

TERMS OF REFERENCE

National Consultant to provide support in consolidation and facilitation of the functioning of the Joint Information and Services Bureaus

Duty Station:	Chisinau, Moldova with frequent travel to the districts of Moldova
Projects:	88993 Women's Economic Empowerment 94827, 89355 Promoting and protecting women migrant workers' rights (WMW),
Primary category:	Women's empowerment
Type of Contract:	Individual consultant
Languages Required:	Romanian, English, Russian
Application Deadline :	8 June 2015
Starting Date : (date when the selected candidate is expected to start)	15 June, 2015
Duration of Contract :	15 June, 2015– 14 June, 2016 (up to 12 months, up to - 220 days)

BACKGROUND

UN Women, grounded in the vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security.

Economic empowerment is one of the priority areas of UN Women. UN Women works with Governments and multilateral partners (UNDP, ILO, World Bank, regional development banks) to promote women's economic empowerment and increase their access to economic opportunities, especially for those who are most excluded. Empowering women to participate fully in economic life across all sectors is essential to build stronger economies, achieve internationally agreed goals for development and sustainability, and improve the quality of life for women, men, families and communities.

In December 2009 the Swedish International Development Agency (Sida) and the United Nations Development Fund for Women (now part of UN Women) have entered into an Agreement for the implementation of the Programme "Women's Economic Empowerment through Increased Employability in the Republic of Moldova". The Programme aimed at addressing the needs of the rural and sub-urban population, especially poor women in exercising their social and economic rights through increasing access to quality information and services in employment and social protection areas.

The programme came to an end of its first phase by end of February 2014, and one of the major result achieved is institutionalization of the Joint Information and Services Bureaus (JISB) – a new model of coordinated and gender sensitive service provision that has been introduced by the programme and is currently operational and functional in 21 districts of the country's total of 32, with another 11 districts in the process of initiation. Establishment of Joint Information Service Bureau (JISB) paved the way for functioning of a coordinated service provision for the benefit of women and vulnerable groups of population, including from the Security Zone of Republic of Moldova. This enabled bringing together around nine services focusing on the areas of employment, labour market and social protection providing guidance and advice and thus addressing challenges at the local level. Establishment of JISBs was unique and cost effective for Moldova's local public administration, as it did not entail creation of new structure or recruitment of additional staff.

During 2014 service providers from 21 functional Joint Information and Services Bureaus (JISBs) were capacitated to provide targeted, gender sensitive and results oriented service to women, especially vulnerable, including women migrants (both, returned and those abroad), women living in the security zone, etc. These activities were carried out within the 1. Promoting and Protecting Women Migrant Worker's Labour and Human Rights in Moldova (June 2014 – March 2015), further as "WMW" and 2. Support to Confidence Building Measures (during June – September 2014), further as "CBM".

UN Women in Moldova will continue supporting UN concerted efforts on promoting gender equality and women's empowerment, supplemented by work where UN Women has a clear comparative advantage: securing women's access, especially from rural areas to productive resources and services, providing social protection to the most excluded groups of women such as Roma and disabled and to specific groups of women migrant workers and victims and potential victims of violence against women and girls.

RATIONALE

The Government of Moldova adopted the Decision No. 661 as of 30 August, 2013 (issued in Monitorul Oficial on 06.09.2013 with Nr. 191-197, art Nr: 763) that provides a legal framework on the work and organization of the JISBs, and also serves the base for its nationwide replication. The Government also ensured financial coverage of the JISB from the state central budget, which has been assessed as a key result in terms of sustainability of the interventions and future of JISBs functioning.

In 2014 the State Chancellery has requested UN Women to support nationwide replication of JISBs to the remaining districts and provide assistance in the roll out the public service reform agenda taking as basis for that the JISB. For this purpose, a number of visits were undertaken in February 2014 to the newly self-starters and a special workshop was organized immediately after the National Consultations in 11 districts. Nonetheless, support is needed to enhance capacities of LPA and local service providers to initiate, create and run efficiently JISBs in the benefit of women, including but not limited to women migrant workers and victims and potential victims of violence against women and girls. .

According to the specific needs and key issues women migrant workers are facing during the migration cycle, identified during local public consultations (performed in August 2014, within WMW project) major requirements and needs are embedded in improved access to information with specialized and diversified services, especially in electronic format (e-

services). Access to support services for the victims of violence is still very limited, and JISB can play a crucial role in properly providing first support, guidance and assistance at the local level.

Therefore, UN Women seeks a local consultant to provide support in building the capacities of and facilitating the process of JISB replication to the remaining districts and consolidating the existing functioning JISBs as well as assisting all JISBs on the conceptual and technical part of their functioning by providing guidance to LPA and local service providers.

This activity will lead to the fulfillment of the Activity 4.4.3 Support functioning and capacity building initiatives of Joint Information and Services Bureaus to provide advanced services for migrant women of the WMW project and UN Women Country Strategic Note for 2015 Activity 2.2.1.3: Ensure greater coherence of JISB/one-window with the state strategy on public service provision, including through monitoring of JISB functioning, Activity 2.2.1.5: Provide support to the new districts that initiated the JISB and

SCOPE OF WORK

The main objective of this assignment is to provide support in building the capacities and facilitating the process of consolidating the new established JISBs and the existing functioning JISBs with a specific focus on the services provided to women migrant workers and victims and potential victims of violence against women and girls. The consultant will also assisting all JISBs on the conceptual and technical part of their functioning by providing guidance to local public authorities (LPA) and local service providers for greater coherence of JISB with State Strategy on public service provision, including for women migrant workers.

The activity of National Consultant will consist in providing technical assistance, guidance, facilitation and coordination, monitoring and regular exchange of knowledge and experience between the Joint Information and Services Bureaus. Selected person will also provide advice on the regular collaboration with State Chancellery, Ministry of Labor, Social Protection and Family, Ministry of Economy, Ministry of Agriculture, National Office for Social Insurance, Bureau for Relations with Diaspora, Organization for SME development, and other Government authorities on improving the service provision via JISB and ensure it is an integral part of the public service reform.

More specifically, the following tasks have to be fulfilled:

Expansion and support for JISB efficient functioning in the new districts and municipalities:

- Maintain good working relationship with districts' administration and service providers and facilitate organization of JISB coordination meetings;
- Facilitate creation of JISB working groups and provide support for their efficient functioning with a particular focus on service provided to women migrant workers and multi-disciplinary services for the victims and potential victims of violence against women and girls;
- Assist JISB working group in defining roles and responsibilities, as well as establishing joint planning and reporting mechanism;
- Facilitate exchange of experience and knowledge on JISB services, particularly on those provided to women migrant workers and victims and potential victims of violence, between local authorities and services providers from all district;

- Provide regular technical advice and guidance to district administration and service providers for the functioning of JISB, including weekly JISB sittings and organization of JISB mobile teams;
- Facilitate and assist district in undertaking awareness campaign for a better outreach to women, especially women migrant workers and most vulnerable and from remote localities, including victims and potential victims of violence;
- Facilitate exchange of information between JISBs and village mayors and increased collaboration for the organization of mobile teams to reach out to most vulnerable women and men;
- Closely monitor all JISB activity and report to UN Women on progress, issues, etc. (including regular collection of statistical data related to JISB functioning: nr. of sittings, nr. of beneficiaries, nr. of mobile visits, etc.).

Enhance capacities of JISB service providers:

- Assess the activity of all JISBs in order to evaluate the level of their functionality and the capacity building needs (with a particular focus on providing services to women migrant workers and victims and potential victims of violence);
- Organize and facilitate regular meetings with district administration and service providers to discuss JISB results, progress and other issues related to their functioning and service provision to different categories of population (including migrants at each stage of migration);
- Facilitate organization of trainings/retreats for the service providers and district administration as planned by local and central authorities and/or UN Women to enhance the capacities of JISB service providers to provide coordinated services with a particular focus for women migrant workers and survivors of violence against women and girls;
- Support the integration of the automated information system 'SIA BCIS' platform in the daily activity of all functioning JISBs;
- Document and keep record of replication/newly established JISBs experience, including meeting notes, meeting agendas, info briefs, JISB data and statistics reports, and other;
- Perform any other related activities which may emerge and might be requested during contracted period;

Ensuring coherence of JISB with the state strategy on public service modernization:

- Review the State Strategy on Public Service Modernization and other relevant legal and normative provision (including Decision No. 661 as of 30 August, 2013 (issued in Monitorul Oficial on 06.09.2013 with Nr. 191-197, art Nr: 763) to identify areas for JISB greater coherence with this strategy;
- Provide advice on the further development of JISB as universal one stop centers for service provision, including additional services to be provided, service delivery business process design, including to women migrant workers, etc.
- Liaise with relevant central and local authorities and service providers to identify issues that restrain JISB in providing full set of services, and based on consultations with these stakeholders, propose measures and related plan of actions to enhance JISB coverage in terms of services, including improvement of delivery of coordinated services and outreach to women migrant workers and victims of violence;
- Analyze existing practice of service provision in Moldova through one window modalities and propose options for their upgrading to the universal one stop centers, to

provide improved coordinated services including to women migrant workers to access specialized services;

- Liaise and organize coordination meetings with the Center for Electronic Governance to identify further steps towards improvement of JISB online platform for service provision and ensure interconnectivity with existing on-line platforms of service providers;
- Develop a roadmap for the JISB greater coherence with the State Strategy on Public Service Modernization and provide advice to central authorities and support to local service providers in implementing the roadmap.

