TERMS OF REFERENCE

Job title:	National ICT Consultant
Duty station:	Chisinau, Moldova
Reference to the project:	"Strengthening Parliamentary Governance in Moldova"
Contract type:	Individual Contract (IC)
Expected duration of the assignment:	Up to 160 working days (April – December, 2017)
Starting date:	April, 2017

Job content

I. Background

The UNDP project "Strengthening Parliamentary Governance in Moldova" (SPGM) is a multi-year institutional development project designed to address the main needs of the Parliament of Moldova in the areas of legislation making, oversight and representation during the on-going process of domestic reform spurred by closer relations with the EU. The project is also assisting in making the Parliament's legislative activity more open, transparent and participatory through establishing tools and mechanisms for the engagement with the Civil Society, professional associations and general public. Project interventions will offer and encourage equal opportunity for male and female participation.

The World e-Parliament Report noted that Information and communication technologies (ICT) have become essential tools in supporting the work of legislative bodies throughout the world.[1] The advantage of automation within parliaments is threefold: more information and documents on the website; increased capacity to disseminate information and documents; and more timely delivery of information and documents to members.

In this context, to increase the level of transparency of legislative process, the Permanent Bureau of Parliament approved the E-Parliament concept in 2015. UNDP provided expert support to the Parliament of Moldova for development of a detailed road map on the implementation of E-Parliament information system. An audit of the current status of ICT within the Moldovan Parliament was performed in 2016. Future ICT Architecture Document of Moldovan Parliament (To Be Vision) was developed. An ICT Transformation Plan as well as the technical specifications for the development of the e-Parliament information system were also developed.

To address the increasing challenges, the Parliament faces in the area of parliamentary documentation and archival services, when in the absence of modern information technology, the registers of recorded documents are solely maintained in paper-based formats, UNDP supported the development if a Concept of the Institutional Repository[2] of the Parliament of Moldova as well as the Implementation Plan.

The goal for 2017 agreed between UNDP and the Parliament is to commence the introduction of the e-Parliament modules across different parliamentary processes. A new information system for electronic evidence of assets, a customised e-voting software system and a digital archive are envisaged to be implemented within the legislative. The Parliament is also working to finalize its new website.

In response to the request expressed by the Secretariat of Parliament, the UNDP Parliament Project seeks to hire a national ICT consultant to provide to the Secretariat of Parliament specialised technical support throughout the process of implementation of the e-Parliament information system.

II. Objective and expected outputs

The Project intends to contract an experienced national ICT consultant (hereinafter referred as "Consultant") to provide expert and management support to the Parliament' Secretariat and ICT department in the context of modernisation of Parliament's ICT services and implementation of e-Parliament information system and related modules.

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

1. Prepare a detailed work plan to be applied for the respective assignment:

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[1] http://www.ipu.org/pdf/publications/eparl16-en.pdf
[2] An online archive for collecting, preserving, and disseminating digital copies of both current and historic information products, resources and assets of a parliament

1.1 Carry out a desk review of the following documents:
- E-Parliament Information System Concept, approved by the decision no. 19 of 18.11.2015 of the Standing Bureau of the Parliament;
- PRM ICT Transformation Plan, developed in 2016;
- Road map and other documents related to the implementation of E-Parliament information system.
- Audit of the current status of ICT within the Moldovan Parliament developed in 2016.
- Concepts and guidelines already developed within the Parliament of the Republic of Moldova related to the ICT component.
1.2 Get acquainted with the existing infrastructure of the Parliament, thus understanding the legal and institutional environment for operational flows of the PRM work (Current ICT Architecture Document);
1.3 Analyse the World e-Parliament conferences reports and other relevant publications. Ensure that the main principles and the best practice are taken into consideration in the process of conceptualizing the technical specifications for developing and implementing of the following information systems: e-Conference (including e-Voting), e-Evidence of assets, e-Archive (Institutional Repository), IT Service Management Model (ITSM).
1.4 Draft an inception report containing suggested methodology and work plan to be applied for this assignment. Apply and promote the principles of results-based management (RBM), as well as a client-oriented approach.
2. Implementation of Bosch E-Conference System and E-voting Information System (based on Bosch e-Conference System)

