



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **27 March 2013**

Country: Republic of Moldova

Description of the assignment: Coordinator for the Call Center at the Consular Affairs General Division of the Ministry of Foreign Affairs and European Integration

Project name: Building Institutional Capacity of the Ministry of Foreign Affairs and European Integration

Period of assignment/services: April 2013 – April 2014 (1 year)

Proposals should be submitted online by pressing the "Apply Now" button no later than **April 3, 2013**.

Requests for **clarification only** must be sent by standard electronic communication to the following e-mail: victor.dragutan@undp.org. Please notice that this address is for information requests only; please do not send or copy your application package to this address.

1. BACKGROUND

The UNDP Project "Building Institutional Capacity of the Ministry of Foreign Affairs and European Integration" has been formulated through a joint effort of Ministry of Foreign Affairs and European Integration (MFAEI) and UNDP with the overall objective of strengthening the institutional capacity of the MFAEI so that it can exercise its functions in a more efficient manner, operate transparently and fulfill its European Integration commitments. The project has two interlinked, yet distinct components:

1. Institutional Capacity Building of MFAEI
2. Enhancing the capacity of the Moldovan authorities for the negotiation and implementation of the Association Agreement with EU

The Consular Affairs General Division (CAGD) is the subdivision of the Ministry of Foreign Affairs and European Integration of the Republic of Moldova (MFAEI) which coordinates the consular activity of the diplomatic missions and consular posts of the Republic of Moldova (DMCP) and also provides assistance to Moldovan nationals abroad. (<http://www.mfa.gov.md/informatii-generale/>)

A highly important task of the CAGD and the DMCPs is to provide information and advice to Moldovan nationals in need. This communication process plays an important role since an overwhelming number of Moldovan nationals are working and residing in third countries. In this respect, the CAGD and DMCP receive different types of enquiries - requests for information on how to apply for certain documents (passport, vital records certificate, criminal record, notary document, emergency travel documents etc.) at Moldovan Embassies or Consulates; requests for information on how to contact a Moldovan Embassy or Consulate or how to schedule an appointment at the mentioned institutions; requests for information on how to travel to Moldova including customs / border rules; complaints against the abuses committed by state authorities in the country of destination; complaints against the misconducts of employees of Moldovan Embassies and Consulates abroad; requests for help and advice in exceptional situations and other information.

The capacity of CAGD and DMCP in providing the above mentioned information is limited, and this inadequacy is directly related to understaffing. Due to the limited capacity of consular offices to respond to enquiries, the link of Moldovans to their homeland risks becoming weaker.

In order to strengthen the information providing process to Moldovan citizens abroad, reduce the workload of DMCP and enhance the institutional capacity of the CAGD, the MFAEI established in 2009 a Call Center within the CAGD. The Call Center focuses on providing information and advice especially to Moldovan nationals abroad. The Center employees provide information to Moldovan citizens in third countries on daily basis. The Center operates on a toll free number which allows people to contact the Center free of charge.

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

The expected output for the National Consultant's assignment is to coordinate the activity of the Call Center at the Consular Affairs General Division. In order to achieve the objectives the contractor shall:

- Meet all organizational functions and standards for the Call Center;
- Oversee the activity of the Call Center Operators;
- Implement, review and improve all Call Center policies, procedures and service standards;
- Provide coaching, training to the Call Center Operators;
- Track calls volume, reporting discrepancies and areas that need improvement;
- Draft monthly reports on the hotline work;
- Follow the relevant amendments to the national legislation and update correspondingly the Call Center database.

The Call Center Coordinator is typically required to handle problem calls that cannot be ordinarily resolved by Call Center operators by following standard policies and procedures.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Academic Qualifications:

- University degree in law, economics, public administration, international relations and other relevant areas for the assignment;

II. Years of experience:

- Minimum 3 years of working experience in the area of consular affairs and/or in providing advisory services to citizens. Experience of work at a call center is an advantage;

III. Competencies:

- Good knowledge of the field of consular affairs, Moldovan relevant legislation and familiarity with the main issues in the area;
- Proven ability to analyze, summarize and evaluate;
- Excellent communication skills and proven ability to formulate the ideas both orally and in written form;
- Computer literacy and ability to effectively use office technology equipment, IT tools;
- Excellent knowledge of Romanian and Russian. Knowledge of English is a distinct advantage;
- Responsibility, patience, creativity, punctuality, flexibility.

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

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

1. Proposal: explaining why they are the most suitable for the work and how do they fit the requirements for qualifications, experience and competence;
2. Financial proposal;
3. Personal CV including past experience in similar projects and at least 3 references.

5. FINANCIAL PROPOSAL

The financial proposal shall indicate a total amount per month. Payments are based upon delivery of services specified in the ToR.

6. EVALUATION

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

1. University degree in law, economics, public administration and other relevant areas for the assignment;
2. Minimum 3 years of working experience in the area of consular affairs and/or in providing advisory services to citizens. Experience of work at a call center is an advantage;
3. Good knowledge of the field of consular affairs and familiarity with the main issues in the area.

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

Cumulative analysis

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.

* Technical Criteria weight- 60% (300 pts.);

* Financial Criteria weight- 40% (200 pts.).

Only candidates obtaining a minimum of 210 points would be considered for the Financial Evaluation.

Criteria	Scoring	Maximum Points Obtainable
<u>Technical</u>		
University degree in law, economics, public administration, international relations and other relevant areas for the assignment;	University degree – 30 pts; Master's – 40pts; PhD- 50 pts;	50
Minimum 3 years of working experience in the area of expertise. Experience of work at a call center is an advantage;	3-7 years – 40 pts, >7 years – 50 pts; >3 years and experience of work at a call center – 50 pts.;	50
Good knowledge of the field of consular affairs, Moldovan relevant legislation and familiarity with the main issues in the area	Extensive – 50 pts.; Satisfactory -20 pts.;	50
Proven ability to analyze, summarize and evaluate;	Excellent – 40 pts.; Satisfactory - 20 pts.; none- 0;	40
Excellent communication skills and proven ability to formulate the ideas both orally and in written form;	Excellent – 30 pts.; Satisfactory -15 pts.; none- 0;	30
Computer literacy and ability to effectively use office technology equipment, IT tools;	Yes – 20 pts.; No – 0	20
Responsibility, patience, creativity, punctuality, flexibility;	Excellent – 30 pts.; Satisfactory -15 pts.; none- 0	30
Excellent knowledge of Romanian and Russian. Knowledge of English is a distinct advantage	Russian and Romanian- 10 pts; English and Romanian and Russian – 30 pts.;	30
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).

Important notice

The applicant who has the statute of Government Official / Public Servant, prior to appointment will be asked to submit the following documentation:

- a no-objection letter in respect of the applicant received from the government, and;
- the applicant is certified in writing by the government to be on official leave without pay for the duration of the Individual Contract.

A retired government official is not considered in this case a government official, and as such, may be contracted.

ANNEXES:

ANNEX 1 – TERMS OF REFERENCES (TOR)

ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS