

TERMS OF REFERENCE

- A. Job Title:** National Consultant to support the update and development of the web-sites of Equality Council and Ombudsperson Office
- B. Duty Station:** Chisinau, Republic of Moldova
- C. Project reference:** Supporting National Human Rights Institutions as per International Treaty Bodies and UPR Recommendations
- D. Contract type:** Individual Contract (IC)
- E. Duration of assignment:** July – November 2015 (up to 20 working days)

F. Background:

In May 2012, the Parliament of the RM passed the Law on Ensuring Equality,¹ which is intended to cover all grounds for discrimination in line with the international commitments of the Republic of Moldova. The law provides for the establishment of the Council on the Prevention and Elimination of Discrimination and Ensuring Equality (Equality Council),² which is a collegial body established to ensure protection against discrimination and ensure equality of all persons who consider themselves to be victims of discrimination and tasked with the revision of the individual complaints and delivering decisions on them. As a recently created body the Council is in need of institutional strengthening as well as improved accessibility of the public to its decisions and information.

In April 2014, the Parliament of the RM passed a new Law on the Peoples Advocate (Ombudsperson)³ and on 17 May 2014 started a public competition process for the selection of the new Ombudspersons,⁴ however the new Ombudsperson and Ombudsperson on the Rights of the Child have not been appointed yet. As a result of a number of institutional weaknesses, the Ombudsperson Office remains insufficiently known among the public-at-large, and not sufficiently powerful to act as Moldova's premiere human rights institution.

The overall objective of the project *“Supporting National Human Rights Institutions as per International Treaty Bodies and UPR Recommendations”* is to contribute to the effective protection and promotion of human rights, equality and non-discrimination in the Republic of Moldova with particular attention to women, minorities, marginalised and vulnerable groups. The project is funded by the Norwegian

¹ <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=346943>

² <http://egalitate.md/index.php?l=en>

³ Law on Peoples Advocate (Ombudsperson), passed on 03 April 2014, published on 09 May 2014:
<http://lex.justice.md/viewdoc.php?action=view&view=doc&id=352794&lang=1>

⁴ <http://www.parlament.md/Actualitate/Comunicatedepresa/tabid/90/ContentId/1670/Page/2/language/ro-RO/Default.aspx>

Ministry of Foreign Affairs, co-funded and implemented by the UNDP Moldova and the Office of the UN High Commissioner for Human Rights (OHCHR), in cooperation with the Ombudsperson Office and Equality Council.

G. Objective:

The main objective is to enhance the capacities of the Equality Council and Ombudsperson Institution to modernize their web-pages as well as to ensure public accessibility to information about the institutions.

H. Scope of work and expected outputs:

The **scope of work** will be provision of advice and support for the procurement, selection and verification process of the update and maintenance of the:

- Web-site of the Ombudsperson Office <http://www.ombudsman.md> and its sub-website <http://copil.ombudsman.md>; and
- Web-site of the Equality Council <http://egalitate.md>

In order to achieve the set objectives, the National Consultant shall:

- Perform a desk research to identify the best practices, lessons learned and examples of similar web-sites;
- Assess the current websites of the Ombudsperson Office, Children's page of the Ombudsperson Office and Equality Council, structure and contents for ease of accessibility, quality of contents, user-friendliness, ease of maintenance/update, information retrieval and appeal to target audiences;
- Meet with the relevant contact/resource persons from the beneficiary institutions (Ombudsperson Office and Equality Council) to identify/clarify their needs and expectations from the web-sites;
- Develop detailed Terms of Reference for hiring a company to update the Ombudsperson Office Children's page and Equality Council;
- Develop the technical requirements for the web-sites and consult the document with the beneficiary institutions;
- Draft the technical criteria for the evaluation of offers/proposals to be inserted into the procurement documentation;
- Attend all meetings (project meetings, pre-bidding conference, etc.) related to the procurement processes, launched by the Project for the contracting of the company to perform the update of the web-sites;
- Provide prompt answers to the technical questions submitted by the potential offerors in the framework of the procurement processes;
- Be a member of the evaluation committee, attend the evaluation committee's meetings, and sign the evaluation reports;
- Assess the technical parts of the submitted offers and provide clear-cut justification for the rejected offers/proposals;
- Perform other assignment related tasks.

I. Deliverables:

	Deliverable	Timetable
1.	Desk researched performed, meetings with the relevant persons of beneficiary institutions (Ombudsperson Office and Equality Council) carried out, needs and expectations identified, current websites of the Ombudsperson Office, Children's page of the Ombudsperson Office and Equality Council assessed in terms of structure and contents for ease of accessibility, quality of contents, user-friendliness, ease of maintenance/update, information retrieval and appeal to target audiences assessed	By 20 July 2015 (up to 5 working days)
2.	Concept of the web-sites and the collateral technical requirements drafted and consulted with the beneficiary institutions	By 1 August 2015 (up to 5 working days)
3.	Technical criteria for the evaluation of the offers/proposals drafted in English and submitted to the project management	By 1 August 2015 (up to 5 working days)
4.	Meetings of the evaluation committee attended, answers to the technical questions submitted by the potential offerors provided	Throughout the procurement process (up to 1 working day)
5.	Assessment of the technical offers/proposals conducted and clear-cut justification for the rejected offers/proposals provided in English	Throughout the procurement process (up to 2 working days)
6.	Functionalities of the delivered product/software assessed against the proposed technical solution	By 6 November 2015 (up to 2 working days)

Deliverables can be amended or specified for the purpose of the assignment.

Payment will be made in a single instalment upon the successful completion of the tasks assigned.

J. Organizational Setting:

This is a part-time consultancy. The National Consultant will be home-based. The National Consultant will work closely with the management and staff persons of the Equality Council as well as Ombudsperson Office and under direct supervision of the UNDP Moldova Justice and Human Rights Programme Analyst.

K. Inputs:

The Ombudsperson Office, Equality Council and the UNDP Moldova Justice and Human Rights Programme Analyst will provide the National Consultant with the necessary information and materials for the fulfilment of task, with the consultations on the human rights based approach application, and will provide support in facilitation of the meetings where necessary.

L. Qualifications and skills required:**I. Academic Qualifications:**

- Master's Degree or equivalent (5-year university education) in IT&C, web-site development and/or other related field of information technology;

II. Years and sphere of experience:

- At least 3 years of experience in planning, design, development, implementation and maintenance of web-sites and/or information systems for public authorities;

III. Competencies:

- Demonstrable experience of successful implementation of at least 2 previous similar projects from which at least one project containing all the following activities: planning, design, development, implementation and maintenance of web-site;
- Experience in formulating technical specification and assessment of the technical offers/proposals for the evaluation purposes;
- Skills in analysing, generalizing, and systematizing information;
- Strong communication presentation skills, ability to facilitate discussions;
- Proven experience in working with the international or local organizations on similar assignments (successful experience in working with UN agencies is an asset);
- Knowledge of and working experience with public institutions would be a strong asset;
- Proficiency in written and verbal English, Romanian and Russian.
- Knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Ukrainian or sign language is an asset;

IV. Personal qualities:

- Proven commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status;
- Responsibility;
- Creativity;
- Flexibility; and
- Punctuality.

The UNDP Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other non-citizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply.