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Resilient nations.*

TERMS OF REFERENCE

National Consultant - Local Training Service Provider for Moldovan Biomass Private Sector

Duty station:	Chisinau, Moldova, with extensive travel throughout Moldova
Reference to the project:	Moldova Energy and Biomass Project /MEBP/
Contract type:	Individual Contract
Duration of initial assignment:	June 2016 – December 2016 (80 days of consultancy)
Expected duration of assignment:	June 2016 – November 2017 (160 consultancy days, 80 days each year) subject to extension upon positive accomplishment of the initial assignment

A. BACKGROUND AND CONTEXT OF THE ASSIGNMENT:

Moldova Energy and Biomass Project (MEBP) funded by the European Union and implemented by UNDP was launched in 2011 with the goal to develop the biomass market in Moldova. MEBP Phase One (2011-2014) with a budget of 14.56 million EUR concentrated on demand creation through setting up solid biomass-based heating systems in public and private sectors. At the same time, another significant effort concentrated on development of the private sector that would meet the growing demand for biomass. Presently, main source of biomass in Moldova constitutes agricultural and wood processing waste: straw, sun flower, orchard and vineyard pruning, wood processing and other waste or by-products.

In 2015, MEBP entered into its Second Phase in the framework of the Eastern Partnership Integration and Cooperation (EaPIC) programme, based on its continued high relevance and the clearly identified need to further support the consolidation of the emerging biomass market in the country. The extension timeframe spans until the end of 2017 with additional EU-funding of 9.46million EUR.

The local biomass fuel market developed rapidly over the last 4 years. Some positive signals can be easily spotted on the market, including the increasing number of entrepreneurs, the steadily growing number of consumers ready to switch to biomass for household heating, the growing number of institutions ready to adopt other sources of energy for heating, etc. Despite its increasing popularity, the solid biomass market continues to struggle with various limiting factors throughout its sub-sectors: boiler producers, bio-fuel producers, biomass heating system maintenance service providers, etc. All of these sectors are in need to develop their capacities in terms of technology, client relations management and regular maintenance of existing systems and improving the quality of their products. Local R&D and extension service are at their incipient stages and are underfinanced, which makes its outreach weak and unable to live up to the challenges of today.

The issue of assuring the quality of biomass fuel is critical in the current stage of market development in Moldova. While a few years ago only several demonstration production sites were in place, currently more than 120 biomass pellets and briquettes producing companies are operational in Moldova. However, the quality of their end - product is not uniform and in many cases does not meet fuel quality standards and consumers 'expectations. This situation has serious implications for the continuing positive development of the market that has been voiced by authorities, practitioners and end-consumers alike.

The issue of biofuel quality stems from several major factors: access to raw material, limited processing capabilities, lack of proper legal and business management practices at organizing sourcing, production and sales of biofuels, lack of coordinated producer support system to assist with R&D and know-how transfer. Add to that lack of a coordinated governmental system to promoting and supporting locally produced biofuels and an underdeveloped financial system. Presently, Moldovan national renewables share in the energy balance is 13.1%, of which 12.1% (national balance) or 92% of renewables are generated as thermal heat from solid biomass sources. The estimated distribution by types of sources of solid biofuel sold in Moldova looks as follows: 29% wood logs, 36% briquettes, 14% pellets and approximately 19% of raw material as baled straw and 2% sun flower husks.

To address some of these issues, the Ministry of Economy together with the relevant bodies and MEBP support has already undertaken decisive steps towards putting in place the required regulatory framework. In 2012¹, 37 fuel quality standards were transposed into national normative framework and a technical regulation was approved by the Government in 2013². The provisions of the technical regulation are mandatory for all local producers, including minimum physical and chemical characteristics of the products to be labeled as pellets and briquettes. Currently, Solid Biomass Testing and Certification Laboratory (Quality Assurance Center) is being established to fill in the missing gap of testing and certifying the products placed on the Moldovan market. The laboratory's capacity will be strengthened with technical trainings and laboratory equipment for fuel quality testing.

B. SPECIFIC CONTEXT

In an effort to build local capacities and increase the sustainability of the sector, MEBP launches a comprehensive Training and Technical Assistance Program (TTAP) consisting of international and local components. The overall TTAP objective is to provide state of the art expertise and technical assistance to the main biomass market players in order to strengthen their capacities in a targeted and sustained manner that will ultimately build a viable and responsive local solid biomass fuel market. The proposed TTAP would be need-based and would seek to respond to the practical aspects of improving standard operating procedures of various players that could serve as role models for their peers in the biomass market.

One of TTAP components is international assistance that would target the areas that are less developed in Moldova like biofuel production, biomass laboratory development, EU biofuel standards, biofuel business management, biomass boiler business development, industry association and cooperation, etc. The role of the international component is to ensure proper transfer of latest know-how and expertise, as well as share the best existing practices in the field of biomass management and production. The training content ought to be developed and delivered by a team of international experts.

The TTAP aims the following target groups:

- **Target Group 1: solid biomass fuel producers** – consists of an estimated 120 biomass briquettes and pellets producers operating in Moldova, out of which approximately 35-45 producers shall be targeted directly by TTAP. Topics to be covered for this target group are pellet and briquette production, national and EU standards application, business management of biomass production, etc.
- **Target Group 2: boiler dealers, assemblers and installers** – consists of an estimated number of 35-40 solid biomass boiler installers operating in Moldova, out of which approximately 15-25 are expected to participate the training and TA. Topics to cover are organizing boiler technologies to Moldovan conditions i.e. fuel quality. Other topics to consider are safety and maintenance, customer service, business management and marketing.
- **Target Group 3: Solid Biomass Laboratories (Quality Assurance Centers).** Topics to cover are lab management, customer services, EU standards compliance, R&D component, etc.
- **Incidental beneficiaries** – Other direct and indirect beneficiaries and participants of TTAP include governmental authorities, local consultants, farmers that are part of the biomass sector.

¹ The list of standards establishing the criteria for determining the quality of solid biofuels in Moldova is approved by the [Moldovan Ministry of Economy's Decree, No. 36 of 09.03.2016](http://lex.justice.md/UserFiles/File/2016/mo68md/anexa_36.doc). The list is published on the following address: http://lex.justice.md/UserFiles/File/2016/mo68md/anexa_36.doc

² Government decree and regulation available at: <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=350977>

In order to build local capacities and strengthen local expertise in the abovementioned subjects, the international expertise will be 'shadowed' by local counterparts that will be selected and organized through a Local Training Service Provider (LTSP). Once the activity ends, the local consultants will continue their training and technical assistance activities for the target groups under separate programs.

Table 1 represents the TTAP activities and tentative timelines that include international and local components:

MEBP - 2016 Training and Technical Assistance Program - International and Local									
Activity / Assignment	Type of assistance	Target Group	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Pellet and Briquette Production	Training & TA	Producers							
Determining the Optimal Fuel Mix & Lab Training (management, customer service)	TA	Laboratory, local experts, fuel producers							
EU Standards Application - Quality	Training & TA	Producers, local experts, authorities							
Bus. Management of Solid Biomass Production (input supply, cost management, etc.)	Training & TA	Fuel producers, farmers							
Marketing of Solid Biofuels	Training & TA	Producers							
Boiler Installation Training (safety, maintenance, chimney, customer service etc.)	Training & TA	Boiler dealers, installers, designers							
Safety Management in solid biomass production	TA								
Industry Association (lobbying, knowledge sharing, etc)	Training	Boiler dealers, Fuel producers							
International TSP									
Local TSP									

The activities for 2017 shall be additionally coordinated and agreed with the consultant upon the expiration of the initial assignment, subject to availability of funds and positive performance assessment.

C. OBJECTIVE OF THE ASSIGNMENT AND SCOPE OF WORK:

The overall objective of the assignment is to facilitate the delivery of the trainings packages by the International Training Service Provider (ITSP) and coordinate the delivery of local Training and Technical Assistance Program.

In order to achieve the stated objective, the selected consultant will assume primary responsibility for the entire process related to the organization of the trainings and technical assistance including all logistical aspects of conducting and delivering the TTAP activities, provision of advisory support to MEBP team in the process of recruiting local experts.

LTSP will provide analytical and advisory support to the MEBP team by ensuring the overall coordination of the training program. The selected local consultant is expected to act as a liaison person between the UNDP Moldova, ITSP, international and local experts and the beneficiaries.

