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EU Expertise on Social Protection,
Labour and Employment

Terms of Reference for Experts

Terms of reference activities
and missions

SOCIEUX 2025-13
MOLDOVA



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Terms of reference for on-site activities and missions

Action code and partner country: SOCIEUX 2025-13 MOLDOVA

Action title: Strengthening Moldova's preparedness to integrate EU Social Security coordination mechanisms

Partner institution: National Office of Social Insurance of the Republic of Moldova (NOSI)

Activity/ies number(s), title(s), tentative dates of implementation and location:

- Activity 1 – Conduct a diagnostic mission to assess IT, legal, organizational, procedural and governance readiness for implementing Regulations 883/2004 and 987/2009 and the EESSI system, with early & structured engagement of all stakeholders
 - Remote preparation: August 11 - August 30, 2025
 - On-site implementation (Chişinău): September 1 - September 12, 2025
 - Remote reporting: September 15 - October 3, 2025

Expert positions and responsibilities (by activity):

- Activity 1:
 - Expert 1 (principal) – EU Social Security Coordination, Institutional Diagnostics, and Reform Planning
 - Expert 2 – Operational Implementation of EU Social Security Regulations and EESSI

Workload:

Activity 1 -

Expert 1: Total 19 days (9 days at distance; and 10 days onsite)

Expert 2: Total 18 days (8 days at distance; and 10 days onsite)

Call for experts' reference: 25-13/MDA/1

Version - #: 1 ☐ Draft

☒ Final

Date: June 6, 2025

1. Background information

1.1. Country Overview

The Republic of Moldova is a landlocked country in Eastern Europe, bordered by Romania and Ukraine. It is a parliamentary republic with a population of approximately 2.5 million. Moldova has experienced significant political and economic transformation since gaining independence in 1991, with a strong aspiration toward European Union integration. In June 2022, the European Council granted Moldova EU candidate status, recognizing its reform commitments and geopolitical alignment.

Economically, Moldova is classified by the World Bank as a lower-middle-income country. The economy is predominantly service-based, with agriculture and remittances also playing significant roles. According to UNDP's Human Development Report 2023, Moldova ranked 80th out of 191 countries, with a **Human Development Index (HDI) of 0.767**, placing it in the "high human development" category (UNDP, 2023).

Despite macroeconomic progress, Moldova faces structural vulnerabilities, including high emigration, demographic ageing, rural-urban inequalities, and a large informal labour market. These factors pose challenges to the sustainability of public finances and the adequacy of the social protection system.

The Government has aligned its national development agenda with the **Sustainable Development Goals (SDGs)**. According to the 2022 Voluntary National Review (VNR), Moldova has made moderate progress toward SDG 1 (No Poverty), SDG 3 (Good Health and Well-Being), and SDG 8 (Decent Work and Economic Growth), but faces persistent gaps in social protection coverage, institutional capacity, and digital governance.

Ongoing reforms supported by EU instruments—including the EU Association Agenda and the EU-Moldova Accession Plan—prioritize digitalization, governance reform, and social sector alignment with EU acquis.

1.2. Sector Situation

The social protection system of the Republic of Moldova is governed by a mix of contributory and non-contributory schemes. The **National Office of Social Insurance (NOSI/CNAS)** is the central body responsible for administering the state social insurance system, including pensions, maternity, family, disability, and survivors' benefits. The **Ministry of Labour and Social Protection** oversees policy formulation and implementation in the wider field of social protection and inclusion.

The legal and policy framework of the sector includes the Law No. 489/1999 on the Public Social Insurance System and Law No. 156/1998 on Public Pensions. Moldova is party to 18 bilateral social security agreements with EU Member States and neighboring countries, which govern benefit coordination for mobile citizens.

A major challenge for Moldova, as an EU candidate country since 2022, is the progressive alignment with **EU social security coordination regulations**, notably Regulation (EC) No. 883/2004 and its implementing Regulation (EC) No. 987/2009. These establish rules for determining applicable legislation, aggregating insurance periods, and ensuring portability of social security rights across EU countries.

In line with these regulations, the EU has developed the **Electronic Exchange of Social Security Information (EESSI)** system to enable structured and secure data sharing between

competent institutions. The implementation of EESSI in Moldova is explicitly foreseen in the draft **National Development Plan for 2026–2028**, under the strategic objective of a “Strong and Inclusive Social Protection System” (Government of Moldova, Draft GD of 28.03.2025).

The **Law No. 142/2018 on Data Exchange and Interoperability** mandates all public institutions in Moldova to use the national MConnect platform for data sharing, including for cross-border exchanges, under conditions compatible with national and EU data protection rules.

Despite this legal foundation, Moldova’s systems remain insufficiently prepared. NOSI operates the “Social Protection” information system based on outdated Oracle Forms technology, which limits its compatibility with modern platforms. Coordination with other institutions, such as the National Health Insurance Company (CNAM) and the National Employment Agency (ANOFM), is constrained by fragmented IT infrastructures and weak interoperability mechanisms.

Parallel to this, a **SOCIEUX+ action (2024-15)** is supporting the National Health Insurance Company (NHIC) in setting up the **European Health Insurance Card (EHIC)** mechanism, a requirement for cross-border healthcare access under EU law. This involves analysis of the legal framework, capacity-building, and the development of an operational roadmap, including a study visit. This action is highly complementary to the SOCIEUX+ support to NOSI, as both EESSI and EHIC are essential pillars of EU social protection coordination.

1.3. Role of Partner Institution in the Sector

The **National Office of Social Insurance (NOSI)** is a central public body under Moldovan law tasked with implementing the state’s social policies by managing the **State Social Insurance Budget (SSIB)**. Its responsibilities include collecting contributions, maintaining records of insured persons, and administering the payment of pensions and other insurance-based benefits.

NOSI also acts as Moldova’s competent liaison body for international coordination of social security rights under bilateral agreements and, in future, EU regulations. It has a legal and institutional mandate to engage in data exchange with foreign institutions, manage social risk contingencies, and modernize digital services to increase accessibility and reduce administrative burden for citizens.

NOSI’s principal challenge is preparing for the structured electronic exchange of social security information through the **EESSI system**, in accordance with EU Regulation No. 987/2009. Currently, data exchange with foreign institutions is handled manually—either via post or email—leading to delays in processing pensions and benefits for Moldovan citizens abroad.

The **Social Protection** IT system used by NOSI is based on a legacy platform (Oracle Forms) that is no longer fit for integration with EU systems or capable of supporting modern APIs and secure data transmission protocols. This technological gap undermines the institution’s ability to participate in EESSI and fulfil EU regulatory requirements.

Legal alignment is also incomplete. While Moldova’s data exchange framework is regulated by **Law No. 142/2018**, procedural guidance and inter-institutional coordination mechanisms for cross-border data sharing are still underdeveloped. Furthermore, NOSI lacks internal policies, standard operating procedures, and human resource capabilities to ensure compliance with the EESSI framework (e.g., BUCs and SEDs workflows, port configuration, digital security protocols).

Institutional capacities also need reinforcement. Business process reengineering, digital skills development, and clearer delineation of responsibilities within NOSI are required to manage the future EESSI workflow effectively. Finally, communication with other relevant agencies (e.g., CNAM, Ministry of Labour) must improve to achieve the necessary interoperability and avoid fragmented implementation.

NOSI currently implements 18 bilateral social security agreements with EU Member States and associated countries, including Germany, Italy, Spain, Poland, and Romania. These agreements guide the coordination of benefits for Moldovan citizens residing abroad and serve as a legal basis for international data exchange.

In 2024, with support from the **TAIEX instrument of the European Commission**, NOSI conducted a study visit to **Sodra (Lithuania)** to examine how EU regulations are implemented in practice, specifically regarding the exchange of death-related data under international agreements.

At the time of the request, no other international partners had been identified for support on EESSI integration, making **SOCIEUX+ action 2025-13 the first structured technical cooperation focused on Moldova's alignment with Regulations 883/2004 and 987/2009** and the operational rollout of EESSI.

This SOCIEUX+ action complements national objectives outlined in the **National Action Plan for EU Accession (2024–2027)** and the forthcoming **National Development Plan 2026–2028**, which both recognize the strategic need for cross-border digital exchange systems in social protection.

2. Action Description

2.1. Overall Objective

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

2.2. Specific Objective(s) (Purpose)

To enhance institutional capacities of social security institutions in Moldova for implementing EU social security coordination regulations (883/2004 and 987/2009), including the EESSI system.

2.3. Expected Results

1. Specific challenges and opportunities for implementing EU social security coordination regulations and the EESSI system in Moldova identified
2. A shared understanding and common vision for implementing EU social security coordination regulations and the EESSI system in Moldova established

2.4. Final Deliverables

D. 1: Diagnostic report with tailored recommendations on Moldova's readiness to integrate EU Social Security coordination mechanisms, including the EESSI system.

D. 2.1: Training materials on EU Social Security Coordination mechanisms, including the EESSI system.

D. 2.2: Draft roadmap to prepare for integration into the EU Social Security coordination mechanisms, including the EESSI system

3. Methodology

3.1. General Methodology (of the Action)

As an EU candidate country, Moldova is advancing its alignment with European standards, with social security coordination being a key area for accession. Regulations 883/2004 and 987/2009 provide the legal framework for the coordination of social security systems across EU Member States, ensuring that citizens' rights are protected as they move within the EU. The Electronic Exchange of Social Security Information (EESSI) system is essential for the practical implementation of these regulations, enabling secure and efficient data exchange between national institutions.

However, Moldova currently faces significant challenges in legal harmonization, IT infrastructure, inter-institutional coordination, and human resource capacity. These gaps—explicitly identified in the Partner's request for technical cooperation and consistent with the experiences of other EU candidate countries—must be addressed to enable effective implementation of EU social security coordination mechanisms and successful participation in the EESSI system, when Moldova advances toward EU integration.

The proposed action directly responds to these needs and is structured around two main activities. First, a comprehensive diagnostic mission (A.1) will assess Moldova's current readiness towards EU social security coordination mechanisms & EESSI integration, focusing on legal, organizational, procedural, IT, and governance aspects. This participatory process will map institutional roles, identify bottlenecks, and benchmark practices against EU standards. The findings will be consolidated in a diagnostic report with tailored recommendations (D.1), forming the evidence base for further action.

Building on this, a targeted training and roadmap development activity (A.2) will address the identified gaps by strengthening institutional capacities and fostering a shared understanding among all relevant stakeholders. Training materials (D.1.1) will be developed and delivered to enhance knowledge of EU social security coordination and the EESSI system. A participatory workshop will then facilitate the co-creation of a draft roadmap (D.1.2), defining concrete actions, responsibilities, and timelines for Moldova's integration into EU mechanisms.

In addition, the action foresees the possibility of exploring triangular cooperation with the Ministry of Labour and Social Policy of North Macedonia, which recently benefited from SOCIEUX+ support on the same EU regulations and EESSI integration. Participation from North

Macedonia could be accommodated in one of the two activities, enabling peer learning and exchange of practical experience between two institutions facing similar challenges and working toward the same EU alignment objectives.

Throughout, the action emphasizes stakeholder engagement, cross-institutional collaboration, and alignment with EU best practices, thereby fostering ownership and long-term sustainability. By combining diagnostic analysis, capacity building, and participatory planning, this action will enhance Moldova's institutional capacities (S.1), identify specific challenges and opportunities (R.1), and establish a common vision for implementation (R.2). This structured approach ensures that reforms are technically sound, institutionally embedded, and aligned with EU best practices-laying the groundwork for Moldova's successful integration into the EU social security coordination framework and the EESSI system.

3.2.Planned Activities (Work Plan of the Action)

The following activities are currently planned for the action:

- Activity 1 – Conduct a diagnostic mission to assess IT, legal, organizational, procedural and governance readiness for implementing Regulations 883/2004 and 987/2009 and the EESSI system, with early & structured engagement of all stakeholders
- Activity 2 – Introductory training and roadmap development for EU Social Security Coordination and EESSI Integration

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:

- Gender equality.
- Good governance.
- Environmental sustainability.
- Human rights (including rights of children, people living with disabilities, vulnerable groups and minorities.
- Social and economic inclusion of vulnerable groups.
- Inequality.

4. Activities description

Objective of the Activity

This activity aims to contribute to the overall action by establishing a clear and evidence-based baseline of Moldova's readiness to implement EU social security coordination regulations (883/2004 and

987/2009), including the EESSI system, thereby contributing to the first result of the action. Through a participatory and structured process, the activity will culminate in a diagnostic report with tailored recommendations, setting the foundation for subsequent capacity-building, harmonization, and implementation efforts.

Proposed Methodology

- **Initial Preparation and Review**
 - **Document review:** Analyze existing national reports, previous assessments, and ongoing initiatives related to EU social security coordination and EESSI in Moldova.
 - **Stakeholder mapping:** Identify all relevant social security institutions (e.g., NOSI/CNAS, CNAM, Ministry of Labour and Social Protection, Ministry of Health, National Employment Agency) and key personnel.
 - **Assessment framework:** Develop a detailed diagnostic framework based on the requirements of Regulations 883/2004, 987/2009, and EESSI standards, covering IT, legal, organizational, procedural, and governance dimensions.
- **On-site phase :**
 - **Stakeholder Engagement**
- **Kick-off Meeting:** Convene an initial meeting with the designated working group and representatives from all relevant institutions to present the objectives, methodology, and expected outcomes.
- **Inclusive Participation:** Ensure the engagement of all stakeholders, with particular attention to cross-institutional collaboration and the inclusion of decision-makers and technical staff.
 - **Data Collection and Analysis**
- **Interviews & Focus Groups:** Conduct structured interviews and group discussions with staff from IT, legal, organizational, and operational departments.
- **Surveys:** Distribute targeted questionnaires to gather quantitative and qualitative data on current systems, processes, and perceived challenges.
- **Process Mapping:** Document and analyze existing workflows and information flows relevant to cross-border social security coordination and EESSI integration.
- **Gap Identification:** Identify gaps, overlaps, and bottlenecks in IT infrastructure, legal frameworks, organizational structures, procedures, and governance.
 - **Comparative and Gap Analysis**
- **Benchmarking:** Compare Moldova's current practices and systems with EU requirements and best practices as outlined in Regulations 883/2004, 987/2009, and EESSI guidelines.
- **Prioritization:** Rank identified gaps and challenges according to urgency and impact, highlighting areas requiring immediate attention for successful alignment.
- **Validation Workshop:** Present the preliminary conclusions to the working group and all stakeholders for feedback, clarification, and validation
- **Reporting and Recommendations**
- **Finalize a diagnostic report** that summarizes the findings and provides clear, actionable recommendations for each area assessed, taking into account stakeholder feedback and ensuring consensus on key findings and recommendations.

Final deliverable:

A comprehensive diagnostic report with tailored recommendations for aligning Moldova's social security institutions with the requirements of Regulations 883/2004, 987/2009, and the EESSI system. This report will serve as the baseline for subsequent activities, including the development of a detailed implementation roadmap.

Proposed Table of Contents for the Diagnostic Report (This structure should be discussed and agreed with the partner institution during the preparation phase)

- **Executive Summary**
 - Main findings and recommendations
 - Overview of methodology and stakeholder participation
- **Institutional landscape**
 - Mapping of relevant social security institutions and their roles
 - Description of the current working group and inter-institutional coordination mechanisms
- **Assessment of readiness by area**
 - 5.1 Legal and Regulatory Framework
 - Alignment with Regulations 883/2004 and 987/2009
 - National legal gaps and opportunities
 - 5.2 IT Systems and Data Exchange
 - Current IT infrastructure and interoperability
 - EESSI system readiness and integration challenges
 - 5.3 Organizational Structure and Governance
 - Institutional roles, responsibilities, and organigrams
 - Coordination and decision-making processes
 - 5.4 Procedures and Business Processes
 - Existing workflows for cross-border social security coordination
 - Bottlenecks and overlaps
 - 5.5 Human Resources and Capacity
 - Staff skills, training needs, and resource gaps
 - Change management and learning culture
 - 5.6 Other Relevant Areas
 - Data protection and privacy
 - Communication and stakeholder engagement
- **Comparative and Gap Analysis**
 - Benchmarking with EU requirements and best practices
 - Summary of key gaps and challenges by area
- **Prioritization of issues**
 - Criteria for prioritization (urgency, impact, feasibility)

- List of priority areas for intervention
- **Recommendations**
 - Tailored recommendations for each assessed area (legal, IT, organizational, procedural, HR, etc.)
 - Short-term and long-term actions
- **Annexes**
 - List of stakeholders consulted
 - Data collection instruments (interview guides, survey templates, etc.)
 - Detailed process maps or organigrams
 - Glossary of terms and acronyms
 - References and bibliography

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

Minimum tasks expected from the experts shall include:

- Task 1 – Preparation of the mission. The Experts Team:
 - Gains substantial knowledge of the local context; reviews all relevant background documents provided by the SOCIEUX+ Team and/or the Partner Institution (PI), including previous assessments and strategic reports;
 - Establishes, in close consultation with the PI, the mission's methodology and agenda (MeN), ensuring it is tailored to the requirements of Regulations 883/2004, 987/2009, and the EESSI system;
 - 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);
 - Prepares diagnostic tools (interview guides, survey templates, process mapping frameworks) and a stakeholder engagement plan;
- 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 and objectives of the mission to the EU Delegation, if applicable;
 - Conducts structured interviews, focus groups, and surveys with staff from IT, legal, organizational, and operational departments of all relevant institutions;
 - Facilitates participatory sessions for process mapping and gap identification;
 - Compiles initial findings and main conclusions in a brief presentation for the final consultation and debriefing on-site;

- Channels to the SOCIEUX+ Communication Officer any material that can be useful to inform the public about the activity (pictures, interviews, brief notes or articles);
- Task 3 – Final consultation and debriefing. The Experts Team:
 - Presents the initial findings and main recommendations emerging from the technical exchange to the PI, relevant stakeholders, and the EU Delegation;
 - Collects feedback from the PI, relevant stakeholders, and the EU Delegation for inclusion, as possible, in the final draft of the diagnostic report;
- Task 4 – Finalisation and submission of the deliverables. The Experts Team:
 - Elaborates the final deliverables for review and commenting by SOCIEUX+, the PI, and eventually other stakeholders;
- Integrates feedback received and submits the final version of the diagnostic report in accordance with SOCIEUX+ guidelines;

Minimum tasks expected from the **Partner Institution** shall include:

- Providing one or more resource-persons to support the experts in the material and technical organisation of the activity, as well as in brainstorming sessions, interviews, and the elaboration of findings and recommendations;
- Contributing to the technical organisation of the activity, including sharing all relevant background documents (such as strategic documents, reports, and previous assessments), providing contacts and technical inputs to the experts as needed;
- Facilitating the mapping and engagement of all relevant social security institutions and ensuring the participation of their representatives in interviews, focus groups, and process mapping sessions;
- Supporting the material organisation on site (including logistics, venue arrangements, and provision of necessary equipment and materials);
- Assisting in the collection of feedback from participants during the final consultation and debriefing sessions, and supporting the integration of this feedback into the final diagnostic report;
- Facilitating communication and coordination between the experts, SOCIEUX+ Team, and all involved national stakeholders before, during, and after the on-site mission;
- Promoting the visibility of the activity by facilitating the gathering and sharing of communication materials (e.g., photos, interviews, brief notes) with the SOCIEUX+ Communication Officer;

4.1. Deliverables

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

4.1.2. Final Deliverables

- An individual Expert Mission Report (ExMR) in SOCIEUX+ format (template provided). This report is a confidential product intended solely for SOCIEUX+'s use. The expert team may also submit a single-joint ExMR report if they prefer to do so (see instructions on the template).
- An individual completed Expert Feedback Form (ExF) completed online (see instructions and link on the ExMR template).
- 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. This report will detail (among other items indicated in the template):
 - Background and context of the activity
 - Objectives of the diagnostic mission
 - Scope and limitations
 - Methodology
 - Description of the assessment framework
 - Stakeholder engagement process
 - Data collection tools and process (interviews, surveys, document review, etc.)
 - Participatory and inclusive approaches
- A technical report representing the experts' contribution to the PI regarding the content of the peer-to-peer exchanges to attain the action's expected results and contribute to achieving its specific objectives. It is a piece of technical work on the subject of peer-to-peer cooperation. The technical report shall comply with the description provided in the ToREx and further agreed upon in the MeN:
 - **Deliverable 1: Diagnostic report with tailored recommendations on Moldova's readiness to integrate EU Social Security coordination mechanisms, including the EESSI system**

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 equivalent OpenDocument format). Non-editable electronic documents, such Portable Document Format (PDF), will 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 is not allowed unless otherwise instructed in writing [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 lies solely with its authors. Neither the European Union, the European Commission, the implementation partners of SOCIEUX+, nor the SOCIEUX+ Staff are 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 must 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 the 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 upon with the Partner Institution and then submitted to the SOCIEUX+ Team no later than five working days before the departure on mission of the Experts Team.
- Pre-mission deliverables will be shared with and reviewed by SOCIEUX+. Feedback on the deliverables should be provided to the FFM Team no later than two working days before the departure on the mission of the experts. Comments and recommendations from 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 resubmitted by the Experts Team at the earliest possible occurrence.

5.2.2. Final deliverables

- The first draft versions of the final deliverables must be submitted by the Experts Team to the SOCIEUX+ Team no later than ten working days after the completion of the Experts Team's mission.
- Feedback from the SOCIEUX+ Team on the first draft version of the report should be provided within five working days of its submission.
- The Experts Team is expected to incorporate this feedback into the draft versions within five working days of receiving 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 must approve or provide comments and/or requests for amendments within five working days of receipt.
- If comments and/or requests for amendments are received, the Experts Team will have an additional five working days to finalize the deliverables. Generally, only one round of feedback and revision is permitted.
- 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): EU Social Security Coordination, Institutional Diagnostics, and Reform Planning

Area(s) of expertise: Social Security Legislation, Social Security Policy, Social Security Administration & Inspection, Information and Communication Technologies

Specific skill(s) & competency(ies):

1.2. Policy & strategy making and development

2.1. Legislation & regulation making and development

3.1. Organisational structures, roles and arrangements

5.1. Monitoring & Evaluation (M&E)

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): 7
- c) Required language knowledge: English
- d) Demonstrated experience in **designing and leading diagnostics of social protection systems** with regard to their alignment with EU coordination Regulations 883/2004 and 987/2009 — including legal frameworks, organizational models, procedural readiness, and inter-institutional coordination.
- e) Proven ability to **develop and apply assessment methodologies** based on EU regulations and the EESSI framework, including gap analyses, stakeholder mapping, process mapping, and prioritization frameworks.

Additional assets (advantageous in selection):

- a) Experience advising governments on EU acquis alignment or convergence in the social protection sector
- b) Strong skills in designing and conducting participatory diagnostics and reform planning in multi-stakeholder environments
- c) Working knowledge of Moldova’s governance context or other EU candidate countries; Romanian or Russian language skills are a plus
- N.B.: Translation and interpretation services may be commissioned by SOCIEUX+.
- d) Having passed the SOCIEUX+ e-learning [‘Acting upon inequality’](#). SOCIEUX+ aims to do no harm and contribute to the reduction of inequalities. Hence, we highly recommend doing this short e-course. It takes about 2h30.

Expert #2: Operational implementation of EU Social Security Regulations and EESSI

Area(s) of expertise: *Social Security Administration & Inspection, Social Security Policy, Information and Communication Technologies, Health Insurance*

Specific skill(s) & competence(s):

3.2. Quality assurance, inspection and audit

3.6. Service delivery

8.1. Needs assessments & curricula

8.3. Presential training activities

Requirements (essential/required):

a) The education type and level required:

“Master’s” degree (or equivalent advanced academic degree or diploma requiring four 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 substituted with a combination of academic degree(s) and relevant years of work/professional experience combining the area of expertise and specific skills requested:

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

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

- b) Number of years of relevant work/professional experience combining the area(s) of expertise and demonstrated specific skill(s) & competence(s): 7
- c) Practical experience implementing Regulations 883/2004 and 987/2009 within an EU national public institution or in the context of international technical assistance.
- d) Deep understanding of administrative and digital processes related to benefit coordination, including legislation determination, entitlement export, and use of EESSI for secure data exchange.
- e) Required language knowledge: English

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

Additional assets (advantageous in selection):

- a) Experience supporting digitalisation of cross-border processes in social security institutions (EESSI or similar systems) and co-developing implementation roadmaps or strategic action plans
- b) Familiarity with key operational profiles involved in social security coordination (legal, case management, IT, HR, etc.)
- c) Working knowledge of Moldova’s governance context or other EU candidate countries; Romanian or Russian language skills are a plus
 - N.B.: Translation and interpretation services may be commissioned by SOCIEUX+.
- d) Having passed the SOCIEUX+ e-learning ‘[Acting upon inequality](#)’. SOCIEUX+ aims to do no harm and contribute to the reduction of inequalities. Hence, we highly recommend doing this short e-course. It takes about 2h30.

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 contact the SOCIEUX+ Team at experts@socioux.eu, indicating the reference of the call for experts.

6.2. Estimated workload

6.2.1. Activity 1:

	Preparation	On-site work	Distance work	Reporting deliverables	& Total
Principal expert (#1)	4	10		5	19
Expert (#2)	4	10		4	18
Total experts	8	20		9	37

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 available only in English). The application process is as follows:

1. If they have not already done so, experts must create a SOCIEUX+ account by clicking “Create an account” and providing a valid email address.
2. Login details for their account will be sent to experts by email, experts should create and submit their profile for review by¹:
 - 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 format².
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.

Experts can be identified and selected following a non-competitive procedure, which applies only in four specific circumstances:

- Experts to be mobilized from a ‘preferred institution’, i.e. the EU MS public entity indicated by the PI in the REF as the desired and most suitable learning model and source of expertise;
- Experts to be mobilized, on the request of the PI, from a ‘supporting entity’, i.e. a national or international development partner that supports the PI on the same or a similar area of work concerned by the request;
- Experts to be mobilized to accompany a study-visit by a PI’s delegation to an EUMS, i.e. a public expert from one of the EUMS’ hosting institution;
- Experts to be mobilized from PCs or former PIs for triangular cooperation.

For more information, 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

SOCIEUX+ primarily mobilises experts from the public administrations and mandated bodies of EU Member States, as well as practitioners working for social partners, including:

¹ SOCIEUX+ expert database and other management tools comply with the General Data Protection Regulation (GDPR) - Regulation (EU) 2016/679.

² Europass templates for CVs are available here: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

- 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.
- Regional experts: they provide significant added value, since they belong to the institutions with which SOCIEUX has already worked in the region where the action will be carried out. In addition, regional experts/s can provide a contextualized perspective on the socio-political, economic and cultural realities of the region, which reinforces the relevance, feasibility and sustainability of proposals and outcomes.

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 the "Supporting Entity" in the Request.

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

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 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, regardless of whether their former employer collaborates with SOCIEUX+ on a specific action. Retired experts are considered public experts for all purposes, benefits, and financial compensation provided by SOCIEUX+.

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

Contracting Options:

- **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 servants 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 under local legislation; or
 - > Service contract with institution: experts without a TIN and unable to sign an employment contract under local legislation.
- **Regional expert:** Depending on local legislation and the preferences of the expert's institution, the contract will be signed either directly with the expert or with the institution to which he/she belongs.

7.4. Financial compensations

Contracted 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 treated as public employees for all intents, purposes, benefits and financial compensation 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+. Compliance and verification are the responsibility of 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 in accordance with the [Guide for Experts and Collaborative institutions](#) (version as of the date of the contract signature), which provides detailed information on contracting with SOCIEUX+.

8. Communication & Visibility

SOCIEUX+ may use its communication channels, such as its website, newsletter and other media to share information on the implementation and results of the activities. To this end, contributions from mobilised experts are envisaged.

Small contributions for communication and visibility purposes, such as photographs, short texts and interviews, may be requested. Before and after the mission, short briefings may be organised with the SOCIEUX+ Communication Officer. These briefings will provide an opportunity to identify communication opportunities and strategies.

The correct use of SOCIEUX+ templates and visibility elements will be ensured in accordance with EU visibility guidelines.

For specific activities and events and under certain circumstances, visibility products such as brochures, folders, USB sticks, notebooks and other products may be made available to experts for face-to-face distribution.

9. Code of conduct

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

Experts mobilized do not represent SOCIEUX+ or the EU. Their technical opinions and recommendations are their own and do not reflect the official stance of SOCIEUX+ or the EU. They shall refrain from expressing negative opinions about the implementation of actions supported by SOCIEUX+ to third parties. However, they should be familiar with SOCIEUX+'s objectives and operations and promote its services to the best of their knowledge, whenever possible and feasible.

Experts shall perform their duties in the partner country in a manner that fully respects local institutions, policies, and cultural norms. They shall adopt culturally sensitive behavior when interacting with their local counterparts.



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About SOCIEUX+

SOCIEUX+ EU Expertise on Social Protection, Labour and Employment is a technical cooperation facility established and co-funded by the European Union (EU), France, Belgium and Spain. It aims to enhance access to better employment opportunities and inclusive social protection systems, with a particular focus on women, youth, and vulnerable groups.

The Facility focuses on strengthening institutional capacities in partner countries, promoting social protection, decent work and responsible business practices. It also supports public institutions in preparing for and responding to EU directives and Member States' legislation on Corporate Sustainability Due Diligence expectations.

SOCIEUX+ targets partner countries' public authorities responsible for labour, employment, and social protection, as well as social partners, including employers' and workers' organizations involved in social dialogue. These entities are encouraged to apply for SOCIEUX+ technical cooperation.

Activities carried out by SOCIEUX+ are demand-driven, short-term, and primarily based on peer-to-peer cooperation between experts from EU Member States and partner countries.

SOCIEUX+ is implemented by a partnership composed of Expertise France (the partnership lead), France Travail, the Belgian Federal Public Service for Social Security through the Belgian International Cooperation on Social Protection (BELINCOSOC), the Belgian Development Agency (Enabel), and the Fundación para la Internacionalización de las Administraciones Públicas (FIAP) from Spain.

More information: www.socieux.eu



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