

TERMS OF REFERENCE

- A. Job Title:** **National Emergency Health Care Consultant** to provide methodological support to joint working group on Left Bank Emergency Health care Needs assessment, training programme and protocols synchronization
- B. Duty Station:** Chişinău
- C. Project reference:** Support to trust and cooperation between both banks of the Nistru River in the area of emergency healthcare, short project name: **Cross-River Care Project**
- D. Contract type:** Individual Contract (IC)
- E. Duration of assignment:** up to 60 working days, in the period of June 2025 – December 30, 2025

F. Background:

The Project will complement and support the Government of Moldova's efforts to achieve the global strategic health objective and to improve the well-being of the population by actively promoting a modern and efficient health system that meets the needs of each individual, leaving no one behind.

The Project will ensure that in the new environment, on one hand, the residents from the left bank (including the refugees) have better, safer and more equitable access to emergency healthcare services. On the other hand, it will help overcome mistrust and thus decrease tensions, building dialogue and constructive engagement.

The strategic goal of the Project is to achieve an enhanced environment of trust and cooperation across the Transnistrian conflict divide through joint work on improving the living standards of men and women from the left bank, via safer and more equitable access to emergency healthcare services.

Provided the above-mentioned strategic goal, the Project pursues the following Outcome: Improved cooperation between emergency healthcare professionals enables men and women (including children, young people and people with disabilities, as well as migrants and refugees) from the left bank to benefit from improved emergency healthcare services which promptly address their basic needs. In this respect, a crucial role is to be played by the **Thematic Cross-river Cooperation Platform on Healthcare** established by UNDP within the EU-funded Confidence Building Measures Programme. The platform supports, through dialogue and expertise, the initiation of mutually beneficial sectorial dialogue and projects, as well as capacity building and transfer of experience from one bank to another.

The Platform, through its two co-leaders – one NGO from right bank and another NGO from left bank will be responsible for provision of soft support within the project, namely conducting of Needs Assessment of Left bank Emergency health care sector, developing and provision of a training programme for left bank Emergency Health medical staff as well as update and enhance left bank emergency health care protocols/methodologies to be harmonized with international standards. For this tasks the Health Platform with project support will create a Working group of experts from both banks, and supervise the work of the working group, under the guidance Project team and experienced National Consultant, to assure the quality of developed deliverables.

G. Objective:

The overall objective of this assignment for the National Consultant (hereinafter Consultant) is assist the project team and the Cross-river Health Platform in implementing the specified outputs, including but not limited to:

- Enhanced capacities of the medical personnel from the left bank to follow updated protocols and methodologies due to knowledge transfer and enhanced cross-river exchange.
- Enhanced emergency healthcare protocols and methodologies from the left bank, harmonized with the

right bank and international standards as a result of collaborative work.

H. Scope of work and expected outputs:

Under the guidance of the Project Manager, the Consultant is expected to perform the following tasks:

- Provide overall conceptual, methodological and quality assurance support to Cross-River Health Platform and working group established by Cross-River Platform, formed of specialists from both banks to conduct Needs Assessment of existing emergency health care system on the left bank including healthcare protocols and their compliance with international standards and of capacities of the medical personnel from the left bank (hereinafter called Needs Assessment).
- In coordination with Cross-River Health Platform, Project Manager and other relevant partners, develop the Needs Assessment Methodology and adapt the WHO Needs Assessment template to conditions and realities of left bank.
- Assist Cross-river Health Platform to identify the qualified team of experts to form the Working Group (~ 2 experts from right and 4 experts from Left bank) to conduct needs assessment, develop training programme and synchronize emergency health protocols.
- Participate at the joint Cross-River Platform Leaders/ Working Group meetings (organized by Cross-River Health Platform) and provide consultations to Cross-River Health Platform leaders on developing of the timeline for the working groups work, distribute the responsibilities and set up the goals and timeframes.
- Monitor the progress of the working groups on each of the set directions and provide advice and coaching to Cross-River Health Platform leaders as needed to ensure successful completion of tasks.
- Together with Project Manager and Cross-River Health Platform Leaders evaluate each of the deliverables of the working group. Provide guidance on necessary adjustments and improvements to ensure the quality and relevance of the outputs.
- Provide conceptual and quality assurance support to the project team and Cross-river Health Platform in developing the Roadmap for the development of the Emergency health care service on the left bank (hereinafter called Roadmap), including through consultations (in format of interviews and focus-group discussions) with stakeholders to gather insights and feedback.
- Provide support to the Cross-river Health Platform and Working Group to identify priority protocols to be changed or updated, and outline practical steps to initiate protocol adjustments.
- Participate with inputs at meetings of Project team and Cross-river Health Platform Reps with WHO representatives when solicited, and provide necessary inputs on current state of affairs on right bank and recommendations for the left bank.

I. Expected Deliverables:

Item no.	DELIVERABLES	Estimate Workdays	Tentative timeframe
1	Deliverable 1.1. Needs Assessment Methodology developed in coordination with Cross-River Health Platform, including adapting of the WHO Needs Assessment Template.	Up to 14 days	By July 15, 2025
	Deliverable 1.2. Report on activities carried out towards forming the Working Group of the Cross-river Health Platform, incorporating Working Group distribution of tasks, goals and timelines established.	Up to 1 day	
2	Deliverable 2. Quality assurance services provided to Cross-River Health Platform/Working Group during Needs Assessment implementation: Deliverable 2.1 At least 5 coordination meetings (organized by Cross River Health Platform) on the Working Group Needs Assessment activities/products (minutes of the meetings, topics discussed, recommendations provided)	Up to 6 days	By August 15, 2025

	<p>Deliverable 2.2 Report on consultations/recommendations provided to Working Group on Training Programme developed (Minutes of the meetings, Training Programme Adjustments in track changes)</p> <p>Deliverable 2.3 Report on consultations/recommendations to Working Group on medical protocols harmonization and update (Meeting Minutes, List of Protocols to be adjusted/ harmonized and their prioritization (developed by Working Group) adjusted in track changes</p> <p>Deliverable 2.4 Final report on Quality assurance inputs to Needs Assessment report delivered by Working group (in Track Changes), coordinated and endorsed by Project Manager</p>	<p>Up to 4 days</p> <p>Up to 6 days</p> <p>Up to 5 days</p>	<p>By Sep. 10, 2025</p> <p>By October 10, 2025</p> <p>By October 25, 2025</p>
3.	<p>Deliverable 3</p> <p>Report on Quality Assurance Recommendations and Inputs provided to Working Group in development of Roadmap for the development of the Emergency health care service on the left bank (in track changes), coordinated with WHO experts and endorsed by Project Manager</p>	Up to 14 days	By November 30, 2025
4	<p>Deliverable 4</p> <p>Report on participation with expert opinion in joint working meetings (up to 10 meetings) with Cross-River Health Platform and other stakeholders, such as other international and regional organization, government and non-government representatives, and left bank Emergency Health system representatives (Meetings agenda, Minutes of the meetings)</p>	Up to 10 days	By December 30, 2025
Total estimated days		Up to 60 days	

Note: Deliverables and the final timeline can be amended or specified for the purpose of the assignment. The deliverables should be submitted in Romanian.

J. Organizational Setting:

The National Consultant will work under the direct supervision of the Project Manager. It is expected that the Consultant begins the assignment in June 2025 and completes the assignment in December 2025.

K. Financial arrangements:

The financial proposal shall specify a total **lump sum** amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e., whether payments fall in instalments or upon completion of the entire contract). Payments are based upon output, i.e., upon delivery of the services specified in the TOR. To assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including the daily fee, taxes, and number of anticipated working days).

Travel

No travel is envisaged during the assignment. In the case of unforeseeable travel, payment of travel costs including tickets, lodging, and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

L. Confidentiality

Materials provided to the Consultant and all proceedings within the consultancy contract shall be regarded as confidential, both during and after the consultancy. Violation of confidentiality requirements may result in immediate termination of the contract.

M. Qualifications and skills required:

I. Academic Qualifications:

- Master's degree in Public Health Management, Economy or other relevant fields Specification training in Emergency Health care direction will have an advantage.

II. Years and sphere of experience:

- At least seven (7) years of experience in the area Health Care Management is required;
- Experience in Emergency Health Care system will be considered as advantage;
- Experience in evaluations/assessments/studies in the area of public health care institutions management will be considered as strong advantage;
- Experience in developing / adjusting / synchronizing of Emergency Health Care Protocols will be considered as strong advantage;
- Experience working in/with projects financed by European Commission, or other international organizations, including the UN Agencies will be considered as advantage.

III. Competencies:

- Ability to meet deadlines and prioritize multiple tasks;
- Demonstrated interpersonal, communication, teamwork and diplomatic skills;
- Ability to enter new environments, adapt quickly and produce immediate results;
- Computer literacy – competent user of Microsoft Office programs, databases, financial and accounting software.

IV. Interpersonal Skills:

- Resourcefulness and creativity;
- Strong communication and relation-building skills;
- Ability to collaborate and work effectively in a team;
- Excellent problem-solving and decision-making abilities;
- Strong organizational and time management skills;
- Attention to detail and ability to meet deadlines;
- Adaptability and flexibility in a fast-paced environment.

The UNDP Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other noncitizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply. **Please specify in CV, in case you belong to the group(s) under-represented in the UN Moldova and/or the area of assignment.**

N. Documents to Be Included When Submitting the Proposals

Interested individual consultants must submit the following documents/ information to demonstrate their qualifications:

- Offeror's letter to UNDP confirming interest and availability for the individual contractor (IC) assignment, incorporating Financial proposal in Annex 2
Upload the signed version of the filled in Offeror's letter to UNDP confirming interest and availability for the individual contractor (IC) assignment. Annex 2 to the Offeror's letter, incorporating the Financial Proposal, shall be filled in mandatorily and includes the detailed breakdown of costs supporting the all inclusive financial proposal.
The Financial Proposal shall be additionally submitted directly in the system. Please ensure there are no mathematical errors and that amounts from Offeror's Letter to UNDP Confirming Interest and Availability match with your offer in the system.
- Proposal (Motivation Letter): explaining why he/ she is the most suitable candidate for the assignment, including previous experience.
- Duly completed and updated personal CV and at least three (3) references.

Important notice: The applicants who have the statute of Government Official / Public Servant prior to appointment will be asked to submit the following documentation:

- a no-objection letter in respect of the applicant received from the Government, and;
- the applicant is certified in writing by the Government to be on official leave without pay at days when performing for this particular Individual Contract.

O. Evaluation

At first, individual consultants will be selected according to the following minimum qualification criteria:

- Master's degree in in Public Health Management, Economy or other relevant fields;
- At least seven (7) years of experience in the area Health Care Management;
- Resident of the Republic of Moldova.

Thus, selected individual consultants will then be further assessed according to the following methodology:

Cumulative analysis

The contract will be awarded to the individual consultant whose proposal was assessed and defined as:

a) clear/appropriate/acceptable, and

b) which obtained the highest score according to the weighted technical and financial criteria, formulated for this request.

* Specific weight of technical criteria – 60% (300 p.);

* Specific weight of financial criteria – 40% (200 p.).

Only candidates who scored a minimum of 210 p. are allowed to participate in the financial assessment.

Criteria	Scoring	Maximum achievable points
Master's degree in Public Health Management, Economy or other relevant fields,	Master's degree – 35 pts., PhD – 40 pts.	40
At least seven (7) years of experience in the area Health Care Management	7 years – 40 pts., each additional year – 5 pts.; up to 70 pts.	70
Experience in Emergency Health Care system	2 years – 20 pts., each additional year – 5 pts., up to 30 pts.	30
Experience in developing / adjusting / synchronizing of Emergency Health Care Protocols	Each project – 10 pts, up to 30 pts.	30
Experience in evaluations / assessments / studies in the area of public health care institutions management will be considered as strong advantage.	Each project – 10 pts., up to 40 pts.	40
Experience working in/with projects financed by European Commission, or other international organizations, including the UN Agencies	Each project –10 pts., up to max. 30 pts	30
Fluency in Romanian and Russian languages	15 pts. for each language	30
Working knowledge of English	20 pts.	20
Belonging to the group(s) under-represented in the UN Moldova and/or the area of assignment*	(No – 0 pts., to one group – 5 pts., to two or more groups – 10 pts.)	10
Maximum overall technical result		300
Financial analysis		
Submitted financial proposals will be assessed according to the following formula: $S = F_{min} / F * 200$ S – the achieved result of the financial assessment; F _{min} – the lowest financial proposal of all those submitted, which were qualified during the technical assessment; F – the financial proposal to be reviewed.		200

* Under-represented groups in UN Moldova are persons with disabilities, LGBTI, ethnic and linguistic minorities, especially ethnic Gagauzians, Bulgarians, Roma, Jews, people of African descent, people living with HIV, religious

*minorities, especially Muslim women, refugees, and other non-citizens. **Please specify in CV, in case you belong to the group(s) under-represented in the UN Moldova and/or the area of assignment.***

Winner

The winner is the candidate who cumulatively scored the maximum number of points (technical result + financial result)