



United Nations Population Fund
Address: 131, 31 August 1989 Street
Chisinau, Republic of Moldova
Tel: (+373) 22 214002

Date: 06 Oct 2023

Request for Quotation No. UNFPA/MD/RFQ/028/2023

Dear Sir/Madam,

We hereby solicit your Quotation for the supply of the following services:

Integrated GBV services - system strengthening, as detailed in Annex 1 to this RFQ.

The purpose of the consultancy is to reengineer Republic of Moldova's integrated services provided to people at-risk and survivors of gender-based violence in line with international best practices and standards by developing:

- **a concrete and evidence-based strategic vision on integrated GBV services,**
- **an integrated quality GBV services package,**
- **a 3-year investment plan for social GBV services.**

The quotation shall be valid at least for 3 months after the closing date.

If you are interested in submitting a quotation for these items, kindly fill in the attached Quotation Form along with supporting documents and send by email to the address indicated below:

Email: tender.mda@unfpa.org

Please submit your quotation in MDL (local suppliers) and in USD (international supplier) currency. Conversion of currency into the UNFPA preferred currency, if the offer is quoted differently from what is required, shall be based only on [UN Operational Exchange Rate \(https://treasury.un.org/operationalrates/OperationalRates.php\)](https://treasury.un.org/operationalrates/OperationalRates.php) prevailing at the time of competition deadline.

Your earliest response to this query would be highly appreciated, but not later than **13 October 2023, 16:30 (GMT +3, Moldova Local Time)**.

Note: Current UNFPA supplier policies apply to this solicitation and can be found at: <http://www.unfpa.org/suppliers>.

Qualification Criteria:

- Full acceptance of the PO/Contract General Terms and Conditions
- Provided quotation with detailed technical description of each service quoted for.
- Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;
- Proposed Team of experts in line with TOR. The team should have demonstrated experiences (at least 2 service packages focusing on Social Protection developed) in working on GBV integrated services, preferably in countries with similar socio-economic context to Moldova. Experience of working in Eastern Europe on similar projects is an asset.



Evaluation method:

- Lowest priced offer that is substantially responsive to the requirements of the RFQ

Best regards,

Prepared by:

Tarcenco Iurie/ Procurement Analyst

Tel. No. +373 79785684

Email: tarcenco@unfpa.org

DocuSigned by:
Iurie Tarcenco
85CA7739315F46C...

Approved by:

Nigina Abaszade

Resident Representative

UNFPA Moldova

DocuSigned by:
Nigina Abaszade
43D750472CF14D1...



Annex: 1

Title of Consultancy/Services: Integrated GBV services - system strengthening

Date: 1st November – 30th April (6 months)

1. Background

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. Since 1995 UNFPA has been active in the Republic of Moldova, being the lead UN agency in supporting the national Government's efforts in developing and implementing policies and programs on sexual and reproductive health and rights, gender equality and ending GBV, adolescents and youth empowerment and population and demographic policies. The Republic of Moldova has made significant progress in developing a system to prevent and respond to gender-based violence, including domestic violence. However, it is still necessary to continue aligning the regulatory framework and practices in this area with the provisions of the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (hereinafter referred to as the Istanbul Convention), ratified by the Parliament of the Republic of Moldova by Law No 144/2021.

The National Program on preventing and combating violence against women and domestic violence 2023-2027 is a public policy document that derives from and is oriented towards the implementation of the provisions of Chapter V – Priority sectoral policies, section Internal Affairs of the Government Program 'Moldova: Prosperous, Safe, European' approved by Government Decision No 28/2023.

This National Program is in line with relevant regional and international requirements, in particular: the Istanbul Convention, the United Nations (UN) Convention on the Elimination of All Forms of Discrimination against Women, the Association Agenda between the Republic of Moldova and the European Union for 2021-2027, the Recommendation of the Group of Experts on Action against Violence against Women and Domestic Violence (GREVIO), Recommendation 2030 (2013) of the Parliamentary Assembly of the Council of Europe on violence against women.

The National Program aims to contribute to ensuring gender equality and combating gender stereotypes, zero tolerance towards all forms of violence against women, effective multidisciplinary survivor-centered approach to cases of violence through the development of sufficient and appropriate services to meet the needs of survivors and effective justice system response to cases of violence. In addition, the measures under this Program target the development of services based on effective multidisciplinary cooperation between authorities, and the development of services is based on the principle of long-term support and empowerment of GBV survivors and their children.

Besides that, the Republic of Moldova's Ministry of Labour and Social Protection (MoLSP) has initiated a social assistance system reform (2023-2026), which aims at impact level to promote and ensure respect of social protection and assistance right of the vulnerable population of the Republic of Moldova, in line with human rights international standards. The priorities of the reform are a) setting up of a deconcentrated social assistance system: Territorial Social Assistance Agencies, b) improvement of social assistance funding mechanism and redefining the role of social funds, c) revision of social services



classification and improvement of quality management, d) increasing of salary brackets and implementation of performance management framework and e) digitalization of the social assistance system.

2. Purpose and objectives of the Services

The purpose of the consultancy is to reengineer Republic of Moldova's integrated services provided to people at-risk and survivors of gender-based violence in line with international best practices and standards by developing:

- **a concrete and evidence-based strategic vision on integrated GBV services,**
- **an integrated quality GBV services package,**
- **a 3-year investment plan for social GBV services.**

The proposed components of the consultancy should be based on the provisions of the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (Istanbul Convention), the requirements of the National Program on Ending Violence Against Women and Domestic Violence 2023-2027 and the social assistance system reform.

The objectives are to be achieved in close collaboration and in line with development plans of MoLSP. The consultancy is to ultimately result in a stronger capacity of MoLSP, with strengthened delivery and coordination systems.

The design of the strategic vision, comprehensive program package and investment plan for GBV integrated services envisaged under the consultancy is intended to be collaborative and implemented in close interaction with other initiatives of the MoLSP and supporting partners. The process will build on global lessons learned and best practices.

The complex TOR requires a multidisciplinary team of experts which necessitates contracting of a single institution with the capacity and experience in integrated GBV services and social assistance service reform. The contract is envisaged to be implemented within a maximum period of 6 months to ensure provision of sustained technical support to UNFPA and government counterparts.

3. Work Assignments/TOR

3.1 Develop an inception report through a consultative process. The inception phase is of particular importance for the planned deliverables given that they are interlinked and will be developed in the context of accelerated efforts by national and international partners. The purpose of the inception report is to: (i) situate the deliverables within the set of broader initiatives in order to avoid duplication and ensure highest impact on the reengineering of GBV integrated services/ multi-sectoral response to GBV; (ii) undertake review of global best practices (minimum review of three country case studies that are successfully implementing integrated GBV services); (iii) develop a conceptual framework for the work; (iv) develop a workplan and revised timeline (if necessary) for the completion of the deliverables under the ToR. The inception report should be presented to MoLSP and UNFPA.

By 10 November 2023

3.2 Develop a TOR for the reference group which will include representatives from government officials, UN agencies, academia, civil society and women-led organizations and who will provide oversight for the reengineering of GBV integrated services. It will be established under the MoLSP with guidance from UNFPA. The company will also support MoLSP by co-facilitating the discussions of the reference group which should meet to a) have an initial discussion of the reengineering process of the GBV integrated services, b) to review the draft strategic vision, c) validate the strategic vision, d) review the draft GBV integrated package, e) validate the final GBV integrated package, f) review the draft 3-year investment plan and g) validate the 3-year investment plan.

By 13 November 2023

Develop the strategic vision on integrated GBV services in line with international best practices and UNFPA's global standards to protect and empower GBV survivors. The vision should be based on the principles of safety, privacy, confidentiality, informed choice, respect and non-discrimination. The vision should outline the roles and responsibilities of the following service providers: a) health care services, including mental health, b) social services, including psycho-social services and shelter, c) law enforcement, including justice and policing and d) coordination.

The vision should outline on how to (i) ensure and facilitate the access to services for GBV survivors in a coordinated manner, (ii) integrate and mainstream interventions throughout all service providers by using agreed inter-institutional working procedures and tools, (iii) ensure accountability at all levels and all involved institutions, (iv) ensure coordinated actions for prevention of GBV, (v) ensure more accurate data regarding the GBV cases and the intervention and referral as well as reporting history and (vi) measure the effectiveness of the performance of each service provider and the coordination mechanism.