2.1 Prepare the complete technical information on the current condition of E-Conference System and E-Voting IS, including the equipment, licenses held, modules installed and activated, keys and accounts held that are needed for the administration and configuration, the functional status of each component and module of the System;
2.2 Develop a Roadmap and technical specifications to make the E-Conference system and E-Voting IS functional for the plenary session hall and other meeting rooms in the Moldovan Parliament. The consultant will specify the key stages, the expected outcomes, the deadlines, roles and responsibilities.
3. Coordinate and provide technical support in the implementation of the e-Evidence Information system;
4. Coordinate and provide technical support in the implementation of the Concept on the Institutional Repository of the Parliament of Moldova[3] (digital archiving);
5. Provide technical support in the process of implementation of the ICT service management model, aligned with ISO ISO/IEC 20000 and ITIL 2011;
6. Provide coaching and training to parliamentary staff working on ICT, when needed;
7. Provide assistance to the Project team in drafting tender related documentation;
8. Participate as a member of the Evaluation Committee in evaluation of technical offers, when needed;
9. Monitor and evaluate the quality of services provided by IT companies, selected to implement activities aimed to modernise Parliament's information system;
10. Contribute to elaboration of changes to the current legislation to re-engineer the working processes within the Secretariat of Parliament;
11. Provide other technical support related tasks required by the Secretariat of Parliament.

III. Deliverables and Timeframe

#	Key Deliverables	Indicative timeline
1	Inception report developed and coordinated with UNDP Project and Secretariat of Parliament	By 10 April, 2017
2	E-Conference system • A Report on the current condition of E-Conference IS and E-Voting IS developed; • A Roadmap and technical specifications to make the E-Conference and E-Voting IS system functional developed	By 12 May, 2017
	• Coordination and technical support to the Secretariat of Parliament in implementation of the E-Conference system and E-Voting IS in the plenary session hall and other meeting rooms	April – December 2017
3	Support to the implementation of the ICT service management model, in line with ISO/IEC 20000 and ITIL 2011	By 30 November, 2017
4	Coordination and technical support in the implementation of the e-Evidence of assets Information system provided	
5	Coordination and technical support in the implementation of the Institutional Repository of the Parliament of Moldova	April – December 2017
6	Monthly reports on ICT-related results, including insights and recommendations for the Project team related to improvement of IT and ICT activities.	

[3] Preferred platform is DSPACE 6 (freely provided/obtained under BSD open source license from GitHub)

IV.   Institutional arrangements:

All communications and documentation related to the assignment will be in English and Romanian. The consultant will prepare monthly activity reports in English and Romanian to be submitted for review to the Parliament and UNDP Project Manager. The Parliament will provide the consultant with working space, access to Parliament's premises, access to Internet, printer and telephone line. Before submission of deliverables, the consultant will discuss the draft documents with the parties involved (i.e. Parliament, UNDP and other stakeholders) so that final products reflect their comments.

The timeframe for the work of the Consultant is tentatively planned through April – December 2017.

Management Arrangements:
The assignment shall be performed in close cooperation with the Parliament representative for substantive aspects of the assignment and under the direct supervision of the UNDP Project Manager for administrative aspects. The consultant will work in closely with the Parliament IT department and other Parliament staff and other UNDP IT consultants at PRM. Deliverables of the Consultant will be approved by the designated Parliament Official/Working Group and UNDP Parliament Specialist.

Financial arrangements: The Payment will be disbursed in instalments upon submission and approval of the deliverables and certification by the Parliament representative and Project Manager that the services have been satisfactorily performed.

V.   Qualifications and skills required:

Academic background:
- Bachelor's Degree or equivalent in IT management, Computer Sciences, computer engineering or other relevant discipline;

Work experience:
- At least 5 years of progressively responsible experience in planning, design, development, implementation and maintenance of information systems;
- At least 2 years of experience in formulating technical specification for software and hardware products;
- Previous experience of designing and implementing enterprise level ICT systems (SOAP, SAYLT, Open Source, Microsoft Platforms particularly: virtualization, workflow, development eg. Hyper-V, SharePoint, Lync, .NET Framework, etc.) at government or private sector will be an asset;
- Certification in Project management and Security management will be a strong asset;
- Working experience with Parliament and/or government institutions is a strong advantage.

Competencies:
- Proven ability to manage ICT projects and programs and deliver within the prescribed time and available resources.
- Knowledge of ICT policies and regulatory framework of the Republic of Moldova will be an advantage;
- Demonstrated ability to manage a team and to foster team spirit and synergy;
- Fluency in Romanian and English. Knowledge of Russian will be 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.

The 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.

VI.   Documents to be included when submitting the proposals:

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:
1. Proposal:
   - Explaining why they are the most suitable for the work including past experience in similar assignments;
   - Providing a brief information on each of the above qualifications, item by item and a brief methodology on how they will approach and conduct the work (if applicable);
2. Financial proposal (in USD), specifying a fee per day and total requested amount including all related costs, e.g. fees, per diems, travel costs, phone calls etc.;
3. Duly filled in and signed Personal History Form (P11) and at least 3 names for a reference check.