

AMENDED ANNEX 1: TERMS OF REFERENCE

M4EG/Professional development and training in ICT for Ukrainian refugees in the city of Balti (LOT 1) and the Autonomous Territorial Unit of Gagauzia (ATUG) (LOT 2)

1. BACKGROUND

Since the outbreak of the war in Ukraine, Moldova became a destination for over 500k refugees transiting to other destination countries, and temporarily hosting circa 90k-100k of them, thus being one of the countries with the highest refugees per 100k inhabitants' ratio. The crisis has an evident gender dimension as the majority of refugees are women with children, and the elderly, which amplifies, even more, their vulnerability and livelihood risks in the Republic of Moldova. From the onset of the war, local public authorities and communities were on the front line displaying impressive solidarity in catering for the needs of those fleeing the war. A Single Refugees Response Centre was created to manage the crisis response headed by the Government of Moldova and ensure the coordination of all efforts made in the country to support the incoming refugees and host communities. However, local public authorities were not included in that structure. With the high uncertainty associated with the ongoing protracted war, the pressure on the local communities to provide basic services and diversify temporary integration opportunities for refugees is expected to increase. At the same time, the highly volatile context tests the local municipalities' crisis resilience, adaptability, and recovery capacity, while ensuring social cohesion and safety, as well as their future readiness to respond to potential new similar situations.

Specific project background

In light of the ongoing refugee crisis, the M4EG Initiative, implemented by UNDP and financed by the EU, adjusted its programmatic interventions to support the efforts of municipalities hosting people in need. The proposed M4EG support will complement the ongoing governmental efforts in managing the humanitarian crisis, and the UN Country Teams' work (through the Regional Refugee and Response Plan (3RP)). At the same time, the assignment is complementary to the initiatives rolled out by UNDP, particularly with SDC/UNDP's Migration and Local Development Project.

2. SCOPE OF WORK¹

The general objective of the educational institution(s) is to provide professional training courses in Russian to refugees from Ukraine, to increase their employment opportunities.

Courses to be delivered²:

1. Accounting in Moldova and Taxation

The courses should include the following subjects:

- Introductory aspects of IC 8.3
- International VAT regulations for goods and services
- Imports of goods and the possibility of capitalization

¹ Final list of courses topics can be modified upon approval of UNDP.

² Courses to be delivered at basic level of complexity and should rely as much as possible on open-source solutions.

- Models of contracts for the sale and provision of services
- Calculation of travel allowances and allowable refunds
- Temporary import of goods
- Procedure for employment of foreign citizens
- Documentation required for international shipping
- Fiscal documentation of goods
- Customs regulations
- Free trade agreement with the European Community
- Taxation in Moldova

2. Basic computer skills (secretariate)

The training program of computer courses for **intermediate users** should be designed for users who **occasionally work** with the computer and want to complete computer **to advance in the functionalities of the Office programs. When applying and selected, participants should be asked and ensured they are able to join with a computer to the online course using reliable and secure on-line training platforms, that the bidder will teach through.**

The course should acquaint the beneficiary with the Windows operating system and the following programs: MS Word, Excel, Power Point in which they will learn to create basic documents, letters, tables, and a brief session on Internet browsers **how to efficiently use them** and how to work with e-mail.

To reach the objective the institutions need to complete the following tasks:

1. **Create an application form and promote it through different channels to get the enough number of applicants for the courses;**
2. Perform learning needs assessment within Ukrainian refugees to select the list of required courses;
3. Test skills and knowledge of the applicants prior the course;
4. Register eligible³ candidates for the courses of their choice;
5. Maintain proof of candidates' eligibility and all relevant documentation and present it to UNDP one week before a course start;
6. Carry out **online** trainings for the region of Balti or Autonomous Territorial Unit of Gagauzia (ATUG), for up to 200 beneficiaries (maximum of 25 participants to each course);
7. Disburse the allowance⁴ in amount of 100 USD per candidate, one-time payment upon successful completion of a course. **Allowances will be paid in MDL at UN Operational Rate of Exchange on the date of payment (UN Operational Rates of Exchange - Rates). Additional information may be found in Amendment no. 1 to the Request for Quotation;**
8. Evaluate the results of passing a course;
9. The company will work in close co-operation with National Employment Agency and other organizations to help find the eligible participants. UNDP will assist with the contacts and recommendations;

³ Eligibility criteria to be established by UNDP.

⁴ The company that will be selected to conduct trainings will be responsible for disbursement of the allowance to each participant of trainings with the monthly reporting to UNDP.

10. The selected Vendors shall be required to deliver several courses of the same type for both LOT 1 and LOT 2. Therefore, during contract implementation, based upon the number of applications to the respective courses and the possibility of the company to implement, a decision whether the courses will run simultaneously or will run in sequence shall be taken;
11. Provide attendance certificates and/or graduation certificates confirming successful completion of the courses.

Eligibility Criteria:

1. Ukrainian citizens/refugees and third country nationals that are 18 years old and above;
2. Moldovan citizens that work as civil servants in the city halls that are members of the “Mayors for Economic Growth” network – up to 20% of the total group number.

The training courses must meet the following requirements:

- be introductory and focus on a beginner level of knowledge;
- be consistent with the needs of the participants attending the training;
- be based on the practical approach and geared to 'learning by doing';
- include relevant case studies and examples;
- be interactive, using adult learning techniques, audio and video materials;
- focus on the performance and results-based approach;
- Include relevant learning toolkits – e.g. exercise materials, handouts, power-point presentations, bibliography of recommended informational materials/readings;
- The schedule of courses should be consulted with the participants and confirmed with UNDP;
- Have a duration of minimum 2 months for Course#1- Accounting in Moldova and Taxation and minimum 1 month for Course#2- Basic computer skills (secretariate), with the main purpose to provide skills useful for getting a job.

It is highly encouraged that the course provider adheres to the following Principles of Universal Design for Learning:

1. Provide Multiple Means of Representation

Learners differ in the ways they perceive and comprehend information. Three examples on how to provide multiple means of representation are the following:

- Present course material in multiple media, such as a combination of written work (articles, textbook chapters, etc.) and multimedia (video lectures, relevant YouTube content, TED Talks, etc.).
- Provide alternative text descriptions (alt text) to accompany diagrams and other images.
- Ensure all multimedia content is accurately captioned.

2. Provide Multiple Means of Action and Expression

Learners differ in the ways they can navigate a learning environment and express what they know. Three examples on how to provide multiple means of action and expression are the following:

- Vary the means in which students demonstrate competency and achievement of learning outcomes. Do not rely solely on one assessment method.
- Enable opportunities for students to reflect on their learning experiences and receive feedback on performance and progress towards learning goals.
- Leverage instructional technologies such as Perusall, Flipgrid, VoiceThread, and other spaces where students can express competencies in varied ways while gaining experience using different technologies.

3. Provide Multiple Means of Engagement

Learners differ in the ways they can be engaged or motivated to learn. Three examples of how to provide multiple means of engagement are the following:

- Consider incorporating projects where students can select one of the multiple avenues of completion (i.e. options to either deliver a presentation or compose a paper)
- Encourage students to contribute individual learning goals of their own to achieve during the course.
- Incorporate individual, pair, small group, and large group activities.

To ensure adequate implementation of all planned activities, the following deliverables are expected:

Deliverables	Due date
Registration questionnaire for participation	2 (two) weeks prior the expected start of a training
Candidate's registration order	Every Friday
List of registered candidates with a package of supporting documents confirming their eligibility	1 (one) week before a course starts
List of candidates enrolled, and their attendance at courses, and, if available, the results (fail/pass) of each candidate, based on the type of course attended	At the end of every month
Copy of certification of allowance disbursement (including proof of payment)	Within 5 (five) working days of issuing the payment
Dismissal order for candidates which cannot be reached for more than 14 consecutive days	Within 3 (three) working days of issuing the order
Assessment of the results of passing a course	In 1 (one) month after completing a course
Tracking of candidates' employment and reporting back if they have successfully found a job	2 (two) months after the completion of each course

Final report, summarizing the courses provided with the total number of participants, disaggregated by gender, age categories, graduation status per each participant, curriculum per each course provided etc.	Within 1 (one) week after the final examination of all candidates
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3. LANGUAGE

All written deliverables shall be submitted in English **or Romanian**, unless expressly requested otherwise by the Project Coordinator and/or the Project Associate. The language of instruction should be Russian.

4. MANAGEMENT ARRANGEMENTS

Education institution(s) will work under the supervision of the M4EG Project Coordinator. Disbursements shall be made only after the endorsements of deliverables (courses completed) are done by the Project Coordinator, at the end of each course with the required supporting documents:

1. Registration questionnaire for participation
2. Candidate's registration order
3. List of registered candidates with a package of supporting documents confirming their eligibility
4. List of candidates enrolled, and their attendance at courses, and, if available, the results (fail/pass) of each candidate, based on the type of course attended
5. Copy of certification of allowance disbursement (including proof of payment, **i.e. bank payment orders and excerpt from account**)⁵
6. Dismissal order for candidates which cannot be reached for more than 14 consecutive days.

The **payment for the last course will be paid after the last deliverables will be presented** and accepted by the Project Coordinator:

1. Assessment of the results of passing a course
2. Tracking of candidates' employment and reporting back if they have successfully found a job (2 (two) months after the completion of each course);
3. Final report, summarizing the courses provided with the total number of participants, disaggregated by gender, age categories, graduation status per each participant, curriculum per each course provided etc.

⁵ Allowance disbursements shall be done either on the 1st or on the 15th day of the month. Disbursements shall be made in MDL at UN Operational Rate of Exchange ([UN Operational Rates of Exchange - Rates](#)) on the date of payment. Copy of certification of allowance disbursements shall be presented either until 4th or 18th day of the month respectively.

5. QUALIFICATION AND SKILLS REQUIRED

Institutional qualifications:

- Legally registered entity or consortia of firms;
- Proven experience (minimum 3 (three) years) in providing short-term professional offline training courses;
- Minimum 2 (two) projects of similar or higher complexity implemented in Moldova;
- Possession of accreditation or temporary accreditation by the National Qualification Council of Moldova for the courses proposed, or being an officially accredited education institution offering initial training programmes is an asset;
- Positive experience of working with public institutions, including the National Employment Agency, will be considered a strong asset.

Individual qualifications:

Project Manager:

- Bachelor's degree in Pedagogy, Education, Management, or other relevant fields;
- Experience as Coordinator in at least 2 (two) similar projects;
- At least 2 (two) years of experience in organizing and or managing an educational institution or an educational process;
- Proven experience in working with UN Agencies and/or other international organizations will be an asset;
- Excellent command of English and Russian languages.

Teaching staff – 2 experts per each lot (1 expert per course):

- Bachelor's degree in Pedagogy, Education, Management, or other relevant fields;
- Experience as teacher in at least 2 (two) similar projects;
- Proven formal qualification in the area relevant to the course;
- At least 2 (two) years of experience in teaching professional courses programs in the area of relevant to the courses;
- Proven experience in working with UN Agencies and/or other international organizations will be an asset;
- Excellent command of Russian and English.

The United Nations Development Programme 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.