18.03.2025

People in Need (PIN)
Moldova Country Programme

TERMS OF REFERENCE

Consulting services provided by a training team to train social workers and deliver ongoing technical support.

Donor:	**European Commission - Foreign Policy Instrument**
Assignment:	**The Lead Trainer will coordinate the tablets support team and lead the process of training social workers in the use of tablets and the Consultation Registry.**
Selection process:	**The selection process will be carried out through a formal application procedure, where candidates will be required to submit their applications for consideration.**
Type of assignment:	**Consultancy and training services**

1. BACKGROUND AND CONTEXT

People in Need (PIN) is a Czech non-governmental organization that provides emergency relief and development assistance while working to defend human rights and democratic freedom. It is one of the largest relief and development organizations in post-communist Europe and has managed projects in 37 countries over the past 30 years. For more information about PIN, see here: www.peopleinneed.net

Since 2009, PIN has been implementing development programs in Moldova, building a vision and practices that keep people and communities at the centre of our work. Throughout its presence in the country, PIN has contributed to the development of the following sectors:

Human Rights, Education and Media Literacy, Civil Society and Good Governance, Social Inclusion and Protection, Rural Development and Sustainability and Emergency Response and Recovery.

The Ministry of Labor and Social Protection (MoLSP) is implementing a digitalization initiative for social workers in the Republic of Moldova, distributing 2,990 tablets through 10 ATAS (Territorial Social Assistance Agencies) in the context of the RESTART Reform. With the launch of the Consultation Registry and the need to ensure effective use of the tablets, MoLSP, in partnership with People in Need (PIN) and other partners is creating a dedicated team for training social workers and providing continuous technical support.

2. THE SCOPE OF THE HELPDESK AND LEAD TRAINER

The Lead Trainer and Helpdesk team will play a crucial role in ensuring the effective implementation of the digitalization initiative led by the Ministry of Labor and Social Protection (MoLSP). This position is responsible for coordinating the tablets support team and leading the process of training social workers in the use of tablets and the Consultation Registry, ensuring efficient implementation and optimal adoption of new technologies in the social assistance system.

By integrating training and ongoing support, the Lead Trainer and Helpdesk team will ensure social workers can effectively use digital tools, ultimately enhancing the efficiency of social assistance services in Moldova.

3. FIELD OF ACTIVITY AND SPECIFIC TASKS

Within the scope of the Helpdesk, the Lead Trainer will coordinate the tablets support team and lead the process of training social workers in the use of tablets and the Consultation Registry. The key responsabilities include:

- General coordination of the support team (4 members), establishing the work plan and distributing tasks
- Developing the training curriculum for the use of tablets and the Consultation Registry
- Preparing teaching materials and documentation for training sessions
- Leading training sessions in the field, in collaboration with the Secondary Trainer
- Coordinating with ATAS structures for organizing training sessions
- Monitoring training progress and adjusting methodology based on feedback
- Reporting progress to MoLSP, PIN and other partners
- Collaborating with the Registry development team to integrate functionalities into the training process
- Assessing additional training needs and proposing solutions
- Participating in coordination meetings with all actors involved
- During periods without training activities, providing support for the helpdesk

4. DELIVERABLES, DURATION AND EFFORT

The contract is expected to be signed on 01.05.2025 and will span for a period of **5 months** with the possibility of extension directly with People in Need, the Ministry of Labour and Social Protection or one of their partners, contingent to donor funding and performance.

Deliverables:s
Throughout the duration of the assignment, the consultant will be require to submit a monthly report to PIN. The report must include concrete data and measurable figures that reflect the progress of the activities outlined in the consultant's terms of reference. Specifically, the report should:

- Provide a detailed overview of the activities completed during the reporting period.
- Include quantitative and qualitative data that clearly demonstrates the progress made against the established objectives. This includes: **disaggregated data** concerning the support provided to **Social Workers** and **ATAS/STAS** *inter alia* in relation to **the helpdesk**,
    - The number of social worker assisted – 2990 individuals
- Highlight any challenges encountered and propose corrective actions if necessary.
- Offer insights or recommendations for improving the ongoing work, where applicable.

At the **end of the assignment**, the consultant shall submit a **final report**, summarizing the overall outcomes of the engagement. The final report should include:

- A comprehensive review of the entire scope of work, including key achievements and any areas of improvement.
- A summary of the progress made over the 5-month period, with reference to the original objectives and deliverables.
- Analysis of any challenges faced during the assignment and how they were addressed.
- Final recommendations for future actions or projects related to the scope of work.

The consultant's engagement will be for a period of 5 months, with a consistent effort required throughout this timeframe. The consultant is expected to dedicate sufficient time and resources each month to meet the deliverable requirements, ensuring timely submission of the monthly reports. The time commitment may vary depending on the complexity of the activities, but the consultant should plan for a steady and manageable workload over the course of the assignment.

5. FINANCIAL CONDITIONS AND PAYMENTS

Payment will be made on a monthly basis, contingent upon the successful submission of the monthly report. Payment will be processed following the delivery of the report and Act of acceptance, provided that all specified requirements outlined in the deliverables section are met. The report must adhere to the agreed-upon format, include all necessary data and documentation, and fulfill any performance criteria set forth. Once the report is reviewed and approved, payment will be issued within the agreed timeframe.

6. QUALIFICATIONS CRITERIA

Criteria which bidders must meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Qualification Criteria, they will be excluded from the tender process immediately. These criteria are scored as 'Pass' / 'Fail'.

Each bidder must meet and properly prove the following qualification criteria with relevant documentation:

- **Education:**
  - Bachelor's degree in law, social sciences, education, IT or related fields
- **Experience:**
  - Minimum 2 years of experience in project management and team coordination
- **Language proficiency:**
  - Oral and written in Romanian, English, and Russian

7. SELECTION PROCESS:

Applicants will be assessed by an Evaluation Committee based on the criteria mentioned below. After evaluating the technical offers, candidates will be invited for an interview in order to complete the technical evaluation process.
Cumulative analysis

The award of the contract shall be made to the 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 Evaluation weight – 70% (70 pts);
- Financial Offer weight – 30% (30 pts);

	Criteria	**Scoring**	**Maximum Points Obtainable**
	Technical evaluation		
	Evaluate Resumes and/or CVs		
1.	Experience in project management and team coordination	Insufficient or unrelated experience – 0 pts 2 years - 1 pts 3-4 years – 5 pts More than 4 years of experience – 10 pts	10
2.	Experience working with public institutions in Moldova, preferably in the social assistance sector	Insufficient or unrelated experience – 0 pts 1year - 1 pts 2-3 years – 5 pts More than 3 years of experience – 10 pts	10

3.	Experience in digital transformation initiatives and implementation of IT systems	Insufficient or unrelated experience – 0 pts 1year - 1 pts 2-3 years – 5 pts More than 3 years of experience – 10 pts	10
4.	Proven experience in developing and delivering training programs	Insufficient or unrelated experience – 0 pts 1year - 1 pts 2-3 years – 5 pts More than 3 years of experience – 10 pts	10
	Interview evaluation		
5.	Experience in coordinating with multiple stakeholders (government institutions, international organizations)	Insufficient or unrelated experience – 0 pts 1year - 1 pts 2-3 years – 5 pts More than 3 years of experience – 10 pts	10
6.	Excellent communication and presentation skills	Unclear, confusing, or overly technical communication without clarity – 0-2 pts Adequate communication, but with some difficulty in conveying complex ideas – 3-7 pts Exceptional communication, clear articulation of complex ideas, and persuasive presentation – 8-10 pts	10
7.	Availability for field travel throughout Moldova	Yes – 10 pts, No – 0 pts;	10
	Maximum Total Technical Criteria Scoring		**70**

Minimum Technical Threshold**:** The minimum competency level for the technical evaluation is for Applicants to reach at least 60% out of maximum possible 70 points on the technical evaluation.

Financial Evaluation	
Evaluation of submitted financial offers will be done based on the following formula: **S = Fmin / F * 30** **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.**	30
Maximum Total Financial Scoring	**30**

8. APPLICATION PROCESS

Interested candidates should submit:

I. Technical offer:

1. A detailed CV outlining relevant experience and technical skill set, including contact information for at least three professional references.

2. A motivation letter with an explanation of the relevant professional background (resume) in regards to the evaluation criteria.
3. Availability: Specifying the time period during which the candidate is available to carry out the requested workload (timeline).

II. Financial proposal:

4. The requested price for the volume of work to be carried out, including the payment rate per Month, in MDL, with all taxes included.

The application file should be submitted in electronic format to: tender.moldova@peopleinneed.net with the text in the title of the message "Consultancy on Helpdesk - Lead Trainer " until 15.04.2025, 23:59.