

TERMS OF REFERENCE

for a National Consultant

to provide support to groups of women survivors of violence and to assist selected multi-disciplinary teams in improving intervention services to prevent and combat domestic violence

Duty Station:	Chisinau, Moldova with frequent travel to the Cahul, Hîncești, Căușeni, Drochia
Projects:	00098993
Primary category:	Women's empowerment, Ending Violence Against Women
Type of Contract:	Individual consultant
Languages Required:	Romanian, English, Russian
Application Deadline:	June 4, 2018
Starting Date: (date when the selected candidate is expected to start)	June 11, 2018
Duration of Contract:	June 11, 2018 – December 10, 2018 (up to 115 days within a 7-month period)

BACKGROUND

UN Women's presence in the Republic of Moldova has evolved from being a project-based office in 2007 to a Country Office with fully delegated authority as of 2015. The work of UN Women in Moldova in the upcoming five-year period will be guided by its new [Country Strategic Note \(SN\) for 2018-2022](#). The SN is aligned with the [Republic of Moldova–United Nations Partnership Framework for Sustainable Development 2018–2022](#) and [the Global Strategic Plan of UN Women for 2018-2021](#) and aims to contribute to the gender-responsive implementation of the [2030 Agenda for Sustainable Development](#),

UN Women's operations mandate in Moldova focus on bringing about concrete change in the lives of women and the society towards the long-term impact of achievement of gender equality and the empowerment of women and girls in the country. Specifically, the SN2018-2022 will advance progress under the three Impact Areas (IA) aimed to results in: *1) More women from diverse groups fully participate and lead in governance processes and institutions, 2) Women have income security, decent work and economic autonomy, and 3) Public authorities, institutions and communities prevent violence against women and girls and deliver quality essential services.*

Under the impact on preventing violence against women and girls and delivery of quality essential services, UN Women will contribute to the realization of the Impact Area 3 with related Outcome 3.1: Parliament and Government adopt and implement laws, policies and strategies to prevent violence against women and girls and deliver quality essential services. This outcome shall be further implemented via three inter-connected outputs: Output 1: Public institutions have capacities to apply international norms and standards in developing and implementing laws, policies and services towards eliminating VAW, Output 2: Target communities and institutions, including in the field of education, have knowledge and tools to combat stereotypes and gender discrimination and advance favorable social norms that prevent VAW and Output 3: Women and girls, especially from excluded groups, have knowledge and skills to exercise their rights to essential services.

Contributing to the realization of this Impact Area 3, UN Women will continue supporting the implementation and further alignment of the legislative and policy framework on preventing and combating violence against women, in line with the national commitments and international norms and standards, including the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and the Council of Europe Convention on preventing and combating violence against women and domestic violence (CAHVIO). UN Women will build and expand on its experience employing adaptive solutions by empowering survivors of violence from various backgrounds to speak up and advocate for concrete actions with their peers as well as with authorities and the media.

Domestic and other forms of gender-based violence, including sexual harassment and other forms of sexual violence in public spaces, have huge negative effects on the well-being and dignity of many women and girls in Moldova. Violence carries high costs also for their families, the community and society at large. According to the first prevalence study “Violence against Women in the Family” carried out by the National Bureau of Statistics and commissioned by UN Moldova in 2011, 6 in 10 urban women and 7 in 10 rural women in Moldova experienced some type of violence (psychological, physical or sexual) from husband/partner during their lifetime, and 1 in 10 was exposed to all forms of violence.¹ 60% of women were exposed to psychological violence, 40% to physical violence, 19% to sexual violence and 10% to economic violence. Rural women, elderly women and those separated or divorced reported the highest prevalence rate of multiple forms of violence.

Despite progress, the prevalence of violence against women and girls (VAWG) in Moldova remains alarmingly high with reported cases representing only the “tip of the iceberg.” Many challenges still persist, including: insufficient enforcement of legislation and allocation of adequate resources to implement laws, policies and programmes; insufficient monitoring and evaluation of their impact, including reliable and consistently collected data on VAWG; lack of coordination among different service providers; significant under-reporting of violence due to fear, stigma, and lack of knowledge of women of their rights and available services. Recommendations from the Committee on the Elimination of all Forms of Discrimination and the Universal Periodic Review urge the Government of Moldova to further improve law, policy and practice in a number of areas, to ratify CAHVIO, and to implement a comprehensive strategy to prevent violence against women, protect survivor through functioning and coordinated multi-sectoral service provision, prosecute and punish perpetrators and make sure violence cases are properly documented and followed through.

One output under the SN 2018-2022 is aimed to capacitated public institutions to apply international norms and standards in developing and implementing laws, policies and services towards eliminating violence against women (VAW). For this to be achieved the work of multidisciplinary teams needs norms and standards; service providers need to provide coordinated and survivor-focused services, especially to most vulnerable groups and mobilization and capacity building of women’s organizations and gender equality advocates on joint advocacy.

Therefore, UN Women seeks to recruit a local consultant to provide support to groups of women survivors and to assist selected multi-disciplinary teams in improving intervention services to prevent and combat domestic violence at local level.

SCOPE OF WORK

The main objective of this assignment is to facilitate and provide support in expanding the positive experience of multidisciplinary teams to effectively provide survivors focused support service. For that, the consultant will be working closely with 12 multidisciplinary teams (MDTs) from 4 districts and women survivors of violence and disseminating good practices on preventing and combating domestic violence. The consultant will be working under the supervision of the UN Women Programme Coordinator on EVAW, and in close collaboration with partner NGOs, key line ministries, particularly with Ministry of Health, Labor and Social Protection, Ministry of Interior and selected local authorities and other development partners.

The activity of the consultant will consist in providing technical assistance, guidance, facilitation and coordination, monitoring and regular exchange of knowledge and experience between service providers and women at risk of violence, women survivors of domestic violence, local public authorities and other stakeholders from selected districts.

More specifically, the consultant will be responsible for the following tasks:

- Mapping of existing services for survivors of different forms of violence against women, inside and outside of the family in 4 selected districts (Cahul, Caușeni, Hâncești, and Drochia) based on ***Essential Service Package for Women and Girls Subject to Violence Core Elements and Quality Guidelines***¹ practical tool;
- Organize 1 round table with representatives of Cahul, Caușeni, Hâncești and Drochia districts administrations, women survivors of violence and relevant service providers and MDTs for discussing the quality of coordinated and survivor-focused response to cases of domestic violence and how this can be improved in line with the latest legal and policy changes at the national/institutional level and the best practices emerging from the local level;
- Provide support for selected MDTs to identify new women survivors of violence/positive champions in local communities and extend the network of positive champions;
- Organize peer to peer support groups with positive champions and women victims of domestic violence in selected districts;
- Strengthen the network of women survivors of violence/positive champions at local and regional levels;
- Organize at least 3 visits of exchange of experience between selected MDTs to share/ learn about their good practices in EVAW area;
- Test the involvement of positive champions in multi-disciplinary teams and prepare recommendations for future activities based on the experiences of women survivors of domestic violence/ positive champions and members of MDTs;
- Co-design with women survivors of violence/positive champions 2 mind-maps based on the creative thinking strategies: 1) “Exit from domestic violence-mind map” and 2) “Use of available support services”;
- Co-create jointly with women survivors of violence the “persona portrait” and “persona dimensions” of victims of domestic violence, based on Human Centered Design approach, for better understand the profiles of this category of service users;
- Document the lessons learnt and keep record of the work with selected multidisciplinary teams by using design thinking approach.

DELIVERABLES AND TIMEFRAME

The selected consultant will provide monthly progress reports to include activities undertaken, results achieved, challenges and way forward. It is expected that the consultant will provide deliverables within the following timeframe:

No	Deliverables	Estimated total number of days
1	Detailed mapping of existing services for survivors of violence is undertaken in 4 selected districts based on field visits, interviews with service providers and users, review of documentation etc. The mapping should be prepared based on the methodology contained in the <i>Essential Service Package for Women and Girls Subject to Violence Core Elements and Quality Guidelines</i> practical tool; Report on mapping prepared as well as a PPT with key findings.	20
2	One round table/workshop with: 1) presentation of the report of the mapping findings and 2) to discuss the quality of coordinated and survivor-focused response to domestic violence	5

¹ ***Essential Service Package for Women and Girls Subject to Violence Core Elements and Quality Guidelines*** (Tania Farha and Riet Groenen (UN Women), Upala Devi and Luis Mora (UNFPA), Claudia Garcia Moreno and Avni Amin (WHO), Suki Beavers, Niki Palmer and Charles Chauvel (UNDP) and Claudia Baroni and Sven Pfeiffer (UNODC))// <http://www.unwomen.org/-/media/headquarters/attachments/sections/library/publications/2015/essential-services-package-en.pdf?la=en&vs=3648>

	organized for representatives of Cahul, Hâncești, Caușeni and Drochia districts; Report prepared with key conclusions and recommendations.	
3	<p>With MDTs' support, the network of women survivors of violence/positive champions is expanded and women survivors are engaged in series of discussions, empowerment and co-creation activities:</p> <ul style="list-style-type: none"> - At least 5 peer to peer support groups women survivors of violence/positive champions and women victims of domestic violence in selected districts organized; - 2 mind-maps based on the creative thinking strategies with women survivors of violence/positive champions : 1) "Exit from domestic violence-mind map" and 2) "Use of available support services" co-created and prepared; - "Persona portrait" and "Persona dimensions" of women victims of violence designed jointly with women survivors presented; - Recommendations for future activities and improvements in the work of MDTs and in the interaction between service providers and women who have experienced violence, based on the on the experiences of the women survivors of violence/positive champions and members of MDTs. 	75
4	At least 3 visits of exchange of experience between selected MTD to share about good practices organized;	10
5	Final report with insights, lessons learnt, and recommendations provided.	5
TOTAL		115

DUTY STATION:

The consultant will be based in Chisinau, with frequent travel to selected districts and communities from Moldova.

DURATION:

It is expected that the assignment will start on June 11, 2018 and will be completed by 10 December 2018.

Note: The mentioned number of working days has been estimated as being sufficient/ feasible for the envisaged volume of work to be completed successfully and is proposed as a guideline for the duration of assignment. It cannot and shall not be used as criteria for completion of work/assignment. The provision of envisaged deliverables approved by the UN Women EWAV Programme Coordinator shall be the only criteria for Consultant's work being completed and eligible for payment/s.

MANAGEMENT ARRANGEMENTS

The Consultant will work under the overall guidance of Programme Specialist and direct supervision of ERAW Programme Coordinator.

The Consultant will not be located in the premises of UN Women and will have to work remotely. However, the consultant is expected to have weekly coordination meeting with ERAW Programme Coordinator and participate in relevant UN Women staff meetings. The estimated time in the office will be up to 35% with the extensive travel to the selected communities.

The selected Consultant shall sign a contract with UN Women for stipulated assignment, as stated above.

TRAVEL

All travel of the consultant to the districts of Moldova will be ensured by UN Women. All travels shall be coordinated with the UN Women Moldova ERAW Programme Coordinator in advance.

PERFORMANCE EVALUATION

Consultant's performance will be evaluated against such criteria as: timeliness, responsibility, initiative, communication, accuracy, and quality of the products delivered. All reports must be provided in English, electronically.

FINANCIAL ARRANGEMENTS

Payment will be disbursed to the consultant monthly, upon submission and approval of the monthly reports on deliverables and achieved results and certification by the supervisor that the services have been satisfactorily performed.

REQUIRED SKILLS AND EXPERIENCE

Education:

- Master's Degree in public administration, law, policy analysis, public relations, development studies and/or other social science related areas relevant for the assignment; A University degree in these areas in combination with 5 years of relevant experience in working with local public authorities and building their capacities at the local level is also accepted.
- Additional trainings proof on innovation in/or (re) design of public services is an asset.

Experience:

- At least 5 years of proven work experience in the field of public administration and service delivery, of which at least 3 years related to work on improving service delivery for women, including survivors of violence;
- At least 3 years records of working/collaborating with local government and NGOs in assisting/supporting drafting policy recommendations/ policy reports, coordinating activities, implementing strategies and services for citizens and/ or business;
- At least one-year of experience in applying co-creation, design thinking and other innovation tools and techniques in the development area is an asset;
- At least 2 years proven experience in working with international organizations (successful experience in working with UN agencies is an asset).

Language Requirements:

- Fluency in written and oral Romanian, English and Russian are required.
- Working knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Ukrainian or sign language would be an asset.

Other Skills

- Knowledge and skills of relevant computer applications of MS Office applications (Word, Excel, Power Point), knowledge of Internet communications and command is required.

EVALUTATION PROCEDURE

Interested candidates are invited to submit their online applications by June 1 with the following documents.

- Duly filled Personal History Form PHF11/CV (downloadable from http://www.unwomen.org/wp-content/uploads/2011/01/P_11_form_UNwomen.doc);
- Letter of Intent to include a brief overview about which of your previous experiences makes you the most suitable candidate for the advertised position.
- Financial proposal (with breakdown of fee on a per day basis).

