressed, and a final version of the Training Curriculum completed and submitted for approval.	By 27 February 2015	

All deliverables should be agreed with the WiP Programme Manager, UNDP Component Manager under WiP, UNDP's Democracy Programme Project Manager and CTA at the Parliament of Moldova, and be provided in Romanian language in hard and electronic copy.

Timeframe and management arrangements

The tentative timeframe for the work of national consultant is 27 October 2014 – 27 February 2015. The consultant must be available to work in the indicated period. The WiP Programme will provide the consultant with working space, if needed, access to Internet, a printer and a telephone line.

The National Consultant will work under the guidance of the WiP UNDP Component Manager and the Democracy Programme Project Manager for substantive aspects of the assignment, and under the direct supervision of the UNDP Component Manager for administrative and financial aspects.

The Consultant will be paid in two installments, first in December 2014, upon submission of deliverables 1-5 and the second in February 2015 upon the submission and approval of the remaining deliverables.

Coordination

The national consultant will work in close cooperation and will coordinate his/her outputs with the international consultant selected under the Democracy Programme to develop the 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.

Although final deliverables are required to be presented in Romanian, for purposes of coordinating the substantive aspects of the assignment with the International Consultant, communication in English, via e-mail/phone or/and in person would be required.

IV. Qualifications and skills required

Qualifications:

- Bachelor's Degree, in Political Sciences, Public Administration, Law, Human Rights or related fields. Additional points will be granted for advanced degrees in the aforementioned fields.

Experience:

- At least 3 years of professional experience in designing and implementing capacity building interventions targeting stakeholders from public institutions, civil society organizations, or other groups relevant to the assignment;
- Experience in designing service packages for citizens would constitute a significant advantage;
- Demonstrated experience in organizing and facilitating participatory needs assessment exercises involving different stakeholder groups;
- Proven experience in designing training curricula for different target groups. Particular work addressed at women from marginalized groups would be an advantage;
- Proven experience in working with the international organizations, central, regional and public authorities is required. Successful experience in working with UN agencies is an asset.

Competencies and personal abilities:

- Strong analytical and drafting skills;
- Excellent writing and oral communication;
- Leadership skills and ability to work with multi-disciplinary teams;
- Fluency in Romanian and Russian. Working knowledge of English is also required.

Skills:

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

Documents to be included when submitting the proposals:

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

- a. Cover Letter: explaining why they are the most suitable for the work including past experience in similar Projects (please provide brief information on each of the above qualifications, item by item);
- b. Financial proposal (in USD, specifying a total requested amount per working day, that shall include all related costs, e.g. daily consulting fees, phone charges, etc.; Note: Travel and printing costs shall not be included in the financial proposal, as these costs will be covered by WiP Programme);
- c. Duly completed P11 form and CV.

Interested female candidates are particularly encouraged to apply.