

TERMS OF REFERENCE FOR EXPERTS

Terms of reference for on-site activities and missions

Action code and partner country: SOCIEUX 2024-15 MOLDOVA

Action title: Implementation of the European Health Insurance Card in the Republic of Moldova

Partner institution: National Health Insurance Company

Activity/ies number(s) and title(s):

- *Activity 1* – Introduction to EHIC: identification of needs, gaps and preconditions for transposal and implementation of EHIC in Moldova

Tentative dates of implementation and location:

- *Activity 1* – November, 18th – December 31st, 2024
(onsite mission, December 9-13, 2024, tbc)

Expert positions and responsibilities (by activity):

- Activity 1 : Expert 1 (principal) – Health Insurance; Legislation & regulation framework
- Activity 2 : Expert 2 – Health Insurance or Social Security; Organisational management & administration

Workload:

Activity 1 - Expert 1 : Total 14 days (9 days at distance; and 5 days onsite)

Activity 1 - Expert 2 : Total 13 days (8 days at distance; and 5 days onsite)

Call for experts' reference: 24-15/MDA/1

Version - #: ___

Draft

Final

Date: October 1, 2024

SOCIEUX+ is implemented by

Partnership led by



Co-financed by the European Union



1 BACKGROUND INFORMATION

1.1 Country overview

Moldova is a landlocked country in Eastern Europe, located between Romania and Ukraine. It is a former Soviet republic and today a candidate member to the European Union. Its usual resident population is 2,49 million people (2023)¹, excluding the population of breakaway Transnistria region (0,46 million). In addition, about 1,2 million citizens of Moldova permanently live abroad². The population is mostly rural (58%), the largest cities are Chisinau (0,64 mln) and Balti (0,1 mln). The country is facing decrease and ageing of population, its fertility rate about 1,57. Still, people of 65 and over represent only 10% of the population, and children under 15 are 16% of the population. 26,8% of population live under poverty rate (2020), and the human development index is 0.763 (ranking 86)³. Moldova recorded a 0.156 Gender Inequality Index value in 2022, ranking 41st out of 166 countries. In 2022, Moldovan women had an HDI value of 0.776 compared to 0.751 for men, resulting in a Gender Development Index value of 1.033, one of the highest in the Europe and Central Asia region.⁴

Moldova is a small upper-middle-income economy (6110 USD GNI per capita). It is dominated by services sector, about 60%, while agriculture is an important source of export. Although the poorest country in Europe, it has made significant progress in reducing poverty and promoting inclusive growth since the early 2000s. The economy has expanded by an average of 5% annually, driven by consumption and fuelled by remittances. The latter account for a 12% of GDP, among the highest shares in Europe. The economy is volatile, and dependent on international trade, and external shocks. It was severely hit by the pandemics, with 8% GDP decline in 2020, and affected by the consequences of the war in Ukraine and energy crisis in 2022-2023 (1.2 million arrivals from Ukraine, 124 thousands refugees staying in Moldova; 28.7% of consumer prices inflation in 2022)⁵. Recently, Moldova's economy has been showing signs of recovery, including reduced inflation rate and slight economic growth.

1.2 Sector situation

Since 2004, implementation of a publicly financed mandatory health insurance (MHI) system in the Republic of Moldova has contributed to an increased access of population to health services and to the financial sustainability of the health sector. The right to MHI to Moldovan citizens and foreigners is granted by the Law no.1585/1998 on MHI. There is a single purchasing agency, National Health Insurance Company (NHIC), which contracts and pays a mix of public and private health services' providers. A health Benefit Package is defined under the MHI. Some medicines and medical devices are compensated within the health Benefit Package. Any person, regardless of his/her status on the territory of Moldova, is offered emergency health care in case of danger to life. The rights and obligations for Moldovan citizens and foreigners within the MHI are equal. The same approach is used for MHI contributions for Moldovan citizens and foreigners. The government insures 13 categories of individuals, covering about 56.6% of Moldova's population, including children, students, retired, unemployed, and disabled persons. The health services are provided to the population by public and private institutions. Access of the entire Moldovan population to basic medical services in the Republic of Moldova is ensured by amended Benefit Package (since December 2010), by which non-medically insured persons benefit from medical services provided as part of the pre-hospital emergency medical care, primary medical care and specialised outpatient and hospital medical care in the case of socially conditioned diseases with a major impact on public health. Thus, Moldova's MHI system is gradually aligning to the global good practices towards universal health coverage.

¹ <https://data.worldbank.org/country/moldova>

² <https://www.un.org/development/desa/pd/content/international-migrant-stock>

³ <https://www.undp.org/moldova/press-releases/inequalities-and-multidimensional-crisis-could-hinder-human-development-moldova-according-undp-report>

⁴ Ibid.

⁵ <https://data.unhcr.org/en/dataviz/248?sv=54&geo=10784>

In the context of the European Union's opening of the accession negotiations, Moldova has to progressively adopt the EU legislation as it will be at the time of accession and implement it efficiently by 2030. This includes the implementation of the European Health Insurance Card, in order to ensure the access to safe, high quality, efficient and appropriate healthcare to European Union's citizens in all situations of temporary stay in the Republic of Moldova during which an insured person requires health care irrespective of the purpose of the stay (tourism, professional activity or study), as well as for Moldovans citizens during a temporary stay in any of the EU countries.

1.3 Role of partner institution in the sector

The National Health Insurance Company (NHIC) is a national, autonomous public institution, which carries out non-profit activities in the field of Mandatory Health Insurance. The NHIC was established according to the Government Decision no. 950 of the 7th of August, 2001, to ensure implementation of the Mandatory Health Insurance in the Republic of Moldova starting with January 1st, 2004.

NHIC's mission, as outlined in Government Decision no.156/2002, point no.8, is to guarantee the financial security of insured individuals (Moldovan citizens, foreign citizens and stateless persons) by providing access to high-quality medical and pharmaceutical services included in the Benefit Package. This mission is achieved through: 1) organization, implementation and coordination of the whole process of Mandatory Health Insurance, with the application of legal procedures and mechanisms for the establishment of funds dedicated to cover the costs of treatment and prophylaxis of diseases and conditions, included in the Benefit Package of the Mandatory Health Insurance; 2) control of the quality of the provided medical assistance, and 3) the full implementation of the related normative framework in the field of health insurance.

NHIC's vision is that every person is insured and has equitable, acceptable and timely access to high quality and needs-based health services.

NHIC actively contributes to the development and execution of national healthcare policies, aiming to enhance access to healthcare services, protect patient rights, and promote efficient and transparent use of healthcare resources. Moreover, NHIC aims to foster international cooperation in healthcare within the framework of European Union integration, thereby improving patient experiences across the European healthcare system. The challenges that NHIC faces are related to the ongoing efforts to achieve universal access of Moldovan population to the high-quality healthcare services.

In the contest of the EU accession negotiations, the NHIC, supported by the Ministry of Health, is responsible of transposal and implementation of EU Acquis on European Health Insurance Card. The implementation of the European Health Insurance Card in Moldova raises some challenges of regulatory, financial, technological order as well as time constraints, that need to be addressed beforehand and possible risk mitigation activities implemented in advance.

The EU "screening" report from November 2023⁶ states that "Moldova has a system in place to ensure patients' rights in cross-border healthcare and has a legal basis that is partially aligned with the EU acquis on the rights of citizens receiving healthcare abroad. There are no legal provisions on healthcare for EU Member State nationals". It also indicated that there could be possible technical challenges of the introduction of the European Health Insurance Card, related to the weakness of the existing information system. At the same time, association with EU4Health Programme has an objective to strengthen Moldova's health system including its digital transformation.⁷

2 ACTION DESCRIPTION

⁶ https://neighbourhood-enlargement.ec.europa.eu/document/download/d8ef3ca9-2191-46e7-b9b8-946363f6db91_en?filename=SWD_2023_698%20Moldova%20report.pdf

⁷ <https://eufordigital.eu/moldovas-government-approves-law-ratifying-association-with-eu4health/>

2.1 Overall objective

Institutional capacities of employment, labour and social protection institutions are strengthened and reinforced.

2.2 Specific objective (s) (purpose)

To support the NHIC in the set up of the European Health Insurance Card (EHIC) in the Republic of Moldova

2.3 Expected results

ER. 1: The NHIC has clear understanding of the principles and operational practice of the European Health Insurance Card (EHIC) in the EU

ER. 2: Needs and operational steps related to the transposing of the EHIC in the Republic of Moldova are identified

ER. 3: The NHIC staff has improved capacities to implement and administer the EHIC in the Republic of Moldova...Text...]

2.4 Final deliverables

D. 1.1: Basic and in-depth presentations of EHIC including EU countries' experience;

D1.2: A Technical report containing a 'gaps and needs check-list' as well as assessment of the local situation in the view of introduction of EHIC in Moldova

D2.1: Study visit report

D2.2: Report by the Partner Institution describing to which extent the learning objectives were attained, results and take-aways from the study visit

D. 3: A Technical report with a juridical analysis on the necessary legal framework for EHIC in relation to the existent legal framework in Moldova

D. 4: Roadmap for transposition and implementation of EHIC in Moldova including main steps and resources needed...Text...]

3 METHODOLOGY

3.1 General methodology (of the action)

The Partner Institution requested support to master the normative and organizational requirements that shall be considered to start the set up the EHIC mechanism in the Republic of Moldova. To that purpose, the stage will be set through a presentation of relevant experiences from a number of EU member states regarding the first stage of the introduction of a EHIC; this will allow a comparative analysis of the actual scenario of building of a EHIC card in Moldova, by dwelling into the conditions relevant to the process, such as demographic aspects, the nature and extension of the Moldovan HI system and, in particular, its actual offer of health-related services, as well as the existence of organizational and 'infrastructural' capacities that are needed to make the EHIC work in practice. A chosen delegation of the partner institution shall then –during a study visit - be able to witness first-hand the set-up and running of the EHIC system in a specific EU country. In the last phase of the action, experts and the partner shall look into the practical steps required to start and advance the EHIC system in a foreseeable future, by identifying the regulatory and organizational adjustments that will be necessary and advancing concrete solutions/proposals wherever possible.

3.2 Planned activities (work plan of the action)

The following activities are currently planned for the action:

A. 1: Introduction to EHIC: identification of needs, gaps and preconditions for transposal and implementation of EHIC in Moldova

A. 2: Case study of EHIC implementation in EU countries (study visit)

A. 3: Proposals for legal framework needed for transposition of EHIC in Moldova

A. 4: Practical implications of EHIC transposition in Moldova

The present terms of reference cover the services expected for activities of the above work plan:

- Activity 1.

3.3 Inclusion of cross-cutting issues

SOCIEUX+ recognises the importance of including cross-cutting issues in social protection, labour and employment policies and systems. The following cross-cutting issues are duly taken into account *[remove individual bullets if necessary]*:

- Good governance;
- Human rights (including rights of children, people living with disabilities, vulnerable groups and minorities);
- Social and economic inclusion of vulnerable groups; and,
- Inequality.

4 ACTIVITIES DESCRIPTION

4.1 Tasks

The principal expert will lead the on-site mission. He/she/they will be responsible for producing all activity deliverables (see below Section **Error! Reference source not found.**). He/she/they will be responsible for preparing, coordinating, implementing and reporting the overall activity towards SOCIEUX+.

The first activity serves as an introduction to the EHIC and an assessment of the local context. Based on EU experience, the experts will explain the idea and basic principles of EHIC as well as more specific topics including:

- basic requirements for a mandatory legal framework;
- operational requirements for EHIC introduction,
- cases entitled for EHIC coverage (temporary stay etc.),
- standards and requirements for the services covered – package definition, quality assurance, accessibility etc.,
- complementarity with private travel insurance,
- information exchange procedures,
- mutual reimbursement procedures,
- relations with service providers,
- process for EHIC emission,
- experience of EU countries during the introduction of EHIC – procedures, difficulties, changes that had to be introduced etc.

They will then work peer-to-peer with NHIC of Moldova to assess the context, gaps, needs, and preconditions for EHIC introduction, including regulatory requirements.

The onsite mission may include the following activities:

- presentation of EHIC to a broader audience (PI, MoH, service providers, etc.);
- workshop for in-depth presentation of EHIC's principles, activities and conditions necessary to its transposal and implementation in national context, as well as its impact;
- peer-to-peer work to assess local context and draw up a check-list of needs and changes to be introduced.

The peer-to-peer exchange will result into two technical deliverables, namely: 1) a presentation of the European Health Insurance Card experiences of introduction of EHIC, and of the principles and mechanisms underlying it; and 2) a technical report that assesses the local context, the needs to

which the introduction of the EHIC would respond, the existing normative framework for HI and how this could accommodate the introduction of the EHIC, and resources (organizational, individual and financial) in view of EHIC introduction in Moldova.

The experts shall co-develop a proposal for peer-to-peer methodology and agenda together with the Partner institution, to be discussed and validated ahead of the mission. Without prejudice to the choice of tools by experts, methodological approaches may include peer-to-peer consultations, presentation of EU good practices, focus groups and questionnaires, setting and verification of hypothesis, collecting and processing quantitative data. Broader network of stakeholders can be involved into this activity, including the line ministry and social partners.

The activity will be implemented through an onsite mission to Chisinau.

Minimum tasks expected from the experts shall include:

Task 1 – Preparation of the mission. The Experts Team:

- gets substantial knowledge of the local context; reviews any relevant background document provided by the SOCIEUX+ Team and/or the Partner institution (PI);
- establishes in close consultation with the PI the mission’s methodology and agenda (MeN);
- submits the MeN for approval by the SOCIEUX+ Team;
- takes part in the pre-departure briefing with the SOCIEUX+ Team (around 1 week before the mission);
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Task 2 – Implementation of the mission. The Experts Team:

- reviews and finalises the agenda of the mission and the list of stakeholders to be consulted with the PI upon arrival; any changes to the MeN shall be timely communicated to the SOCIEUX+ Team;
- organises, as necessary, a brief presentation of the objectives and methodology of the mission for the PI and relevant stakeholders;
- provides a briefing on the background of the request and objectives of the mission to the EU Delegation, if applicable;
- as per agenda, conduct consultations with the PI’s executives and staff, and relevant stakeholders, including the EU Delegation;
- compiles the initial findings and main conclusions emerging from the peer-to-peer technical exchange in a brief presentation that will be used for the final consultation and debriefing on-site;
- channels to SOCIEUX+ Communication officer any material that can be useful to inform the public about the activity (pictures, interviews, brief notes or articles); and,
- at every stage of the implementation, liaise with the SOCIEUX+ Team in case of doubts on the eligibility of proposals raised by the PI, politically sensitive developments, or any other relevant issue that may require a formal position of SOCIEUX+.
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Task 3 – Final consultation and debriefing. The Experts Team:

- presents the initial findings and main recommendations emerging from the peer-to-peer technical exchange to the PI, relevant stakeholders and the EU Delegation; and,
- collects the feedback of the PI, relevant stakeholders and the EU Delegation for inclusion, as possible, in their final draft of the activity’s final deliverables.
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Task 4 – Finalisation and submission of the deliverables. The FFM Team:

- elaborates the final deliverables for review and commenting by SOCIEUX+, the PI and eventually other stakeholders.

4.2 Deliverables

4.2.1 Pre-mission deliverables

- MeN: A methodological note, detailing the working approach, tools and methods to be employed, a risks analysis, etc.; and an activity/mission agenda, detailing the

meetings and working sessions to be held, persons to meet, etc. The Methodological Note shall not exceed 5 pages (excluding the cover page and annexes)

4.2.2 Final deliverables

- D1: An individual or collective Expert Mission Report (ExMR) in SOCIEUX+ format (template provided). This report is a confidential product intended solely for and use by SOCIEUX+. The expert team may also submit a single-joint ExMR report if they prefer to do so (see instructions on the template).
- D2: An individual completed Expert Feedback Form (ExF) completed online (see instructions and link on the ExMR template).
- D3: A collective Activity Report (AcR) in SOCIEUX+ format (template provided). The mission team will produce this AcR jointly. It is intended for the Partner Institution, but will probably be shared with key stakeholders of the action. The report will reflect the tasks conducted during the activity. It shall provide a meaningful contribution towards the final deliverables of the action.
- D4.1: A Technical report containing a 'gaps and needs check-list' as well as assessment of the local situation in the view of introduction of EHIC in Moldova
- D4.2: Powerpoint presentation(s) (basic and in-depth) of EHIC and relevant EU countries' experience of its implementation

5 REPORTING AND SUBMISSION OF DELIVERABLES

5.1 Formats

All deliverables and products of the activity (notes, reports, presentations, etc) shall comply with the formats and templates provided by the SOCIEUX+ Team.

All deliverables are to be submitted in electronic editable versions [Microsoft Word 97-2003 [doc], PowerPoint 97-2003 [ppt] and Excel 97-2003 [xls]; or in equivalent OpenDocument format). Non-editable electronic documents, such Portable Document Format (PDF), shall not be accepted.

Templates for electronic presentations during the activity/mission are provided by the SOCIEUX+ Team. These templates are in Microsoft PowerPoint format and comply with the SOCIEUX+ corporate image standards. These templates are to be used as a sole format by all members of the expert mission team. They are to be used for all presentations by the experts during and for the activity/mission. The use by the experts of their own, or their organisation(s), templates or formats are not allowed unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

All versions of deliverables or other products used or produced during activity/mission by the experts shall include the following disclaimer:

"Disclaimer:

The responsibility of this publication sole lies with its authors. The European Union, the European Commission, the implementation partners of SOCIEUX+ and the SOCIEUX+ Staff are not responsible for any use that may be made of the information contained therein."

Please refer to the expert information package for further guidance on communication and templates.

All deliverables are to be provided in English, or in the language of the Partner Institution.

5.2 Submission and approval

All deliverables versions (drafts, final or other) shall be submitted directly and only to SOCIEUX+ Team, unless otherwise instructed in writing [by email] to the experts by the SOCIEUX+ Team.

5.2.1 Pre-mission deliverables

- Pre-mission deliverables shall be first agreed with the Partner Institution, then submitted to the SOCIEUX+ Team no later than 5 working days before the departure on mission of the Experts Team.

- Pre-mission deliverables will be shared and reviewed by SOCIEUX+. Feedback on the deliverables should be provided to the FFM Team at the latest 2 days before the departure on the mission of the experts. Comments and recommendations of this feedback shall be taken into account for the implementation of the activity/mission by the experts. An updated version of the MeN, integrating the SOCIEUX+ Team’s feedbacks and recommendations shall be re-submitted by the Experts Team at the earliest possible occurrence.

5.2.2 Final deliverables

- The first draft versions of the final deliverables are to be submitted by the Experts Team to the SOCIEUX+ Team no later than 10 working days upon completion of the Experts Team’s mission.
- Feedback by the SOCIEUX+ Team on the first draft version of the report should be provided 5 working days after its submission.
- Inclusion of the feedback by the Experts Team in the draft versions is expected 5 working days upon reception of the comments.
- The second draft version of the deliverables shall be submitted by the SOCIEUX+ Team to the PI for review and approval. The PI should approve or formulate comments and/or requests of amendments no later than 5 working days after having received them.
- In case of comments and/or requests of amendments, the Experts Team will have 5 additional working days to achieve a final version of the deliverables. Generally, no more than one round of feedback and revision is accepted.
- Final payments and reimbursement of travel costs to experts can only be authorised upon approval of the final version of the deliverables by the PI and SOCIEUX+.

6 REQUIRED EXPERTISE

6.1 Expertise profile

Principal expert (Expert #1):

Area(s) of expertise

Health Insurance

Specific skill(s) & competency(ies)

Legislation & regulation framework

Requirements (essential/required):

- a) The education type and level required:

“Master’s” degree (or equivalent advanced academic degree or diploma requiring 4 years of formal education) in the areas of expertise (see above), or another directly related discipline. In its absence, the master’s degree can be replaced by a combination of academic degree(s) with relevant years of work/professional experience combining the area of expertise and specific skills requested:

- An intermediate academic degree (“Bachelor”, equivalent degree or diploma requiring three (3) years of formal education) with an additional three (3) years of working/professional experience; or,
- A first-level academic degree (“License”, equivalent degree or diploma requiring two (2) years of formal education) with an additional five (5) years of working/professional experience.

The additional work experience used in calculating academic equivalence shall not count towards the minimum general professional experience.

- b) The number of years of relevant work/professional experience combining the area(s) of expertise and demonstrated specific skill(s) & competence(s): 10
- c) Required language knowledge: Fluent in English, written and oral

N.B.: Translation and interpretation services may be commissioned by SOCIEUX+.

d) Other essential qualification(s):

- Substantial knowledge of legislative and administrative mechanisms involved into the implementation of EHIC;
- Relevant experience in EHIC implementation and management on national level;
- Significant experience and proved capacities in individual and organizational capacity building of public administrations

Additional assets (advantageous in selection):

- e) A previous experience in delivering short-term technical assistance in international cooperation;
- f) A previous professional experience in Moldova and/or Eastern and Central Europe;
- g) Language(s): command of Romanian language

Technical expert (Expert #2):**Area(s) of expertise**

Health Insurance ; Social Security

Specific skill(s) & competence(s)

Organisational management & administration

Requirements (essential/required):

a) The education type and level required:

“Master’s” degree (or equivalent advanced academic degree or diploma requiring 4 years of formal education) in the areas of expertise (see above), or another directly related discipline. In its absence, the master’s degree can be replaced by a combination of academic degree(s) with relevant years of work/professional experience combining the area of expertise and specific skills requested:

- o An intermediate academic degree (“Bachelor”, equivalent degree or diploma requiring three (3) years of formal education) with an additional three (3) years of working/professional experience; or,
- o A first-level academic degree (“License”, equivalent degree or diploma requiring two (2) years of formal education) with an additional five (5) years of working/professional experience.

The additional work experience used in calculating academic equivalence shall not count towards the minimum general professional experience.

- b) The number of years of relevant work/professional experience combining the area(s) of expertise and demonstrated specific skill(s) & competence(s): 5
- c) Required language knowledge: Fluent in English, written and oral
N.B.: Translation and interpretation services may be commissioned by SOCIEUX+.
- d) Other essential qualification(s):
 - Relevant experience in the area of organizational management in health insurance institution/social security institution
 - Good understanding of organizational and regulatory processes needed for EU directives transposals
 - Significant experience and proved capacities in individual and organizational capacity building of public administrations

Additional assets (advantageous in selection):

- a) A previous experience in delivering short-term technical assistance in international cooperation;
- b) A previous professional experience in Moldova and/or Eastern and Central Europe;
- c) Language(s): command of Romanian language

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Collaborative institutions:

Public or publicly mandated institutions from European Union Member States with relevant expertise and competencies as outlined above are also encouraged to directly apply and contact SOCIEUX+ to provide expertise and participate in these/this activity. Focal points and responsible staff may directly contact the SOCIEUX+ Team at:

experts@socieux.eu, indicating the reference of the call for experts.

6.2 Estimated workload

	Preparation	On-site work	Reporting & deliverables	Total
Principal expert (#1)	4	5	5	14
Expert (#2)	4	5	4	13
Total experts	8	10	7	27

7 APPLICATIONS

7.1 Call for experts

All calls for experts for SOCIEUX+ activities are published online on the SOCIEUX+ website. Interested experts should submit their application on the SOCIEUX+ online expert database: <https://pmt.socieux.eu> (currently only available in English). The application process is:

1. If they have not already, experts need to create their SOCIEUX+ account by clicking on "Create an account" using a valide email address.
2. Login details for their account will be sent to experts by email, experts should create and submit their profile for review by⁸:
 - a. Providing contact details
 - b. Providing information on the competencies, skills and working history of the expert. Experts are required to provide only limited information through fields marked with an asterisk. However, *experts are encouraged to complete in most detail the sections on skills and competencies as the SOCIEUX+ Team also regularly reviews profiles in the roster to identify and contact potential experts for future missions.*
 - c. Uploading of a curriculum vitae, preferably in Europass format⁹.
3. Once the SOCIEUX+ Team approves their profile, they can apply to any available calls for experts accessible under the tab "Call for experts" and click on "Apply."

Applications are reviewed on a rolling basis, and positions may be filled as soon as suitable candidates are identified.

If more information is needed, please contact SOCIEUX+ by email at experts@socieux.eu with the reference number of the application.

Collaborative or interested institutions wishing to make expertise available for a specific call for application may directly contact the team of SOCIEUX+ at experts@socieux.eu.

7.2 Selection of experts

In principle, SOCIEUX+ mobilises experts from the public administrations and mandated bodies of EU member states, and practitioners working for social partners, including:

- Practitioners, civil servants and employees from publicly mandated bodies;
- Collaborators and employees of social partner institutions, such as trade unions and employer associations; and,
- Academic and research institutions.

Active public experts from collaborative institutions are given priority in the selection. Private consultants may also apply. Their application will be considered if an appropriate public expert cannot be identified. The mobilisation of experts currently employed with specialised international agencies is limited to activities and/or actions that are jointly implemented with that expert's agency of origin, indicated as 'Supporting Entity' in the Request.

Only short-listed applicants may be contacted. The selection process may include interviews by phone or other communication means.

Interested candidates may download the **Guide for Experts and Collaborative Institutions** with detailed information on contracting with SOCIEUX+ at www.socieux.eu

At SOCIEUX+ we value all experts as unique individuals, and we welcome the variety of experiences they bring to the Facility. As such, we have a strict non-discrimination policy. We

⁸ SOCIEUX+ expert database and other management tools comply with the General Data Protection Regulation (GDPR) -Regulation (EU) 2016/679.

⁹ Europass templates for CVs are available here: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

believe everyone should be treated equally regardless of race, sex, gender identification, sexual orientation, national origin, native language, religion, age, disability, marital status, citizenship, genetic information, pregnancy, or any other characteristic protected by law. If you feel that you have been discriminated against, please let the SOCIEUX+ team know as soon as possible. Every complaint will be appropriately investigated.

7.3 Contracting of public experts

Public experts can be on active duty or retired. Retired employees from international specialised agencies or cooperation agencies can also be mobilised, without regard to their former employer's collaborating with SOCIEUX+ on a specific action. Retired experts are considered as public experts for all purposes, benefits, and financial compensation provided by SOCIEUX+.

Short-listed candidates may be required to provide the contact of the employer or proof of their ability to be directly contracted under their status as a civil servant or public employee.

Various options for contracting:

- **Active French Public Expert** (Contracted by Expertise France)

Engagement letter (+ Cumulation of activities form signed by the hierarchical superior)

- **Active Spanish Public Expert**

Spanish public servant will be contracted by FIIAPP according to its internal rules.

- **UE Public Expert** (including French and Spanish retired or private experts)
 - Service contract with expert (+ Authorisation document from employer indicating the dates of the activity + a tax identification number (TIN) to be able to issue an invoice; or
 - Umbrella company: experts who do not have a tax identification number allowing them to invoice for services in their country, but they are authorised to sign temporary employment contracts according to local legislation, or
 - Service contract with institution: experts who do not have a tax identification number that allows them to work in their country and cannot sign an employment contract according to local legislation.

7.4 Financial compensations

Contract officials or active-duty or retired employees are entitled to standard fixed allowances of 350 euros per working day worked. The fees of private consultants are negotiated according to their number of years of relevant expertise and the standard scale of SOCIEUX+.

Retired experts are assimilated to public employees for all intents and purposes, benefits and financial compensation are provided by SOCIEUX+.

National regulations on remuneration and compensation of public employees and civil servants apply and may limit the payment of allowances by SOCIEUX+. The responsibility for compliance and verification lies with individual experts and their institutions of origin. The payment of income or other taxes is the sole responsibility of the mobilised experts and/or their organisations.

7.5 Travel costs

All travel expenses for the mobilised experts (public, private or international institutions) are covered by SOCIEUX following the [Guide for Experts and Collaborative institutions](#) with detailed information on contracting with SOCIEUX+ (version as of the date of signature of the contract).

8 COMMUNICATION & VISIBILITY

SOCIEUX + can use its communication channels, such as the web, newsletter and other media, to share information about the implementation and results of the activities. For this, contributions of the experts mobilised are expected. The experts may be requested to provide contributions for communication and visibility, such as photographs, short texts, and interviews.

Before and after the mission, short briefings can be organised with the Communication Officer of SOCIEUX+. These briefings will provide the opportunity to identify communication opportunities and strategies.

For specific activities, visibility products, such as brochures, USB sticks, notebooks and pens, can be made available to experts for on-site distribution.

9 CODE OF CONDUCT

The experts mobilised by SOCIEUX+ will provide technical assistance from the preparatory stages of each activity to the delivery of products. The SOCIEUX+ Team will assist experts to fulfil their assignments by supporting and advising on preparing background materials before meetings. The SOCIEUX+ team will collect feedback from partner institutions and relevant stakeholders to ensure that mission reports and recommendations are delivered to national authorities, the EU Delegations in the partner countries and the European Commission.

The experts mobilised are not representing SOCIEUX+ nor the EU. Technical opinions and recommendations expressed are their own. They shall not express negative opinions on the implementation of actions supported by SOCIEUX+ to third parties. Nevertheless, they shall be aware of SOCIEUX+'s objectives and functioning, and promote its services to the best of their knowledge, whenever possible and feasible.

The experts shall perform their duties in the Partner Country in a way that fully complies with and respects the local institutions, policies and cultural behaviours. They shall particularly adopt culturally sensitive behaviour when dealing with their local counterparts.

10 OTHER CONSIDERATIONS

[.....]

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[...Text...]

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ABOUT SOCIEUX+

The SOCIEUX+ Facility was established and funded by the EU through the European Commission's Directorate-General for International Partnerships (DG INTPA) and Directorate-General for Neighbourhood and Enlargement Negotiations (DG NEAR). The Facility is co-funded by France, Spain, and Belgium. It is implemented by a partnership composed of Expertise France (the partnership lead), the French Ministry for Europe and Foreign Affairs, France Travail, the Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (FIIAPP) from Spain, the Federal Public Service for Social Security of Belgium / Belgian International Cooperation on Social Protection (BELINCOSOC), and the Belgian Development Agency (Enabel).

The Facility's general objective is to increase employment opportunities and inclusive social protection systems in Partner Countries. Its specific objective is to improve policy and institutional frameworks for the development of labour, employment and social protection in Partner Countries, based on an inclusive and sustainable approach.

SOCIEUX+ recognises the impact of social protection and employment in reducing poverty and vulnerability. It supports the efforts of partner governments in promoting inclusive and sustainable social protection and employment systems. SOCIEUX+ also complements the efforts made through other EU initiatives.

The Facility is an expansion of SOCIEUX Social Protection EU Expertise in Development Cooperation, established in 2013.

More information: www.socieux.eu