

TERMS OF REFERENCE

National Consultant to provide analytical support and strategic advice on design of *e-Parlament* information system

Job title:	National Consultant
Duty station:	Chisinau, Moldova
Reference to the project:	"Improving the quality of Moldovan democracy through parliamentary and electoral support"
Contract type:	IC
Expected workload:	60 days between March-June 2016
Starting date:	March, 2016

1. Background:

In accordance with the strategic objectives set out in the „Strategic development plan of the integrated information space of the Parliament of the Republic of Moldova for 2011-2015" approved by Decision no. 19 of 18.11.2015 of the PRM's Standing Bureau, the PRM's Standing Bureau has approved the Concept of the IT System e-Parliament (Decision no. 19 of 18.11.2015).

In order to prepare PRM for the implementation of a complex integrated information system as "*e-Parlament*", UNDP Programme "Improving the quality of Moldovan democracy through parliamentary and electoral support" (further referred to as the Programme), will contract a service provider to conduct a complex audit of the current situation for ICT within the PRM in order to analyse PRM's ICT performance and capacity to implement e-Parlament. As a result, the service provider will present to PRM a clear, detailed and optimized roadmap regarding the transformations required to PRM's ICT and business processes related to the implementation of the IT System e-Parliament.

Additionally, the analysis and design documentation prepared by the service provider, will offer future ICT developer(s) of the Information System "*e-Parlament*" sufficient details to understand the operation complexity and mechanisms of PRM and to minimize the time for business analysis required for modelling PRM's operational processes.

In this context, UNDP is seeking to hire a national consultant to provide monitoring, quality assurance, guidance and support to PRM and the Programme, in overseeing the audit process described above, as well offer substantive advice related to ICT and business processes transformation that PRM will undergo to allow the implementation of the Information System "*e-Parlament*".

Additionally, the consultant is expected to provide support to the upgrading of the web-site of People's Assembly of Gagauzia to become more efficient, user-friendly and less time consuming in accessing data.

2. Objective of the assignment:

The expected output for the national consultant's assignment is to assist the Parliament of the Republic of Moldova (PRM) in monitoring the performance of selected service provider to conduct audit and analysis of PRM's ICT performance and capacity. In addition, the national consultant will provide quality assurance services to UNDP project team and PRM on suggested technical specifications and tender documentation for the procurement of the Information System "*e-Parlament*".

The assignment will be carried out in close cooperation with the PRM's Secretary General, the Informational - analytic department, the IT division and other involved departments of PRM Secretariat – owners/publishers of the information.

3. Scope of work and expected output:

The national consultant will provide PRM and the Programme with professional assessment of performance of contracted service provider and strategic advice on PRM's audit and analysis of ICT performance and capacity; design of the future state for Parliament ICT, development of the PRM's ICT Transformation Plan, drafting technical specifications and tender documentation for the procurement of the Information System "e-Parlament".

In order to achieve the stated objectives, the Consultant will have the following responsibilities:

- Carry out a desk review of the following documents: E-Parliament Information System Concept, approved by decision no. 19 of 18.11.2015 of the Standing Bureau of the Parliament; Report on the ICT needs of the Parliament of the Republic of Moldova, drafted with the support of the United Nations Development Programme, June 2011; Strategic Development Plan of the Integrated Information Space of the Parliament of the Republic of Moldova for 2011-2015, approved by decision no. 13 of 27.07.2011 of the Standing Bureau of the Parliament of the Republic of Moldova;
- Get acquainted with existing infrastructure of the Parliament, thus understanding the PRM's operational environment aims at understanding the legal and institutional environment for operational flows of the PRM work;
- Analyse the World e-Parliament conferences reports and other relevant publications, to ensure that the main principles are taken into consideration in the process of conceptualizing the technical specifications for developing and implementing the Information System "e-Parlament";
- Participate as member of the Evaluation Committee in evaluation of technical offers for the procurement of ITC consultancy services to carry out the audit of the current situation for ICT within the PRM, analysing PRM's ICT performance and capacity to implement e-Parlament;
- Monitor and evaluate the quality of services rendered by contracted ITC service provider: to audit and analyse ICT performance and capacity of PRM; design the future state for Parliament ICT, develop PRM's ICT Transformation Plan, draft technical specifications and tender documentation for the procurement of the Information System "e-Parlament";
- Monitor and ensure that in the process of identifying the functional requirements for the Information System "e-Parlament", due attention is given to the needs of Parliament's Secretariat, media, CSOs and citizens, identified following a needs assessment;
- Provide PRM and UNDP with professional assessment of performance of contracted service provider and strategic advice on: PRM's audit and analysis of ICT performance and capacity; design of the future state for Parliament ICT, development of the PRM's ICT Transformation Plan, drafting technical specifications and tender documentation for the procurement of the Information System "e-Parlament".
- Monitor and provide strategic advice to PRM and UNDP during the process of design of the capacity development and training plan for the parliamentary staffers in the context of implementation of the e-Parlament;
- Draft final report on services provided containing key findings and further recommendations;
- Assess the current People's Assembly of Gagauzia website and content management system (CMS) structure and contents for ease of accessibility, quality of contents, user-friendliness, ease of maintenance/update, information retrieval, etc.;

