United Nations Development Programme

Joint Integrated Local Development Programme

Terms of Reference

Job title: National IT Consultant

Duty Station: Chisinau Moldova

Section/Unit: Migration and Local Development Project (MiDL)

Type of Contract: Individual Contract

Starting Date: February 22, 2016

Duration of Assignment: 145 working days [within the period February 22 – December 10, 2016]

Job Content

I. BACKGROUND

The Government of Moldova explicitly acknowledges its commitment to link migration and development at the local level. Institutions at all government levels are becoming increasingly aware that migration is one of development factors; this is especially true for emigrees and their potential support to the home communities through local essential service improvement (water, sanitation, education, health and social services), skill and knowledge transfer and income generating opportunities.

Given the stringent need to further advance with the implementation of the Decentralization Strategy and embedding migration aspects into development processes, the State Chancellery together with United Nations Development Programme have designed a new Programme phase of the Joint Integrated Local Development Programme. The project is designed to support Central Public Authorities (CPAs) and LPAs to develop and implement strategic policies, methodologies and procedures related to temporary, permanent and circular migration and link them to local development processes, which will enable further design and implementation of joint service improvement and income-generating initiatives, ensuring equal access for women, children, young people the elderly, the disabled, and other population groups in selected localities. Moreover, the project is developed as a replicable approach with potentials for scaling up, with intensive capacity building and strengthening of national and local public authorities to better plan, manage, budget, and implement public service management with participation of community members, including migrants.

Thus, as seen above, integrating migration into local development requires a systematic, tangible and programmatic approach. The current project is proposed on the basis of the results achieved during the implementation of 3 phases of JILDP (2007-2015), which has put a series of methodological approaches and strategic frameworks in place. It supports integrated and systematic local development planning and management, by tackling both central and local levels.

The Overall Objective of the Programme is Communities affected by migration benefit from improved essential local services, namely water and sanitation, health, social and education services, and have access to income-generating opportunities, including improved employment reintegration support for returnees.

Considering the specific local development context, current situation and needs, the project sets two primary outcomes:

Outcome 1: The Ministry of Labour, Social Protection and Family and the National Employment Agency have mandates, capacities and resources to provide qualitative employment reintegration services to all returnees.

Outcome 2: Local public authorities have the capacities and resources to engage with community members, including migrants, and to promote know-how transfer from abroad with a view to improving local essential services and offering opportunities for income-generating activities.

Both areas of the project emphasize the national ownership and strengthening capacities at national and local levels to enable a socio-economic environment, secure employment support, reduce disparities and inequalities, provide income generating opportunities, and ensure sustainable local development. The project intervention will apply human rights based and gender equality approaches, including community empowerment and mobilization models with migrants' engagement, and various tools for efficient service provision.

The intervention supports the implementation of national development priorities, while responding to challenges of European Union driven reform. It is built on the priorities of the Government Programme 2015-2018, the National Development Strategy Moldova 2020, the National Decentralization Strategy 2012-2015, the Strategy on Migration and Asylum, the United Partnership Framework (for 2013-2017), and Swiss Cooperation Strategy Republic of Moldova 2014-2017.

In order to ensure impact maximization and tangible results, the project intervention envisages strong synergies with BRD/IOM and NEXUS, as part of the programmatic intervention funded by Swiss Cooperation Office SDC.

II. SCOPE OF WORK

The **overall objective** of the National IT Consultant (hereinafter Consultant) is to strengthen the IT capacities of 25 target LPAs, aiming to facilitate the communication between the local authorities in migrants' communities:
- Assist 20 target LPAs to set up the on-line transmission system;
- Assist 10 target LPAs to develop and launch institutional web pages;
- Assist 25 target LPAs to improve IT capacities and on-going coaching.
- Assist 25 target LPAs to develop, launch and manage pages of HomeTown Assocations on social networks (facebook and odnoklassniki) ;

III. TASKS AND ESTIMATED WORKLOAD

To ensure adequate implementation of all planned activities, MiDL/UNDP is seeking a qualified and experienced national consultant on IT to perform the assignment within the period February – December, 2016.

The assignment will require the completion of the following tasks:

Tasks and deliverables	Working days	Indicative Timeframe
I. Assist 20 target LPAs to set up the on-line transmission system: ▪ Asses the capacities of targeted LPAs to initiate on-line transmission system ✓ Technical capacities (availability and suitability of PCs, microphones, cables, cameras, etc.) ✓ Human capacities (availability of specialized IT staff or persons with IT competences) ✓ Location capacities (availability of adequate meeting room) ▪ Draft practical roadmap for each particular LPA to initiate on-line transmission system: ✓ Baseline capacities (what LPAs possesses already for initiation the on-line system) ✓ Technical needs (list, specifications and estimative costs of required additional equipment ✓ Human needs (practical recommendation for delegating one person to manage the on-line transmission system: basic and specialized knowledge required) ✓ Location (recommendation, if the case, for meeting room adjustments to fulfil the on-line system requirements). ▪ Support targeted LPAs to implement the on-line transmission system: ✓ Instructing the delegated staff (based on detailed practical guide, to be elaborated) ✓ Assisting in procurement of required additional equipment (detailed specifications elaborated) ✓ Assisting in setting up the on-line system (to be placed on the community web site). The created on-line system will make possible the archiving transmissions (off-line) ✓ Assisting the first 2 on-line transmission sessions ✓ Supporting the creation of sub-pages of for www.calm.md and www.descentralizare.gov.md, which will externalize the on-going on-line transmissions of local authorities from Moldova. **Deliverable I:** Report on implementation of on-line transmission system in 20 targeted LPAS ✓ System fully functional in 20 target LPAs ✓ The LPAs have capacities to manage the on-line system independently ✓ A detailed practical guide on "How to organize on-line transmission system in a LPA?" (maxim 6 pages A5, focussed on illustrative demonstrations) ✓ A video tutorial on "How to organize on-line transmission system in a LPA?", dedicated to potential	35	February – April, 2016

Tasks and deliverables	Working days	Indicative Timeframe
interested LPAs. *Note 1: the needs assessment of targeted LPAs will be performed through a questionnaire, with the support of MiDL local facilitators.* *Note 2: The logistical facilities (transportation, training rooms) will be provided by MiDL.*		

II. Assist 10 target LPAs to develop and launch institutional web pages
■ Asses the capacities of targeted LPAs to launch and maintain an institutional web page:
  ✓ Human capacities: (i) availability of specialized IT staff or persons with IT competences, and (ii) availability of dedicated staff for content writing /news, announcements, etc.
  ✓ Technical capacities (availability and suitability of IT equipment)
■ Support targeted LPAs to launch the institutional web pages:
  ✓ Personalization of a generic LPA web template
  ✓ Instruct the dedicated staff from each targeted LPA on "development and maintaining of web page"
  ✓ Support the dedicated staff from each targeted LPA to develop and download the basic web content (info about the municipality and the LPA, news, public documents, etc.)
  ✓ Support target LPAs in obtaining /contracting dedicated domains and hosting
  ✓ Support the practical web pages launching
  ✓ Draft a practical Guide on "How to develop and manage a web page by the LPA"
 	
Deliverable II: Report on supporting 10 targeted LPAs to develop and launch their web pages:
  ✓ Web pages (with basic content) launched
  ✓ The LPAs have capacities to manage the on-line system independently
  ✓ A detailed practical guide on "How to develop and manage a web page by the LPA" (maxim 20 pages A5, focussed on illustrative demonstrations)
  ✓ Video tutorial on "How to develop and manage a web page by the LPA".
 	
Note 1: the needs assessment of targeted LPAs will be performed through a questionnaire, with the support of MiDL local facilitators.
Note 2: The logistical facilities (transportation, training rooms) will be provided by MiDL.
	45	April – June, 2016

III. Assist targeted LPAs to improve IT capacities and on-going coaching:
■ Support 15 LPAs (which already have web-pages) to improve the management of existing web pages:
  ✓ Review the current status of existing web pages
  ✓ Draft recommendations for each particular LPA on how to improve the existing maintenance of web page
	65	June - December

Tasks and deliverables	Working days	Indicative Timeframe

✓ Support the linkage between on-line transmission systems and the institutional web pages.
▪ Support 25 LPAs to create, launch and maintain the pages on social networks dedicated to the "Home Town Associations" (HTA):
  ✓ Instruct the dedicated staff from 25 LPAs to manage "facebook" and "odnoklassniki"
  ✓ Support in creation and management of HTA page on 'facebook'
  ✓ Support in creation and management of HTA page on 'odnoklassniki'
▪ Methodological support to 25 target LPAs to manage Excel databases of migrants
  ✓ Instruct the dedicated staff on using Excel programme
  ✓ Coaching on Excel database management
▪ Support 25 targeted LPAs to order the Email abilities:
  ✓ Review the current status of using Emails (the domain addresses, modality of use, competences, etc.)
  ✓ Instruct the targeted LPAs on improvement of Email use (adequate Email addresses, basic rules for managing the Email, etc.)
  ✓ Support targeted LPAs to create an adequate institutional Email system.
▪ Coaching 25 LPAs to solve the most stringent IT faced problems and challenges (on demand)
▪ Support 25 targeted LPAs to use Skype programme:
  ✓ Instruct the dedicated staff on using Skype
  ✓ Coaching on Skype account management (at least 2 video conferences coached per each LPA)
 	
Deliverable III: The Report on improvement of IT capacities of 25 targeted LPAs:
  ✓ Web pages and on-line systems properly managed
  ✓ Adequate Emailing administration of targeted LPAs (all staff have Emails and are using it in day-to-day activities)
  ✓ Functional and properly managed HTA pages on 'facebook' and 'odnoklassnki'
  ✓ Improved capacities of IT dedicated staff within the LPAs.
 	
Note: the dedicated IT staff could be both (i) LPA staff, and (ii) support function by the community school IT class.		

All deliverables shall be endorsed by the MiDL/UNDP Project Manager. The Consultant will work closely with the MiDL/UNDP Local Public Service Provision Officer and other relevant Programme officers and experts.

IV. QUALIFICATIONS AND SKILLS REQUIRED

I. Qualifications:
- University Degree in IT related fields.

II. Experience:
- At least 5 years of proven professional working experience with substantial recent work experience in web page design.

- A professional portfolio of at least 10 web pages designed for public institutions.
- Proven experience in working with local public administrations (supporting at least 10 LPAs in various IT related matters).
- Proven availability of 'open-source template' for creating web pages of LPA, as well as availability (in Romanian language) of the 'web administration practical guide'. The web page creation concept should be part of the application dossier.
- Proven knowledge on setting up the on-line transmission systems (simplified versions – with limited investments). The brief implementation concept should be a part of application dossier.
- Experience with delivering capacity building activities (training sessions, on-job teaching, IT coaching, etc.)
- Previous experience in development assistance or related work for a donor organization, consulting company, or NGO. Previous experience in working with UN agencies or international organizations is an asset.

III. Competencies:
- Demonstrated capacity of team-orientation work, excellent planning and organizational skills;
- Strong analytical, communications and writing skills;
- Fluency in Romanian and Russian; English will be an advantage;
- Sensitivity and respect for human rights and gender equality;
- Ability to achieve results and deadlines in a timely manner, maintaining a high standard throughout;
- 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.

The United Nations Development Programme in 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.