



## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **09 February 2015**

**Country:** Republic of Moldova

**Description of the assignment:** National Consultant on applying e-governance tools in local service provision

**Project name:** Joint Integrated Local Development Programme

**Period of assignment/services:** Starting from 10 March 2015, estimated workload up to 160 days during 9 months.

Proposals should be submitted **on-line** by pressing "Apply on-line" link, no later than **23 February 2015**.

Requests for **clarification only** must be sent by standard electronic communication to the following e-mail: [constantin.elisei@undp.org](mailto:constantin.elisei@undp.org). UNDP will respond by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all applicants.

### 1. BACKGROUND

One of the objectives of Moldovan Decentralization Strategy is that LPAs provide local services according to the needs and demands of the beneficiaries – including with respect to the rights of the vulnerable groups- and functions effectively, efficiently, equitably – and following fiscal discipline. In this respect, the measures in support of the vulnerable groups, as part of the enabling and non-discrimination policies, become key-factors for improving access and quality of public services for all.

According to the Strategic Program for Governance Technological Modernization (e-Transformation), by 2020, the Government will become more transparent, more efficient and more responsive, due to intelligent investments in information technologies and their massive use in public sector.

The Electronic Government Center (eGC) under the State Chancellery, responsible for developing and implementing the government technologic modernization agenda, initiated the e-transformation of public services provided by national authorities through the Portal of Public Services to Citizens and Businesses [www.servicii.gov.md](http://www.servicii.gov.md), launched in May 2012, which has both an informative and an interactive character. Currently the Portal provides information on 331 public services rendered in an offline regime, as well as access to 78 e-services.

In cooperation with eGC, JILDLP performed a complex and comprehensive baseline survey in all 30 target communities, assessing the level of information and participation of communities in the local decision-making process, their satisfaction with local governments' performance and public services. The study assessed local public administrative services which provision can be significantly improved using IT tools. According to the study results, over 50% of the respondents were satisfied with local public services and consider them fast and efficient, with high potential for e-transformation. About 50% of rural population has access to computers, which means that there is significant potential for using local e-services. The assessment also informed further programmatic activities on e-governance development at local level during 2015. In the same line of activity, using innovative tools like 'design thinking', the JILDLP

started the exercise of local public service re-engineering in one of its communities, in cooperation with the MiLab/UNDP.

## 2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

The overall objective of the **National Consultant on applying e-governance tools in local service provision** (hereinafter Consultant) assignment is to provide substantive expertise in implementation and monitoring JILDIP initiatives in the field of local public services modernization by applying re-engineering, digitization, design-thinking and other innovative/e-methodological approaches.

For detailed information, please refer to Annex 1 – Terms of Reference.

## 3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

### I. Qualifications:

- University degree in areas such as computer sciences, engineering or telecommunications, or other related fields
- University degree in Business Administration, Economy, Public Administration, or other relevant fields is an asset.

### II. Experience:

- At least 5 years professional of working with management of information systems; implementation of IT solutions in governance/management
- Good knowledge and expertise of public administration and local services
- Extensive knowledge of e-Government agenda
- Experience in working with Public Authorities
- Previous experience in development assistance or related work for a donor organization, consulting company, or NGO.

### III. Competencies:

- Demonstrated capacity of team-orientated work, excellent planning and organizational skills;
- Strong analytical, communication (verbal and writing) skills;
- Proficiency in using computer applications (word processing, spreadsheet, presentations, project planning, e-mail, graphics, internet)
- Knowledge of Romanian is required. Working level of English level;
- Sensitivity and respect for human rights and gender equality;
- Ability to achieve results and deadlines in a timely manner, maintaining a high standard throughout.

## 4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

1. Proposal explaining why they are the most suitable for the work;
2. Financial proposal;
3. Personal CV including past experience in similar projects and at least 3 references, or dully filled Personal History Form P11

## 5. FINANCIAL PROPOSAL

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown (fee per day \* days) of this lump sum amount (including fee, taxes, per diems, and number of anticipated working days).

### Travel

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

## 6. EVALUATION

Initially, individual consultants will be short-listed based on the following minimum qualification criteria:

- University degree in areas such as computer sciences, engineering or telecommunications, or other related fields;
- At least 5 years professional of working with management of information systems; implementation of IT solutions in governance/management;

The short-listed individual consultants will be further evaluated based on the following methodology:

### Cumulative analysis

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as:

- a) responsive/compliant/acceptable, and
- b) having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

\* Technical Criteria weight – 60% (300 pts);

\* Financial Criteria weight – 40% (200 pts).

Only candidates obtaining a minimum of 210 points would be considered for the Financial Evaluation.

Criteria	Scoring	Maximum Points Obtainable
<b><u>Technical</u></b>		
University degree in computer sciences, engineering or telecommunications, or other related fields	<i>(university degree – 10 pts, master degree – 15 pts)</i>	<b>15</b>
University degree in Business Administration, Economy, Public Administration, or other relevant fields	<i>(yes - 10 pts., no - 0 points)</i>	<b>10</b>
At least 5 years professional experience of working with management of information systems; implementation of IT solutions in governance/management	<i>(5 years -up to 40 pts; each additional year – 2 pts, up to maximum of 10 additional pts.)</i>	<b>50</b>

Good knowledge and expertise of public administration and local services	<i>(to some extent - 20 pts., strong asset - 30 pts.)</i>	<b>30</b>
Extensive knowledge of e-Government agenda	<i>(to some extent - 20 pts., strong asset - 30 pts.)</i>	<b>30</b>
Experience in working with Public Authorities	<i>(3 years -up to 20 pts; each additional year – 2 pts, up to maximum of 10 additional pts.)</i>	<b>30</b>
Previous experience in development assistance or related work for a donor organization, consulting company, or NGO	<i>(to some extent - 5 pts., strong asset - 10 pts.)</i>	<b>10</b>
Proficiency in using computer applications (word processing, spreadsheet, presentations, project planning, e-mail, graphics, internet)	<i>(basic – 5 pts, advanced – 15 pts)</i>	<b>15</b>
Fluency in Romanian and English	<i>(English – 5 pts., Romanian - additional max.5 pts.)</i>	<b>10</b>
Interview	<i>(30 – demonstrated technical knowledge and experience; 30 – strong analytical skills; 15 – communication/ interpersonal skills; 15 – initiative; 10 – creativity/ resourcefulness)</i>	<b>100</b>
<b>Maximum Total Technical Scoring</b>		<b>300</b>
<b><u>Financial</u></b>		
Evaluation of submitted financial offers will be done based on the following formula: <b><u><math>S = F_{min} / F * 200</math></u></b> S – score received on financial evaluation; Fmin – the lowest financial offer out of all the submitted offers qualified over the technical evaluation round; F – financial offer under consideration.		<b>200</b>

### Winning candidate

The winning candidate will be the candidate, who has accumulated the highest aggregated score (technical scoring + financial scoring).

### **ANNEXES:**

**ANNEX 1 – TERMS OF REFERENCES (TOR)**

**ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS**