

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 30 June 2016

Country:	Republic of Moldova
Description of the assignment:	International Consultant on eLearning
Project name:	Strengthening Technical Capacities of the National Institutions for the Human Rights Protection and Promotion
Period of assignment/services:	August 2016 – April 2018 (up to 150 working days)

Proposals should be submitted online by pressing the "Apply Online" button no later than 23:59, **20 July 2016**.

Requests for clarification only must be sent by standard electronic communication to the following e-mail: alexandru.cocirta@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

Promotion and protection of human rights and equality, strengthening justice and development of democratic governance is at the core of the UN work in Moldova. In these areas, the UN is aiming to ensure that difficult and complex reforms aiming to strengthen government institutions and the justice sector remain on track, and that support is provided to move from policy and legislative formulation to practical implementation.

The public institutions in Moldova face many different challenges, including e.g. a politicised climate affecting all public institutions; the absence of an embedded "human rights culture" and prevalence e.g. of discriminatory perceptions in society. It is generally recognized that these mechanisms remain weak and in need of strengthening both institutionally (in terms of mandates, infrastructure and resources) and among their staff (in terms of professional capacity, especially when it comes to undertaking the specialized functions of these institutions), and this, therefore, forms the rationale for this component. In addition to this, there is an obligation in the law for the civil servants to take at least 40 hours of training per year.¹

Therefore, the **Strengthening Technical Capacities of the National Institutions for the Human Rights Protection and Promotion Project** is seeking to support the implementation of the relevant human rights reforms, plans and commitments, in order to ensure that the capacities of the national human rights institutions are strengthened, so that they are able to perform their key functions on the human rights

¹ Law on Public Officials and the Status of Civil Servant:
<http://lex.justice.md/viewdoc.php?action=view&view=doc&id=330050&lang=1>

monitoring, reporting, promotion and protection. The overall objective of the project is to improve human rights protection and rule of law in the Republic of Moldova through strengthening institutional capacities of key actors in relation to justice and vulnerable groups.

The project seeks to strengthen the capacities of public institutions, which have a mandate in areas relating to human rights, criminal justice, governance and anti-corruption, in performing their key functions. These institutions include the Human Rights Centre (Ombudsperson Office) and the National Torture Prevention Mechanism, the Equality Council, the Ombudsperson in Psychiatry, the National Anti-Corruption Centre, the Parliamentary Human Rights Commission, the National Legal Aid Council, the upcoming Monitoring Mechanism on the CRPD implementation, the National Institute of Justice, and the Constitutional Court. In addition to this, key ministries (Health, Social Protection and Education) will be involved in order to strengthen the “governance” and “human rights” components.

The National Institute of Justice (NIJ) is envisaged as playing a key role in relation to the implementation of the whole programme. The NIJ is uniquely positioned to bridge programme’s components in terms of involvement of the target groups as specialised training institution. The NIJ will serve as a logistic platform for the planned capacity building activities, as well as will ensure the anchoring of the programme to ensure its sustainability during and beyond the programme duration.

The Project’s primary bulk of activities focuses on designing and implementation of a systematic training/coaching programme for core staff of the above-mentioned institutions. The aim will be to enhance their technical capacity to perform effectively in relation to their core functions and mandates as well as to mainstream human rights.

The capacity building activities envisaged by the Project will combine off-line and on-line approaches. The traditional (off-line/in person) training activities will be supplemented by eLearning instruments. E-courses are valuable contemporary tools which have a long-lasting multiplication potential. The application of internet-based tools will allow ensure sustainability of the traditional (in person) training course, to keep and share the knowledge products produced, and ultimately institutionalise and allow further teaching through the NIJ and/or other interested entities following the end of the Project.

In addition, a key priority for the Project is to design and implement effective methods of eLearning that would increase the capacity of NIJ to provide necessary and efficient professional training to judges and prosecutors, as well as to other justice related professionals (lawyers, mediators, bailiffs, etc.).

One of the main findings of the NIJ’s capacity assessment on eLearning, conducted with Project’s support, is that *“NIJ’s eLearning solution is immature but also suffers from a lack of cohesion and strategy”*. Various elements are in place, but the practical implementation is dysfunctional. The assessment further recommends that *“any strategy to be developed has to be based on the idea that a functional eLearning solution has as unique objective the optimization of the training/learning activities of the NIJ and its success could be evaluated only in terms of students’ results and satisfaction. Each intermediary objective has to be subordinated to the principal one as an eLearning solution has no relevance outside and without the training/learning activities”*.

