

Terms of Reference

Company to provide trainings on ISO Standards for personnel of the National Centre for Judicial Expertise, Police Forensic Centre and Centre for Legal Medicine of the Republic of Moldova

1. BACKGROUND INFORMATION

The UNDP project “Strengthening Efficiency and Access to Justice in Moldova” (A2J) is a multi-year institutional development project designed to contribute to an increased efficiency of justice services and to improved access to justice of men and women in Moldova, in particular from vulnerable and marginalized groups, through enhanced capacities of forensic institutions to provide qualitative justice services, strengthened capacities of the justice sector actors in the selected pilot areas to provide coordinated response to men’s and women’s justice needs and strengthened civil society able to claim the respect of rights and engage in a constructive dialogue with the justice chain actors. Project interventions will offer and encourage equal opportunity for the participation of men and women.

Although important efforts have been deployed at national level during the last years to advance the efficiency, transparency, fairness and accessibility of the justice sector, improvement is further required to ensure coherent coordination among law enforcement, security and justice institutions for effective administration of justice, so that men and women, particularly from marginalized or minority groups, are able to claim their rights and access justice effectively.

The system of forensic institutions¹ is an integral part of the justice system. The expert opinions provided by these institutions are critical for the objective and evidence-based delivery of justice. The quality and accuracy of forensic investigations and examinations have an extensive impact on the quality of justice and affect the overall perception of users about the justice system.

A well-established forensic infrastructure, compliant with the international quality standards, with better capacities of the experts, more transparent and efficient institutional processes, standardization in line with the ISO requirements and automation of internal workflows is crucial for the ability of forensic evidence to adequately put the case under review at all stages of the process. Despite their importance for the administration of justice, forensic institutions benefited from limited assistance and support in their modernization endeavours as compared to other justice chain actors. The forensic institutions are in need of further ISO certification to strengthen the institutional management, confirm compliance with internationally recognized quality standards and demonstrate that they operate competently and generate valid results, thereby promoting confidence in their work both nationally and around the world.

Recognizing the important role of forensics in ensuring a fair access to justice, aiming at improving forensic infrastructure and assuring its compliance with the international quality standards, as well as equipping national forensic institutions with relevant capacities, UNDP Moldova, through its A2J Project, seeks to contract a qualified Company (hereinafter “Service Provider”) to provide a series of trainings on ISO requirements for the national forensic institutions of the Republic of Moldova².

2. OBJECTIVES OF THE ASSIGNMENT

The objective of these services is to provide certified trainings on ISO/IEC 17020 for the personnel of the National Forensic Institutions, as defined in the Background Section, with the main goal of obtaining certification for the participants, depending on the required international standard.

¹ The system of forensic institutions includes public institutions of judicial expertise and private forensic experts’ bureaus. In line with the art.65 para.(2) Law no. 68/2016 on the Judicial Expertise and the Status of Judicial Expert, the system of public institutions of judicial expertise includes the specialized institutions of the Ministry of Justice and the Ministry of Health, Labor and Social Protection, the operative technical-forensic subdivisions or judicial expertise of the Ministry of Internal Affairs and the National Anticorruption Center. The state can also create other public institutions of judicial expertise.

² For the purpose of this ToR the term national forensic institutions will comprise the National Centre for Judicial Expertise under the Ministry of Justice, the Forensic and Judicial Expertise Centre under the General Police Inspectorate, and the Centre of Legal Medicine under the Ministry of Health, Labor and Social Protection.

The main objective of the certified trainings on ISO/IEC 17020 is to equip the personnel of the national forensic institutions with the necessary skills and knowledge for undergoing ISO accreditation, as well as for subsequently carrying out tasks and activities associated to implementation of the ISO standards and requirements, and to implementation of a quality management system.

3. SCOPE OF SERVICES AND EXPECTED OUTPUTS

The scope of services and expected result is to provide certified capacity building activities associated to ISO accreditation to personnel of the national forensic institutions, working both in the forensic laboratories to undergo accreditation or supervisory activities as well as those engaged in quality management activities.

The trainings shall contribute to achievement of the following learning objectives:

- Gain in depth understanding of:
 - the role and classification of Inspection Bodies;
 - structure and content of ISO/IEC 17020 and the forensic accreditation requirements ;
 - documented systems and Implementation;
 - the clauses, requirements, tools and techniques connected to the implementation of ISO 17020: 2012, with an emphasis on the principles of impartiality, independence, confidentiality, resources and related documentation such as ILAC G19: 08/2014;
 - compliance with environmental requirements (access, protective equipment) associated with ISO 17020 standard;
 - requirements for maintenance and management of materials and equipment, ensuring traceability, sampling and selection of items, chain of custody, in the process of inspection (examination);
 - risk management (identification, treatment and management);
 - ensuring the validity of the results (proficiency testing schemes, PT / ILC);
 - requirements related to process, method and procedure requirements (selection, validation / revalidation);
 - establishing the benefits and advantages of designing a quality management system in accordance with the requirements of ISO 17020, in entities that apply and implement ISO 17025 at different stages of the forensic process;
 - identify unique requirements set out in ISO 17025 and ISO 17020 standards, including the differences between the requirements of these standards, the benefits of designing a single system for both standards.

