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**National Consultant for Implementation of**

**Quality Management System Review** **for the Ministry for Reintegration of Temporarily Occupied Territories of Ukraine**

**Scope of Work (SoW)**

**Introduction to DRC-DDG**

The **Danish Refugee Council** (DRC) is a leading international humanitarian displacement organisation, supporting refugees and internally displaced persons during displacement, in exile, upon return, or when settling and integrating into a new place. DRC provides protection and life-saving humanitarian assistance, supports displaced persons in becoming self-reliant and included in hosting societies – and works with communities, civil society and responsible authorities to promote the protection of rights and peaceful coexistence. The **Danish Demining Group** (DDG) is a specialist unit within DRC which aims to reduce weapons-related risks and armed violence through working with communities. DDG works with conflict management, security governance, weapons and ammunition management and mine action. DRC as a whole, currently has 9000 staff and 7500 volunteers, with programs in more than 30 countries worldwide.

In Ukraine, DRC operated from 2007 until 2013 with European Commission funding, implementing a nationwide program for the protection of refugee children and capacity building of civil society and asylum authorities. In 2014, DRC-DDG reopened operations to support the humanitarian response to the current crisis. The DRC-DDG Ukraine country program operates from a national office in Kyiv and field offices in Mariupol and Slovyansk/Severodonetsk, covering programs in the Protection, Legal Assistance, Mine Action, and Livelihoods sectors. The Kyiv office provides overall coordination of the country program and operational support, as well as direct project implementation of the Legal Assistance and Cross-Border Capacity Building programs.

**Background**

In conflict-affected countries, the capacity building of state institutions is one of the most crucial elements to ensure stabilisation and peaceful transition from early recovery stages. It is vital to strengthen the human and institutional capacities and resources of national, regional and local authorities to work together on developing concrete approaches, mechanisms, and tools that will promote and contribute to peaceful solutions. Cross-Border Capacity Building (CBCB) is an innovative programme which supports the implementation of DRC 2020 Mission Statement by addressing the capacity needs of the government to enable it to support IDPs and conflict-affected persons in line with international norms. This is achieved through multiple channels including bringing policy-making and operational staff from national, regional and local governments from countries which have faced and addressed similar displacement issues together with their counterparts in Ukraine.

**Project Title:** Promoting Peacebuilding and Reconciliation in Ukraine

**Donor:** European Union/United Nations Development Programme (UNDP)

**Project Outline:** The ‘Promoting Peacebuilding and Reconciliation in Ukraine’ project is implemented as part of the EU-funded EU4East programme and the UN Recovery and Peacebuilding Programme (UN RPP), which will contribute to the implementation of Component 4 of UN RPP and provide support to the Ministry for Reintegration of Temporarily Occupied Territories of Ukraine (MRTOT) to enhance its capacity on peacebuilding and reconciliation. The overall objective of the project is to increase the peacebuilding and reconciliation efforts and improve institutional capacities of the MRTOT. The project has two outputs:

* The capacity of the MRTOT on peacebuilding and reconciliation issues is developed, with input from relevant experiences of other post-conflict countries.
* The capacity of the MRTOT on service delivery and coordination is strengthened based on the best national and international approaches, standards and procedures.

**Objective**

The objective of the assignment is to provide individual consultancy to ensure high-quality implementation of the Quality Management System Review for the MRTOT.

1. **Work Assignment**

The Quality Management System Review will be conducted according to the Order of the Cabinet of Ministers of Ukraine from 28 December 2020 No. 1646-p “On approval of the typical tasks and key performance indicators, effectiveness and quality of the performance of civil servants who occupy the positions of the heads of the central executive authorities” and in line with the Order of the National Agency of Ukraine on Civil Service from 8 December 2020 No. 230-20   
“On approval of methodological recommendations regarding the implementation of the review of the quality management system of the ministry, other central executive authority”.

Under the overall authority of the Ministry for Reintegration of Temporarily Occupied Territories of Ukraine and the direct supervision of DRC-DDG Ukraine, the selected national consultant will undertake the following tasks:

* Conduct the online/offline training for the MRTOT officials (from 5 to 20 persons) on the implementation of the Common Assessment Framework model and assessment process;
* Ensure the development of the Quality Management System Review results, which will cover:
* Completing the Final Assessment Score form of the Quality Management System Review of the MRTOT;
* Development of a Report of the Quality Management System Review of the MRTOT;
* Development of an Action Plan for the improvement of the Quality Management System for the MRTOT.
* Present and discuss the results of the Quality Management System Review with the MRTOT officials.

**Required Deliverables and Timeline**

* Materials of the training (training curriculum and other study materials, training agenda and list of participants) for the MRTOT officials on the implementation of the Common Assessment Framework model and assessment process.
* Final Assessment Score form of the Quality Management System Review of the MRTOT.
* Report of the Quality Management System Review of the MRTOT.
* Action Plan for the improvement of the Quality Management System for the MRTOT.

All deliverables will be submitted to DRC-DDG via e-mail in Ukrainian. All deliverables are subject to DRC-DDG’s review and approval. Therefore, the selected national consultant is expected to share the documents and respond to DRC-DDG comments and reflect the respective changes in all the above deliverables before they can be considered final.

The assignment will take fifteen working days in June 2021. The timeline will be adapted according to the final work plan, as agreed with the selected consultant. The payment will be made in accordance with the actual number of days worked and deliverables produced.

**Required Qualifications and Experience**

DRC-DDG is seeking applications from individual national consultants. A successful consultant should have a minimum of the following qualifications and experience:

* Minimum of 5 years of professional experience in the review/assessment of quality management systems. The relevant experience with the implementation of the Common Assessment Framework model is an advantage;
* Relevant working experience related to the state institutions is an advantage;
* Awareness of main working processes of the central executive authorities and the MRTOT mandate;
* Full computer literacy and availability of his/her own IT equipment (i.e. laptop, printer) to perform the assignment;
* Demonstrated ability to work in a multicultural environment and establish harmonious and effective relationships;
* Fluency in Ukrainian; English will be an advantage.

**Procedure for Submission of Applications**

Interested individual national consultants are expected to submit the following materials in Ukrainian or English in response to this SoW:

* Detailed Curriculum Vitae
* Letter of Motivation
* Brief Technical Proposal (three pages maximum)
* Financial Proposal indicating a proposed daily rate in USD
* Proof of previous related work (list of conducted reviews/assessments of the quality management system and at least one report of completed quality management system review/assessment)
* References (two minimum)

**Deadline for the submission of applications is 4 June 2021 at 14:00.** Interested candidates should submit their applications to [tender.ukr@drc.ngo](mailto:tender.ukr@drc.ngo). The title of the e-mail should be ‘National Consultant on Quality Management System Review’.