



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 16 October 2015

Country: Republic of Moldova

Description of the assignment: National Consultant to carry out an evaluation and needs assessment of the Intranet system of the People's Advocate (Ombudsperson) Office

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

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

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

The Republic of Moldova is a State-Party to the majority UN and CoE human rights treaties. The *National Human Rights Action Plan for 2011-2014*¹ contains commitments to protect and advance specific human rights taking into account the recommendations of the UN treaty bodies and a number of UPR recommendations. Related priorities and commitments are established under the *UN-Moldova Partnership Framework (UNPF) 2013-2017*.² Reform of the National Human Rights Institutions is prioritized at the highest level of government. The Ombudsperson Office is one of the two major national human rights institutions in the Republic of Moldova working specifically on the issues of human rights protection and promotion.

In April 2014, the Parliament of the RM passed a new Law on the Peoples Advocate (Ombudsperson)³. Currently, in line with the provisions of the new Law, the Ombudsperson Office is undergoing a structural and administrative reform process. One of the key elements to ensure the effectiveness and efficiency of the office's work and its ability to rapidly respond to the citizens' needs is the availability of a modern information system. Several years ago, an information/Intranet system was developed for the Office, however, it is not operational at the moment.

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

¹ <http://lex.justice.md/viewdoc.php?action=view&view=doc&id=339395&lang=1>

² http://www.un.md/news_room/pr/2012/undaf/United_Nations_Republic_of_Moldova_Partnership_Framework.pdf

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>

human rights, equality and non-discrimination in the Republic of Moldova with particular attention to women, minorities, marginalized and vulnerable groups through strengthening the capacities of the National Human Rights Institutions in Moldova. 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 of the assignment is to enhance the capacities of the Ombudsperson Office in modernizing its internal operations and ensure effective and efficient internal work processes.

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

The **scope of work** will consist in carrying out a detailed evaluation and in-depth needs assessment of the current Intranet system of the Ombudsperson Office resulting in offering recommendations on its improvement.

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

- Assess the functionalities of the information system currently in place against the needs of the Ombudsperson Office;
- Identify and contact all contractors, involved in creating the information system, in order to carry out a detailed evaluation of all past processes that took place to establish the system;
- Meet with the relevant contact/resource persons from the Ombudsperson Office to identify/clarify and compare the previous and current needs and expectations from the software;
- Prepare a plan of necessary steps to be taken to ensure the information system is fully operational;
- Carry out an assessment of costs associated with implementing all steps to be taken to ensure the information system is fully operational;
- Draft a clear, readable and usable report with recommendations and steps to be taken in order to ensure the information system is fully operational, including the financial implications of this;
- 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, System Analysis and/or other related field of information technology;

II. Years and sphere of experience:

- At least 5 years of experience in planning, design, development, implementation and maintenance of databases and/or software for document generation and registration or related areas with a focus on development and working with internal software/information systems;

III. Competencies:

- Proven commitment to the core values of the United Nations; in particular, is respectful of differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status;
- Demonstrable experience of successful implementation of at least 2 previous projects similar to this assignment, from which at least one project containing all the following activities: Business and Technical Analysis (Requirements Engineering), system design, software development, conducting evaluations of possibilities and necessities of information systems;
- Experience working with internal information systems;
- Proven experience in working with the international or local organizations on similar assignments (successful experience in working with UN agencies is an asset);
- Work experience with databases and statistics generating systems would be a strong asset;
- Proficiency in both written and verbal Romanian;
- Knowledge of English would be a strong asset;
- Knowledge of one or more additional languages relevant for Moldova, including Russian, Bulgarian, Gagauzian, Romani, Ukrainian or sign language is an asset;

IV. Personal qualities: 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 English, Russian or Romanian to demonstrate their qualifications:

1. **Cover letter** including a list of assignments and/or analytical documents, reports, evaluations, audits, or other task related documents the applicant has elaborated or contributed to;
2. Financial proposal as a **lump sum** in US Dollars, preferably split per each deliverable. For detailed information on travel requirements, please, refer to Annex 1 – Terms of Reference;
3. **Personal information** (as a detailed CV or as a Personal History Form/P11) including records of past experience in similar projects/assignments and concrete outputs obtained, including names and contact details of 3 reference persons.

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 instalments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the Terms of Reference. 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 based on achieved deliverables, including a final report submitted to the UNDP Moldova Project Manager.

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, System Analysis and/or other related field of information technology;
- At least 5 years of experience in planning, design, development, implementation and maintenance of databases and/or software for document generation and registration or related areas with a focus on development and working with internal software/information systems;

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, System Analysis and/or other related field of information technology	(Master – 20 pts., PhD – 25 pts.)	25
At least 5 years of experience in planning, design, development, implementation and maintenance of databases and/or software for document generation and registration or	(5 years – up to 30 pts, 5-7 years – up to 40 pts, more than 7 years – up to 50 pts)	50

related areas with a focus on development and working with internal software/information systems		
Demonstrable experience of successful implementation of at least 2 previous projects similar to this assignment, from which at least one project containing all the following activities: Business and Technical Analysis (Requirements Engineering), system design, software development, conducting evaluations of possibilities and necessities of information systems	(none – 0 pts, 2 similar projects – up to 20 pts; more than 2 projects – 10 pts for each additional project, up to 50 additional pts)	70
Experience working with internal information systems	(no – 0 pts, to some extent – up to 30 pts, yes/extensive – up to 60 pts)	60
Proven experience in working with the international or local organizations on similar assignments (successful experience in working with UN agencies is an asset);	(no – 0 pts, to some extent – up to 15 pts, yes/extensive – up to 30 pts)	30
Work experience with databases and statistics generating systems would be a strong asset	(no – 0 pts., to some extent – up to 20 pts, yes/extensive – up to 45 pts)	45
Proficiency in both written and verbal Romanian; Knowledge of English would be a strong asset; Knowledge of one or more additional languages relevant for Moldova, including Russian, Bulgarian, Gagauzian, Romani, Ukrainian or sign language is an asset	(Romanian – 10 pts, English and any language relevant to Moldova – 5 pts each up to 10 additional pts)	20
Maximum Total Technical Scoring		300
Financial		
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