



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **16 June 2015**

Country: Republic of Moldova

Description of the assignment: National Consultant to support the update and development of the web-sites of Equality Council and Ombudsperson Office

Project name: Supporting National Human Rights Institutions as per International Treaty Bodies and UPR Recommendations

Period of assignment/services: July – November 2015 (up to 20 working days)

Proposals should be submitted online by pressing the "Apply Now" button no later than **23:59, 28 June 2015**.

Requests for **clarification only** must be sent by standard electronic communication to the following e-mail: natalia.voronova@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

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

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>

women, minorities, marginalised and vulnerable groups. The project is funded by the Norwegian 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.

2. 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.

3. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK:

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.

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

4. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

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.

5. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS:

Interested individual consultants must submit the following documents/information in Romanian, Russian or English to demonstrate their qualifications:

1. Technical proposal:
 - a. Explaining how the applicant responds to each qualification requirement and how the applicant is most suitable for the work;
 - b. Describing a short vision on achievement of tasks;
2. Personal information (as a detailed CV or as a Personal History Form /P11) including records on past experience in similar projects/assignments and concrete outputs obtained, including 3 reference persons and their contacts;

3. Financial proposal (in USD, specifying a total **lump sum** amount taking into account anticipated number of working days).

6. 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 of this **lump sum** amount (including travel, per diems, and number of anticipated working days).

Payment will be made upon acceptance of deliverables by the UNDP Moldova Justice and Human Rights Programme Analyst.

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.

No travel costs are envisaged under this assignment.

7. EVALUATION

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

- Master's Degree or equivalent (5-year university education) in IT&C, web-site development and/or other related field of information technology;
- At least 3 years of experience in planning, design, development, implementation and maintenance of web-sites and/or information systems for public authorities.

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

A two-stage procedure will be used in evaluating the candidates:

1. Technical evaluation (max 300 points) – 60%;
2. Financial evaluation (max 200 points) – 40%.

Technical evaluation will be based on a thorough desk review of applications.

Only candidates obtaining a minimum of 70% score of the technical evaluation (at least 210 points) would be considered for the Financial Evaluation.

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.

Criteria	Scoring	Maximum Points Obtainable
<u>Technical</u>		
Master's Degree or equivalent (5-year university education) in IT&C, web-site development and/or other related field of information technology	(Master – 20 pts., PhD – 30 pts.)	30

At least 3 years of experience in planning, design, development, implementation and maintenance of web-sites and/or information systems for public authorities	(3-5 years – up to 30 pts., 5-7 years – up to 40 pts., more than 7 years – up to 50 pts.)	50
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	(2 projects – 20 pts., for each additional project 5 pts up to 20 additional pts.)	40
Experience in formulating technical specification and assessment of the technical offers/proposals for the evaluation purposes	(no – 0 pts., to some extent – up to 15 pts., yes/extensive – up to 35 pts.)	35
Skills in analysing, generalizing, and systematizing information	(no – 0 pts., to some extent – up to 15 pts., yes/extensive – up to 30 pts.)	30
Strong communication presentation skills, ability to facilitate discussions	(no – 0 pts., to some extent – up to 10 pts., yes/extensive – up to 20 pts.)	20
Proven experience in working with the international or local organizations on similar assignments and successful experience in working with UN agencies	(no – 0 pts., to some extent – up to 10 pts., yes/ extensive – up to 20 pts., experience with UN agencies – up to additional 10 pts.)	30
Knowledge of and working experience with public institutions	(no – 0 pts., to some extent – up to 15 pts., yes/extensive – up to 30 pts.)	30
Knowledge of Romanian, Russian, English and other languages relevant for Moldova	(Romanian, Russian, English – 10 pts. each, other language relevant to Moldova – up to 5 additional pts.)	35
Maximum Total Technical Scoring		300
<u>Financial</u>		
Evaluation of submitted financial offers will be done based on the following formula: $S = F_{min} / F * 200$ 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.		200

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 REFERENCE (TOR)

ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS