

REQUEST FOR EXPRESSION OF INTEREST # NACS-IC-2/4

(Consulting Services, Individual Consultant)

Stakeholder Engagement 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, through 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 Stakeholder Engagement Specialist to update and implement the policy of stakeholders engagement 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) Education of Master's degree (human resources management, PR, economic, marketing, management, journalism or similar field);

- 2) At least 5 years of professional experience in Public Relations (or similar field);
- 3) Experience in providing similar PR services to organizations in the public and/or private sector (at least 2 years);
- 4) Experience in organizing and facilitating different public events (working meetings, workshops, roundtables);
- 5) Fluent Ukrainian, written and spoken English (at least Intermediate level);
- 6) Excellent writing skills with experience in writing briefs, reports, presentations, press-releases etc.;
- 7) Excellent 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) Experience of work in international projects, including on similar assignments;
- 2) Experience in using HR Management systems.
- 3) Experience of work in a government body.

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](#)", 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-2/4: Stakeholder Engagement Specialist". The deadline for submission of CVs is 15:00 on 22.02.2023.

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)

Stakeholder Engagement Specialist

(contract reference: NACS-IC-2/4)

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 resolutions¹. 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 launching 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*

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.

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](#) 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 (“Project”).

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.

To help decision making and facilitate the project implementation by involving project beneficiaries and other stakeholders, the Ministry of Economy of Ukraine, as the Grant Recipient, jointly with the NACS has developed Stakeholder engagement plan (SEP)². The SEP, inter alia, identifies the key stakeholders and stakeholder engagement program. Stakeholder engagement is one of the Bank’s Environmental and Social Standards (ESSs) that the NACS, as project implementing agency, is to adhere during the project implementation. The Recipient commitments and ESS related actions are set up in the Recipient’s Environmental and Social Commitment Plan (ESCP).

The NACS, to strengthen its implementation capacity and ensure efficient execution of HRMIS’s Phase 2, will contract, through 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 Stakeholder Engagement Specialist to support development and implementation 2nd phase of HRMIS. 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 provide the NACS with services to update and implement the policy of stakeholders engagement for HRMIS implementation and use.

3. SCOPE OF SERVICES

The scope of services to be provided by the Stakeholder Engagement Specialist shall cover the following key directions and include but not limited to:

1. Ensure implementation, monitoring, updating and reporting on the SEP status in part of HRMIS-related activities.
2. Manage stakeholder mapping and prepare communications to stakeholders and respond to stakeholder enquiries.

² <https://www.me.gov.ua/Documents/List?lang=uk-UA&id=b6a50b94-d152-4511-bbe4-850e835bf8b8&tag=SpivrobitnistvoMizhUkrainoiuTasSchodoPidtrimkiUdfVUkraini>

3. Prepare and conduct HRMIS-related briefings, posts on the web-sites and social media, email lists, TV and Radio news, etc.
4. Organize and manage HRMIS stakeholder workshops and roundtables, including developing agendas, minutes taking and production of the meetings reports and their dissemination among stakeholders.
5. Ensure the implementation and functioning of the SEP's grievance mechanism.
6. Support the NACS with monitoring and reporting on implementation of ESCP and its provisions, including such aspects as socio-ecological efficiency of the project, and project related labour management procedures with relevant grievance mechanism.
7. Performing other HRMIS stakeholder-related tasks of the Project Coordinator and Team Leader, as maybe required during the 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. A probation period will apply 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. 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 and English (as the case may need), 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 NACS's press-service, stakeholders 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 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 fulfill 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 contract related documents, and other task-related information materials as will be required;
- 2) access to NACS's premises and systems;
- 3) a workplace in the office with computer, access to internet, printer, photocopier, and scanner, consumables and stationery;
- 4) contact persons of Project's stakeholders.

7. QUALIFICATIONS REQUIREMENTS

The Consultant shall meet the following qualification requirements:

Mandatory requirements:

- 1) Education of Master's degree (human resources management, PR, economic, marketing, management, journalism or similar field);
- 2) At least 5 years of professional experience in Public Relations (or similar field);
- 3) Experience in providing similar PR services to organizations in the public and/or private sector (at least 2 years);
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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:

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