Another important aspect of LTSP responsibility will include induction of hired trainers into Moldovan biomass production aspects, details of the assignment and participate and monitor the delivery of training activities. LTSP could serve as an interpreter for international experts in the event UNDP/MEBP decides so.

The overall objective of the assignment consists of the following major components:

1. *Provide support for the delivery of the International Training and Technical Assistance Program for Biomass Private Sector, including but not limited to:*
 - 1.1 Serve as the main contact point for ITSP in preparing and organizing international experts' missions in Moldova

- 1.2 Deliver, upon request, background and preparatory information about biomass and other relevant sectors as part of assignment preparation effort
 - 1.3 Upon request, assist ITSP in making accommodation arrangements for individual trainers (hotels, local transportation, etc)
 - 1.4 Under the guidance of MEBP and in coordination with ITSP, prepare training mission itineraries for international experts that will include pre-, post-, and assignment-related arrangements (visits, trips, meetings, contacts, venues, etc)
 - 1.5 Coordination of planned and actual assignment activities among all parties involved: ITSP, international and local experts, beneficiaries, other stakeholders
 - 1.6 Together with PMT, mobilize the target audience community for individual assignments and activities by means of phone, e-mail, personal contact, announcements, etc.
 - 1.7 Identify optimal venues and setting arrangements for training and TA activities individually and as a group.
 - 1.8 Provide interpretation from/to English/Romanian/Russian during the assignment of international English speaking trainers. Interpretation services are oral translations strictly limited to professional activities related to assignment activities: formal and informal meetings, group and one-on-one training and TAs. Interpretation services could also include short written translations. Translation of voluminous documents will be outsourced on a separate basis. In the event that the trainer is a non-English speaker, interpretation will be ensured by a professional interpreter on a separate basis.
 - 1.9 Participate in trainers' briefing and debriefing sessions, provide induction information and activity feedback in order to ensure best possible rapport with beneficiaries and stakeholders involved.
 - 1.10 Provide feedback on individual trainers' Final Assignment Reports, assist them with other inputs if necessary when drafting the report
 - 1.11 Put together Training Evaluation Forms upon group activities and then analyze and interpret the presented individual data.
2. Coordinate the organization and delivery of local expertise component within the framework of TTAP, including but not limited to:
- 2.1 Coordinate with the PMT the final TTAP for the entire contract period, with timelines set for all deliverables
 - 2.2 Get acquainted with the MEBP Project Document and the details of International Training and Technical Assistance Program (TTAP) related to the "shadowing" or Train-of-Trainers component as part of local capacity building effort
 - 2.3 Draft individual Terms of Reference for recruiting local consultants
 - 2.4 Study the results, lessons learned and best practices in conducting training and capacity building activities for the respective target groups, and provide advice to PMT in the process of recruiting the team of local consultants
 - 2.5 Serve as a contact point for local trainers in preparing and organizing their training missions around Moldova
 - 2.6 Together with PMT, decide on the training venues and put together training and TA agendas for local consultants
 - 2.7 Together with PMT, mobilize the target audience community for individual assignments and activities by means of phone, e-mail, personal contact, announcements, etc.
 - 2.8 Organize the logistics (transportation, accommodations if necessary) for local consultants delivering the TTAP local component
 - 2.9 Take part in meetings with relevant stakeholders to discuss and share ideas regarding the proposed training program and lessons learned from previous interventions
 - 2.10 Participate in trainers' briefing and debriefing sessions, provide induction information and activity feedback in order to ensure best possible rapport with beneficiaries and stakeholders involved.
 - 2.11 Provide feedback on individual trainers' Final Assignment Reports, assist them with other inputs if necessary when drafting the report
 - 2.12 Put together Training Evaluation Forms upon group activities and then analyze and interpret the presented data.

3. *Other general aspects of delivering the Training and Technical Assistance Program (TTAP) include but are not limited to:*
 - 3.1 Coordinate the training and technical assistance activities and ensure regular communication between the ITSP – UNDP/MEBP – Local Experts team regarding the progress of developing and delivering the training program;
 - 3.2 Widely disseminate the recruiting announcement for increasing participation of candidates;
 - 3.3 Facilitate and assist on site logistics for the trainings including: coordination of transportation; venues and catering; provision of audio-visual equipment as required;
 - 3.4 Respond promptly to queries from UNDP/MEBP regarding the status of trainings, provide delivery data and indicators, and participate in information briefings with the PMT whenever needed;
 - 3.5 Develop Training Evaluation Forms and ensure proper filling in by participants and conduct evaluation after each training/collect feedback;
 - 3.6 Submit periodic reports to PMT including gender disaggregated data regarding the trainings' participants.

