

## Migration and Local Development Project (MiDL)

### Terms of Reference

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Job title:	National IT Consultant
Duty Station:	Chisinau Moldova
Section/Unit:	Migration and Local Development Project (MiDL)
Type of Contract:	Individual Contract
Starting Date:	10 May 2016
Duration of Assignment:	50 working days [within the period of May 2016 – June 2017]

### 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 JILD (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.

## **II. SCOPE OF WORK**

The **overall objective** of the National IT Consultant (hereinafter Consultant) is to support the development of necessary IT tools for the National Employment Agency and its territorial offices (hereinafter NEA/TEA) to improve their professional performance and e-communication to support reintegration services for returned migrants. The assignment includes identification and assessment of the current IT tools (information systems, databases, access to electronic registers, portals, etc.), needs assessment of the TEA of IT tools to support reintegration services of return migrants, design of terms of references, contract monitoring and evaluation of the selected specialized company to develop/adjust the necessary IT solution.

### **TASKS AND ESTIMATED WORKLOAD**

More specifically, the following tasks shall be performed as part of this assignment:

#### **1. Assess the existing IT tools in terms of meeting the needs of NEA/TEA to accurately document and provide services to returned migrants.**

The consultant shall identify and assess the existing IT tools used by NEA/TEA (information systems, documents management systems, databases, electronic registers, portals, etc), in terms of their capacity to facilitate e-communication between NEA and TEA and other relevant stakeholders, support efficient documents' management and circuits of documents, data collection, data exchange, and reporting, particularly related to specific public services delivered to returned migrants. The consultant shall assess the specific needs of NEA/TEA as well as the technical capacity of 10 pilot TEA (availability and suitability of PCs, etc.) to support the instalment and use of the technical solution. Based on the assessment performed, recommend the most suitable IT solution/adjustments to the existing ones, to meet the needs the NEA/TEA to improve their professional performance, reporting and exchange of data, e-communication and services provided to returned migrants.

## **2. Design the concept and roadmap for the most suitable IT solution for NEA/TEA to support reintegration services for returned migrants**

Based on the assessment performed, the consultant shall define the scope and the design of the most suitable IT solution for NEA/TEA to improve their professional performance, documents management, e-communication and services provided to returned migrants. The proposed solution shall ensure transparency of the decision-making process, facilitate citizens' access to local public services, improve services provided to citizens, and increase the efficiency of the TEA. More specifically, the consultant will develop a detailed description of the workflow and types of documents, users and roles and related issues, security principles based on users' rights and roles, the plan on information security, etc. The consultant will develop detailed Terms of Reference for selecting a specialized company to develop the technical solution/adjust the existing ones.

## **3. Provide support in developing and implementing the technical solution within TEA/NEA**

The consultant will provide support and guidance to the specialized selected company, NEA/TEA and MiDL in developing, piloting and implementing the IT solution within TEA/NEA. The consultant will ensure adequate contract monitoring of the specialized company, quality assurance of all deliverables and timely implementation of all activities.

Related to the above-mentioned tasks, the Consultant will coordinate the development of concepts, roadmaps, technical requirements and mechanisms; will participate in tender evaluation and provide continuous coaching and guidance to MiDL team. The Consultant will cooperate with central authorities and development partners to ensure legality and replicability of proposed IT solution to all TEAs. The Consultant will liaise with project stakeholders on an ongoing basis; will work with and provide feedback to the MiDL and NEA/TEA team; the MiLab/UNDP will be consulted/informed for initiatives regarding 'design thinking'. The Consultant will organize and participate in technical meetings internally and externally with counterparts and relevant stakeholders active in the sector, as appropriate.

To ensure adequate implementation of all planned activities, MiDL/UNDP is seeking a qualified and experienced national IT consultant to perform the assignment within the period May 2016 – June 2017.

<b>Tasks and deliverables</b>	<b>Working days</b>	<b>Indicative Timeframe</b>
<b>1. Assess the existing IT tools in terms of meeting the needs of NEA/TEA to accurately document and provide services to returned migrants:</b>  <u><b>Deliverable 1:</b></u> 1.1 Assessment report on the existing technical tools, needs and capacity at TEA/NEA and recommendations for the most appropriate technical solution for TEA/NEA.	10	May
<b>2. Design the concept and roadmap for the most suitable IT solution for NEA/TEA to support reintegration services for returned migrants</b>  <u><b>Deliverable 2:</b></u> 2.1 Concept note and roadmap for the most suitable technical solution for NEA/TEA, including analysis of the workflow and available IT tools at TEA/NEA 2.2 Terms of references for selecting a specialized company to develop the technical solution	15	May – August 2016

Tasks and deliverables	Working days	Indicative Timeframe
<b>3. Provide support in developing and implementing the technical solution within TEA/NEA</b>  <b><u>Deliverable 3:</u></b> 3.1 Progress report on monitoring and evaluation of the activity of the specialized company on developing and implementing the technical solution within TEA/NEA 3.2 Technical solution developed, piloted and implemented within TEA/NEA  Note: the estimated number of working days for task 3 is subject to revision and reduction depending on the complexity of the technical solution and the effort needed to develop and implement it.	24	August 2016 – June 2017
<b>Final Activity Report</b>	1	June 2017

Note 1: The indicated tentative timeframe has been estimated as being sufficient/feasible for the envisaged volume of work to be completed successfully and is proposed as a guideline for the duration of the assignment. It cannot and shall not be used as unique criteria for completion of work/assignment. *The provision of the envisaged deliverables approved by the MiDL shall be the only criteria for Consultant's work being completed and eligible for payment/s.*

Note 2: Travel outside duty station (Chisinau), other administrative costs, and all logistical arrangements are the responsibility of the MIDL. The MIDL will also be responsible for all administrative issues associated with undertaking this assignment, including all consultations and meetings.

All deliverables shall be endorsed by the MiDL/UNDP Project Manager. The Consultant will work closely with the MiDL/UNDP Policy Component Manager and other relevant Programme officers and experts.

### III. QUALIFICATIONS AND SKILLS REQUIRED

#### 1. Qualifications:

- University degree in areas such as computer sciences, engineering or telecommunications, or other related fields; Additional certifications in Business Administration, Economy, Public Administration, or related fields is an asset.

#### 2. Experience:

- At least 5 years of professional experience in management of information systems; implementation of IT solutions in governance/management
- Previous experience in working with and implementing projects with public administration and local services
- Previous experience in working with e-Government projects
- Experience in working with central and local public authorities on developing and using technical solutions
- Previous experience in development assistance or related work for a donor organization, consulting company, or NGO.

#### 3. Competences:

- Demonstrated capacity of team-orientated work, excellent planning and organizational skills;
- Strong analytical, communication (verbal and writing) skills;
- Knowledge of Romanian and English is required. Working level of Russian level;

- 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.

The United Nations 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.