



## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 28 November 2016

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**Country:** Republic of Moldova

**Description of the assignment:** Team of 2 National Consultants in IT Systems Analysis and Computer and Network Infrastructure for national forensic institutions

**Project name:** Support to Justice Sector Reform in Moldova

**Period of assignment/services:** December 2016-March 2017 (estimated: 40 working days – IT Systems Analysis Consultant; 20 working days – Computer and Network Infrastructure Consultant)

**Application instructions:** Proposals should be submitted online by pressing the "Apply Online" button no later than **05 December 2016**.

Requests **for clarification only** must be sent by standard electronic communication to the following e-mail: [alexei.ghertescu@undp.org](mailto:alexei.ghertescu@undp.org). UNDP will respond by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all applicants.

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### 1. 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.<sup>1</sup>

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.

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<sup>1</sup> 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.

## 2. 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).

**For detailed information of the tasks to be undertaken by each consultant within the objectives specified above, please refer to the Terms of Reference.**

### **3. REQUIREMENTS FOR EXPERIENCE AND 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.

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

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

#### 1. Motivation Letter:

- a. stating for which position the applicant is applying;
- b. explaining how applicant responds to each of the **qualification requirements specified in the table of evaluation criteria below (particularly providing details on the previously implemented similar projects)** and why he/she is the most suitable for the work;

2. Personal information (as a detailed CV or as a Personal History Form /P11) with three references;
3. Financial proposal (lump sum) in USD.

**Important note: National Expert shall clearly indicate the position/ area they are applying for.**

## **5. FINANCIAL PROPOSAL**

The financial proposal shall specify a total **lump sum** amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including fees and taxes, and number of anticipated working days).

### **Travel**

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

No travel costs are envisaged under this assignment.

## **6. EVALUATION**

Initially, individual consultants will be short-listed based on the following minimum qualification criteria:

### **IT Systems Analysis Consultant:**

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

### **Computer and Network Infrastructure Consultant:**

- University's Degree in IT&C, Computer Science, or related fields;
- At least 5 years of working experience related to IT infrastructure and IT networks support;

The short-listed individual consultants will be further evaluated based on the following methodology:

A two-stage procedure will be used in evaluating the candidates:

1. Technical evaluation (max 300 points) – 60%;
2. Financial evaluation (max 200 points) – 40%.

Technical evaluation will be based on a thorough desk review of applications.

Only candidates obtaining a minimum of 70% score of the technical evaluation (at least 210 points) would be considered for the Financial Evaluation.

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as:

- a) responsive/compliant/acceptable, and
- b) having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

Criteria	Scoring	Maximum Points Obtainable
<b><u>Technical</u></b>		
<b>IT Systems Analysis Consultant</b>		
University's Degree in IT&C, Computer Science, Systems Engineering, Information Systems or related fields, with emphasis in Systems Analysis and Design	<i>(Bachelor – 30 pts., Master – 40 pts.)</i>	40
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;	<i>(5 years of experience – 50 pts., more than 5 years of experience – 10 pts. for each additional year of experience up to a maximum of 30 additional points)</i>	80
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;	<i>(3 years of experience – 30 pts., more than 3 years – 10 pts. for each additional year of experience up to maximum 40 additional points)</i>	70
Previous experience of preparing technical specifications for at least 2 complex information systems;	<i>(2 projects – 20 pts., more than 2 projects – 10 pts. for each additional project up to maximum 30 additional points)</i>	50
Proven experience in working with international development agencies on similar assignments	<i>(1 project – 10 pts., each additional project – 10 pts. for each project up to maximum 20 additional points)</i>	30
Fluency in English and Romanian;	<i>English – 10 pts., Romanian – 10 pts.</i>	20
Knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Russian, Ukrainian or sign language	<i>Each additional language – 5 pts. up to maximum 10 pts.</i>	10
<b>Maximum Total Technical Scoring</b>		<b>300</b>

<b>Computer and Network Infrastructure Consultant</b>		
University's Degree in IT&C, Computer Science, or related fields	<i>(Bachelor – 30 pts., Master – 40 pts.)</i>	40
At least 5 years of working experience related to IT infrastructure and IT networks support	<i>(5 years of experience – 50 pts., more than 5 years of experience – 10 pts. for each additional year of experience up to maximum 50 additional points)</i>	100
Previous experience of designing technical infrastructure and developing technical specifications for information systems	<i>(1 project – 20 pts., each additional project – 20 pts. for each project up to maximum 80 additional points)</i>	100
Proven experience in working with international development agencies on similar assignments is an asset	<i>(1 project – 10 pts., each additional project – 10 pts. for each project up to maximum 20 additional points)</i>	30
Fluency in English and Romanian;	<i>English – 10 pts., Romanian – 10 pts.</i>	20
Knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Russian, Ukrainian or sign language	<i>Each additional language – 5 pts. up to maximum 10 pts.</i>	10
<b>Maximum Total Technical Scoring</b>		<b>300</b>
<b><u>Financial</u></b>		
Evaluation of submitted financial offers will be done based on the following formula: <b><math>S = F_{min} / F * 200</math></b> S – score received on financial evaluation; Fmin – the lowest financial offer out of all the submitted offers qualified over the technical evaluation round; F – financial offer under consideration.		<b>200</b>

#### Winning candidate

The winning candidate will be the candidate, who has accumulated the highest aggregated score (technical scoring + financial scoring).

#### **ANNEXES:**

**ANNEX 1 – TERMS OF REFERENCES (TOR)**

**ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS**