

Terms of Reference

Consultant for Community Mediators Framework

Starting date: 12 May 2025

Contract duration: 30 June 2025

Contract type: Service Contract

Duty Station: Chisinau

Background:

People in Need (PIN) is a Czech non-governmental organization that provides relief aid and development assistance while working to defend human rights and democratic freedom. It is one of the largest relief and development organizations in Eastern Europe and has administered projects in 37 countries over the past 30 years. From 2009 onwards, PIN has added development programmes to its work in Moldova, building a vision and practices that keep people and communities in the focus of our work. Throughout its presence in the country, PIN has been contributing to the development of the following sectors: Social Inclusion and Protection, Sustainable Livelihood and Environment, Civil Society and Good Governance.

See here for more information about PIN: www.peopleinneed.net.

Scope of Work:

The consultant will support the Agency for Interethnic Relations (ARI) in improving the effectiveness and impact of community mediators by: a) Providing concrete and actionable recommendations for amendments to Government Decision (GD) 557/2013 in order to strengthen the framework governing community mediators, and b) Developing a set of recommendations to improve the structure, process, and content of community mediators work scope and reporting requirements completed by community mediators.

Main Tasks:

Desk Review and Legal Analysis:

- Review the full text of GD 557/2013, focusing on the roles, responsibilities, and limitations placed on community mediators
- Examine other related legislation, regulations, and policy documents at national and sub-national levels that are related to the community mediation framework
- Conduct a comparative legal analysis, highlighting how other countries or regions structure their community mediation systems, especially in terms of job description and reporting
- Analyze relevant international standards, including UN, Council of Europe and other community mediator structures in place
- Identify alignment and gaps between GD 557/2013 and international/national best practices

Stakeholder Consultations:

- Identify key stakeholders such as community mediators, local public authorities, CSOs working with community mediators as well as beneficiaries

- Develop tailored Key Informant Interview (KII) and Focus Group Discussion (FGD) tools to explore implementation successes and challenges, legal and operational gaps, training needs, reporting restraints
- Conduct in person and/or virtual KIIs and FGDs with identified key stakeholders to gather insights ensuring diverse representation (e.g., urban/rural, gender balance).
- Analyze findings and stakeholder-specific concerns.

Recommendations for Legal Amendments:

- Assess and identify gaps, limitations, and opportunities for improvement in the current GD 557/2013 framework
- Highlight ambiguous, outdated, or restrictive provisions in the law.
- Propose evidence-based legal amendments that clarify roles and responsibilities and incorporate best practices for inclusion, fairness, and conflict sensitivity

Scope of the Work and Reporting Framework Review and Recommendations:

- Conduct an in-depth review of the on-the-ground realities in which community mediators operate. This should encompass an analysis of community dynamics, common challenges, and contextual barriers that impact mediation efforts
- Analyze existing reporting mechanisms used by community mediators, including formats, frequency, and use of collected data, identify inefficiencies or barriers in the current system
- Review current reporting tools and formats used by community mediators
- Identify barriers to effective reporting, such as duplication of efforts, lack of digital tools, inconsistent definitions or indicators
- Propose a streamlined and standardized reporting framework, including revised templates, data quality control mechanisms, recommendations for digitalization and capacity-building needs

Qualification Criteria:	Activities	Results	Expected timeline
	Develop methodology and work plan	Methodology and work plan validated by PIN and ARI	May 2025 (1 day)
	Desk review and legal analysis	DG 557/2021, existing reporting mechanism and relevant documents were analysed	May 2025 (7 days)
	Stakeholder consultations	KIIs and FGDs conducted	June 2025 (7 days)
	Produce final report with recommendations	Final report submitted, comments and questions by PIN and ARI were addressed	June (5 days)

- University degree in law, public policy, social sciences, international relations, development studies, public administration or other fields related fields.
- At least 5 years of professional experience in the social services sector.
- Fluency in Romanian and Russian are required, English is advantage.
- Submission of application documentation package

Evaluation criteria:

In order to select the consultant offering the best value for money, proposals will be evaluated using the “least price and quality” method. The weighted ration between technical and financial criteria are set as following:

- Technical Evaluation weight – 60%
- Financial Offer weight – 40%

The quality criteria will be assessed using a weighted scoring system as outlined below:

Criteria	Scoring	Maximum Points Obtainable
Technical evaluation		
University degree in law, public policy, social sciences, international relations, development studies, public administration or other related fields	Bachelor’s degree – 5 pts Master’s degree – 10 pts	10
At least 5 years of professional experience in the social services sector.	5 years – 5 pts., each additional year of experience – 3 pt., up to a maximum of 20 pts.	20
Experience in reviewing government decisions, legislation, legal framework	Yes – 15 pts., no– 0 pts;	20
Experience working with/for international organizations	Yes – 5 pts- no 0 points	5
Fluency in Romanian and Russian with English	5 pts for three languages 3 pts for Romanian and Russian English	5
Maximum Total Technical Scoring		60

Minimum Technical Threshold: The minimum competency level for the technical evaluation is for Applicants to reach at least 70% out of maximum possible 60 points on the technical evaluation. Only offers with technical score of at least 42 points qualify for the financial evaluation.

Financial	
Evaluation of submitted financial offers will be done based on the following formula: S = Fmin / F * 40 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.	40
Maximum Total Financial Scoring	40

Application:

1. Interested candidates should submit the following documentation:

- Technical Offer:

- o A cover letter outlining their suitability for the role.
 - o A detailed CV highlighting relevant experience.
 - o Examples of previous work related to review of legal framework
- Financial Offer

2. **Deadline:** 2 May 2025