In order to achieve these objectives, the selected Service Provider shall have the following responsibilities:

- Coordinate with the national forensic institutions the training needs of the delegated personnel to ensure compliance with the training objectives and if necessary adjust the training agenda and materials to the specific needs of the participants;
- Coordinate with the national forensic institutions and Project team the exact timeframe for conducting the trainings and ensure invitation and attendance of the delegated personnel from national forensic institutions;
- Prepare agendas and working materials, learning support and other complementary documentation associated to the delivery of the training activities and ensure timely dissemination thereof to the delegated personnel from national forensic institutions;
- Organize and deliver online training activities for groups of up to 20 participants (*1 training session per subject matter*), on subject matters specified at Section 4 of the ToR DELIVERABLES AND INDICATIVE TIMEFRAME, using reliable and secure on-line training platforms;
- Ensure participants' post training satisfaction evaluation and report on the outcome for each training activity;
- Provide attendance certificates and/or graduation certificates confirming successful completion of the training, depending on the type of the training course.

4. DELIVERABLES AND INDICATIVE TIMEFRAME

| | Deliverables/Trainings** | Deadline * |
|----|--|---|
| 1. | Training "Introduction to ISO/IEC 17020: 2012 for Inspection Bodies" or similar to, organized and delivered | Training activities to be completed by 30 November 2022 |
| 2. | Training "Understanding ISO 17020 Training Course for Forensic Inspection Bodies "or similar to, organized and delivered | |
| 3. | Training "ISO/IEC 17020:2012 Preparation for Forensic Service Providers" or similar to, organized and delivered | |
| 4. | Training "ISO 17020 Implementation Training Course - Forensic Applications" or similar to, organized and delivered | |
| 5. | Training "Forensic ISO/IEC 17020:2012 Internal Auditor Training" or similar to, organized and delivered | |

**A specific date for each of the training activities shall be proposed by the Service Provider at the beginning of the assignment and coordinated with the national forensic institutions.*

***The Service Provider is expected to provide a short description of the trainings above listed and the number of days per each training for a successful accomplishment of the learning objectives listed at Section 3 of the ToR SCOPE OF SERVICES AND EXPECTED OUTPUTS.*

5. INSTITUTIONAL ARRANGEMENTS

Organizational settings: The Service Provider will work under the guidance of the UNDP Project Manager for substantive aspects of the assignment and under the direct supervision of the UNDP Project Officer for administrative aspects.

The Service Provider is expected to cooperate closely with the delegated staffers from national forensic institutions.

The contractor shall take overall responsibility on the quality and timeliness of the assessment process within its competency.

Language requirements:

The trainings shall be delivered in English and/or Romanian languages, using reliable online communication platforms.

All documentation related to the assignment shall be in Romanian or English. All documents submitted will be subject to proofreading and editing to ensure compliance with the language and terminology in the national legislation regulating the subject matter of the assignment.

Duration of the Work: June 2022 – November 2022.

Confidentiality statement

All data and information received from UNDP and national forensic institutions' personnel for the purpose of this assignment is to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference.

6. QUALIFICATIONS OF THE SUCCESSFUL BIDDER AT VARIOUS LEVELS

The Bidder should meet the following minimum qualifications criteria which make the applicant technically eligible for this assignment:

- Be a legally registered entity or a consortium of firms/organizations;
- At least five (5) years of experience in designing and providing trainings related/similar to the implementation. acquiring certification and/or accreditation of ISO standards in the region of Central and Eastern Europe;
- Proven previous experience by means of *performance (Certificates) from the top 3 clients in terms of Contract value in similar field*) in providing training services related to the implementation and accreditation and/or certification of ISO standards for state institutions;
- Possess documents, diplomas or appropriate license issued by established certified organizations that would confirm the ability to provide trainings on international standards such as ISO 9001, ISO 14001, ISO 17025 and ISO 17020;
- Have a pool of qualified trainers to deliver the requested trainings*.

**Qualification of the Trainers:*

Bidders agree that proposed trainers will provide high quality outputs and expertise and participate in the project at the level and duration specified. Should any changes be necessary in this regard, a formal request for the agreement of the A2J Project team to allow substitutions, shall be submitted.

Bidders shall enclose a CV for each trainer anticipated to conduct the trainings specified at Section 4 of the ToR DELIVERABLES AND INDICATIVE TIMEFRAME.

CVs of trainers must be included in the offer, CVs for other personnel may be included as deemed applicable by the Bidder.

The CVs submitted for project personnel and proposed trainers should be detailed and comprehensive and prove that the trainers fit to provide the training assigned to conduct. Specifically, CVs should include:

- *Anticipated role and level of participation in the project;*
- *Previous experience relevant to the assigned role in the project;*
- *Education, training and ISO certification details, depending on the training assigned to deliver;*
- *Linguistic skills.*

Descriptions of subcontractor staff members, if applicable, should follow the format utilized for the Bidder organization.

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 noncitizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply. Applicants demonstrating equitable gender representation and diversity within the team will have an advantage.

During the assignment, the Service Provider's team of experts should prove 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.

Each Bidder should develop and submit a technical offer containing:

- a brief description of qualification, capacity and expertise that is relevant to the Terms of Reference;
- a brief methodology (training description), approach and implementation plan;
- list of proposed trainers as assigned for delivery of a specific training, their CVs and accreditation certificates;
- documents necessary to prove compliance with the qualifications for the Bidder and other documents listed at Section 2 "Documents to be Submitted".

Note: Proposed implementation plan should include all indicative dates for deliverables as outlined above and a plan for meeting these and any additional deadlines.