DELIVERABLES AND TIMEFRAME

The selected consultant will provide monthly progress reports to include activities undertaken, results achieved, challenges and way forward for an improved service delivery for women, including women migrant workers and men, via Joint Information and Services Bureaus as per above described tasks. It is expected that the consultant will provide deliverables within the following timeframe:

No	Deliverables	Tentative timeframe	Payment
1.	Report provided on JISBs functionality in relation to service provision to different categories of population is reviewed and assessed (including migrants at each stage of migration). <i>Activity/Progress report</i>	2 months	The payment is to be done on a monthly basis upon approval of monthly reports with detail description of deliverables
2.	A report on the implementation of capacity building plan for JISB service providers, including 'SIA BCIS' platform is provided <i>Activity/Progress report</i>	2 months	
3.	A report with recommendations on integrating coordinated and gender sensitive services via JISB in the State Strategy on Public Service Modernization is provided	1 month	

4.	Revised Decision No. 661 as of 30 August, 2013 (issued in Monitorul Oficial on 06.09.2013 with Nr. 191-197, art Nr: 763) and provided recommendations for improvement, including a mechanism of coordination of JISBs at the central level	1 month	
5.	At least 3 local/regional consultations and one national consultation is being organized to improve coordination of communication between the Local Public Authorities, concentrated and de-concentrated services, JISBs and State Chancellery	3 months	
6.	A concept note on the development of JISB as universal one stop centers for service provision, including to women migrant workers, is developed and a roadmap for the JISBs greater coherence with the State Strategy on Public Service Modernization presented	2 months	
7.	Final report on the undertaken activities and lessons learnt Final Report	1 month	

Activities under the current assignment are expected to commence on 15 June, 2015 and be completed by 14 June, 2016.

Note: The mentioned number of working days has been estimated as being sufficient/ feasible for the envisaged volume of work to be completed successfully and is proposed as a guideline for the duration of assignment. It cannot and shall not be used as criteria for completion of work/assignment. The provision of envisaged deliverables approved by the UN Women Programme Specialist and WMW Project Coordinator shall be the only criteria for Consultant's work being completed and eligible for payment/s.

MANAGEMENT ARRANGEMENTS

Organizational Setting: The Consultant will work under the overall guidance of UN Women Programme Specialist and direct supervision of WMW Project Coordinator in close collaboration and the State Chancellery, Ministry of Labour, Social Protection and Family, Ministry of Economy, ODIMM, Ministry of Agriculture and other line ministries and relevant central and local authorities.

The Consultant will be located in the premises of the UN Women WMW project. UN Women will provide the Consultant with working space, access to Internet, printer and telephone line.

Payments shall be made upon certification of monthly reports by WMW Project Coordinator. All reports must be provided in English languages, in electronic and hard copy variant.

Contracts: The selected Consultant shall sign a contract with UN Women for stipulated assignment, as stated above.

TRAVEL

All travel of the consultant to the districts of Moldova will be ensured by UN Women. All travels shall be coordinated with the UN Women WMW Project in advance.

PERFORMANCE EVALUATION

Consultant's performance will be evaluated against such criteria as: timeliness, responsibility, initiative, communication, accuracy, and quality of the products delivered.

FINANCIAL ARRANGEMENTS

Payment will be disbursed to the consultant on a monthly basis, upon submission and approval of the monthly reports on deliverables and achieved results and certification by the supervisor that the services have been satisfactorily performed.

REQUIRED SKILLS AND EXPERIENCE

Education:

- Bachelor Degree in public administration, law, policy analysis, public relations, development studies and/or other social science related areas relevant for the assignment.

Experience

- At least 3 years of progressive working experience in the design, management and implementation of development assistance projects and/or working in a relevant position to this post;
- At least 3 years of proven work experience in the field of public administration, policy analysis and implementation, or development;
- At least 3 years records of working/collaborating with local government in assisting/supporting drafting policy recommendations/ policy reports, coordinating activities, implementing strategies and models
- Proven experience in working with international organizations (successful experience in working with UN agencies is an asset).

Language Requirements:

- Fluency in written and oral Romanian, English and Russian are required.
- Working knowledge of one or more additional languages relevant for Moldova, including Russian, Bulgarian, Gagauzian, Romani, Ukrainian or sign language would be an asset.

Other Skills

Knowledge and skills of relevant computer applications of MS Office applications (Word, Excel, Power Point), knowledge of Internet communications and command is required

EVALUTATION PROCEDURE

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

1. Bachelor Degree in public administration, law, policy analysis, public relations, development studies and/or other social science related areas relevant for the assignment;
2. At least three years of progressive working experience in the design, management and implementation of development assistance projects and/or working in a relevant position to this post;

The short-listed individual consultants will be further evaluated based on a **cumulative analysis** scheme, with a total score being obtained upon the combination of weighted technical and financial attributes. Cost under this method of analysis is rendered as an award criterion, which will be 30% out of a total score of 500 points.

Evaluation of submitted offers will be done based on the following formula:

$$B = T + \frac{C_{low}}{C} \times X$$

where:

- T is the total technical score awarded to the evaluated proposal (only to those proposals that pass 70% of 350 points obtainable under technical evaluation);
- C is the price of the evaluated proposal;
- C_{low} is the lowest of all evaluated proposal prices among responsive proposals; and
- X is the maximum financial points obtainable (150 points)

Technical evaluation will be represented through desk review of applications and further interview will be organized. .

A) Technical Evaluation: The technical part is evaluated on the basis of its responsiveness to the Terms of Reference (TOR).

Nr.	Criteria for technical evaluation	Max. points
1.	Bachelor Degree in public administration, law, policy analysis, public relations, development studies and/or other social science related areas relevant for the assignment; <i>(50 pts for Bachelor degree, 60 pts for Master degree, 70 pts for PhD)</i>	70
2.	At least 3 years of progressive working experience in the design, management and implementation of development assistance projects and/or working in a relevant position to this post; <i>(3 years – 30 pts, each year over 3 year – 5 pts, each year over 5 year – 10 pts up to a maximum of 80 pts)</i>	80
3.	At least 3 years of proven work experience in the field of public administration, policy analysis and implementation, or development; <i>(3 years – 40 pts, each year over 3 year – 5 pts, up to a maximum of 60 pts)</i>	60

4.	At least 3 years records of working/collaborating with local government in assisting/supporting drafting policy recommendations/ policy reports, coordinating activities, implementing strategies and models (3 years – 40 pts, each year over 3 year – 5 pts, up to a maximum of 60 pts)	60
5.	Proven experience in working with international organizations (successful experience in working with UN agencies); (30 points maximum)	30
6.	Fluency in written and oral Romanian; working knowledge of Russian; knowledge of English Bulgarian, Gagauzian, Romani, Ukrainian or sign language is an asset. (Romanian – 15 pts, Russian – 15 pts, English and any other language relevant to Moldova – 10 pts)	40
7.	Computer literacy and ability to effectively use office technology equipment, IT tools, ability to use Internet and email	10
Maximum total technical scoring:		350

B) Financial evaluation:

In the Second Stage, the financial proposal of candidates, who have attained minimum 70% score in the technical evaluation (at least 245 points), will be compared.

WINNING CANDIDATE

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

SUBMISSION PACKAGE

- Duly filled Personal History Form (PHF11)/CV including records on past experience in similar projects/assignments and specific outputs obtained;
- Letter of Interest with justification of being the most suitable for the work, vision and working approach;
- Financial proposal - (in MDL) - specifying an all-inclusive fixed total contract price, supported by a breakdown of costs as per template provided

Please note that only applicants who are short-listed will be contacted.

In July 2010, the United Nations General Assembly created UN Women, the United Nations Entity for Gender Equality and the Empowerment of Women. The creation of UN Women came about as part of the UN reform agenda, bringing together resources and mandates for greater impact. It merges and builds on the important work of four previously distinct parts of the UN system (DAW, OSAGI, INSTRAW and UNIFEM), which focused exclusively on gender equality and women's empowerment.

The United Nations in Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other non-citizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply.

Sample of Financial Proposal

The format shown on the following tables is suggested for use as a guide in preparing the Financial Proposal

A. Cost Breakdown per Deliverables*

	Deliverables <i>[list them as referred to in the TOR]</i>	# of days and Percentage of Total Price (Weight for payment)	Price, MDL (Lump Sum, All Inclusive)
1			
2			
3			
4			
	Total	max. # of working days (100%)	MDL

**Basis for payment tranches*

B. Cost Breakdown by Cost Component:

The Applicants are requested to provide the cost breakdown for the above given prices for each deliverable based on the following format. UN Women shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties have agreed to add new deliverables to the scope of Services.

Description of Activity	Unit of measure (e.g., day, month, etc.)	Unit price, MDL	No. of units	Total Price, MDL
Consultancy fee				
Other related costs (please specify)				