

TERMS OF REFERENCE

National IT Consultant to support with CCET website upgrade

Job title:	National IT Consultant
Duty station:	Chisinau, Moldova
Reference to the project:	Democracy Programme / Elections
Contract type:	Individual Contract (IC)
Expected workload:	60 working days within 8 months period (May – December 2015)
Starting date:	11 May 2015

1. BACKGROUND:

UNDP Moldova Democracy Programme/Elections (further referred as Programme) is a multi-year institutional development programme that supports strategic development of the Central Electoral Commission of Moldova (CEC) and of the Centre for Continuous Electoral Trainings (CCET) with the aim to strengthen the capacity of electoral administration to deliver professional, transparent and efficient electoral processes. Overarching goal of the Programme is to improve the democracy in Moldova through modernization of the electoral processes, through free and fair elections representing the will of the people and which are fully in line with the international standards and best practices. This objective is to be reached through support in development of the capacities of electoral administration on central, regional and local levels to deliver inclusive and professional elections improved and gender and human rights mainstreamed.

The CCET website www.cicde.md was created in 2014 using the PHP programming language. The website is in three languages: Romanian, Russian and English. The website contains information related to CCET activities (e.g. training programs, news, training calendar, etc.). CCET website is hosted on APACHE web server and it is regularly updated manually.

Updates to the website content are administered by the website administrator from the CCET communication department. Updates imply adding public documents and materials through creating simple menus within existing static compartments. The following programming language is used: PHP 5.3.8 and MySQL 1.5.55 (database). The website is running on a platform which is created from scratch.

The current CCET website has a number of serious shortcomings that affect its overall functioning.

The Programme plans to support CCET with modernisation of its website, to upgrade it to a more modern, user-friendly, Content Management System (CMS)-based website in three languages, while also improving website design and content.

In this regard, the Programme intends to contract a local experienced IT consultant to undertake a need analysis, redesign and upgrade of CCET website.

2. SCOPE OF WORK:

UNDP is looking for services of a local IT consultant to improve the functionality and upgrade the design of the CCET website.

Namely the consultant, will perform the following tasks:

- Assess the current CCET website www.cicde.md and its content management system structure and content for ease of accessibility, quality of contents, user-friendliness, ease of maintenance/update, information retrieval, etc.;
- Make proposals for design of the website based on discussions with CCET and UNDP management and staff;
- Design the website structure and CMS, taking into account the requirements from the CCET;
- Gather informative contents for the Web presence (text, documents, pictures, key speeches, etc.) from CCET;
- Create and manage code in PHP, CSS, HTML., and graphics for implementation in the web site;
- Create the technical project of the CCET website, which should describe all technical functionalities and business logistic according to technical regulation of the Ministry of Informational Technologies and Communications: Technical regulation 38370656-002:2006 „Proceseale ciclului de viață al software-lui”;
- Make recommendations for backup/restore plan;
- Train CCET staff members on how to use page templates and direct others to produce content;
- Provide update and maintenance services;
- Make recommendations for software, hardware, and other back-end applications related to Web development.

The CCET website should provide innovative functionalities and should meet the following minimum requirements:

- The look and feel of the website should be visually appealing (i.e. with attractive mix of texts and graphics), have a unified theme and design and be easily navigable;
- The site should be less visually crowded, cleaner and attractively organized;
- Sitemap must show a clear navigational path structure;
- More varied formats of content (including photos, videos, slide shows and audio files) should be integrated upon CCET request;
- Website should incorporate social media such as Facebook, Twitter, YouTube and Flickr amongst others;
- Website should incorporate access to both of the existent CCET Informational Systems (E-Learning portal and a secured access to the Registry of Electoral Servants);
- Website should enable sign -up for the CCET electronic newsletters;
- Website should offer possibility to define accessibility rights to be issued, so that only certain members of the CCET network can access certain sections of the website, it should also allow for self – registration to other sections;
- Advanced search engine;
- Access control, administrator and user – level access;
- A tracking application to produce user defined site log reports to measure web visitors and user behavior and improve web site performance and availability;
- Website must be compatible with all the latest Internet browsers (IE, Firefox, Chrome, Safari, etc.);
- The calendar should have past events, current and upcoming events;
- Online Forms (Feedback, Complaints, FAQ, etc.);

- The portal should be secured and in line with local and international internet and digital regulations.

3. **KEY DELIVERABLES AND TENTATIVE TIMETABLE:**

	Key deliverables:	Indicative Timetable
1.	Work plan drafted and submitted for approval;	1 WD By 12 May 2015
2.	CCET Website fully upgraded, installed, uploaded on the server;	46 WD By 31 July 2015
3	Technical project of the CCET web page;	
4.	The works conducted fully documented [source code for programming, database design, technical documents and a user manual] and delivered to the CCET;	
5.	Training for content managers (delivered in Romanian language);	1 WD By 2 August 2015
6.	Update and maintenance services provided until 30 December 2015;	5 WD By 30 December 2015
7	Final report on the works conducted and further recommendations delivered.	7 WD By 31 December 2015

All deliverables should be agreed with the Programme staff and be provided in Romanian, in electronic copy.

The timeframe for the work of the consultant is 60 working days tentatively planned between May – December 2015. Concrete schedule is to be agreed in advance.

4. **INSTITUTIONAL ARRANGEMENTS:**

The assignment shall be performed under direct supervision of the UNDP IT consultant at the CEC. Deliverables will be approved by the designated CCET official and UNDP Electoral Specialist.

Payments will be done in three installments, upon acceptance of the mentioned below deliverables.

- 20 % of the contract value upon delivery of the Deliverable 1
- 50 % of the contract value upon delivery of the Deliverables 2 – 4
- 30 % of the contract value upon delivery of the Deliverable 5 – 7

The Consultant will not be provided with office space in the premises of the CEC, but will be invited for meetings, discussion and consultations as required.

5. **QUALIFICATIONS AND SKILLS REQUIRED:**

I. Academic Qualifications:

- Bachelor in IT, programming, system analysis or other related field;

II. Experience:

- At least 5 (five) years of practical experience in programming techniques, web design and maintenance of similar websites area;
- Proven experience in at least 20 similar projects (web pages);
- Proficiency in IT programming and web development knowledge: PHP 5 scripting language, HTML5, CSS 2.1, CSS 3, JavaScript, XML Web Services MySQL would be an asset

III. Competencies:

- Excellent communication and networking skills.
- Ability to learn quick and fast various applications user interfaces
- Proficiency in Romanian. Knowledge of English will be an asset.

6. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS:

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

- a. Proposal: explaining why they are the most suitable for the work including past experience in similar Projects (please provide brief information on each of the above qualifications, item by item)
- b. Financial proposal (in USD, specifying a total requested amount per working day, including all related costs, e.g. fees, phone calls etc.)
- c. Dully completed and signed P11 Form and at least 3 reference persons.