D. TIMEFRAME AND EXPECTED OUTPUTS:

Deliverable/Outputs	Timeframe
Work Plan developed	5 days from contract signature
Terms of Reference for the recruiting of local consultant developed	Upon agreement with PMT
Logistical support and coordination for the International TTAP assignments provided	According to the TSP plan
Logistical support and coordination for the local TTAP assignments provided	According to the TSP plan
Training Evaluation Forms developed and filled in by participants (a summary of evaluation forms, including a numerical and qualitative one, to be included in both periodic and Final Reports)	After each international and local training
Final report submitted and approved	09 December 2016

The estimated workload of the LTSP consists of 160 day distributed by 80 days during 2016 and 2017 each. The scope of work indicated above refers to the activities planned for 2016. The activities for 2017 shall be additionally coordinated and agreed with the consultant upon the expiration of the initial assignment subject to availability of funds and positive performance assessment.

E. MANAGEMENT ARRANGEMENTS

The Contractor will work under the direct supervision of the MEBP Business Development Officer and overall supervision of MEBP Project Manager. All deliverables shall require the approval of the MEBP Component Manager. PMT will put at the consultant's disposal all available materials and necessary information for the achievement of tasks and will facilitate the meetings, as needed.

The consultant is expected to undertake frequent field trips to target beneficiaries in Moldova over the entire period of contract. Transportation for all envisaged travels will be provided by UNDP.

The payment for services provided by the Local Training Service Provider will be released on a monthly basis based on the approved time-sheets confirming the actual volume of work performed and based on outputs delivered and accepted by MEBP during the given reporting period.

All the training logistics such as venue, accommodation for local participants, printing of training materials, other trainings related logistics and other will be prepared and ensured by the local consultant in coordination with PMT. All trainings and TA shall be preferably delivered in Romanian or Russian. In case the international trainers will deliver the trainings in English, the consultant will provide interpretation in

Romanian and/or Russian. Coordination of translation services of the training materials and handouts will be conducted with the PMT.

Upon accomplishment of the assignment, the consultant will be required to produce one Final Report. The Report needs to be submitted in electronic version and shall comprise:

- A narrative section to reflect the main findings of the consultant, the extent to which contract objectives have been attained, a description of the methodology and approach, and main findings with respect to the content of the training programme and the overall capacity building effort;
- Summary of the Evaluation Forms filled in by all participants, and the evaluation forms as such;
- A photographic portfolio of the assignment;
- Summary of lessons learned for future interventions;
- General Conclusion and Recommendations.

F. ELIGIBILITY CRITERIA

The applicant must meet the following qualification criteria:

Academic Qualifications:

- ✓ University Degree or higher education in one or a combination of the following fields: Economics, Engineering, Business Administration, Agriculture, or other closely related field;

Working experience:

- ✓ At least 7 years of professional experience in the agriculture, energy efficiency and/or renewable sectors;
- ✓ At least 5 years of experience in a consultancy, team leading, multiple stakeholder coordination function pertaining to institutional development, capacity building and training programs;
- ✓ Previous experience in working with international development partners and stakeholders in sector development programs, especially in the area of capacity building, is an asset;

Competencies and skills:

- ✓ Excellent written and oral communication and presentation skills, ability to present ideas clearly and effectively;
- ✓ Ability to facilitate complex training assignments comprising international and local expertise;
- ✓ Skills in organizing targeted workshops and training programs for public or private institutions;
- ✓ Familiarity with the Moldovan solid biomass sector development status and perspectives;
- ✓ Capability to ensure logistical support associated with training preparation and delivery (transportation, IT and audio-visual equipment);
- ✓ Proficiency in Romanian, Russian and English;

Personal qualities:

- ✓ Proven commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status;
- ✓ Responsibility, creativity, flexibility and punctuality.

The UNDP 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 noncitizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply.