



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **03 August 2020**

Country: Republic of Moldova

Description of the assignment: Consultant on the organization of recruitment processes in the internal affairs system

Project name: "Support to Law Enforcement Reform in Moldova" Project

Period of assignment/ services: September 2020 – February 2021

Proposals should be submitted online, by pressing the "Apply Online" button, no later than **18 August 2020, 16:30 EST**

Requests for clarification only must be sent by standard electronic communication to the following e-mail: liuba.livadari@undp.org

UNDP will respond by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all applicants.

1. BACKGROUND

Modernization of the human resources management system is one of the cornerstones of the Police reform in Moldova. The Police Development Strategy for 2016-2020 pays a particular attention to the reform of recruitment and selection system, aiming at introducing a new merit-based, competitive and transparent recruiting, selection and promotion mechanism, with due consideration to gender equality and diversity, and addressing gender disparities of access to senior management posts. Thus, improved recruitment and selection processes, along with the redefined professional training system, are at the heart of increasing the quality of Police staff and building a more professional and efficient Police service.

The current MIA's recruitment system is affected by several problems, which impacts the quality of recruited staff and, thus, the overall performance of the institution. The recruitment is not focused on the candidate, it does not ensure a high level of integrity and protection against undue influence, is prone to corruption and favoritism. There are neither specialized units and staff dealing with the recruitment processes, nor clearly defined SOPs. Use of IT tools in recruitment is deficient.

The new approach to recruitment calls for restructuring the system at different levels, including in terms of policy formulation, establishment of a space for testing and provision of instruments conducive to an objective, merit-based and unbiased police/internal affairs recruiting and selection system.

The Concept on the Recruiting and Evaluation Centre of MIA (the REC), approved in September 2018, defines the MIA's new vision on the recruitment processes, linking the described workflows with the general institutional goal

of modernizing the human resources management system. The REC will concentrate all recruitment for the internal affairs (including police, border police, emergency service, etc.) under one roof, ensuring a unified implementation of institutional recruitment policies, standardization of procedures and professionalization of staff. As per the Concept, the recruitment process will have several stages, including on-line application, computer-based general knowledge testing, psychological testing, medical check-up.

The Support to Law Enforcement Reform in Moldova Project (the Project) is supporting the reform of the internal affairs/police recruitment system by deploying efforts to create conditions for the operationalization and functioning of the new recruiting center, including:

- (a) conducting a feasibility study to define the implementation roadmap, including on center's infrastructure and workload capacity, organization and staff, hardware and software ecosystem;
- (b) renovation of premises assigned for the REC (to be determined) – the premises provided by the MIA will be selected considering several requirements, including central and easily accessible location, separate entrance, communications in place, state and size of the building able to accommodate REC's needs;
- (c) provision of ICT tools and equipment and furniture – preference will be given to the creation of a data center and computer classroom(s) to be used for computer-based testing. The quantity of equipment will be decided based on the feasibility study findings and recommendations;
- (d) provision of software solutions required for organizing the recruiting and selection of internal affairs staff, including for the creation of an integrated database and case management, data protection and back-up, random generation of tests and automation of other related processes;
- (e) elaboration of internal regulations and Standard Operating Procedures (SOPs); and
- (f) building capacities of the recruiting center's staff through targeted training and exposure to the best international practices in this field.

With the ultimate goal to operationalize the REC, the Project is seeking to hire a Consultant for the definition and organization of working flows to ensure a proper environment for the functioning of the REC. The Consultant will join a larger team of consultants engaged to provide specialized support, guidance and advice throughout the process.

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

The international consultant will support the designing of organizational and functional framework of the Recruitment and Evaluation Center (REC), including the following components: *designing the organizational and functional structure of the REC based on the solution agreed by the Beneficiary; describing the processes related to staff recruitment; supporting the designing of standard operating procedures (SOP); providing recommendations on infrastructure, equipment, means, materials, specialized assessment tools (tests, questionnaires, etc.), training needs; providing insights on the organization and functionalities of the REC's information system architecture (e-application, e-testing, case management platforms, etc.).*

In order to achieve the objective, the Consultant will:

1. Prepare a detailed work plan for the assignment.
2. Provide expert advice and practical support, in collaboration with the "Support to Law Enforcement Reform in Moldova" Project Team and MIA specialists, on the following:
 - 2.1. Designing the organizational and functional system of the REC based on the solution agreed by the Beneficiary (mission, roles, functions, responsibilities, organizational chart and structures, number of staff by structures and specialties).
 - 2.2. Developing the organizational processes, recruitment workflows, needs in terms of SOPs.

- 2.3. Provide expert advice on REC's Regulation of organization and functioning and other internal regulations related to the recruitment process.
- 2.4. Providing recommendations on infrastructure, equipment, means, materials, specialized instruments (tests, questionnaires, etc.) related to staff recruitment (psychological evaluation; interaction with general inspectorates and relevant MIA entities; interoperability of the systems and institutions.
- 2.5. Conducting a training needs assessment for the REC staff.
- 2.6. Carrying out the Pilot exercise on REC organization and functioning.
- 2.7. Defining the technical aspects and requirements regarding the organization of the recruitment process: infrastructure, equipment, means, materials, specialized instruments (tests, questionnaires, etc.).

