

## TERMS OF REFERENCES

for a

### National consultant to develop the monitoring and evaluation framework for the Joint Information Service Bureaus

Potential Applicants:	Specialist with expertise in monitoring and evaluation and data use
Expected Duration of Assignment:	Estimated volume of work 30 working days during 14 October - 10 December, 2013
Reference to Project:	UN Joint Project on Strengthening the National Statistical System Participating agencies UNDP and UN Women
Project Activity:	Activity no.3. Capacity building
Contract type:	Individual Contract
Contracting Authority:	United Nations Development Programme (UNDP)
Beneficiary:	Ministry of Labour, Social Protection and Family, Joint Information and Services Bureaus, local public administration

#### BACKGROUND

*Joint UN Project on Strengthening the National Statistical System of RM (Statistics Project)* is currently implemented by the UNDP, UN Women, UNICEF, UNFPA and ILO, in partnership with the National Bureau of Statistics and aims at improving data collection, production, dissemination and use of statistical information with particular attention to national needs and overall conformity of official statistics with international standards. One of the Statistics Project's intended results is the **improved use** of available disaggregated statistics by different categories of data users in particular for evidence-based monitoring of policies, development strategies, programmes, etc.

In parallel, UN Women in partnership with the Government of Moldova (Ministry of labour Social Protection and Family and the Ministry of Economy), with financial support from the Government of Sweden, are implementing another Program on *Women's Economic Empowerment through increasing Employability in the Republic of Moldova (WEE Programme)*, which was designed to address the needs of the rural and sub-urban population, especially poor women in exercising their social and economic rights through increasing access to quality information and services in employment and social protection areas. This will be achieved through improving local services, building capacity of the relevant institutions as well as improving policy and legislation based on the gaps identified through their practical application on the ground.

At the local level, a new concept of service provision was introduced based on "one-stop-shop" or "one window" approach, by establishing Joint Information and Services bureaus (JISB). This enabled bringing together around ten services focusing on the areas of employment, agriculture, social protection, land and entrepreneurship providing guidance and advice and thus addressing challenges at the local level. Establishment of JISBs was unique and cost effective for Moldova's local public administration as it did not entail creation of new structure or recruitment of additional staff. Concept of JISBs was introduced in August 2010 and up to day it is operational in 18 districts of Moldova.

JISBs are located in the building of the District Council and/or District Administration premises at an easily accessible and visible place. Its maintenance and functioning is fully covered by local sources including district council. JISB sittings take place once a week, on a selected day. Besides weekly meetings, JISBs, on a regular basis, carry out mobile team visits to villages to ensure provision of services for women and men living in rural area, especially in remote and hardly accessible villages. Mobile teams proved to be especially beneficial for women and disabled persons not being able to travel to the district centre (disabled, mothers with children, elderly). Up to date JISBs supported more than 8000 beneficiaries out of whom 60% women and 85% rural population.

While state allocated budget for JISB operation that guarantees its sustainability, and a regulation on JISB functioning been approved by the cabinet, UN Women is providing continuous support to local public authorities and service providers in efficiently organizing JISB sittings and mobile teams and monitor JISB activity. In this process, UN Women is seeking for a consultant to support in the elaboration of a Monitoring and Evaluation Framework to be used by JISB and local authorities.

## OBJECTIVES OF ASSIGNMENT

**The main objective of the assignment is to develop the monitoring and evaluation framework for JISBs operation and provide guidance on its effective use by JISB.**

Once developed, the M&E framework shall be tested by the selected consultant in a selected district, using JISB data and other available sources of official and administrative statistics at the coal level.

All activities under the present assignment will be correlated to the needs of key-stakeholders and in compliance with the national legislation (including Law on Official Statistics), and other national and sector policy and regulatory documents in compliance with international standards in statistics and relevant best practices of other countries.

## TASKS and ACTIVITIES

Under the overall supervision of the UNDP and UN Women/WEE, the Consultant will have the following major responsibilities and perform the following activities:

### **Activity 1. Desk review through analysis of the main background and reference materials related to JISBs functioning:**

- Background documents on the concept of JISBs and "one window" approach;
- Regulations on functioning of JISBs;
- Description of the JISBs information system;
- Available tools (forms, questionnaires, lists, registers, etc.) for recording the JISBs' activities and performance;
- Report on Assessing the efficiency of the Joint Information and Services Bureaus (JISB) by Magenta Consulting, 2013;
- Results of previous activities undertaken by the Statistics and UN Women Projects, including the available draft Set of indicators to monitor the activity of JISBs;
- resources containing useful information and indicators available in JISBs' areas at the regional/local level: printed and electronic publications, methodologies, relevant legislative and policy documents for socio-economic sectors to be covered;

**Activity 2. Propose own approach and working methodology** for the accomplishment of the current assignment, draft detailed action plan and an outline on the structure and content of the M&E framework and discuss them with the team of UN Joint Project on Statistics and concerned national stakeholders.

**Activity 3. Develop a holistic monitoring and evaluation framework for the operation of JISBs** providing improvements to the structure of available M&E indicators' matrix and complementing it with the conceptual items/elements of the future M&E framework.