- Perform a needs assessment of People's Assembly of Gagauzia management, media, CSOs and citizens in order to consider those needs in the process of developing of the new People's Assembly of Gagauzia webpage;
- Assess the information from existing data bases and assure a seamless integration in the new website;
- Develop detailed Terms of references for hiring a company to develop a new website of the People's Assembly of Gagauzia;
- Undertake other tasks as required within the scope of work.

1. Key deliverables and tentative timetable:

	Key deliverables:	Indicative timetable
1	Preparatory Work: Inception study of available information; Preparation of a detailed work plan to be applied for respective assignment;	5 WD
2	Professional assessment of performance of contracted service provider delivered. Strategic advice in the context of the following processes: <ul style="list-style-type: none"> • PRM's audit and analysis of ICT performance and capacity; • design of the future state for Parliament ICT, • development of the PRM's ICT Transformation Plan, • drafting technical specifications and tender documentation for the procurement of the Information System "e-Parlament" • design of the capacity development and training plan for the parliamentary staffers in the context of implementation of the e-Parlament 	50 WD
3	Draft ToR for developing a new website of People's Assembly of Gagauzia	10 WD
4	Final Report on services provided containing key findings and further recommendations on performance and outputs of contracted ICT service provider	5 WD

The deliverables should be agreed with the Programme and be provided in Romanian or Russian language on paper and in electronic copy. As well, the Consultant will deliver monthly progress reports in English. The report will reflect the work carried out as well as findings and recommendations in the context of monitoring and quality assurance of the audit described at Section 2 of these TORs.

2. Management Arrangements:

The national consultant will work under the guidance of UNDP Parliamentary Specialist and Parliament for substantive aspects of the assignment, and under the direct supervision of the Senior Project Officer for administrative and financial aspects.

Monthly outcomes and objectives for the consultancy will be agreed in advance and monitored by the Programme, PRM designated official and People's Assembly of Gagauzia designated representative.

The timeframe for this assignment is planned tentatively through March – June 2016. During this 4 months period the consultant is expected to work 60 working days (up to 15 working days per month). The consultant will be required to fill in a monthly time-sheet indication activities for each day worked.

3. Qualifications and skills required:

Academic background:

- University degree in Informational Technologies. Master's Degree would be an advantage;

Work experience:

- Minimum 7 years of progressively responsible experience in planning, design, development, implementation and maintenance of information systems.
- Experience of working with Parliament and/or government institutions, NGOs and international organizations (successful experience in working with UN agencies) would represent an advantage;

Competencies:

- Knowledge of ICT policies and regulatory framework of the Republic of Moldova and of the Autonomous Territorial Unit of Gagauzia is an asset;
- Knowledge in formulating technical specification for software and hardware products would be an advantage;
- Knowledge in carrying out needs analysis of ICT services of governmental institutions is an asset;
- Extensive research and analytical skills;
- Excellent drafting and communication skills;
- Fluency in Romanian and Russian. Knowledge of English will be a strong asset.

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.

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.