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

1. Master's Degree in public administration, law, policy analysis, public relations, development studies and/or other social science related areas relevant for the assignment; A University degree in these areas in combination with 5 years of relevant experience in working with local public authorities and building their capacities at the local level is also accepted.
2. At least 5 years of proven work experience in the field of public administration and service delivery, of which at least 3 years related to work on improving service delivery for women, including survivors of violence;

3. At least one year of experience in applying co-creation, design thinking and other innovative tools and techniques in the development area is required;

The short-listed individual consultants will be further evaluated based on a cumulative analysis scheme, with a total score being obtained upon the combination of weighted technical and financial attributes. Cost under this method of analysis is rendered as an award criterion, which will be 30% out of a total score of 500 points.

Evaluation of submitted offers will be done based on the following formula:

$$B = T + \frac{C_{low}}{C} \times X$$

where:

- T is the total technical score awarded to the evaluated proposal (only to those proposals that pass 70% of maximum 350 points obtainable under technical evaluation);
- C is the price of the evaluated proposal;
- C_{low} is the lowest of all evaluated proposal prices among responsive proposals; and
- X is the maximum financial points obtainable (150 points)

No.	Criteria for technical evaluation	Max. points
1.	Master Degree in public administration, law, policy analysis, public relations, development studies and/or other social science related areas relevant for the assignment; A University degree in these areas in combination with 5 years of relevant experience in working with multidisciplinary teams and building their capacities at the local level is also accepted.; <i>(50 pts for Master degree, up to 20 points for additional trainings innovation in/or public services (re)design)</i>	70
2.	At least 3 years of progressive working experience in the design, management and implementation of development assistance projects and/or working in a relevant position to this post; <i>(3 years – 30 pts, each year over 3 year – 10 pts, up to a maximum of 50 pts)</i>	50
3.	At least 5 years of proven work experience in the field of public administration and service delivery, of which at least 3 years related to work on improving service delivery for women, including survivors of violence; <i>(5 years – 40 pts, each year over 5 year – 10 pts, up to a maximum of 70 pts)</i>	70
4.	At least 3 years records of working/collaborating with local government and NGOs in assisting/supporting drafting policy recommendations/ policy reports, coordinating activities, implementing strategies and models of one-stop shops for citizens and/ or business <i>(3 years – 40 pts, each year over 3 year – 10 pts, up to a maximum of 60 pts)</i>	60
5.	At least one-year of experience in applying co-creation, design thinking and other innovation tools and techniques in the development area is required; <i>(one year – 20 pts, each year over 2 years – 5 pts, up to a maximum of 30 pts)</i>	30
6.	At least 2 years proven experience in working with international organizations (successful experience in working with UN agencies is an asset). <i>(10 points for 2 years, 10 points for each year over 2 years, up to a maximum of 30 points)</i>	30
7.	Fluency in written and oral Romanian; working knowledge of Russian; knowledge of English Bulgarian, Gagauzian, Romani, Ukrainian or sign language is an asset; <i>(Romanian – 10 pts, Russian – 10 pts, English and any other language relevant to Moldova – 10 pts)</i>	30

8.	Computer literacy and ability to effectively use office technology equipment, IT tools, ability to use Internet and email;	10
	Maximum total technical scoring:	350

Technical evaluation will be represented through desk review of applications and further interview will be organized if needed, depending on the short-listed candidates' qualifications.

A) Technical Evaluation: The technical part is evaluated on the basis of its responsiveness to the Terms of Reference (TOR).

B) Financial evaluation: In the Second Stage, the financial proposal of candidates, who have attained minimum 70% score in the technical evaluation (at least 245 points), will be compared.

Winning candidate

The winning candidate will be the candidate, who has accumulated the highest aggregated score (technical scoring + financial scoring).

Please note that only applicants who are short-listed will be contacted.

In July 2010, the United Nations General Assembly created UN Women, the United Nations Entity for Gender Equality and the Empowerment of Women. The creation of UN Women came about as part of the UN reform agenda, bringing together resources and mandates for greater impact. It merges and builds on the important work of four previously distinct parts of the UN system (DAW, OSAGI, INSTRAW and UNIFEM), which focused exclusively on gender equality and women's empowerment.

The United Nations in Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other non-citizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply.