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1. BACKGROUND INFORMATION

1.1. Partner country

Republic of Moldova

1.2. Contracting Authority

Ministry of internal Affairs represented by Information Technology Department

1.3. Country background

Republic of Moldova is a part in the Financing Agreement concluded with the European Commission as of December 2016 regarding to cross-border cooperation programs financed under Regulation (EU) No 232/2014 of the European Parliament and the Council establishing a European Neighborhood Instrument including all subsequent modifications and additions. In this aspect, to assure the project team competences in the field of the best practices of the Project Management Professional the beneficiaries of the projects must performs the project management training courses among the project implementation period.

1.4. Current situation in the sector

The project management activity will provide planning, coordination, monitoring and controlling project activities, according with the budget and established plan.

Project management and coordination during the whole project implementation will provide effective organization of project implementation, achieving of specific objectives, qualify reporting, as well as sustainability accomplishment after project implementation.

This activity will be carried out during the entire period of the project ensuring the good implementation, identification of all the possible problems and finding the best solutions. It starts from the drafting of the project proposal and it ends after the audit report.

The project management will be done through: written agreements between partners, e-communication on-line, workshops (formal and informal), internal approvals during the project.

The members of the Project management team will be selected from the personal of the Beneficiary, composed minimum from the next functions:

- Project Manager;
- Financial Expert;
- Assistant Manager;
- Legal expert;
- Telecommunication coordinator;
- IT&C coordinator;
- Public procurement officer;

The project management will be ensured by the project management teams already described above, which will be paid in accordance with the budget and with the national legislation in force.

In accordance with the componse of the project team the main attributions and responsibilities will be established for each member, in order to obtain a unitary and coordinated project implementation.

The attributions and the area of expertise for each member will be established accordingly to their knowledge and personal competencies.

The project teams will ensure the permanent monitoring and periodically evaluations of the project activities. The obtained data will be used in the final evaluation process.

Also, for the good implementation of the project are need to be purchased specialized training services in project management for project`s beneficiaries personnel.

At the end of the training the staff must have the necessary abilities for managing and implementing the project using modern tools of management as Project Cycle Management. national/local policies and strategies and/or economic data for the sector or institutional area;

1.5. Related programmes and other donor activities

Joint Operational Programme 2014-2020.

2. OBJECTIVE, PURPOSE & EXPECTED RESULTS

2.1. Overall objective

The overall objective of the project of which this contract will be a part is as follows:

To gain the essential preparation needed for project management. To initiate the Beneficiary project team in the planning, monitoring and closing processes of the project, risk evaluation process, level of achievement expected from the implementation of the goals, final project evaluation.

2.2. Purpose

The purposes of this contract are as follows:

- The course will include a wide variety of learning tools and study aids and will target the major learning styles in project management.
- To obtain a standardized knowledge set - and the credentials to prove it.
- Forming of capacities of management team to systematic and objective assessment of the on-going and completed intervention, its design, implementation and results. The aim is to determine the relevance and fulfilment of objectives, development efficiency, effectiveness, impact and sustainability.

2.3. Results to be achieved by the Contractor

- 7 members of the Project management team trained in project management.
- Improvement of the capacities of the Beneficiary team in the field of PMP.

3. ASSUMPTIONS & RISKS

3.1. Assumptions underlying the project

To develop the skills of project management team in the field of PMP.

3.2. Risks

- Legislative modifications that affect prices or public procurement procedures;
- Personal migration during the implementation period;

- Modification of legal provisions regarding investments, public procurements or other related legislation;
- Possible delay of public procurement service for design, manufacturing and installation of equipment;
- Costs modification for materials, raw materials (exchange rate depreciation).

4. SCOPE OF THE WORK

4.1. General

4.1.1. Description of the assignment

The first activity refers to the training of the staff. The main objectives will be to gain the essential preparation needed for project management. The course will include a wide variety of learning tools and study aids and will target the major learning styles in project management.

By participating in a project management, course the project team members will obtain a standardized knowledge set - and the credentials to prove it.

The training will help them execute the project's tasks effectively and efficiently by providing a systematic way to execute a project. This approach ensures that the trainees meet the project goals in a logical, systematic, and organized manner.

Undergoing this course, the team will be able to carry out specific processes for each phase in the project and that people playing specific roles execute each process. The trainees will learn how to fairly detail, monitor and control processes, which in turn ensures smooth project execution.

During the training the participants will acknowledge how to and why allocating work, creating plans, ensuring the work is done - as per the defined quality, and ensuring the work is completed on-time.

4.1.2. Geographical area to be covered

Not applicable

4.1.3. Target groups

1 public central authority - Moldavian Ministry of Internal Affairs.

4.2. Specific work

- The contractor will provide the course support, which will focus on the PMP content;
- All office and stationery materials (course maps, A4 sheets or notebook, pens, etc.), course materials, evaluation tests, exams, certificates will be supported by the Provider and insured for each participant;
- The technical means necessary for the presentation of the course, respectively notebook, video projector, flipchart, etc. will be provided by the Contractor;
- The training will take place for a minimum team of 7 people;
- The course will be organized in the Contractor office or in another location chosen by him, the accommodation, transport and meal expenses being borne by the Contractor;
- The schedule of the courses will be agreed between the Beneficiary and the Contractor;

- All the materials will be offered to the students in systematic form on paper and in electronic format;
- Design a range of realistic interactive exercises, including “hands-on” practice of skills, to support course content and objectives, revise and update existing exercises and simulations as needed, prepare instructions, role descriptions and other materials.
- The first page of the presented educational material will have the European Union logo and the logo of the Program in accordance with the program's identity manual.
- The Contractor will ensure the registration of the students to the course, will bear the expenses related to the transport of the participants to the course area and the expenses related to the accommodation and meal.
- The company that will provide the training services must have qualified, authorized personnel, with relevant experience of at least 5 years. CVs for trainers and recommendations will be presented.
- The Contractor will ensure the preparation of the participants for taking the PMP Certification Exam.
- The course will be finalized with an examination with the establishment of the marks obtained and the issuance of the certificates of graduation of the course.

The course will cover mandatory the next domains, but is not limited to:

- **Project management processes**
- **Project integration management**
- **Project scope management**
- **Project time management**
- **Project cost management**
- **Project quality management**
- **Project human resource management**
- **Project communications management**
- **Project risk management**
- **Project procurement management**
- **Project stakeholder management**

The contractor should submit Evaluation Report

- Submit an evaluation report upon completion of course;
- The report should analyse and assess participant evaluations;
- The report should identify problem areas and make suggestions for improvement;

The Contractor must also comply with the latest Communication and Visibility Manual for EU External Actions concerning acknowledgement of EU financing of the project. (See <https://ro-md.net/identitate-vizuala/>)

4.3. Project management

4.3.1. Responsible body

Project Management team of the Contracting Authority.

4.3.2. Management structure

The Project Steering Comity (PSC) is composed from members of the Beneficiaries Project Management teams. Project Manager appointed by Lead Beneficiary will ensure the leadership of PSC.

Any deliverable of the project must be approved by PSC, before being transmitted to the Contracting Authority, ensuring a Joint Project Implementation and a good coordination between the project management teams.

The project management will be done through: written agreements between partners, e-communication on-line, workshops (formal and informal), internal approvals during the project.

The Contractor will report to the Beneficiary trough the PSC component. The members of the PCS shall not be a direct recipients of the project support as well as those that manage the projects directly to ensure objectivity. The legal expert, the project manager will manage the course and provide logistical support. The Project coordinator will make the approving and reception of the deliverables after preventive verification by the Project manager.

4.3.3. Facilities to be provided by the Contracting Authority and/or other parties

Not supplementary offices should be rented, the necessary workspaces will be provided to the evaluators by the beneficiaries of the project in the main offices. The Contractor, should take the all-logistical support, including meeting organization.

5. LOGISTICS AND TIMING

5.1. Location

Cnisiu city, Republic of Moldova

5.2. Start date & Period of implementation of tasks

The intended start date is 06.07.2020 and the period of implementation of the contract will be 2 months from this date. Please see Articles 19.1 and 19.2 of the Special Conditions for the actual start date and period of implementation.

6. REQUIREMENTS

6.1. Staff

Note that civil servants and other staff of the public administration of the partner country, or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well as proof that the expert is seconded or on personal leave.

6.1.1. Key experts

Key experts are defined and they must submit CVs and signed Statements of Exclusivity and Availability.

All experts who have a crucial role in implementing the contract are referred to as key experts. The profiles of the key experts for this contract are as follows:

Key expert: Trainer

Qualifications and skills

Education:

Advance degree (Master) in international relations, Public Administration Public Policy or other relevant field.

Language:

- Proficiency in written and spoken English is essential. Ability to communicate in Romanian language would be an asset.

General professional experience

Functional Competencies:

- Consistently approaches work with energy and a positive, constructive attitude.
- Ability to work under pressure and to meet deadlines.
- Demonstrates excellent oral and written communication skills.
- Demonstrates openness to change and ability to manage complexities.
- Self-reliant and able to work as a part of a multi-cultural team in a stressful.

Professionalism:

- Shows pride in work and in achievements; is conscientious and efficient in meeting commitments; observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges and, remains calm in stressful situations.

Communication:

- Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and, responds appropriately; asks questions to clarify and, exhibits interest in having two-way communication; tailors language, tone, style and, format to match the audience and, demonstrates openness in sharing information and, keeping people informed.

Planning and Organizing:

- Identifies priority activities and assignments; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary and, uses time efficiently.

Client Orientation:

- Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect and, meets time line for delivery of product or services to client.

Teamwork:

- Works collaboratively with colleagues to achieve organizational goals; builds consensus for task purpose and direction with team members and, supports and acts in

accordance with final group decisions, even when such decisions may not entirely reflect own position.

Technological awareness:

- Keeps abreast of available technology, actively seeks to apply technology to appropriate tasks and, shows willingness to learn new technology.

Specific professional experience

- Minimum 5 years of relevant professional experience in the field project management.
- PMP certification or equivalent.
- Experience in working for the EU or other international development organizations in an international setting would be an asset.
- Knowledge of Public Administration processes would be an asset.
- Excellent analytical and problem-solving skills and proven ability to draft recommendations stemming from key findings is essential.
- Experience of working at the policy level/strategic level would be an asset.
- Excellent report writing skills are essential.
- Experience in the usage of computers and office software packages (MS Word, Excel, etc).

6.1.2. Other experts, support staff & backstopping

CVs for experts other than the key experts should not be submitted in the tender but the tenderer will have to demonstrate in their offer that they have access to experts with the required profiles. The Contractor shall select and hire other experts as required according to the needs. The selection procedures used by the Contractor to select these other experts shall be transparent, and shall be based on pre-defined criteria, including professional qualifications, language skills and work experience.

The costs for backstopping and support staff, as needed, are considered to be included in the tenderer's financial offer.

6.2. Office accommodation

Office accommodation for each expert working on the contract is to be provided by the Contractor.

6.3. Facilities to be provided by the Contractor

The Contractor shall ensure that experts are adequately supported and equipped. In particular it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion. Contractor will ensure all necessities in terms of supplies, services, documentation, logistical support, etc. for the success of the contract.

6.4. Equipment

No equipment is to be purchased on behalf of the Contracting Authority / partner country as part of this service contract or transferred to the Contracting Authority / partner country at the end of this contract. Any equipment related to this contract which is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

7. REPORTS

7.1. Reporting requirements

The Contractor will submit the following reports in English and Romanian in one original and 2 copies, 1 electronic copy, the copies should be numbered and assumed "According to the original":

- **Draft final report** of maximum 5 pages (main text, excluding annexes). This report shall be submitted no later than one month before the end of the period of implementation of tasks.
- **Final report** with the same specifications as the draft final report, incorporating any comments received from the parties on the draft report. The deadline for sending the final report is 10 days after receipt of comments on the draft final report. The report shall contain a sufficiently detailed description of the different options to support an informed decision on course attendance benefits. The detailed analyses underpinning the recommendations will be presented in annexes to the main report. The final report must be provided along with the corresponding invoice.

7.2. Submission and approval of reports

The report referred to above must be submitted to the Project Manager identified in the contract. The Project Manager is responsible for approving the reports.

8. MONITORING AND EVALUATION

8.1. Definition of indicators

- 7 Certificates of participating at the training course for PMP
- 7 people of Beneficiary personal trained and evaluated in PMP
- 1 Final report

8.2. Special requirements

The course should be organised in Romanian language, else the Contractor should assure the translator for all period of course.

All support materials should be also in Romania language.