The vision should also shape the thinking around necessary training and professional development programs. The vision should be also based on the analysis of at least three countries, preferably European. The vision should also entail a GBV terminology list to be used by all GBV service providers in line with UNFPA's standards.

The implementation of the activity under this deliverable will include the review of available national data sets, analyses of existing research in the field of GBV and gender equality as well as consultations with key stakeholders, revision of the existing framework so that it complements and is harmonized with results of the other initiatives in this area of work. As required by MoLSP, the selected company/ organization will present the strategic vision to government institutions and civil society organizations involved in the provision of integrated GBV services.

By 30 December 2023

3.3 Develop an integrated quality GBV services package (program design and operational manual) to implement and review services for all GBV survivors in a broad range of settings and situations. The package should build on the strategic vision and assure that the GBV integrated services are coordinated and governed to respond in a comprehensive qualitative way to survivors, including to women with



disabilities, elderly, refugees and child survivors. The package should be in line with the UN Essential Services Package for Women and Girls Subject to Violence.

1) Purpose of each service provider

This package should be a practical tool for the Republic of Moldova which outlines the purpose of each service provider and sets out a clear roadmap on how to ensure the provision and coordination of quality GBV response services of a) health care providers, including mental health, b) social services, including psycho-social support and shelter, c) law enforcement, including justice and policing and d) coordination. Linking the GBV integrated service package with complementary services such as livelihoods/ economic empowerment of GBV survivors is envisaged as a strategy to synergize the critical protection of the GBV survivors.

2) Principles

The reengineering of the GBV integrated services should follow a rights-based approach, survivor-centered approach, advance gender equality and women's empowerment, be culturally and age appropriate and sensitive, guarantee safety and hold perpetrators accountable.

3) Standards

The package should unpack the following key characteristics per service provider: availability, accessibility, adaptability, appropriateness, safety, speed, informed consent and confidentiality, data collection, information management and monitoring and evaluation.

The package should ensure the strengthening of the data collection on the status of existing rights holders that can be followed over time with a view of provision of appropriate integrated support and services (case management).

The package should also have a detailed monitoring and evaluation framework which will allow measuring the performance (quality, speed, etc) of each service provider and their coordination capabilities on the national, regional and rayon level.

The package should also outline staff requirements, training and workforce professional development.

4) Recommendations

The package should also include recommendations for developing, piloting and/or improving GBV integrated services by aligning them to the Istanbul Convention and/or other international standards.

As required by MoLSP, the selected company/ organization will present the GBV integrated package to government and institutions and civil society organizations involved in the provision of integrated GBV services.

By 29 February 2024

3.4 Develop a 3-year investment plan for the social services component of the integrated GBV service package. The investment plan in line with the GBV integrated services should include the costs for national, regional and local level institutions under MoLSP who would be responsible for GBV case

management, provision of shelter and other social assistance activities benefiting GBV survivors. The costing should also factor in the digitalization process, training and professional development of staff. As required by MoLSP, the selected company/ organization will present the 3-year investment plan to government institutions and civil society organizations involved in the provision of integrated GBV services.

By 31 March 2024

4. Deliverables

The Consultancy is to result in 3 key products:

1. Inception Report
2. Strategic vision on GBV integrated services
3. GBV integrated service package
4. 3-year investment plan for social services provided to GBV survivors (component of the GBV integrated service package)

Tasks	Deliverables	Expected timeframe	Payment
Inception Report/ TOR for reference group	<ol style="list-style-type: none"> 1. Consultations with stakeholders – process report 2. Detailed inception report and work plan for the full period of the consultancy 3. Presentation of the inception report, including work plan and case studies of three relevant countries 4. TOR for the reference group 	November 2023	10 % of the contract amount
Strategic vision on GBV integrated services	<ol style="list-style-type: none"> 1. Draft strategic vision 2. Presentation of the draft strategic vision and tools 3. Meeting minutes of the reference group meetings 4. Final strategic vision upon agreeing with MoLSP 	November 2023	25 % of the contract amount
GBV integrated service package	<ol style="list-style-type: none"> 1. Draft GBV integrated service package, including detailed M&E framework, required human resources structure and capacity-building plan 2. Presentation of the draft GBV integrated service package 3. Meeting minutes of the reference group meetings 4. Final GBV integrated service package upon agreeing with MoLSP 	February 2024	50 % of the contract amount

3-year investment plan for social services provided to GBV survivors	<ol style="list-style-type: none"> 1. Draft 3-year investment plan 2. Presentation of the 3-year investment plan 3. Meeting minutes of the reference group meetings 4. Final 3-year investment plan upon agreeing with MoLSP 	March 2024	15 % of the contract amount
---	--	------------	-----------------------------

5. Location and Duration

- Starting period: 1st November 2023
- Foreseen finishing period or duration: 6 months

Consultancy team submitting proposals for this TOR will submit the work plan with timelines within the preparatory phase of the consultancy. The activities are expected to be implemented within period of maximum 6 months. Duration of the assignment and deadline will be refined through discussion with national stakeholders. There is a possibility for the timeline to be compressed in order to meet the requirements of the national social assistance sector reform.

The consultants will propose a priority number of days to in-country work as a part of the technical and financial proposal that will be subject to revision depending on circumstances.

6. Qualifications or Specialized Knowledge/Experience Required

The consultancy will be carried out by a multi-sectorial team to cover the breadth of work under the TOR. In order to meet the requirements, it is proposed that the team consists of one (1) Team Leader, one (1) GBV Specialist, one (1) Researcher/Analyst and one (1) Junior Researcher - positions can be combined.

The team should have demonstrated experiences (at least 2 service packages focusing on Social Protection) in working on GBV integrated services, preferably in countries with similar socio-economic context to Moldova. Experience of working in Eastern Europe on similar projects is an asset due to the complexity of tasks and shortness of the consultancy is desirable. The team of specialists should be polyvalent and cover expertise in social assistance services reform and/or GBV integrated services. The researcher is expected to support the team of specialists in undertaking the cost analysis for the 3-year investment plan.

It must be clear to which activities each consultancy team member is assigned.

The Team Leader must have a minimum of 10 years of experience. The Team Leader is expected to provide technical guidance and oversight to the team and is expected to have comprehensive technical experience in the areas of social assistance system reform/ GBV integrated services. Team Leader will be responsible for the overall management of the contract and be responsible for all negotiations, decisions and deliverables. The Team Leader will be the main point of contact in communicating with UNFPA.

International Team Leader (1):

- Advanced University degree (Master's degree or equivalent, or PhD) in economics, public policy, social policy, gender studies, sociology, international development, or similar field
- Experience as Team Leader in at least four similar projects
- At least 10 (ten) years of professional experience in conducting analytical studies, research on gender equality, social protection, gender-based violence, preferable in countries with similar socio-economic context to Moldova
- Previous experience working in Eastern Europe is desirable, together with the understanding of Moldovan context, government agencies, ministries and cultural dynamics
- Excellent interpersonal, facilitation and communication skills
- Excellent English speaking and writing skills

International/National GBV Specialists (1)

Advanced University degree (Master's degree or equivalent, or PhD) in economics, public policy, social policy, gender studies, sociology, international development, or similar field

- Experience as Expert in at least two similar projects
- At least 5 (five) years of experience in organizing and conducting research/ analysis, policy design on gender equality, integrated/ complex services to respond to gender-based violence
- Previous experience working in Eastern Europe is desirable, together with the understanding of Moldovan context, government agencies, ministries and cultural dynamics
- Excellent interpersonal, facilitation and communication skills
- Excellent English speaking and writing skills

International/ National researcher/analyst (1)

- Advanced University degree (Master's degree or equivalent, or PhD) in economics, public policy, social policy, gender studies, sociology, international development, or similar field
- At least 5 (five) years of experience in social protection/ assistance/ gender research and analysis of complex data sets
- Experience in research and data analysis in support of key elements of social protection/ social assistance/ gender equality programme design, including cost analysis
- Excellent interpersonal, facilitation and communication skills
- Excellent English speaking and writing skill

International/ National junior researcher (1)

- University degree (Bachelor's degree or equivalent, or MA) in economics, public policy, social policy, gender studies, sociology, international development, or similar field
- At least 2 (two) years of experience in doing analytical work, organizing and conducting researches, surveys
- Experience in working with Moldovan state/governmental institutions is an asset
- Proficiency in Romanian and English languages

7. Content of proposer's technical proposal

- a) Narrative description of the bidding institution's experience and capacity in the following areas:

- Development of GBV integrated service or social assistance system reform
 - Development of investment plans for state social services
 - Previous assignments in developing countries in the development and delivery of training programs, preferably in Eastern Europe; and
- b) Samples or links to samples of previous relevant work listed as reference of the proposer (at least two), on which the proposed key personnel directly and actively contributed or authored.
- c) Methodology. It should minimize repeating what is stated in the ToR. There is no minimum or maximum length. If in doubt, ensure sufficient detail. It should as a minimum contain: Match between the proposed approach and requested scope of the assignment; other creative, innovative referenced ideas for methodology/tools. The proposal should also mention potential constraints to the assignment with a description of the process and procedures to deal/mitigate these constraints.
- d) Work plan, which will include as a minimum requirement the following:
- General work plan based on the one proposed in the ToR, with comments and proposed adjustments, if any; and
 - Detailed timetable by activity (it must be consistent with the general work plan and the financial proposal).
- h) Project team:
- Summary presentation of proposed experts;
 - Description of support staff;
 - Level of effort of proposed experts by activity and
 - CV of each expert proposed to carry out the evaluation.

8. Administrative Issues

The company will work directly with MoLSP as well as line ministries and institutions responsible for the implementation of GBV integrated services.

The company is expected to submit their financial proposals inclusive of cross country and in-country travel and DSA cost. Company will be responsible for travel arrangements for cross-country and in country (if required). No additional cost outside of the scope of this TOR will be covered by UNFPA.

Travel costs, as applicable, shall be calculated based on economy class travel, regardless of the length of travel and costs for accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC).

The company will have to bring own laptop and other technical equipment to complete the assignment. No office space at UNFPA Moldova will be provided.

The documents produced during the period of this consultancy will be treated strictly confidential and the rights of distribution and/or publication shall solely reside with UNFPA and MoLSP.

9. Project Management/Contract Supervisor and other stakeholders

The company will work directly under the supervision of the UNFPA GBV Program Analyst guided by the GBV and Youth in Emergency Program Coordinator. The company will work in close collaboration with the Ministry of Labour and Social Protection.



Company will work directly with UNFPA on administrative matters, with UNFPA responsible for contract management and quality assurance of the deliverables.

Quotation Form

Name of Bidder: _____

Date of Bid: _____

Request for Quotation No: _____

Currency of Bid price: _____

Delivery time (from receipt of order till dispatch): _____

Expiration of Validity of Quotation (*The quotation shall be valid for a period of at least 90 days after the Closing date.*)

Price Schedule:

Item	Description	Unit rate, (Insert Currency)
1) Inception Report/ TOR for reference group	1. Consultations with stakeholders – process report 2. Detailed inception report and work plan for the full period of the consultancy 3. Presentation of the inception report, including work plan and case studies of three relevant countries 4. TOR for the reference group	
2) Strategic vision on GBV in integrated services	1. Draft strategic vision 2. Presentation of the draft strategic vision and tools 3. Meeting minutes of the reference group meetings 4. Final strategic vision upon agreeing with MoLSP	
3) GBV integrated service package	1. Draft GBV integrated service package, including detailed M&E framework, required human resources structure and capacity-building plan 2. Presentation of the draft GBV integrated service package 3. Meeting minutes of the reference group meetings 4. Final GBV integrated service package upon agreeing with MoLSP	
4) 3-year investment plan for social services provided to GBV survivors	1. Draft 3-year investment plan 2. Presentation of the 3-year investment plan 3. Meeting minutes of the reference group meetings 4. Final 3-year investment plan upon agreeing with MoLSP	
Total:		



In your offer, please include:

1. Company registration documents
2. Client list (portfolio of previous projects)
3. Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;

Vendor's Comments:

I hereby certify that this company, which I am duly authorized to sign for, accepts the terms and conditions of UNFPA (<http://www.unfpa.org/resources/unfpa-general-conditions-contract>) and we will abide by this quotation until it expires.

Name and title

Date and Place