**REQUEST FOR EXPRESSION OF INTEREST # NACS-IC-2/5**

(Consulting Services, Individual Consultant)

**Training and Knowledge Control Specialist**

**Ukraine**

**National Agency of Ukraine for Civil Service**

**Project: Public Finance Management Support Programme for Ukraine**

**Grant # TF0B6630**

**1. BACKGROUND**

Ukraine has received financial assistance from the International Bank for Reconstruction and Development and International Development Association (“World Bank”), acting as administrator of the grant funds provided by the European Commission on behalf of the European Union (“Donor”) under the EC - World Bank Partnership Program Part III for Europe and Central Asia Programmatic Single-Donor Trust Fund (TF073423) in an amount of three million eight hundred nine thousand Euro (EUR 3,809,000) (“Grant”) toward the cost of Public Finance Management Support Programme for Ukraine Project. The Letter Agreement regarding the Grant TF0B6630 was signed between the Ukraine and the World Bank on 09.02.2022 (“Letter Agreement”).

The Project is aimed to better manage public resources through (i) launching of a country-wide HRMIS; (ii) reassessing and improving the efficiency of the Public Investment Management (PIM) system; and (iii) improving the governance of state-owned enterprises (SOEs). This is to be achieved through, inter alia, implementation of Phase 2 of Human Resource Management Information System (HRMIS) as foreseen under Part A “Country-wide launch of the Human Resource Management Information System (HRMIS)” (Project`s Part A).

The National Agency of Ukraine for Civil Service (NACS) is responsible for the implementation of Project’s Part A activities. Project’s Part D “Project Management and Implementation Support” covers relevant expenses of the NACS and the Ministry of Economy of Ukraine, another Project’s implementing entity.

The NACS, to strengthen its implementation capacity and ensure efficient execution of HRMIS’s Phase 2, will contract, though a competitive selection, a group of individual consultants - technical and HRMIS support specialists, as well as specialists on project management and fiduciary procedures – to NACS’s project implementation team. Currently, the NACS is looking for an experienced and qualified Training and Knowledge Control Specialist to support creation, implementation, and monitoring of the results of learning system for HRMIS implementation and use. The purpose, scope and duration of consulting services required and qualification requirements to the Consultant are defined in the Terms of Reference (ToR).

**The Consultants shall meet the following qualifications requirements:**

Mandatory requirements:

1. Master's degree in the field of Education, Human resources management, Economics, Marketing and PR or similar field;
2. At least 5 years of similar professional experience;
3. Experience in organizing the process of developing trainings courses, training materials, manuals, presentations, methodology of developing and monitoring learning programs at least 3 years;
4. Experience in conducting trainings, including knowledge assessment;
5. Experience in facilitating and supervising training programs for adults;
6. Fluent Ukrainian;
7. Excellent written, verbal and interpersonal communication skills;
8. Advanced level of computer skills, knowledge and practical skills of using standard Microsoft packages (Word, Excel, Power Point), email and related business and communication tools.

Desirable requirements:

1. Work experience with state authorities;
2. Developing online group training programs for adults on specific business needs;
3. Experience in development and management of training budget;
4. Work experience in creating digital manuals for trainings in cooperation with designers, video creators, etc.;
5. Managing the technologies required to develop, manage, and deliver training: learning system, online surveys, online tools for delivering trainings, streaming platforms;
6. Work experience in implementation of IT systems or prior experience on HRMIS.

The CVs shall be submitted together with information confirming applicant’s compliance with qualification requirements as for education and experience (scan copies of diplomas, contracts, reference letters etc.). The NACS may at its discretion invite the potential Consultant to the interview to prove Consultant`s relevant skills.

The selection of the consultant will be performed in accordance with the Bank’s “[Procurement Regulations for IPF Borrowers](http://pubdocs.worldbank.org/en/178331533065871195/Procurement-Regulations.pdf)”, dated November 2020. In addition, please refer to paragraphs 3.14, 3.16 and 3.17 setting forth the World Bank's policy on conflict of interest.

Additional information may be obtained at the following address:

The National Civil Service Agency of Ukraine

15, Prorizna, Kyiv, 01601, Ukraine

+38(044)290-81-15

Interested applicants should submit their CVs in Ukrainian at the following e-mail address: sosnovskyi@nads.gov.ua with mandatory copy to hrmis\_zagal@nads.gov.ua, indicating the subject of the letter: “TF0B6630: NACS-IC-2/5: Training and Knowledge Control Specialist”. The deadline for submission of CVs is 15:00on 02.03.2023**.**

**Attachment: Terms of Reference**

**National Agency of Ukraine for Civil Service**

**Project:** Public Finance Management Support Programme for Ukraine/ Grant # TF0B6630

**Part A.** Country-wide Launch of the HRMIS

**Part D.** Project Management and Implementation Support

**TERMS OF REFERENCE**

for Consulting Services (Individual Consultant)

 **Training and Knowledge Control Specialist**(contract reference: NACS-IC-2/5)

**1. BACKGROUND**

Ukraine has received financial assistance from the International Bank for Reconstruction and Development and International Development Association (“World Bank”), acting as administrator of the grant funds provided by the European Commission on behalf of the European Union (“Donor”) under the EC - World Bank Partnership Program Part III for Europe and Central Asia Programmatic Single-Donor Trust Fund (TF073423) in an amount of three million eight hundred nine thousand Euro (EUR 3,809,000) (“Grant”) toward the cost of Public Finance Management Support Programme for Ukraine Project. The Letter Agreement regarding the Grant TF0B6630 was signed between the Ukraine and the World Bank on 09.02.2022 (“Letter Agreement”).

The Project is aimed to better manage public resources. This is to be achieved through, inter alia, implementation of Phase 2 of Human Resource Management Information System (HRMIS) as foreseen under Part A “Country-wide launch of the Human Resource Management Information System (HRMIS)” (Project`s Part A). The National Agency of Ukraine for Civil Service (NACS) is responsible for the implementation of Project’s Part A activities. Project’s Part D “Project Management and Implementation Support” covers relevant expenses of the NACS and the Ministry of Economy of Ukraine, another Project’s implementing entity.

The development and implementation of the HRMIS is mandated by the Government’s 2016-2021 and 2022-2025 Public Administration Reform Strategies and other government resolutions[[1]](#footnote-1). European Commission in partnership with the World Bank provides financial and technical support for these activities under technical assistance projects. The implementation of the HRMIS follows a two-phased approach with incremental functional and institutional coverage and enlargement.

Phase 1 of HRMIS covering design and development of HRMIS basic functionalities and limited lunching of the system at the central ministerial level was carried out under the Strengthening Public Resource Management Project (Grant Agreement #TF0A5324 between Ukraine and the World Bank financed by EU Program for the Reform of Public Administration and Finances in Ukraine (EURoPAF) during August 2017 - March 2021. NACS procured HRMIS solution through an international bidding as a commercial-off-the-shelf solution that was customized by the vendor in line with NACS’s technical and functional system requirements. As the result of Phase 1, HRMIS has been developed in its core functionalities (*Management of government agencies; Position management; Employee personal file management; Competitive recruitment to civil service vacancies; Length of civil service; Entry to and termination of civil service; Official career; Transfer; Business trip; Working and rest time; Documents; Payroll; Payroll report; Public portal, and Self-service cabinet*) and launched in 19 central executives bodies (including territorial ones) covering 20 973 end-users. [The Public Portal](https://public.nads.gov.ua/) provides basic information regarding HRMIS and its current deployment status among government institutions.

Phase 2 of HRMIS implementation covered by the new Public Finance Management Support Programme for Ukraine Project includes: i) functional enlargement of the HRMIS with performance appraisal, development of professional competences, and analysis and reporting modules; ii) country-wide roll-out of the system; iii) end-user training; iv) improvement of policy and methodological framework for HRMIS implementation and use.

HRMIS country-wide roll-out considers two stages. Stage 2a will include public institutions with 100 percent coverage of staff, including civil servants and other staff subject to the Labor Code. Phase 2b should cover the public institutions with mixed staffing (including both civil service employees and other public employees in civil service institutions not regulated by the Law on Civil Service) and will be subject to the Project Steering Committee decision. HRMIS Phase 2 activities are to be completed by May 31, 2023.

HRMIS user training is one of core tasks and prerequisites for a smooth HRMIS country-wide roll-out and its further use. During the implementation of the Phase 1 of HRMIS, HRMIS Supplier jointly with NACS delivered a series of online trainings on working with the subsystems "Staff and personnel", "Salary and report card", "Self-service cabinet" for representatives of 21 central executive bodies and 82 of their territorial bodies.

To support the HRMIS country-wide roll-out and further maintenance, the NACS in cooperation with the Ukrainian School of Government is going to set up a system for continuous training and knowledge control in HRMIS implementation and use. This HRMIS training and knowledge control system shall cover all HRMIS administrative and end-users (up to 166 752 persons as of 30.09.2022, exact number will be determined depending on the Civil Service reorganization results) and provide at least basic digital literacy course and specialized advanced courses in the areas of IT, HRMIS administration, HR and payroll.

The NACS, to strengthen its implementation capacity and ensure efficient execution of HRMIS’s Phase 2, will contract, though a competitive selection, a group of individual consultants - technical and HRMIS support specialists, as well as specialists on project management and fiduciary procedures – to NACS’s project implementation team. Currently, the NACS is looking for an experienced and qualified Training and Knowledge Control Specialist to support creation, implementation, and monitoring of the results of learning system for HRMIS implementation and use. This Terms of Reference (ToR) defines the purpose, scope and duration of consulting services required and qualification requirements to the Consultant*.*

**2. OBJECTIVE**

The objective of this assignment is to support NACS in setting up and running the system for continuous training of HRMIS users and ensure the control of obtained knowledge and skills.

**3. SCOPE OF SERVICES**

The scope of services to be provided by the Training and Knowledge Control Specialist shall take into account the training programs developed by the HRMIS Supplier in Phase 1 and cover the following key directions and include but not limited to:

1. Support for the process of developing/updating the Concept of the system of training and control of work knowledge in HRMIS.
2. Identifying and assessing the NACS staff and end-users’ training needs in the course of HRMIS implementation (the number of users who need training by direction, the number of trainers, etc).
3. Provide managerial, organizational and hands-on support to the training development process (setting up training curricula, developing training materials, developing training agenda, setting up training groups, setting up HRMIS training arrangements and agenda, knowledge control evaluation process).
4. Preparation of proposals and participation in the development, monitoring and management of the training budget.
5. Setting up the system/arrangements for HRMIS Knowledge Control including evaluation of HRMIS training results; provide support in conducting such evaluations, as needed.
6. Determination of requirements for trainers, participation in the process of selection and training of trainers in accordance with the training program.
7. Perform other HRMIS training related tasks of the Project Coordinator and/or Team Leader, as may be required within Project implementation.

**4. DURATION AND PLACE**

Services under this assignment are expected to be provided during the period from February 2023 through May 31, 2023. Aprobation period willapply for the first three months.Subject to unsatisfactory performance of the Consultant during the probation period the contract may be terminated*.*

The Consultant shall provide his/her services on a full-time basis.

The Services shall be provided to NACS remotely and/or directly in the office in Kyiv, only if security conditions permit.

The level of remuneration and payment modalities will be defined upon negotiations with the selected individual.

Upon a need in further services and availability of appropriate resources and legal grounds, and provided the Consultant`s satisfactory performance, the scope of services as foreseen in the Section 3 of the ToR could be revised and/or the assignment can be extended further upon the mutual written agreement between the NACS and the Consultant.

**5. REPORTING AND IMPLEMENTATION ARRANGEMENTS**

Consultant shall keep records of the time spent on this assignment (worksheet) and report to the NACS’s Project Coordinator through monthly reports. These reports in form and details agreed with the Client shall cover brief description of the tasks performed by the Consultant during the reporting period and results achieved, and to be submitted in 5 working days after the end of the reporting period. Consultant’s reports approved by the NACS’s Project Coordinator provide the base for payments to the Consultant for services provided.

 All analytical and methodological documents the Consultant will prepare within the scope of the assignment during the reporting period shall be attached to his/her relevant monthly reports. Training programs, manuals and estimates shall be developed in cooperation with respective NACS departments, Ukrainian School of Government and HRMIS Supplier. The Team Leader will review and comment the documents produced by the Consultant, including reports, before these are submitted to the NACS`s Project Coordinator.

The Consultant shall prepare reporting and other documents in a format and details satisfactory to the NACS, in Ukrainian, in two copies, in a printed form and electronically. However, during the martial law in force, all reporting and other documents may be submitted only electronically. The texts of electronic documents shall be submitted in Word or PDF formats.

The Consultant shall work under the guidance of the Team Leader and in close coordination with all NACS project implementation team. The Head of NACS IT Department will supervise overall performance of the Consultant. The Consultant shall closely cooperate with the HRMIS Supplier, NACS’s subject departments, Ukrainian school of government and relevant civil service bodies and report directly to the NACS’s Project Coordinator.

In the absence of the Team Leader, his defined above duties are performed by the Head of NACS IT Department, unless otherwise specified by the NACS`s Project Coordinator.

Any comments and/or claims to the Consultant’s report with regard to the provided services should be expressed by the NACS in writing not later than within 7 working days from the date of submission of the reporting documentation by the Consultant. In case the comments and claims from the NACS are missing then the services of the Consultant shall be considered as approved.

All documents concerning provision of the services under this ToR prepared by the Consultant during the assignment shall be subject to discussions with the NACS`s officials responsible for implementation of the Project.

The Consultant shall be responsible for all expenses he/she incurs in relation to rendering the services and not provided by the NACS as indicated below.

**6. CLIENT’S INPUTS**

The NACS shall, within its competence, provide the Consultant with all necessary support to enable the Consultant to fulfil this assignment. In particular, in the course of the assignment the NACS will provide the Consultant with the following:

1. regulated access to the Project, and HRMIS related documents, and other task-related information materials as will be required;
2. access to NACS’s premises and systems, including HRMIS;
3. contact persons of Project’s stakeholders.

If it should be necessary for Consultant to provide services from office, the NACS will provide the Consultant with a workplace in the office with computer, access to internet, printer, photocopier, and scanner, consumables and stationery.

**7. QUALIFICATIONS REQUIREMENTS**

The Consultant shall meet the following qualification requirements:

Mandatory requirements:

1. Master's degree in the field of Education, Human resources management, Economics, Marketing and PR or similar field;
2. At least 5 years of similar professional experience;
3. Experience in organizing the process of developing trainings courses, training materials, manuals, presentations, methodology of developing and monitoring learning programs at least 3 years;
4. Experience in conducting trainings, including knowledge assessment;
5. Experience in facilitating and supervising training programs for adults;
6. Fluent Ukrainian;
7. Excellent written, verbal and interpersonal communication skills;
8. Advanced level of computer skills, knowledge and practical skills of using standard Microsoft packages (Word, Excel, Power Point), email and related business and communication tools.

Desirable requirements:

1. Work experience with state authorities;
2. Developing online group training programs for adults on specific business needs;
3. Experience in development and management of training budget;
4. Work experience in creating digital manuals for trainings in cooperation with designers, video creators, etc.;
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The selection of the consultant will be performed in accordance with the Bank’s “[Procurement Regulations for IPF Borrowers](http://pubdocs.worldbank.org/en/178331533065871195/Procurement-Regulations.pdf)”, dated November 2020.

1. Concept on HRMIS Implementation with Action Plan (Cabinet of Minister’s Resolution #844 dated December 1, 2017 as amended on May 20,2020; Cabinet of Minister’s Decree “On Regulation on the HRMIS in Government Institutions” #1343 dated December 28, 2020. [↑](#footnote-ref-1)