To achieve these tasks, the Project requires expert input and support on eLearning issues.

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

The main objective of this assignment is to provide expert assistance to the Project and its partners in developing and implementing the eLearning concept in professional training throughout the Project activities.

Under the **Project Component 1** (Strengthening capacities of the human rights, equality, governance and anti-corruption public institutions in performing their key functions), the Consultant will provide expert input and support in deploying eLearning solution(s) to maximize the impact of management and human rights training programme, developed and delivered to the national institutions with a human rights mandate, targeted by the Project.

Under the **Project Component 2** (Strengthening capacities of the National Institute of Justice), the Consultant will contribute to strengthening the NIJ's capacities to provide eLearning content to its users.

The effort estimate is 150 working days throughout August 2016-April 2018, including 100 working days in Moldova. Regular missions to Chisinau, Moldova are envisaged under this assignment.

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

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Academic Qualifications:

- Master's Degree or equivalent (5-year university education) in Pedagogy, Social Sciences, Informational Technologies, Human Rights, Law or other relevant field;

II. Years and sphere of experience:

- At least 7 years of experience in carrying out needs assessments, providing on-line trainings, developing social platforms, e-learning elaboration, implementation and/or evaluation;
- Proven experience in working with the international or local organizations on similar assignments (successful experience in working with UN agencies is an asset);

III. Competencies:

- Advanced abilities in designing and/or providing on-line trainings and educational programmes. Designing and/or providing on-line courses and trainings for legal professions is an asset;
- Advanced capacities to deliver trainings on eLearning related topics;
- Proven understanding of specifics of adult learning and the place and role of eLearning in this process;
- Good command of oral and written English is required;
- Knowledge of Romanian and/or Russian language is an asset;

IV. Personal qualities:

- Responsibility, creativity, flexibility and punctuality.
- 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.

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

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

1. Technical Proposal:
 - a. explaining how applicant responds to each of the qualification requirements and why he/she is the most suitable for the work;
 - b. providing a brief methodology (max. 3 pages) on how the work will be approached and conducted;
2. Personal information (Personal History Form /P11) including records of past experience in similar projects/assignments and concrete outputs obtained with three references;
3. Financial proposal (in USD, specifying a **total lump sum** amount)

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 (including the final report submitted to the UNDP Moldova Justice and Human Rights Programme Analyst). Payments will be performed in 2-3 installments upon the delivery of the outputs specified in the TOR.

In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including fees and taxes, and number of anticipated working days).

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.

6. EVALUATION

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

- Master's Degree or equivalent (5-year university education) in Pedagogy, Social Sciences, Informational Technologies, Human Rights, Law or other relevant field;
- At least 7 years of experience in carrying out needs assessments, providing on-line trainings, developing social platforms, e-learning elaboration, implementation and/or evaluation;
- Good command of oral and written English

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

A two-stage procedure will be used in evaluating the candidates:

1. Technical evaluation (max 300 points) – 60%;
2. Financial evaluation (max 200 points) – 40%.

Technical evaluation will be based on a thorough desk review of applications and interviews with the short-listed candidates.

Only candidates obtaining a minimum of 70% score of the technical evaluation (at least 210 points) would be considered for the Financial Evaluation.

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.

Criteria	Scoring	Maximum Points Obtainable
Technical		
Master's Degree or equivalent (5-year university education) in Pedagogy, Social Sciences, Informational Technologies, Human Rights, Law or other relevant field;	(Master – 30 pts., PhD – 40 pts.)	40
At least 7 years of experience in carrying out needs assessments, providing on-line trainings, developing social platforms, e-learning elaboration, implementation and/or evaluation;	(7 years of experience – 40 pts., 7-9 years – up to 50 pts., more than 9 years – up to 60 pts.)	60
Proven experience in working with the international or local organizations on similar assignments (successful experience in working with UN agencies is an asset);	(no – 0 pts., to some extent – up to 10 pts., extensive experience – up to 20 pts.)	20
Interview	<ul style="list-style-type: none"> • Advanced abilities in designing and/or providing on-line trainings and educational programmes. Designing and/or providing on-line courses and trainings for legal professions is an asset (up to 60 pts.); • Advanced capacities to deliver trainings on eLearning related topics (up to 50 pts.); • Proven understanding of specifics of adult learning and the place and role of eLearning in this process (up to 40 pts.); • Good command of oral and written English – 10 pts., knowledge of Romanian and/or Russian – 10 pts. each). 	180
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