February 4, 2025

People in Need (PIN)
Moldova Country Programme

TERMS OF REFERENCE

Consultancy on Social Issues Taskforce

Donor:	**PIN Internal SOS – Ukraine Response**
Assignment:	**Consultancy to facilitate a comprehensive, participatory process for the resolution of social issues, to identify and address the key challenges faced by Moldovans, refugee and migrant communities, particularly marginalized and vulnerable groups.**
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 advisory services - Problem Resolution Taskforce on social issues**

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 Action is supported under PIN -implemented SOS – Ukraine Response, launched in February 2022 to raise funds from Czech citizens and companies to support people in Ukraine whom Russia's war has impacted. This fund has become PIN's greatest instrument in supporting local civil society organisations in providing assistance and social services and addressing the challenges faced by refugees, migrants, and other people in difficult situations in Moldova.

Access to information about social services and rights is limited in some areas, particularly in isolated rural communities. Existing institutional webpages often lack user-friendly and accessible formats, which hinders citizens and refugees from accessing essential services. Furthermore, the Government requires a structured case-management methodology to handle complaints effectively. The taskforce will support the development and dissemination of a set of comprehensive, step by step guide aiming to increase clarity on access to a range of social rights and services, such as pensions, disability indemnities, energy subsidies, access to the labour market. The taskforce will also propose a methodology for managing complaints and petitions received by the Government. These efforts aim to improve communication and trust between constituencies and the Government.

2. THE SCOPE OF THE TASKFORCE

The taskforce will be responsible for delivering a comprehensive, participatory process aimed at:

- Actively identifying community needs and struggles to analyse key issues faced by Moldovans and Ukrainian refugees.
- Gathering cases that reflect these struggles and providing concrete responses to address them.
- Managing a systematic process of case follow-up to ensure issues are resolved, and identifying critical bottlenecks in the system.
- Extending case management and referrals, ensuring coordination not only at the social level but also across multiple sectors (e.g., infrastructure, health, energy, etc.).
- Coordinating with external partners, including international and local NGOs, and civil society organizations (CSOs) to ensure a holistic, multi-sectoral approach.
- Systematizing and analyzing information collected to identify trends, bottlenecks, and barriers to resolution, and recommending solutions.
- Facilitating inter-ministerial coordination to address multi-sectoral challenges impacting the target population.

3. FIELD OF ACTIVITY AND SPECIFIC TASKS

Within the scope of the taskforce, the consultant will be leading and facilitating a comprehensive, participatory process for the support of social welfare. The key responsibilities include:

Identify key areas requiring intervention, focusing on improving access to essential services for citizens and refugees; Produce a report a report summarizing the cases collected,

categorized by key sectors (e.g., social services, infrastructure, health, etc.), with analysis of recurring issues and trends

Create user-friendly templates addressing common issues, such as accessing pensions, disability indemnities, energy subsidies, and labor market opportunities.

Support efforts of the relevant Ministries and institutions to disseminate the information through all available channels.

Facilitate legal support and identify possible solutions for complex cases requiring legislative changes.

Develop and propose a structured case-management mechanism for social issues, and recommend its adoption by relevant ministries and authorities to improve efficiency in handling complaints and petitions.

4. DELIVERABLES, DURATION AND EFFORT

The contract is expected to be signed on **February 15 2025** and will span a period of **9 months**.

Deliverables:
Throughout the duration of the assignment, the consultant will be required 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 **Moldovan citizens** and **Ukrainian refugees** *inter alia* in relation to **case management**,
    - The number of individuals assisted in each group (Moldovan citizens and Ukrainian refugees).
    - The types of services provided to each group (e.g., legal, social, psychological support, etc.).
    - The status and outcomes of cases being managed, broken down by key demographics (e.g., age, gender, vulnerable populations).
    - Trends or patterns observed in the needs and challenges faced by each group.
- 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 9-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 9 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, 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:**
    - Higher education in social sciences, public policy, international development, or related fields.
- **Experience:**
    - Minimum of 2 years of experience in community outreach, participatory processes, or case management.
    - Minimum of 1 year track record of working in multi-sectoral, inter-ministerial, or multi-stakeholder environments in Moldova.
    - Minimum 1 year of experience working with government institutions, civil society, and/or international organizations.

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.	Academic background or equivalent experience in social sciences, public policy, international development, or other related fields.	Higher education - 5 pts Master's degree – 10 pts	10
2.	Relevant experience in community outreach, participatory processes, or case management	Insufficient or unrelated experience – 0 pts 2 years - 1 pts 3-4 years – 5 pts More than 4 years of experience – 10 pts	10
3.	Relevant experience working in multi-sectoral, inter-ministerial, or multi-stakeholder context	Insufficient or unrelated experience – 0 pts 1year - 1 pts 2-3 years – 5 pts More than 3 years of experience – 10 pts	10
4.	Experience working with key stakeholders such as government agencies, civil society organizations, and/or international development bodies.	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.	Oral and written fluency in Romanian, English, and Russian	Yes – 10 pts, No – 0 pts;	10
6.	Ability to communicate complex data or policy recommendations effectively to both technical and non-technical audiences	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.	Understanding of the key social issues in Moldova, particularly as they relate to infrastructure, health, energy, and other critical sectors.	No clear evidence of sector-specific knowledge – 0 pts Limited understanding, demonstrated only through a narrow focus – 1-3 pts	10

		General understanding, with specific knowledge in at least one sector – 4 -7 pts Comprehensive understanding of Moldova's social, infrastructure, health, and energy sectors – 8-10 pts	
	Maximum Total Technical Criteria Scoring		**70**

Minimum Technical Threshold**:** The minimum competency level for the technical evaluation is for Applicants to reach at least 70% out of maximum possible 80 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. Proof of relevant experience: a detailed explanation of the relevant professional background (resume).
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 Social Issues Taskforce" until 12.02.2025, 23:59.