The consultant shall also include in the Report the European and international experiences and best practices on recruitment and selection, in order to ensure transfer of valuable knowledge and experience to MIAs' REC.

The advice and subsequent recommendations will be coordinated with the Beneficiary.

3. Provide support in developing standard operating procedures (SOPs) related to RECs' recruitment process.

For detailed information, please refer to Annex 1 – Terms of Reference.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Academic Qualifications:

- Master's Degree in Psychology, Human Resources or other relevant discipline;

II. Experience:

- At least 10 years of progressive experience (including at command level) in the psychological field within internal affairs/law enforcement agencies (recruitment; selection; psychological assistance; specific psychological training; occupational health and work security).
- Work experience in at least 3 international projects on internal affairs/law enforcement agencies psychological activity.
- Excellent understanding of internationally recognized standards and best practices (ISO 9001/2015, etc.), proven practice in quality standards implementation is desirable.
- Professional experience in Central and Eastern Europe on similar assignments is desirable.
- Working experience with internal affairs' subdivisions and/or law enforcement institutions is a strong advantage.

III. Competencies:

- Proven ability to manage RECs or similar organizations in charge with recruitment, selection and psychological activities.
- Knowledge of recruitment policies and regulatory framework of the Republic of Moldova will be an advantage;
- Knowledge of English for the purposes of the assignment;
- Knowledge of Romanian language and/or other language relevant for Moldova, including Bulgarian, Gagauzian, Romani, Russian, Ukrainian or sign language, is an asset.

Proven commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.

The UNDP 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.

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

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

- Offeror's Letter confirming interest and availability;

- Proposal (Motivation Letter): explaining why they are the most suitable for the work including previous experience in similar Projects (please provide brief information on each of the above qualifications, item by item);
- Financial proposal (in USD, specifying a total requested amount per working day, including all related costs, e.g. fees, phone calls etc.);
- Duly completed and signed Personal History Form (P11), personal CV and at least 3 references.

5. FINANCIAL PROPOSAL

The financial proposal shall include a breakdown of the lump sum amount (daily rate and number of anticipated working days).

Travel

Travel is not envisaged in the framework of the current assignment.

6. EVALUATION

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

- Master’s Degree in Psychology, Human Resources or other relevant discipline;
- At least 10 years of progressive experience (including at command level) in the psychological field within internal affairs/law enforcement agencies (recruitment; selection; psychological assistance; specific psychological training; occupational health and work security).
- Work experience in at least 2 international projects on internal affairs/law enforcement agencies psychological activity.

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>		
Master’s Degree in Psychology, Human Resources or other relevant discipline;	Master’s degree – 5 pts., Phd degree – 10 pts.	10
At least 10 years of progressive experience (including at command level) in the psychological field within internal affairs/law enforcement agencies (recruitment; selection; psychological assistance; specific psychological training; occupational health and work security).	10 years – 40 pts., each additional year of experience – 5 pts. up to a maximum of 50 pts.	50
Work experience in at least 2 international projects on internal affairs/law enforcement agencies psychological activity.	2 Projects – 20 pts., each additional Project of experience – 10 pts. up to a maximum of 50 pts.	50

<p><u>Interview</u></p>	<ul style="list-style-type: none"> • Excellent understanding of internationally recognized standards and best practices (ISO 9001/2015, etc.), proven practice in quality standards implementation is desirable – <i>up to 30 pts</i>; • Professional experience in Central and Eastern Europe on similar assignments is desirable – <i>up to 20 pts</i>; • Working experience with internal affairs' subdivisions and/or law enforcement institutions is a strong advantage. – <i>up to 45 pts</i> • Proven ability to manage RECs or similar organizations in charge with recruitment, selection and psychological activities. – <i>up to 30 pts</i>; • Knowledge of recruitment policies and regulatory framework of the Republic of Moldova will be an advantage – <i>up to 40 pts</i>; • Knowledge of Romanian and English – 10 pts each. Knowledge of Russian and/or other language relevant for Moldova will be considered as an advantage – 5 pts; 	<p>180</p>
<p>Belonging to the group(s) under-represented in the UN Moldova and/or the area of assignment*</p>	<p>(no – 0 pts., to one group – 5 pts., to two or more groups – 10 pts.).</p>	<p>10</p>
<p>Maximum Total Technical Scoring</p>		<p>300</p>

* Under-represented group in the area of assignment (IT industry) are women. Under-represented groups in UN Moldova are persons with disabilities, LGBTI, ethnic and linguistic minorities, especially ethnic Gagauzians, Bulgarians, Roma, Jews, people of African descent, people living with HIV, religious minorities, especially Muslim women, refugees and other non-citizens.

<p style="text-align: center;"><u>Financial</u></p>	
<p>Evaluation of submitted financial offers will be done based on the following formula: $S = F_{min} / F * 200$ S – score received on financial evaluation; F_{min} – the lowest financial offer out of all the submitted offers qualified over the technical evaluation round; F – financial offer under consideration</p>	<p style="text-align: center;">200</p>

Winning candidate

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

ANNEXES:

ANNEX 1 – TERMS OF REFERENCES (ToR)

ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS