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Resilient nations.*

TERMS OF REFERENCE

Job Title: National Consultant to offer IT support to the Policy Analysis Projects' Implementing Unit (PIU)

Type of Contract: Individual Contract (IC)

Duty Station: Chisinau, Moldova

Expected workload: up to 63 working days

Expected duration of assignment: March – December 2015

BACKGROUND

Over the last decade or so, the Republic of Moldova has made significant positive progress towards poverty alleviation. However, the progress is far from uniform, with growing disparities between rural and urban settlements. Recent developments indicate that the country will be meeting some of its MDG commitments, particularly in terms of poverty reduction, while will have to make additional efforts for meeting its targets in other areas, in particular health, environment, among others.

The Government of the Republic of Moldova, under its Moldova 2020 Strategy, committed to further promote economic development, support infrastructure improvements, support education sector, and improve access to finance, among others.

Under the current UNPF (2013-2017), the United Nations committed to support the Government and people of the Republic of Moldova in the set priority areas, also pillars of the partnership framework: (a) Democratic Governance, Justice, Equality and Human Rights; (b) Human Development and Social Inclusion and (c) Environment, Climate Change and Disaster Risk Management. Support is directed towards tackling major development challenges currently affecting the development of the country. However, how to prioritize such challenges? How to address such challenges in an effective and efficient manner, given the existing developmental constraints? What innovative policy and programmatic responses are there available to generate new sustainable jobs, promote employability and entrepreneurship, re-channel remittances towards productive sectors?

To provide evidence-based answers to the above and pilot interventions addressing sustainable human development and inclusive growth, UNDP Moldova aims at developing a dedicated Projects Implementing Unit that would focus on: (a) policy analysis, (b) implementation of various joint interventions that would promote entrepreneurship and employability at local level, and (c) promotion of innovations throughout joint interventions for poverty reduction and inclusive growth.

The Implementing Unit will now be structured on three interlinked components, i.e. policy analysis, employability and innovative entrepreneurship. Each component will be having specific interventions and

sub-components that may be activated or deactivated depending on the corporate decision and needs of the national counterpart(s).

The **policy analysis component** will be in charge of: producing regular policy briefs on critical areas where evidence-based analysis is needed to identify options and policy alternatives; development of the National Human Development Reports and related analytical background papers or summaries of in-depth interviews of FG interviews; coordination of the development of national MDG reports and related analytical papers; other analytical tasks for other components in the Unit;

The **employability component** will contain interventions that target skilled unemployed in search for relevant employment of local market and improvement of their soft skills to search for a decent job. Such component will be also dealing with promotion of new jobs created in the entrepreneurship component and work with LPAs willing to start-up small-scale career advisory centers or connect to the existing ones.

The **innovative entrepreneurship component** contains interventions for the creation of Business Innovations Lab, of an Innovations fund to support business start-up and business development, financial support instruments to be managed based on UNDP rules and regulations, creation of a Innovations Matching Forum, support to selected LPAs for the revision of the local economic development plans and scaling-up of a seed-money fund to support innovative start-ups at local level.

OBJECTIVES AND EXPECTED DELIVERABLES OF THE ASSIGNMENT

The **national consultant** is expected to provide IT support to various interventions in PIU through:

- IT maintenance for the equipment of PIU and SYSLAB Centres in Chisinau and regions; maintenance would include IT services for installation and maintenance of hardware and software, monitoring of the functionality and update of software, functionality of networks of PCs in all SYSLAB centers (the total number of PCs to be maintained is 130 units connected in 6 networks of PCs)
- Maintenance of the www.syslab.md platform;
- Implementation of a basic training on the usage/up-date of the www.syslab.md platform for staff in PIU; the existing platform requires regular update and staff in PIU requires basic knowledge of handling the input/up-date of data on the page;
- Development of a new Web platform for the Business Innovations Lab and its regular maintenance; the new platform shall contain (a) a survey tool to collect online feedback from SMEs which will log into the platform, (b) an application tool for SMEs to apply to matching funding and (c) a matching online forum for SMEs to interact with potential investors.

Detailed tasks:

- a) The network of the existing 5 SYSLAB centers (in Chisinau, Cahul, Comrat, Balti and Rezina) is equipped with modern PCs and peripherals connected in local networks. One additional network of 5 PCs is available to the project management unit located in Chisinau. The overall number of PCs and related software to be maintained is 130 units and 6 local area networks. Maintenance of the network presupposes regular check of the hardware, fixing of hardware problems, and installment/re - installment of software and management of the local networks to ensure their proper functioning.

- b) During the current year maintain the www.syslab.md platform, including upload of relevant updates. The consultant will have administrator-level access to the platform. The consultant shall train staff in the project management unit on how to conduct regular simple updates.
- c) The development of the new Web platform of the Business Innovations Lab is a complex task which requires Web development skills and previous experience of the consultant to design and implement ultramodern web instruments by usage of available software and programming language(s). The consultant is required to be proficient in WordPress/Joomla, usage of HTML5 and CSS3, in-depth experience with PHP programming language or similar and experience in applying MySQL or other database management system. The platform will contain three tools: (a) an online survey tool to conduct surveys in SMEs, (b) an online matching forum to ensure interaction between users registered on the platform and (c) an instrument for SMEs to apply online to matching grants. The structure of the platform and content will be shared with the consultant by the management unit.

Key deliverables:

Deliverables	Deadlines
Continuous IT maintenance for the equipment of PIU and SYSLAB Centres - 1 in Chisinau and 4 in the regions (130 PSc) - (up to 2 w/d per month or 18 w/d in total)	Continuous, by December, 2015
Manage www.syslab.md (1w/d per month, up to 10 w/d)	By December 2015
Provide training to SYSLAB Centres' teams on managing web site information for simple updates (up to 2 w/d)	By March 13, 2015
Develop the Web page of the Business Innovations Lab (up to 15 w/d) and monthly maintenance (2w/d per month or up to 18 w/d in total)	By April 30, 2015

SKILLS AND EXPERIENCE REQUIRED

Education:

- University Degree in programming or other IT related disciplines.

Experience:

- At least five (5) years of progressively responsible experience in IT area is required at the national levels (in particular network administration, maintenance hardware and software);
- Complex knowledge of WordPress/Joomla and proficiency in HTML5 and CSS3, in-depth experience with PHP programming language or similar; experience in applying MySQL or other database management system and proven experience in developing Web platforms;
- Good teamwork and communication skills.

Language Requirements:

- Fluency in both oral and written Romanian and Russian. Knowledge of English is an asset.

PERFORMANCE EVALUATION

Contractor's performance will be evaluated against timeliness, responsibility, initiative, creativity, communication, accuracy, and overall quality of the delivered products.

FINANCIAL ARRANGEMENTS

Payments will be disbursed in several installments, upon submission and approval of deliverables, and certification by UNDP Moldova Project Manager that the services have been satisfactorily performed.