



*Empowered lives.
Resilient nations.*

TERMS OF REFERENCE

A. Job Title:	Team of 2 National Consultants in IT Systems Analysis and Computer and Network Infrastructure for national forensic institutions
B. Duty Station:	Chisinau, Moldova
C. Project Reference:	Support to Justice Sector Reform in Moldova
D. Type of Contract:	Individual Contract (IC)
E. Duration of Assignment:	December 2016-March 2017 (estimated: 40 working days – IT Systems Analysis Consultant; 20 working days – Computer and Network Infrastructure Consultant)

F. Background:

The justice system in Moldova is perceived to be weak by its citizens. The weakness in the justice system is partly due to reduced independence of the judiciary in practice, as well as to the reduced efficiency of courts, characterized by insufficient training and awareness in applying international and European law, inadequate skills, and insufficient self-regulating mechanism. There is also the reduced independence and capacities of pre-trial investigation and prosecution bodies, as well as other actors, including lawyers, bailiffs, probation officers, police and other security personnel, and poor adaptation to the needs and rights of children below the age of 18 in contact with the law. Major improvements are required in coordination of the implementation and monitoring of the justice sector reform, setting up a more efficient legal aid mechanism and putting in place effective - institutional and procedural - tools for preventing and fighting corruption.¹

The Justice Sector Reform Strategy for 2011-2016 (adopted in November 2011) (hereinafter, the Justice Reform Strategy) is the main comprehensive document dealing with justice reform, with the key objective of strengthening the independence, accountability, impartiality, efficiency and transparency of justice system. The Strategy is accompanied by an Action Plan (adopted in February 2012) which outlines strategic directions, actions to be carried out and preliminary implementation costs.

¹ United Nations-Republic of Moldova Partnership Framework (2013-2017)

UNDP developed and implemented so far under the Support to Justice Sector Reform framework a series of interventions focused on supporting the justice sector reform initiatives in Moldova, based on the needs of various actors in charge of particular chapters from the Justice Reform Strategy and beyond.

Activities 2.3.1 and 2.3.3 of the Strategy provides for the implementation of modern methods of criminal investigation and persecution (including informational technologies, modern forensic expertise, etc.), capacities improvement and re-evaluation of the place and role of forensic expertise centres and forensic experts.

Thus, the Justice Reform Strategy recognizes the role and importance of forensic expertise within the justice reform.

Besides the Justice Sector Reform Strategy the improvement the capacities of forensic expertise centres is recognised as one of the objective in the newly approved Police Development Strategy for 2016-2020 (see the *Expected Results* in *Objective 3*).

Current systems of forensic expertise are outdated and inefficient: each centre has its own system of records, while the possibilities for interfacing and exchanging data are limited. The traditional methods based on paper workflow cannot ensure fast processing of data and case management, efficient communication between relevant institutions, and transparent process of forensic investigations.

To address these deficiencies a number of activities meant to change the current situation, including: standardising the procedures for collecting and analysing the forensic data related to investigations on specific criminal cases, modernizing the statistical data collection, implementing a functional electronic system of keeping records, etc.

The automation of the forensic investigation processes, creation of e-platforms for their management and their inter-connectivity with other electronic case management systems is one of the solutions proposed to achieve the goals mentioned above. This solution would allow integrating separate uncoordinated forensic investigations into joint coordinated processes. It will bring uniformity in all forensic investigations performed by various institutions, will provide access to joint databases. The work under this programme component will particularly target the development of electronic tools for the registration, record keeping and management of forensic investigations related data to ensure a unified approach to all investigations performed by various forensic centres, exclude duplication, overlapping or circulation and use of divergent data, increase efficiency of communications between various institutions ensure transparency in the investigations, etc.

The main beneficiaries of the aforementioned process will be 3 national institutions and their territorial subdivisions (hereinafter referred to as **Beneficiary Institutions**):

- National Centre for Judicial Expertise under the Ministry of Justice;
- Forensic and Judicial Expertise Centre under the General Police Inspectorate;

- Centre of Legal Medicine under the Ministry of Health.

G. Objective:

The objective of this consultancy service is:

- To provide advice and support in developing the concept and technical specifications/requirements for the automated information system of forensic data "Register of forensic data and investigations" (hereinafter referred to as "**Information System**"), including necessary IT infrastructure and equipment, and provide related technical expertise.

The architecture of the Information System will combine, but will not limit to, functionalities required for the proper workflow management, organization of business processes in line with the relevant legislative framework, collection and disaggregation of statistics and other reporting functionalities, interconnection/integration with other information system(s) used by law enforcement bodies.

The concept and technical requirements will include the description necessary for developing technical projects/solutions of an informational system, taking into account the needs and expectations of the beneficiary institutions. Based on the concept the requirements should include concrete aspects of realization of the system components.

The assignment will be performed by a team of two consultants (one leading consultant and one support consultant).

H. Scope of work and expected output:

In order to achieve the set objectives, the National consultants shall perform the following tasks:

1. Preliminary evaluation

a. Common tasks for both Consultants

- Hold discussions with the relevant contact/resource persons from the beneficiary institutions to identify/clarify their needs and expectations from the information system;
- Identify ways for automation of the respective processes together with related gaps and problems;
- Perform a desk research to identify existing best practices and examples of similar information systems;
- Produce the report on the findings of the preliminary evaluation;

b. Specific tasks for each Consultant

b.1. IT Systems Analysis Consultant:

- Perform a review of the existing workflows and business/operational processes related to

- forensic investigations performed by the beneficiary institutions and provide their mapping;
- Identify business needs of the beneficiary institutions and IT solutions to meet those needs and improve business efficiency and productivity of the Beneficiary Institutions;
- Determine if internal or external solutions exist or whether new solutions are feasible;

b.2. Computer and Network Infrastructure Consultant:

- Conduct preliminary evaluation of the existing IT infrastructure of the beneficiary institutions;

2. Produce a concept of the Information System (*IT Systems Analysis Consultant*)

- Produce a draft concept of the Information System, including all necessary technical specifications and requirements for the development of software on which the Information System will be based;
- Consult the draft concept with all beneficiary institutions and other relevant stakeholders;
- Produce the final version of the concept of the Information System;

3. Develop technical specifications and criteria for the development of the Information System (*Computer and Network Infrastructure Consultant*)

- Develop technical specifications and requirements for the computer and network infrastructure of the Information System and consult with the beneficiary institutions on these requirements;
- Assess the compatibility of the existing IT infrastructure of the beneficiary institutions with the expected functionalities the Information System, taking into account the proposed technical requirements;

4. Draft terms of reference for the development of the Information System and procurement of all relevant computer and network infrastructure;

5. Produce the final report on the performed activities:

Produce the final report on the performed activities and the results achieved by the end of the assignment. The final report should include:

- The aggregate narrative information on the activities performed;
- Main results achieved;
- Detailed recommendations for further development of the Information System and solutions for its integration into the operations of the beneficiary institutions.

6. Perform other assignment related tasks.

I. Deliverables (tentative schedule):

	Deliverables	Timetable
1.	Report on the preliminary evaluation submitted	By 10 December 2016
2.	The Concept of the Information System is developed, consulted with the beneficiary institutions, and submitted in English	By 10 February 2017
3.	Technical specifications and criteria for the development of the Information System and the related computer and network infrastructure are elaborated	By 01 March 2017
4.	Terms of reference for the development of the Information System and procurement of the related computer and network infrastructure are drafted and submitted in English	By 10 March 2017
5.	The final report submitted	By 20 March 2017

Please Note: Deliverables are subject to amendment based on consultation outcomes; further guidance and amendment of the deliverables may be undertaken during the assignment, as needed and discussed.

The Consultants are expected to work in close contact and cooperation with each other and shall present deliverables specified above jointly.

J. Organizational Setting:

This is a part-time consultancy. The National Consultants will work under the direct supervision of and in cooperation with the UNDP Project Manager. The Consultant will work outside the project premises and will participate in all assignment related working meetings organized by the Project.

K. Inputs:

UNDP Moldova will provide the Consultant with the information and materials available for the fulfilment of tasks, facilitate meetings and provide other reasonable logistic support where necessary. Additional inputs may be provided in the course of consultations with the beneficiary institutions.

L. Confidentiality:

Materials provided to the consultant and all proceedings within the consultancy contract shall be regarded as confidential, both during and after the consultancy. Violation of confidentiality requirements may result in immediate termination of contract.

M. Qualifications:

IT Systems Analysis Consultant

I. Education:

- University's Degree in IT&C, Computer Science, Systems Engineering, Information Systems or related fields, with emphasis in Systems Analysis and Design;

II. Working experience:

- At least 5 years of proven experience in planning, design, development, implementation and maintenance of information systems or related areas with a focus on information systems in public authorities, definition and evaluation of user requirements for the development and implementation of IT systems;
- At least 3 years of previous experience in business processes and systems analysis, business process modelling, including documenting and analyzing functional procedures and workflows, business process reengineering;
- Previous experience of preparing technical specifications for at least 2 complex information systems;
- Proven experience in working with international development agencies on similar assignments is an asset;

III. Competences and skills:

- Strong communication and presentation skills, ability to facilitate discussions;
- Fluency in English and Romanian;
- Knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Russian, Ukrainian or sign language is an asset;

IV. Personal qualities:

- 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;
- Responsibility, creativity, flexibility and punctuality.

Computer and Network Infrastructure Consultant

I. Education:

- University's Degree in IT&C, Computer Science, or related fields;

II. Working experience:

- At least 5 years of working experience related to IT infrastructure and IT networks support;
- Previous experience of designing technical infrastructure and developing technical specifications for information systems;
- Proven experience in working with international development agencies on similar assignments is an asset;

III. Competences:

- Strong communication and presentation skills, ability to facilitate discussions;
- Fluency in English and Romanian;
- Knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Russian, Ukrainian or sign language is an asset;

IV. Personal qualities:

- 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;
- Responsibility, creativity, flexibility and punctuality.

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.