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Resilient nations.*

## TERMS OF REFERENCE

<b>Job Title:</b>	<b>Consultants (several positions) to provide ICT software and/or ICT hardware related Services on Framework basis to UNDP Moldova and other UN Agencies</b>
<b>Type of Contract:</b>	<b>Long Term Agreement</b>
<b>Duty Station:</b>	<b>Chisinau, Moldova</b>
<b>Expected duration of assignment:</b>	<b>One year, with possibility for extension for two additional years</b>

### 1 BACKGROUND

United Nations Development Programme (UNDP) works in some 170 countries and territories, including the Republic of Moldova, helping to achieve the eradication of poverty, and the reduction of inequalities and exclusion.

UNDP helps countries to develop policies, leadership skills, partnering abilities, institutional capabilities and build resilience in order to sustain development results.

UNDP programme in Moldova is guided by the Country Programme Document, and the UN-Moldova Partnership Framework "Towards Unity in Action" for 2013-2017 and its Action Plan, which is in line with the priorities of the Government of Moldova.

In a rapidly changing global environment, the work of UNDP and the broader UN family aligns with the new national development vision, Moldova 2020, and sector strategies. UNDP Moldova's country programme for 2013–2017 has three major focus areas:

1. Inclusive growth;
2. Effective governance;
3. Climate change, environment and energy.

In order to support UNDP and other UN Agencies' needs, as well as the needs of their projects and partners operations, the UN Agencies in the Republic of Moldova are procuring fairly a large volume of ICT services, and have decided to join efforts for entering into a Long Term Agreement with qualified ICT consultants to provide ICT and software development/maintenance Services on Framework basis.

UNDP Moldova has been selected as the Lead Agency to organize and conduct the process for identifying qualified ICT consultants on behalf of the following UN Agencies in Moldova: IMF, WHO, IOM, UNHCR, UNFPA, UNAIDS, UNICEF, UN Women, OHCHR, EBRD. UNDP Moldova, on behalf of the UN Agencies listed above, envisages entering into Long Term Agreement with qualified ICT experts for an initial period of one year, with possibility for extension for two additional years.

## 2 OBJECTIVE AND SCOPE

The scope of the work includes provision of Framework-based consultancy services on ICT related issues and software development/maintenance. The main responsibility of the Individual Consultant(s) (IC) is to provide UNDP and other UN Agencies with consultancy services while improving the ICT infrastructure, which shall include but will not be limited to: Hardware, Network, Software, Database, Accessibility, Disaggregated Data Collection, Audio/Visual equipment, ICT Training and ICT Capacity Development activities.

The consultancy services will be provided on a demand-driven basis (upon request), home-based, being a part-time engagement.

Specific expectations from the IC will be articulated in the service requests to be made by UNDP and other UN Agencies during the course of the contract.

## 3 DUTIES AND RESPONSIBILITIES OF THE INDIVIDUAL CONSULTANTS (IC)

As noted in Section 2, UNDP and other UN Agencies (hereinafter “Requestor”) will mobilize individual consultants (IC) on a Framework basis. The following duties and responsibilities are **indicative** and **subject to further detailing** through specific service requests to be made by Requestor during the course of the contract duration.

Within the scope of the Assignment; the IC is expected to provide consultancy services for the below listed generic activities:

### I. **Services related to Software, Database, ICT Training and ICT Capacity Development activities:**

- Identify software requirements;
- Provide consultancy on the software (both admin and user parts) accessibility for persons with disabilities and linguistic minorities, also based on WAI (Web Accessibility Initiative) recommendations (<http://www.w3c.org/WAI>);
- Contribute to the piloting/testing of the updated/elaborated software with the participation of the participation of women and men with different types of disabilities, and linguistic minorities and consult on the improvement of the software, where necessary, for its accessibility;
- Provide consultancy on the collection of disaggregated data (e.g., on age, sex, language, disability, etc.) through the updated/elaborated software and opening the data for the public;
- Provide consultancy services for the evaluation of offers within ICT software – procurement processes;
- Provide consultancy services for development of Terms of Reference/generic Technical Specifications or other solicitation documents for ICT software related procurement processes ensuring that accessibility for persons with different types of disabilities and linguistic minorities, collection of disaggregated data and its opening for the public are integral part of these documents;
- Perform other ICT services as determined by the Requestor.

**And/or**

### II. **Services related to Hardware and Network consultancy activities:**

- Provide consultancy services for development of Terms of Reference/generic Technical Specifications or other solicitation documents for hardware, audio/visual equipment and network related procurement processes, including on their accessibility for persons with

different types of disabilities and linguistic minorities, also based on WAI (Web Accessibility Initiative) recommendations (<http://www.w3c.org/WAI>);

- Provide consultancy services for evaluation of ICT hardware (including audio/visual equipment) and network related procurement processes;
- Perform other ICT consultancy services as determined by the Requestor.

**Important notice:** When applying, Applicants must select and clearly indicate the type(s) of services that he/she applies for, as per below categories:

1. Services related to Software, Database, ICT Training and ICT Capacity Development activities;
2. Services related to Hardware and Network activities.

**An applicant can apply for both categories subject to fulfilling corresponding qualification requirements.**

#### **4 DUTIES AND RESPONSIBILITIES OF THE UNDP**

Requestor will provide all relevant background documents. Requestor is not required to provide any physical facility for the work of the IC. However depending on the availability of physical facilities (e.g. working space, computer, printer, telephone lines, internet connection etc.) and at the discretion of the Requestor, such facilities will be provided and the expert will work within the premises of the Requestor. Requestor will facilitate meetings between the IC and other stakeholders, including women and men with different types of disabilities, and linguistic minorities, when/if needed.

#### **5 DELIVERABLES, AGAINST ESTIMATED TIMEFRAMES**

##### **5.1 Deliverables**

ICT Consultants are expected to provide qualified consultancy services in support to UNDP and other UN Agencies. Without UNDP/other UN Agencies committing any business scope and/or volume, the ICs shall make these consultancy services available on a demand driven basis, with each assignment (order) detailed in the Terms of Reference – document which will be elaborated by the Requestor and will specify the tasks to be carried out, the estimated amount of time allocated to the service, and the deadline for delivery of the service.

##### **5.2 Performance evaluation**

Contractor's performance will be evaluated against timeliness, responsibility, initiative, accuracy, and overall quality of the delivered products, UN corporate values (gender, non-discrimination, diversity, ethics, etc.).

#### **6 REQUIRED QUALIFICATIONS**

The required qualifications and/or experience are presented below:

##### **Education:**

- Bachelor's Degree in computer sciences, software development, ICT system design, programming or other closely related field;
- Additional certification in ICT related fields is an asset (internationally recognized).

##### **I. Experience for Consultants applying for software related activities:**

- At least 5 (five) years of professional working experience in ICT field;
- At least 3 (three) years of experience in planning, design, development, implementation and maintenance of information systems or related area;
- Experience as a mentor/trainer in the ICT field;

- Experience in web technologies;
- Experience in software development lifecycle;
- Experience in developing Terms of Reference/Technical Specifications or other solicitation documents for software procurement.

**II. Experience for Consultants applying for hardware and network consultancy related activities:**

- At least 5 (five) years of professional working experience in ICT field;
- At least 3 (three) years of experience in configuration, installation, maintenance of ICT hardware, audio/visual equipment and network equipment and solutions;
- Experience in providing solutions and troubleshooting for hardware equipment;
- Experience in developing Technical Specifications or other solicitation documents for hardware, audio/visual and network equipment procurement.

**Competencies:**

- Ability to identify solutions and troubleshooting for computer software/hardware/network and systems in general;
- Sensitivity of the web/software/hardware accessibility issues and understanding of ways to insure web /software/hardware accessibility for persons with different types of disabilities and linguistic minorities;
- Ability to work and communicate in a team environment with good problem solving and organizational skills;
- Knowledge of English, Romanian and Russian languages for the purposes of the assignment;
- Knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Ukrainian or sign language is 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 UN Moldova is committed to workforce diversity. Women and men, persons with different types of disabilities, LGBT, Roma and other ethnic, linguistic 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.

## **7 DELIVERABLES AND PAYMENTS**

The contract to be signed between UNDP and successful candidate(s) will **not** entail a financial commitment from UNDP. UNDP's financial commitment will be established on an *ad-hoc* basis every time as services are officially requested by the UN Agencies.

Payment terms and conditions will be specified in the service request. Payment terms and conditions along with the daily fee rate (indicated in the contract) and number of days invested (**not to exceed maximum number of days in the service request**) will be the basis of payment to the IC. Payments will be made against submission of the deliverable(s) in the service request by the IC and approval of such deliverables by Requestor.

**Note:** Please, refer to the Individual Consultant Procurement Notice of this recruitment for a more detailed information on the application and selection process.