

Section 5: Revised Terms of Reference (changes are marked in red color)

I. BACKGROUND

Moldova is facing a compound crisis of energy and food security, curtailed economic growth, growing inflation, limited institutional capacities and divisions in society, aggravated by the continuing socio-economic impact of the COVID-19 pandemic and the war in Ukraine. The refugee crisis presents an additional challenge that requires sustained attention and support from the international community.

Without urgent intervention, the deepening socio-economic, energy, food and human security crisis had the potential to derail the trajectory of development, and drastically increase human suffering of people in Moldova.

To cope with this, UNDP Moldova is implementing the “Multidimensional response to emerging human security challenges” (Human Security) Project, that is financed through the Japan Supplementary Budget and has the overall objective to protect human security and enhance the resilience of the Republic of Moldova, in order to address the multifaceted and interconnected challenges of the current socio-economic, food and energy shocks. With this project, UNDP ensures that immediate humanitarian assistance is complemented by development efforts across three core insecurities (Energy, Food, Community) to protect and maintain vital systems, structures and a capacity to support Moldova’s resilience. Ultimately, the advancement of human security in Moldova will give rise to more tangible and sustainable results that comprehensively address root causes and drivers behind current and emerging challenges, identify priorities based on the actual needs, vulnerabilities and capacities of the governments, institutions and the target group of people, and advance solutions that strengthen the protection and empowerment of all peoples and communities.

The project has three specific objectives:

1. To enhance people’s energy security through access to affordable energy that supports livelihoods and energy-efficient production.
2. To enhance food security by supporting the government to implement its Food Security Strategy, thereby strengthening the capacities of agricultural producers affected by the compound crisis.
3. To enhance community security by capacitating the police service and community actors to deliver on the principles of social cohesion and peaceful coexistence.

The project is implemented by the United Nations Development Programme (UNDP) during March 2023 – September 2024 with the financial support of the Japan Supplementary Budget (JSB). For a complete description of the project scope and planned interventions, please consult the project document available [here https://www.undp.org/moldova/projects/multidimensional-response-emerging-human-security-challenges-moldova](https://www.undp.org/moldova/projects/multidimensional-response-emerging-human-security-challenges-moldova).

Republic of Moldova does not have its own energy resources and is practically entirely dependent on imports of fossil fuels and electricity. Since October 2021, gas prices have significantly increased in the Republic of Moldova, both due to the recent developments in regional energy markets caused by the post-pandemic economic recovery and the war in Ukraine.

Secure and affordable energy supply improves people’s living conditions as well as production processes, both of which are vital to sustainable development, poverty reduction and climate resilience. To facilitate the access to the uninterrupted availability of energy sources at an affordable price, it is crucial for the Republic of Moldova to encourage individuals and businesses, including in the agriculture sector, to implement energy efficiency and renewable energy sources technologies because they face many problems in using the existing local resources.

In response to that, support to existing solid biofuel producers would be provided, along with the promotion of solid biofuels to reduce the energy costs and increase the heating comfort in the public sector and households. Further on,

energy efficient technologies coupled with capacity building activities would be implemented both in the agricultural and non-agricultural sectors via private sector engagement, through provision of energy-efficiency technologies and capacity building in the area of clean, affordable and sustainable energy.

One of the Project's focuses is the solid biofuel production sector and specific activities aiming at increasing energy efficiency within this sector are to be implemented. The non-cash support mechanism aims to support existing micro, small and medium-sized enterprises (MSMEs) producing solid biofuels (pellets and briquettes) to achieve resource-efficient production, including through the use of energy-efficient technologies.

Under this non-cash support mechanism, 10 MSMEs producing solid biofuels will be selected by UNDP and supported to mitigate the increase in production costs caused by rising energy prices, high equipment maintenance and logistics costs, as well as limited market competitiveness local. The implementation of the non-cash support mechanism will help reduce production costs and enable selected MSMEs to reinvest the savings in business expansion. The total amount for the non-cash support is up to **486,000.00 US\$**.

Funding provided by UNDP may be used for the procurement of works and/or goods/machinery/equipment, as well as for the procurement of specialized technical assistance services. Particularly, under the non-cash support mechanism the following positions are eligible:

- 1. Mobile shredders (with or without engine);**
- 2. Purchase and installation of photovoltaic stations;**
- 3. Modernization/repair of pellet/briquette production lines;**
- 4. The purchase and installation of a thermal power plant with solid biomass, with the subsequent sale of the thermal agent to a public institution.**

II. SCOPE OF WORK

The objective of the Human Security project is to support to protect human security and enhance the resilience of the Republic of Moldova, in order to address the multifaceted and interconnected challenges of the current socio-economic, food and energy shocks. To achieve this objective, the Human Security project aims, among others, to support existing MSMEs producing solid biofuels (pellets and briquettes) to implement energy efficiency and renewable energy sources technologies, that will lead to achieving a resource-efficient production.

In this respect, the Human Security project is looking to engage a company/organization, or consortium of companies/organizations to support **10 selected MSMEs producing solid biofuels, through a non-refundable non-cash support mechanism**, which includes procurement of works and/or goods/machinery/equipment, as well as of specialized technical assistance services, coupled with coaching, mentoring, consulting, awareness raising and promotion activities, to stimulate a resource-efficient solid biofuels (pellets and briquettes) production.

To note that this support will be provided based on clear methodology and selection criteria. The selection process is running by the UNDP Moldova and the list of 10 beneficiaries will be presented to the selected company/organization, or consortium of companies/organizations.

The **key objective of this initiative** is providing comprehensive support (non-cash assistance, capacity building, mentoring and coaching) to producers of solid biofuels to implement energy efficiency and renewable energy sources technologies, that will contribute to achieving a resource-efficient production.

The **main activities** to be covered under this assignment are:

Activity 1. Support producers of solid biofuels to implement energy efficiency and renewable energy sources technologies – to support the procurement of works and/or goods/machinery/equipment, as well as for the procurement of specialized technical assistance services at MSMEs producing solid biofuels (pellets and briquettes), to mitigate the increase of production costs due to the energy price increase, high equipment maintenance and logistics costs and limited competitiveness on the local market, by financing up to 90% of the costs of the energy efficiency and RES technologies, particularly mobile shredders (with or without engine), installation of photovoltaic stations, modernization/repair of pellet/briquette production lines, purchase and installation of a thermal power plant with solid biomass, with the subsequent sale of the thermal agent to a public institution. Beneficiary companies will co-finance the implementation of the project with a monetary or in-kind contribution of up to 10% from the project cost.

To note: Identification of 10 beneficiaries of the non-cash support will be conducted by the UNDP Moldova/Human Security project. The list of beneficiaries will be approved by the Project's Board and presented to the contracted company for further work.

To operationalize this activity, contracted company will be responsible to implement the following sub-activities:

1.1. To sign the agreements with 10 beneficiaries of the non-cash support. This activity involves the formalization of agreements with ten selected beneficiaries who will receive non-cash support as part of the project. The agreements will outline the terms and conditions of the support provided and establish the respective obligations of both parties involved. The text of the agreement will be coordinated with UNDP Moldova/Human Security's Project Team.

1.2. To organize the non-cash support mechanism implementation launching meeting with all 10 selected beneficiaries. This activity centers around orchestrating a comprehensive launch meeting to inaugurate the implementation phase of the non-cash support mechanism with all ten selected beneficiaries. The meeting is designed to establish a clear understanding of project objectives, foster collaboration among stakeholders, and outline the roadmap for successful non-cash support mechanism execution.

1.3. Implementation of 10 projects on Energy Efficiency and Renewable Energy Sources Technologies for Solid Biofuel Producers. The contracted entity will engage with ten (10) selected beneficiaries/solid biofuel producers to integrate energy efficiency and renewable energy technologies, tailored to the specific needs of each beneficiary. Specifically, the company/organization will provide non-cash support to the selected beneficiaries/solid biofuel producers covering up to 90% of incurred investment costs within a designated sub-project for eligible goods and works, with a maximum ceiling established at 42,000 USD per beneficiary for the eligible positions 1-3 and 75,000 USD per beneficiary for the eligible position 4. The eligible positions are: (1) Mobile shredders (with or without engine); (2) Purchase and installation of photovoltaic stations; (3) Modernization/repair of pellet/briquette production lines; (4) The purchase and installation of a thermal power plant with solid biomass, with the subsequent sale of the thermal agent to a public institution.

To note: All procurement procedures should respect public procurement standards and UNDP rules, including in terms of responsibility and reporting. The payments for the goods and services under the awarded support shall be carried out by the Contractor in conformity with the provisions of the Beneficiaries' Project Proposals/Budgets selected for funding by the Human Security Project Board, the Contractor's procurement procedures and international best practices, and in coordination with the Beneficiaries of non-cash support.

Activity 2. Delivering capacity building and training for non-cash support mechanism beneficiaries. This activity aims to enhance the capacity and technical skills of the beneficiaries of the non-cash support program, particularly MSMEs involved in solid biofuel production (pellets and briquettes). The objective is to empower beneficiaries with the knowledge and capabilities necessary to effectively utilize energy efficiency and renewable energy sources (RES) technologies, thereby optimizing production processes, reducing costs, and improving competitiveness in the local market. Additionally, this activity will incorporate mentoring and coaching components to provide personalized support and guidance to non-cash support mechanism beneficiaries. Experienced mentors and coaches will be assigned to work closely with individual MSMEs involved in solid biofuel production, offering tailored assistance and

advice to address specific challenges and opportunities related to the implementation of energy efficiency and renewable energy technologies.

Tentative locations of the beneficiaries to be selected are as follow: 70% of the solid biofuel's producers are located within 100 km from Chisinau, 20% in the Nord region and 10% in the South region.

For reaching this, the selected company will organize and implement the following sub-activities:

2.1. Conduct Training Sessions for non-cash support mechanism Beneficiaries. This activity entails organizing 4 (four) training sessions for all ten beneficiaries, taking into account the works and/or goods/machinery/equipment procured for them under the Activity 1. The primary focus of these sessions is to empower beneficiaries with the necessary knowledge and skills to effectively utilize energy efficiency and renewable energy sources (RES) technologies, as implemented in the preceding activity. By doing so, the aim is to optimize production processes, reduce costs, and enhance competitiveness in the local market.

2.2. Facilitate 10 Individual Meetings with Selected Beneficiaries to Determine Training, Mentoring, and Coaching Requirements. This activity involves organizing individual meetings or discussions with each of the ten selected beneficiaries to identify their unique training, mentoring, and coaching requirements. These sessions will be tailored to address the specific needs and challenges faced by each beneficiary, ensuring personalized support and guidance. By conducting these meetings, the goal is to gain insights into the individual needs of each beneficiary and develop customized training, mentoring, and coaching programs that effectively address their requirements and contribute to their overall success in implementing the non-cash support program.

2.3. Delivery of Tailored Training, Mentoring, and Coaching Support. This activity is dedicated to delivering 10 customized training, mentoring, and coaching supporting events (up to two days) to address the identified needs of each of the ten selected beneficiaries. Building upon the insights gained from individual meetings and discussions conducted in the previous activity, tailored programs will be developed to provide targeted assistance and guidance to enhance the capacity and capabilities of beneficiaries (for up to two representatives).

III. MILESTONES AND TASKS

The Contractor(s) will take full responsibility for the provision of required services described in this ToRs in close consultation and cooperation with UNDP/Human Security Project team. The Scope of Work shall be met through the completion of a set of Milestones with relevant sub-tasks that include, but are not limited to the following:

Milestone 1: Development of the Implementation Plan and Methodology of the Assignment – preparation of methodological approach and detailed work plan for the implementation of the entire assignment, which would include:

1.1. Activity Plan that will outline the overall strategy, timeline, and key milestones for the implementation of Activities 1 and 2 outlined in the project scope. It will provide a detailed roadmap for executing each sub-activity within the designated timeframe, ensuring alignment with project objectives and deliverables. Key components of the activity plan tentatively will include:

- **Introduction:** Provide an overview of the project scope, objectives, and stakeholders involved.
- **Activity Breakdown:** Outline the specific sub-activities to be implemented under Activities 1 and 2, including their objectives, target beneficiaries, and expected outcomes.
- **Timeline:** Establish a comprehensive timeline for the execution of each sub-activity, including start and end dates, milestone deadlines, and interim review points.
- **Resource Allocation:** Identify the human, financial, and logistical resources required to carry out each sub-activity effectively. This includes staffing requirements, budget allocations, and procurement needs.
- **Coordination Mechanisms:** Define the coordination mechanisms and communication channels to facilitate collaboration among project team members, stakeholders, and external partners.

- **Monitoring and Evaluation:** Establish monitoring and evaluation mechanisms to track progress, assess performance, and measure the impact of implemented activities. This may include data collection tools, performance indicators, and reporting requirements.
- **Risk Management:** Identify potential risks and challenges that may arise during activity implementation and develop mitigation strategies to address them proactively.

1.2. Assignment Methodology will outline the approach and methodology to be employed in executing each sub-activity under Activities 1 and 2. It will provide detailed guidance on how each sub-activity will be planned, implemented, monitored, and evaluated to achieve the desired outcomes effectively. **The proposed methodology must be approved by Human Security Project Team at the initial phase of the contract.**

Milestone 2: Provision of non-cash support to MSMEs involved in solid biofuel production (pellets and briquettes).

The non-cash support will be provided to a total of 10 beneficiaries under the non-cash support program, specifically MSMEs engaged in solid biofuel production (pellets and briquettes) through the implementation of procurement processes of the goods and services necessary for the implementation of the beneficiaries' projects, as approved by the Human Security Project Board. Specifically the following tasks (but not limited to) will be organized:

2.1. Review Project Objectives and Requirements: (i) Familiarize the project team with the objectives and requirements outlined in Activity 1 and its sub-activities; (ii) Ensure understanding of the goals, targets, and deliverables set forth by the Human Security Project Board.

2.2. Establish Communication Channels: (i) Set up communication channels with UNDP Moldova/Human Security's Project Team to facilitate coordination and information exchange, (ii) Designate responsible personnel for liaising with project stakeholders, beneficiaries, and external partners.

2.3. Develop Agreements for Non-Cash Support: (i) Draft agreement template outlining the terms and conditions of non-cash support for selected beneficiaries; (ii) Coordinate the contract template with UNDP Moldova/Human Security's Project Team to ensure alignment with project requirements and standards.

2.4. Organize non-cash support mechanism Implementation Launch Meeting: (i) Plan and schedule a half-day launch meeting with all ten selected beneficiaries to kickstart the implementation phase of the non-cash support program; (ii) Prepare meeting agenda, presentations, and materials to communicate project objectives, expectations, and timelines effectively. (iii) Deliver the launch meeting.

2.5. Engage with Beneficiaries for Project Implementation: (i) Identify and engage with the ten selected beneficiaries to initiate project implementation activities; (ii) Conduct initial meetings with beneficiaries to assess project needs, priorities, and timelines; (iii) Customize energy efficiency and renewable energy solutions; (iv) Tailor energy efficiency and renewable energy solutions to meet the specific needs of each beneficiary; (v) Collaborate with beneficiaries to identify suitable technologies and interventions for integration into their production processes.

2.6. Procurement Planning and Execution: (i) Develop procurement plans for the acquisition of goods, machinery, equipment, and technical assistance services; (ii) Implement the procurement process of the goods, machinery, equipment, and technical assistance services; (iii) Ensure compliance with public procurement standards, UNDP rules, and international best practices throughout the procurement process; (iv) Ensure the involvement of the beneficiaries' representatives in the selection procedure, by including them into the Evaluation Committee.

2.7. Monitor Implementation Progress: (i) Establish monitoring mechanisms to track the progress of project implementation activities; (ii) Conduct regular reviews and assessments to identify any challenges or issues and take corrective actions as needed.

2.8. Coordinate Payments and Reporting: (i) Coordinate payments for goods and services under the awarded support in accordance with project budgets and procurement procedures; (ii) Prepare and submit regular reports on project progress, expenditures, and outcomes to Human Security Project Team.

Milestone 3: Developed and Implemented Tailored Training, Mentoring, and Coaching Programs - involves designing and executing customized training, mentoring, and coaching programs to enhance the capacity and

technical skills of non-cash support beneficiaries, specifically MSMEs engaged in solid biofuel production. The programs will focus on equipping beneficiaries with the knowledge and capabilities required to effectively utilize energy efficiency and renewable energy sources (RES) technologies, with the ultimate goal of optimizing production processes, reducing costs, and improving competitiveness in the local market.

3.1. Develop 4 Training Session Programmes: (i) Design comprehensive programmes for 4 training sessions tailored to the needs of the non-cash support beneficiaries and considering the works and goods delivered to them under the Activity 1; (ii) Incorporate topics related to energy efficiency, renewable energy sources, production optimization, cost reduction, and competitiveness enhancement.

3.2. Organize 4 Training Sessions: (i) Plan and schedule 4 training sessions for all ten non-cash support beneficiaries (up to 20 participants), considering their availability and preferences; (ii) Coordinate logistics, including venue selection, equipment setup, and provision of training materials; (iii) Deliver 4 training sessions. The logistics (venue, equipment and catering) and costs associated with organization of the 4 training sessions will be ensured by the selected company/organization.

3.3. Facilitate 10 Individual Meetings with Beneficiaries: (i) Schedule individual meetings or discussions with each of the ten selected non-cash support beneficiaries to assess their training, mentoring, and coaching requirements; (ii) Prepare agendas and discussion points tailored to address the specific needs and challenges faced by each beneficiary. The logistics of the meetings and associated expenditures will be ensured by the selected company/organization.

3.4. Identify Training, Mentoring, and Coaching Needs: (i) Conduct thorough assessments during individual meetings to identify the unique needs and preferences of each beneficiary; (ii) Document insights and observations to inform the development of customized training, mentoring, and coaching programs.

3.5. Develop 10 Tailored Support Programs: (i) Based on the findings from individual meetings, develop 10 tailored training, mentoring, and coaching programs for each beneficiary; (ii) Customize content, delivery methods, and timelines to address the identified needs and objectives effectively.

3.6. Deliver Training, Mentoring, and Coaching Support: (i) Implement 10 tailored support programs designed for each beneficiary, ensuring the delivery of high-quality training, mentoring, and coaching services; (ii) Provide ongoing guidance, assistance, and feedback to support beneficiaries in acquiring and applying new knowledge and skills. The logistics and associated expenditures for delivering 10 tailored support programs will be ensured by the selected company/organization. **Monitor Progress and Evaluate Impact:** (i) Monitor the progress of training, mentoring, and coaching activities to ensure alignment with project objectives and beneficiary needs; (ii) Collect feedback from beneficiaries and stakeholders to evaluate the impact of the support programs and identify areas for improvement.

3.7. Document and Report: (i) Document all activities, outcomes, and lessons learned throughout the implementation process; (ii) Prepare regular reports on the progress, achievements, and challenges encountered in delivering training, mentoring, and coaching support.

Milestone 4: Summing-up

4.1. Ensure compilation of data sheets of each beneficiary to be used for developing success stories.

4.2. Analysis of the results achieved by the project and each beneficiary.

4.3. Develop the Final Report and Lessons learned upon the end of the active implementation phase of assignment addressing the key findings, major conclusions, and recommendations.

Overall reporting requirements

- One Inception Report.
- Three Progress Report (simplified), including financial Report/Statement.
- Final narrative report on completion of the assignment.
- Other reports as described in the Reporting section.

The Contractor will take full responsibility for the provision of required services in close co-operation with UNDP project team. The Contractor shall Budget the expenses required under the assignment. **The Budget should be submitted according to Form G: Financial Proposal Form.**

IV. DELIVERABLES AND INDICATIVE TIMEFRAMES

Milestones and Tasks	Deliverables	Target date
Milestone 1: Development of the Implementation Plan and Methodology of the Assignment Tasks: <ul style="list-style-type: none"> Activity Plan Methodology of the assignment 	<ol style="list-style-type: none"> Project Work plan with Time frame developed Methodology for execution of the activities 1 and 2 of the non-cash support program <p>Present to UNDP the Inception Report containing the above-mentioned deliverables.</p> <p>One Inception Report (IR) (Deliverables 1-2)</p>	<p>IR End-May 2024</p>
Milestone 2: Provision of non-cash support to MSMEs involved in solid biofuel production (pellets and briquettes). Tasks: <ul style="list-style-type: none"> Review Project Objectives and Requirements Establish Communication Channels Develop Agreements for Non-Cash Support Organize non-cash support mechanism Implementation Launch Meeting Engage with Beneficiaries for Project Implementation Procurement Planning and Execution Monitor Implementation Progress Coordinate Payments and Reporting 	<ol style="list-style-type: none"> Non-cash support Agreements with 10 beneficiaries signed One non-cash support mechanism implementation launch meeting organized 10 Procurement plans for 10 projects selected by the Human Security Project Board developed and tenders finalized. Signed contracts for goods/services/works are provided. Close monitoring of the implementation process. Eligible goods and services procured accordingly, co-financing contribution received (of 10%) and checked accordingly for 100 % of beneficiaries. <p>Present to UNDP First Progress Report (PR1) (Deliverables 3-4 completed)</p> <p>Present to UNDP Second Progress Report (PR2) upon completion of (Deliverables 5- 6 completed)</p>	<p>PR1 – End-June 2024</p> <p>PR2 – August 2024</p>
Milestone 3: Developed and Implemented Tailored Training, Mentoring, and Coaching Programs Tasks: <ul style="list-style-type: none"> Develop Training Session Programme Organize Training Sessions Facilitate Individual Meetings with Beneficiaries Identify Training, Mentoring, and Coaching Needs Develop Tailored Support Programs 	<ol style="list-style-type: none"> 4 comprehensive programmes for the training sessions tailored to the needs of the non-cash support beneficiaries and considering the works and goods delivered to them under the Activity 1 designed and coordinate with the UNDP/Human Security Project Team 4 Training sessions organized in line with the coordinated training programmes Ten (10) meetings with beneficiaries organized and one (1) assessment of 	<p>PR2 – August 2024</p>

Milestones and Tasks	Deliverables	Target date
<ul style="list-style-type: none"> • Deliver Training, Mentoring, and Coaching Support • Monitor Progress and Evaluate Impact • Document and Report 	<p>their training, mentoring, and coaching requirements along with one (1) Tailored Support Programs developed. The Tailored Support Programme will be coordinated with the UNDP/Human Security Project Team.</p> <p>10. Ten (10) training, mentoring, and coaching events delivered to the beneficiaries</p> <p>11. Close monitoring of the progress implemented.</p> <p>Present to UNDP Second Progress Report (PR2) (Deliverables 7 - 8 completed)</p> <p>Present to UNDP Third progress report (PR3) (Deliverable 9-11 completed)</p>	<p>PR 3 Early September 2024</p>
<p>Milestone 4: Summing-up</p> <p>Tasks:</p> <ul style="list-style-type: none"> • Ensure compilation of data sheets • Analysis of the results achieved • Develop the Final Report and Lessons Learned 	<p>12. 10 Fact sheets with brief data about the beneficiaries collected</p> <p>13. Out of the 10, at least 2 success stories selected jointly with Project's Communication Consultant, success story drafted, with high-resolution photos and/or videos produced and submitted to the Project</p> <p>Present to UNDP Third progress report (PR3) (Deliverable 12-13 completed)</p> <p>Present to UNDP the Final Report (FR) of the assignment.</p>	<p>PR 3 Early September 2024</p> <p>FR Mid-September 2024</p>

All the above will be implemented in close coordination with Human Security Project team and UNDP approval. The volume of work indicated in the table above is considered sufficient for implementing the proposed tasks.

SCHEDULE OF PAYMENTS

The payments to the Contractor shall be done upon approval and acceptance of the deliverables by Human Security Project Manager. Payments to cover Administrative (management and operational) costs shall be linked to instalment and shall be transferred as per the schedule agreed with Human Security Project upon the signing of the Agreement.

Tentative Payments Schedule (subject to negotiation with the Contractor)

Instalment	Instalment value as share of proposed amount for services	Tentative payment date	Payment due upon successful completion of Milestones
Inception report (IR)	15%	End-May 2024	Milestone 1 (Deliverable 1-2)
First progress report (PR1)	15%	End-June 2024	Milestone 2 (Deliverables 3- 4)
Second progress report (PR2)	50%	By End-August 2024	Milestone 2 (Deliverables 5 -6) Milestone 3 (Deliverables 7-8)
Third progress report (PR3)	15%	Early-September 2024	Milestone 3 (Deliverables 9- 11) Milestone 4 (Deliverables 12-13)
Final Report (FR)	5%	Mid-September 2024	Milestone 4

V. REPORTING REQUIREMENTS

The Contractor will submit all reports according to the Human Security Project requirements and guidelines. The format of reports shall be agreed at the first stage of the contract implementation. The Human Security Project reserves the right to make further improvements and clarifications in initially proposed templates.

Types of reports:

- 1) **Inception report** to be delivered after approval of deliverables under Milestone 1;
- 2) **Progress Reports** to be submitted 5 days before the end of the reporting period;
- 3) **Monthly operational updates** through email on current results, implementation and issues of the non-cash support scheme;
- 4) **Brief reports periodically submitted upon request of Human Project** in cases where it is required to get information on the progress of the project in between reporting periods;
- 5) **Financial statements**, to be presented with the progress reports according to the payments calendar, that act as the basis for future instalments to the Contractor;
- 6) **Final narrative report** including a summary of activities and results, lessons learned and conclusions, as well as the final financial report reflecting the whole period.

The Contractor shall comply with the system of monitoring, evaluation and quality control introduced by Human Security Project and provide the necessary information, reports, and statistical data according to the predetermined schedule or as soon as possible (within a reasonable time).

The progress and final reports shall follow the template agreed with the Human Security Project team that includes both narrative and financial parts.



Note: The contractor will be requested to open a separate bank account under this assignment. UNDP may request at any time to provide real-time data on the account balance. Bank balance statements shall be enclosed to the Financial Reports as well.

As a quality assurance measure, the Human Security Project reserves the right to initiate spot-checks of beneficiaries to conduct interviews and receive feedback on the quality of the Contractor's work. The Contractor shall facilitate the process by presenting to the Human Security Project all necessary agreements/contacts of the beneficiaries and shall refrain from influencing the impartiality of the assessment procedures.

VI. COMMUNICATION AND VISIBILITY

Any public reference to the Human Security Project or UNDP and any other supporting programmes, as well to any products created under the agreements signed with beneficiaries shall be subject to prior approval of the Project team. It is mandatory for visibility elements of the Human Security Project to be placed on goods procured in the frame of envisaged contract.

VII. INSTITUTIONAL ARRANGEMENTS

The Contractor will be awarded a contract with UNDP for the delivery of services applied for and will work under the overall supervision of Human Security Project (Project Manager, Team Leader and Grant Manager). Since the contract for services foresee reimbursement of costs, the Contractor must be financially stable and competent in reporting financially.

All Reports to UNDP shall be written in English and be provided in English, hard and electronic copy. All deliverables shall be agreed and endorsed by UNDP.

All the costs for the organization of the events (trainings, meals, transportation etc.) shall be borne by the Contractor and budgeted for accordingly in the proposal. Agendas and other materials pertinent to target audience shall be developed and submitted in Romanian.

Contractor will be responsible for arranging all necessary transportation and logistical arrangements, and establishing and maintaining of good working relationships with all involved parties.

Role of Human Security Project:

- Offer required information and support for the selected Contractor on principles and implementation modality during the entire cycle of the Project;
- Lead the communication and visibility process of the Project by involving the Project Communications Consultant; Co-organize the logistics of the visibility events;
- Support the selected Contractor to get in contact with all relevant stakeholders to have a positive impact on Project's outcomes;
- Support the selected Contractor in developing application package, implementation procedures and development of required templates;
- Make induction in procurement processes. Explain importance of basic principles as transparency and best value for money;
- Regularly organize monitoring visits to the selected beneficiaries, identify issues and propose solutions jointly with the Contractor;
- In partnership with the selected Contractor, meet the Project beneficiaries to assess the bottlenecks in implementation and additional capacity development needs;
- Train and coach selected Contractor and beneficiaries on gender equality, mainstreaming and gender-sensitive communication. Check and clear all Project's implementation stages towards main principles of gender balanced approach;
- Make a thorough assessment of achieved results, document best cases, lessons learned and recommendations for similar programmes.

Roles and duties of the Contractor managing the non-cash support scheme:

- Allocate the proper and needed skilled personnel to deliver the results as expected;
- Be responsible of management of the current assignment including remuneration of staff, trainers, consultants, administrative issues related to implementation of activities, all materials and tools required for activities completion, transportation, rental, communications services, allowances, etc.;
- Ensure proper reach out of beneficiaries and maintain permanent contact with them;
- Ensure the visibility of the Project by distributing the developed communications and visibility materials according to UNDP rules;
- Procure required equipment/goods/materials/services according to the approved project proposals and provide them to the beneficiaries. Ensure transfer of procured equipment/goods/materials/services to the beneficiaries after successful implementation of the selected business plans;
- Ensure the beneficiaries contribution was conformant to established criteria and is properly and timely allocated;
- Implement and regularly monitor activities performed by beneficiaries in regard to the implementation of their business plan;
- Organize field visits to the beneficiaries of assistance, monitor their progress and assess additional needs for capacity development;
- Provide required and ad-hoc comprehensive reports in a timely manner (focusing as well on the outcome). In the courses of the implementation, adapt the projects activities if requested by the Human Security Project team;
- Ensure proper financial management and reporting in line with National Standards and UNDP requirements;
- Implement the Project in accordance with gender mainstreaming and transparency principles.

VIII. DURATION OF SERVICES

- a) The estimated duration of services is up to 5 months. The expected time of commencement of contract is May 2024;
- b) UNDP will require maximum of 14 (fourteen) days (depending on the implementation stage) to review the deliverables, provide comments, approve, or certify acceptance of deliverables.

IX. QUALIFICATIONS OF THE SUCCESSFUL SERVICE PROVIDER AT VARIOUS LEVELS

The technical proposal must include the methodological approach, as well as a clearly defined strategy of comprehensive support for MSMEs producing solid biofuels to be provided - corresponding to the objective and scope of work described above.

Qualifications for the company/organization, or consortium of companies/organizations

- Officially registered legal entity.
- For consortium of companies/organizations, the cooperation agreement shall be enclosed;
- At least 2 (two) contracts, with a minimum value each of 350,000 US\$, in local development/business support (funds/grant administration) envisaging both provision of trainings/coaching/mentoring and procurement of goods/services/works for the final beneficiaries (LPAs, start-ups, MSMEs, social entrepreneurship, other relevant areas) during the last 10 years. List of contracts managed, and their value shall be included in the Proposal;
- Minimum five (5) years of experience in providing consultative and business support services to businesses from Moldova;
- Experience in the promotion of business-related education for MSMEs, contributing to the development of the entrepreneurial ecosystem (i.e. hackathons, incubation or acceleration programmes in entrepreneurship (up to 3 years) or provide financial and expert support to beneficiaries, to assist entrepreneurs into reaching a new growth level of their products/companies);
- At least three (3) years of experience in funds administration, trainings, providing business support and coaching;

- Work for UNDP/UN Agencies/projects/EU funded projects;
- Possesses technical and human resources for the successful implementation of the assignment and/or has capacities to subcontract external consultants/experts or NGOs/companies.

The application should specify the exact key experts which will be involved in the activities, with clear description of their experience in energy, business development practices and funds management, with clear description of their experience in Moldova, including in the Project's target areas, where possible.

The Contractor's Project Implementation Team must consist of:

Key Personnel:

1. **Team Leader (from lead organization)** – 1 person (Responsibilities: Planning of project activities, Implementation of project activities, Drafting, Endorsing of Reports and their submission to UNDP; endorsing of procurements for beneficiaries)

Minimum requirements for the Team Leader:

- University degree in Business Administration or other related field of study;
- At least 5 years of professional experience in managing and implementing business development projects/ private sector development/consultancy;
- Experience of working with UNDP/UN Agencies/donor's funded projects;
- Proficiency in Romanian and English.

2. **Project Officer** – 1 person (Responsibilities: implementation of project activities, data collection, event management, monitoring of beneficiaries' business plans implementation).

Minimum requirements for the Project Officer:

- University degree in Business Administration, Economy or other related fields of study;
- At least 3 years of professional experience in managing and implementing of project activities in energy, business development, or other related fields ;
- Proficiency in Romanian.

3. **Trainer** – 1 person (Responsibilities: capacity building related activities implementation)

Minimum requirements for the Trainer:

- University degree in energy, energy efficiency, renewable energy sources or other related areas;
- Minimum 5 years of relevant professional experience in organizing and leading training / workshops in energy efficiency measures and RES and/or business development with a broad range of stakeholders, including representatives of the private sector.
- Proficiency in Romanian.

4. **Financial Officer/Accountant** – 1 person (Responsibilities: reception and bookkeeping of financial and budgetary documents, payments to sub-contractors and vendors on acquisition of necessary equipment/services for the beneficiaries).

Minimum requirements for the Financial Officer/Accountant:

- University degree in finance, economical or a related field of study;
- Experience in managing and implementing financial tasks (payments to subcontractors and vendors) in at least 2 donor funded projects;
- Proficiency in Romanian.

5. **Procurement Officer** – 1 person (Responsibilities: analyse the market, collect commercial offers for goods/services, select the best option based on value-for-money principle and oversee the execution of procurements for the non-cash support scheme as per Procurement Plan).

Minimum requirements for the Procurement Officer:

- University degree in Business Administration, in law, economy or other related fields of study;
- At least 3 years of practical experience in purchase/acquisitions of goods and services ;
- Proficiency in Romanian.



6. **Engineer** – 1 person (Responsibilities: Development of technical specifications for equipment, technical evaluation of submitted offers)

Minimum requirements for the Engineer:

- University degree in energy, electronic, construction engineering field or other related areas;
- Minimum 5 years of relevant professional experience in implementation of energy efficiency measures and/or promotion of renewable energy sources projects
- Proficiency in Romanian.

Non-key personnel (recommended):

Administrative/Logistics Assistant – 1 person (Responsibilities: logistics, administrative tasks etc.)

Changes in experts' team on behalf of the Contractor may occur only prior to UNDP's approval rendered in writing. Shall that be the case, UNDP's Project will ensure that the alternate key personnel proposed are of equivalent qualifications and experience as the ones from the original proposal.