

REQUEST FOR QUOTATION

RFQ Reference: RFQ-MD053-25

Date: 26 September 2025

Subject of RFQ): **Update and revise E-LEARNING course on prevention and combatting of trafficking in persons**

International Organization for Migration kindly requests your quotation for the provision of the services described in the terms of reference (TOR) below.

When preparing your quotation, please be guided by the RFQ information below. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

RFQ INFORMATION

Deadline for the submission of quotation	07 October 2025
Method of submission	Quotation must be submitted as follows: <input type="checkbox"/> E-tendering <input checked="" type="checkbox"/> Email
Cost of preparation of quotation	IOM shall not be responsible for any costs associated with a vendor’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
Contractual Terms	Any Purchase Order that will be issued as a result of this RFQ shall be subject to the IOM standard terms for provision of goods/services/transportation/medical services available at https://www.iom.int/do-business-us-procurement or IOM standard contract templates.
Documents to be submitted	Bidders shall submit and sign the-bid submission form.
Quotation validity period	The quotation shall remain valid for 30 days from the deadline for the submission.
Price	Quotations shall be in MDL at VAT0% , for the services stated in the below TOR.
Partial quotations	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted Insert conditions for partial bids and ensure that the requirements are properly listed in lots to allow partial bids
Clarifications	Contact person for correspondence, notifications and clarifications Contact person: Ina DABIJA E-mail address: idabija@iom.int
Evaluation method	<input checked="" type="checkbox"/> The contract will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other Click or tap here to enter text.
Right not to accept any quotation	IOM is not bound to accept any quotations, nor award a contract or purchase order
Expected date for contract/PO award.	15 October 2025

Thank you and we look forward to receiving your quotation.

Issued by:

Signature: _____

Title: Snr. Procurement/Logistic Assistant

TERMS OF REFERENCE

FOR THE PROCURMENT OF SERVICES

TO REVISE, UPDATE, DIGITALIZE AND UPLOAD EXISTING E-LEARNING COURSE ON PREVENTION AND COMBATting OF TRAFFICKING IN PERSONS FOR MINISTRY FOR LABOUR AND SOCIAL PROTECTION OF THE REPUBLIC OF MOLDOVA ONTO AN ONLINE PLATFORM (THEMATIC & TECHNICAL SUPPORT)

1. **Duty Station of the Consultancy:** Chisinau, the Republic of Moldova

2. **Duration of Consultancy:** 15 October 2025 – 15 February 2026

3. **Nature of the Consultancy:** Local company to revise and update [the existing e-learning course](#) on Prevention and Combatting of Trafficking in Persons (TiP) for the relevant personnel of the Ministry for Labour and Social Protection (MLSP) in line with the current TIP situation in Moldova; to digitalize, migrate and deploy the updated course (in Romanian and Russian) onto a national online platform.

4. **Project Context and Scope:**

The International Organization for Migration (IOM) in Moldova is implementing a project “Reducing Community-Level Vulnerabilities to TiP in Moldova.” Moldova has experienced significant pressures following the arrival of approximately 700,000 refugees and third-country nationals from Ukraine, putting strain on institutions and services. Vulnerable groups include women and children, persons with disabilities, the elderly, single-mother households, minorities, and others. In this context, the prevalence of exploitation, abuse, and trafficking in persons (TIP) risks is increasing.

Local social workers are tasked with identifying, assisting, and referring potential survivors of human trafficking to specialized services, hence a growing need for their advanced practical knowledge of TiP prevention and response with a focus on the local context, especially in light of staff rotations.

Within the “Programme Against Human Trafficking in Eastern Europe” Phase II (2017-2020), funded by the Norwegian Ministry of Foreign Affairs and implemented by IOM Moldova, Moldova the back then Ministry for Labour and Social Protection's (MLSP) National Agency for Social Assistance developed [an e-learning course](#) for local social workers, whose participation in centrally located specialized trainings and refresher courses is rather challenging. The e-learning is a major tool for training today's local experts to address TiP threats, especially those fueled by the war in Ukraine and large-scale people displacement.

The contents of the e-course are outdated and do not fully reflect the evolving reality caused by the war in Ukraine, related counter-trafficking implications, emergency preparedness needs, and the assistance required by at-risk populations, including foreign nationals arriving in the Republic of Moldova for work. IOM intends to update the contents and translate the revised e-course into Russian (for now the e-learning is only available in Romanian – translation will be done by IOM and is not expected to be carried out by a contractor within this assignment). Following this update and translation, the course must be digitalized, migrated to an appropriate online platform and made fully accessible to the target audience with robust assessment and certification systems.

Hence, there is a need for the e-learning comprehensive thematic revision and update followed by its digitalization and subsequent migration onto a designated national online platform in coordination with MLSP, and being made available to the target audience.

The e-course should include an assessment system to track pre- and post-course changes in the level of knowledge of the participants, as well as a certification system to ensure that every person who has successfully completed the course could obtain an appropriate certificate of completion.

Outside the scope of this assignment, IOM will ensure the course launch and release by supporting a series of small-scale training, testing and validation events.

5. Organizational Department / Unit: Protection Unit of IOM Moldova; “Reducing Community-Level Vulnerabilities to Trafficking in the Republic of Moldova” Project

6. Tasks, deliverables and timeframe to be performed under this contract

Task	Timeframe	Deliverable
Revise and update the existing e-learning course on Prevention and Combatting of TiP. Ensure the certification and testing systems are imbedded in the e-learning.	By 30 November 2025	The e-course is updated in line with the current situation, and its contents are available.
Digitalize, migrate and deploy the updated e-learning course onto a relevant national online platform (in both Romanian and Russian languages)	By 15 February 2026	The updated course in two languages is live, and could be accessed.

7. Performance Indicators for the evaluation of results

- Completion of all tasks specified in the TOR to the required quality.
- Compliance with agreed deadlines for submission and deployment.
- Quality of work (consideration of international human rights standards; precision, comprehensiveness, and accuracy).

8. Reporting and Supervision

The Contractor will report to IOM Moldova’s Protection Unit and will work in close coordination with the Ministry of Labour and Social Protection (MLSP). Regular progress updates (bi-weekly or as agreed) will be provided.

7. Qualifications of the Successful Service Provider

a) Company qualifications:

- Legally registered entity.
- The company shall demonstrate experience in providing similar services or in other relevant ways will prove their ability to implement such tasks.
- Demonstrated experience of working with government institutions and/or international organizations is considered an advantage.

b) Team Composition:

The Contractor shall propose a team that collectively covers both thematic/content and technical/IT competencies. Key profiles include:

Thematic Lead (Content/Curriculum):

- University degree in Law, Social Sciences or other relevant field;
- At least 5 years of experience in developing training curricula and delivering trainings;
- Proven knowledge of victim-centered and trauma-informed social assistance and relevant legal provisions;
- Experience working with international organizations is an asset;
- Fluency in Romanian; strong communication and coordination skills; high discretion, integrity, and respect for diversity.

Technical Lead (E-learning/platform):

- Minimum 3 years of experience creating online courses and educational products; portfolio of relevant projects;
- Experience deploying courses on online platforms (e.g., Moodle or equivalent);
- Experience working with large companies/international organizations (UN agencies an asset);
- Excellent communication, coordination, and project management skills; high responsibility and results-orientation.

8. Travel Requirements

No travel required.

9. Competencies

Values:

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintains high ethical standards and acts consistently with organizational principles, rules and standards of conduct.
- Professionalism: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies – behavioural indicators:

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results: produces and delivers quality results in a service-oriented and timely manner; is action-oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge: continuously seeks to learn, share knowledge and innovate.
- Accountability: takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.

- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.