

## TERMS OF REFERENCE

- A. Job Title:** National Consultant to carry out an evaluation and needs assessment of the Intranet system of the People's Advocate (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:** November – December 2015 (up to 20 working days)

### F. 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*<sup>1</sup> 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*.<sup>2</sup> 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)<sup>3</sup>. 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 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.

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

<sup>2</sup> [http://www.un.md/news\\_room/pr/2012/undaf/United\\_Nations\\_Republic\\_of\\_Moldova\\_Partnership\\_Framework.pdf](http://www.un.md/news_room/pr/2012/undaf/United_Nations_Republic_of_Moldova_Partnership_Framework.pdf)

<sup>3</sup> 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>

#### **G. 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.

#### **H. Scope of work and expected outputs:**

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.

#### **I. Deliverables:**

	<b>Deliverable</b>	<b>Timetable</b>
1.	Draft report reflecting the assessment results and recommendations for further actions, including financial implications, needed for a functional informational system, in Romanian submitted to UNDP and Ombudsperson Office	20 November 2015
2.	Final report in Romanian submitted to UNDP and Ombudsperson Office	30 November 2015

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 under direct supervision of the UNDP Moldova Project Manager.

#### **K. Inputs:**

The Ombudsperson Office and the UNDP Moldova Project Manager will provide the National Consultant with the necessary information and materials for the fulfilment of task and will provide support in facilitation of the meetings where necessary or possible.

## **L. Qualifications and skills required:**

### **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: good communication skills, 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.