The consultant will have the task to make a detailed description of the M&E framework. This description of the framework should contain the understanding of how this is going to be used, for what purposes and by whom, avoiding too general sentences. Links to creating evidences, learning and improving purposes, planning, informed decisions, etc. will be described. The various stages of the M&E cycle, to include, inter alia, planning, monitoring, reporting, evaluating, learning, decision making, are very important parts to be carefully described, with roles and responsibilities, timing and possible actions, so that the regular collection of indicators would have a follow up and become a useful tool.

Besides a table with monitoring indicators, the M&E framework will describe all processes and data flows within the M&E cycle. It should basically answer the question: so what if we have this value of an indicator? What's next?

### **Activity 4: Test the functionality of the developed set of M&E indicators**

The M&E framework will be tested for relevance, efficiency and efficacy and on the basis of one district (to be selected) with data to be provided by JISB and other that collected from other sources at the local level. The M& framework shall rely on the availability of data within the JISB information system.

Based on the results of the testing, the framework shall be adjusted/fine-tuned, if required.

### **Activity 5: On the basis of the developed and tested set of M&E indicators, to develop an example/prototype analysis/report of a JISB activity**

The outline and structure of report should be coordinated with the UN Projects and main beneficiaries in advance.

The developed paper should represent an example on how data provided by the M&E framework can be used by the JISBs' managing authorities for the regular monitoring of the functioning of the Bureaus.

### **Activity 6: Make a presentation to JISBs regarding the content of the JISBs' M&E framework and provide guidance on how to use it**

Make a presentation of the developed monitoring framework, explain how this framework is to be used and by whom, on the basis of what evidences. The presentation will represent a validation of the developed M&E framework with the local stakeholders.

### **Other activities:**

Develop the activity report on undertaken consultancy, including attained outputs, conclusions and next stage recommendations.

## DELIVERABLES, EXPECTED OUTPUTS and TIMEFRAME

Performing the mentioned above activities, the Consultant will be responsible for delivering of the following outputs, comprising the main milestones:

No.	Deliverables and Outputs	Tentative timeframe
1.	- Detailed approach and working methodology aimed to achieve the assignment's objectives, including: a. tools, analysis techniques, etc. to be applied by envisaged stages; b. detailed Action Plan, including timelines and dates of outputs' delivery;	In 1 week from contract date
2.	- Description of the M&E framework for JISB; - Brief outline and structure of the prototype analytical report on the basis of JISBs' M&E indicators	In 3 weeks from contract date
3.	Draft JISB report (example) on the basis of the developed M&E framework	In 4weeks from contract date
4.	Final analytical report (after consideration of received comments)	In 5 weeks from contract date
5.	Hard and digital files produced during or as a result of the accomplished activity	In 6weeks from contract date
	Presentations used for JISB M&E Framework	
	Narrative completion report on accomplishment of assignment) and use of funds, in electronic and hard copies. The report will include stages passed, inventory of resources used, results obtained versus expected, impact of obtained results, risks overcome and problems faced, lessons learned, recommendations etc.	

The activities under the present assignment are expected to commence at the middle of October 2013 and end by the beginning of December, 2013.

All the deliverables should be agreed with the representatives of UN Projects' staff and be provided in Romanian and English, in electronic copy.

## MANAGEMENT ARRANGEMENTS

The selected Consultant is expected to work in a close cooperation with the national counterparts and the UNDP and UN Women/WEE Projects staff, and regularly keep them updated on the progress.

The Contractor will make sure the exercise follows the agreed upon time schedule and will be accountable for the quality delivery of the outputs to the UNDP Project Manager, who will approve contractor's deliverables in coordination with UN Women specialists.

## QUALIFICATIONS AND SKILLS REQUIRED

The consultant complies with the following qualification criteria:

### Education:

- University degree in the area of social, economic and/or other science related to areas of assignment;

### Experience:

- At least 3 years of working experience in the designing M&E systems and/or undertaking monitoring and evaluation of development interventions;
- At least 4 years of proved previous working experience consisting of substantial participation in analytical (thematic analysis, assessments, evaluations and/or reviews, etc.) and/or policy advisory works in the economic and social area/s/fields;
- Proved practical experience of work related to the use of statistical data, evidences and informative materials, but also related to data collection and/or production;
- Experience of collaboration with Government (specifically at the local level) in area/s relevant for the present assignment;
- Experience in working with development partners (in particular UN/UNDP) and nongovernment organizations, in particular in area/s relevant for the present assignment;

### Competencies and other skills and abilities:

- Familiarity with the national context (legal and policy framework) related to the areas of assignment concern and international practice;
- Romanian language proficiency; Good skills in oral and written English;
- Ability to analyse, plan, communicate effectively orally and in writing, draft reports, solve problems, organize and meet expected results, adapt to different environments (cultural, economic, political and social);
- Ability to be independent, impartial and credible in a challenging environment;

- Availability to work with UN and Project’s national stakeholders during the indicated/approved period;
- Cultural and gender sensitivity.

### **DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS**

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

1. Technical Proposal including:
  - brief explanation of how the Applicant responds to each of the qualification requirements and why he/she is the most suitable for the work;
  - own vision and working approach in undertaking the assignment;
2. Personal information (as a detailed CV or as a Personal History Form /P11) including records on past experience in similar projects/assignments and concrete outputs obtained;
3. Financial proposal (in USD, specifying a total lump sum amount and the number of anticipated working days).