

## TERMS OF REFERENCE

<b>Job title:</b>	National consultant to develop an Implementation Roadmap for the new ICT processes of the Civil Status Service
<b>Duty station:</b>	Chisinau, Moldova
<b>Reference to the project:</b>	Improving the Quality of Moldovan Democracy through Parliamentary and Electoral Support/ Electoral Component
<b>Contract type:</b>	Individual Contract (IC)
<b>Expected workload:</b>	65 working days (July – December, 2016)
<b>Indicative starting date:</b>	12 July, 2016

### Job content

#### **1. BACKGROUND**

The UNDP Programme “Improving the Quality of Moldovan Democracy through Parliamentary and Electoral Support/ Electoral Component” (further referred as Programme) is a multi-year institutional development programme that supports strategic development of the Central Electoral Commission of Moldova (CEC) with the aim to strengthen the capacity of electoral administration to deliver professional, transparent and inclusive electoral processes. Overarching goal of the Programme is to improve the democracy in Moldova through modernization of the electoral processes, through free and fair elections representing the will of the people fully in line with the international standards and best practices.

The Programme also provides support to the Government of Moldova and different ministries on development of key registers and improvement of data interoperability to improve the overall quality of population register data and, as a result, to improve the quality of voter register data. As part of this activity, the Programme provides support to the Government and relevant line ministries on development of other key registers and necessary interoperability framework for a more accurate and up-to-date data exchange.

According the Government Decision No. 82 of 31 January 2008 on the Civil Status Service the key tasks of the CSS are the organization of the registration processes of the civil status acts and the creation and maintenance of the informational systems (registers) on civil status acts.

In 2015, the Programme assisted the CSS in reengineering its business processes and developing the Strategic Development Plan (2016-2020) by supplying national and international expertise.

For the next four years, one of the main strategic objective of the CSS is to register and storage the civil status acts based on unique integrated IT System – Register of Civil Status Acts (further referred as Register).

As a first step, the Programme offered support in developing the Concept of the Register that is in line with CSS reengineered business processes and based on data exchange and interoperability concept administered by the E-Government Center.

In a second step, the Programme will support CSS in the development and implementation of the Register nationwide, ensuring IT capacity building of the CSS staff, as well as all needed adjustments to fulfill conditions for interoperability.

#### **2. OBJECTIVES**

A detailed analysis of the technical infrastructure and ICT (information and communications technologies) architecture at the central, regional and local levels, as well as a Roadmap to ensure the implementation of the Register for an up-to-date registration of the civil status acts and improvement of the quality and accessibility of data shall be provided.

The Programme is looking to contract a national consultant (hereinafter called “Consultant”) to work closely with the CSS to undertake an objective, detailed and qualified audit of the current CSS ICT architecture in relation to its needs, including capacity needs assessment and training to fulfil the strategic objectives set.

The consultant is expected to undertake the following steps to ensure preparation of relevant, concise and clear deliverables:

1. Undertake a comprehensive desk review of the relevant national legal framework on CSS;
2. Familiarize herself/himself with CSS functions, procedures as well as current and reengineered business (As Is/To Be) processes;
3. Carry out an inventory of the ICT equipment at the central, regional and local levels;

The Consultant shall identify all the key components related to the CSS's technological platform, including: server rooms, server equipment, data storage equipment, workstations, available printing and scanning equipment, operating environments, DBMS, IT support services, computer networks (LAN & WAN), external connections, important network nodes, etc.

4. Analyse existing software and hardware infrastructure, by preparing a complex and detailed report on the current situation at all levels (As Is Vision);
5. Perform a Gap Analysis to identify all significant shortcoming capacities, including human resources and budget, as well as all regulatory gaps and constraints related to the CSS's ability to comply with its strategic objectives;
6. Develop a set of options and recommendations for the future ICT architecture and management framework (To Be vision), taking into account the CSS needs, risk management, interoperability with other key registers through M-Connect Platform and rational use of resources;
7. Develop in close cooperation with the CSS staff an Implementation Roadmap in order to align the current ICT infrastructure to the needs of the new ICT processes envisaged;

The Implementation Roadmap shall contain a detailed Action Plan for a period of up to two years, including technical specifications for the required ICT infrastructure and major acquisitions needed for proper implementation of the IT integrated System - Register of the Civil Status Acts.

8. Assess ICT knowledge and skills of the CSS staff at the central, regional and local levels and develop a training concept and phased time frame.
9. The Consultant is also encouraged to include other tasks than above mentioned, considered of added – value in achieving the objectives.

### 3. **KEY DELIVERABLES AND TENTATIVE TIMETABLE**

No.	Key deliverables:	Tentative Timetable
1.	Analysis of available documentation completed and work plan submitted for approval	By 15 July 2016
2.	Inventory Report of ICT equipment and technologies used at the central, regional and local levels developed and submitted for approval	By 22 August 2016
3.	Report on the current ICT architecture (As Is vision) developed and submitted for approval	By 29 August 2016
4.	Gap Analysis Report, including findings and set of recommendations to overcome existing constraints related to the Register Concept developed and submitted for approval	By 12 September 2016
5.	Report on future ICT architecture (To Be vision) and management framework developed and submitted for approval	By 26 September 2016
6.	Implementation Roadmap, including a detailed Action Plan for up to two years and technical specifications for the required ICT infrastructure upgrades, developed and submitted for approval	By 31 October 2016
7.	Report on ICT skills assessment, including proposed training methodologies and guidelines for building staff capacities, developed and submitted for approval	By 15 November 2016
8.	Final activity report developed and approved	By 1 December 2016

All deliverables should be closely coordinated with CSS and shall be agreed with the Programme. All deliverables shall be provided in Romanian language on hard copy and electronic version.

### 4. **INSTITUTIONAL ARRANGEMENTS**

The consultant will work in close collaboration with CSS and under the guidance of UNDP Electoral Specialist for substantive aspects of the assignment, and under direct supervision of the Senior Project Officer – for administrative aspects. The timeframe for the work of the Consultant is tentatively planned for 65 working days between July and December 2016.

The consultant will have access to all necessary information (Strategic documents, legislation, technical documents, and existing software and hardware specifications) for the purpose of this assignment.

### 5. **FINANCIAL ARRANGEMENTS**

The payment of the Consultant will be made in several instalments following certification by UNDP that the services related to the Deliverable, as described in the Terms of Reference, have been satisfactorily performed and the Deliverable have been achieved by or before the specified due dates.

## **6. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS**

### **I. Academic Qualifications:**

- University degree (BA level or equivalent) in engineering, Information Technology or other related field; MA or equivalent in the same fields will be considered an advantage.

### **II. Knowledge and Experience:**

- At least 5 years of professional experience in working on system analysis, development of concepts, roadmaps, strategies and/or functional and technical specifications for complex IT Systems;
- Previous experience in developing concepts, roadmaps and/or technical specifications for State Registers in Moldova in line with Moldovan legislation, including but not limited to the Law on Registers, will be a strong asset;
- Previous professional experience in dealing with data exchange and interoperability framework of the Republic of Moldova (M-Connect, M-Cloud, M-Sign, M-Pass etc.);
- Previous experience in implementing complex IT Systems will be a strong asset;
- Previous experience of working with Civil Status Service, international organizations, including UN agencies and/or private sector will be a strong asset;
- Previous experience in assessing training needs and develop a phased training plan.

### **III. Competencies:**

- Demonstrated interpersonal and diplomatic skills, as well as the ability to communicate effectively with all stakeholders and to present ideas clearly and effectively;
- Excellent analytical and writing skills;
- Knowledge of Romanian and English language. Knowledge of Russian will be considered as an 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.

## **7. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS**

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

- a. Cover letter with description of relevant previous experience;
- b. Financial proposal (LUMP SUM) in USD, specifying requested amount per day (fee) and all related costs (e.g. DSA, travel, phone calls etc. );
- c. Duly completed P-11 form with three references.