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Resilient nations.*

TERMS OF REFERENCE

Job title:	National IT Infrastructure Analyst on the e-systems for elections
Duty station:	Chisinau, Republic of Moldova
Reference to the project:	Enhancing Democracy in Moldova through Inclusive and Transparent Elections
Contract type:	Individual Contract (IC)
Expected workload:	420 working days during 30 months (average 14 WD per month)
Indicative starting date:	15 July 2017

1. Background:

"Enhancing Democracy in Moldova through Inclusive and Transparent Elections" is a newly approved project that sets the overall goal to achieve an enhanced transparency and inclusiveness of the electoral process in Moldova through a modernized IT system, improved legislation and intensified public participation, addressing the root causes of the current challenges hampering the further development of the democracy and the advancement of the electoral process in the Republic of Moldova.

The Project aims to contribute to: (1) achieving a more accurate State Register of Voters (SRV), improving the quality and accessibility data by re-engineering the Civil Status Service (CSS) systems, fully developing the State Address Register and facilitating data exchange and interoperability between different central public institutions via governmental platform for data exchange MConnect; (2) enhancing the inclusiveness of the electoral process through developing a remote voting tool and adjusting the State Automated Information System "Elections" (SAISE) to keep up with the technical and political developments; (3) legal reform in the area of elections to erase ambiguities and respond to the technical developments; and (4) enhancing political participation of citizens by setting up and implementing the voter information and civic education programmes.

The State Automated Information System "Elections", approved by the Parliament in May 2008 under the Law No. 101,¹ is a comprehensive election management IT system which integrates key IT tools and functions, needed by an Election Management Body to conduct elections. SAISE enables the Central Electoral Commission (CEC) to administer several tasks of the electoral process electronically and to ensure an inclusive State Register of Voters (SRV). An accurate and comprehensive SRV is a high safeguard against fraud and, in turn, elections related violence.

¹ Law 101, On the Concept of the State Automated Information System Elections, 15.05.2008, Chisinau

The current version of SAISE contains various inter-related IT applications (developed specifically on the basis of .NET framework) meant to ensure transparency, accuracy and trust in the electoral process, such as:

1. The State Register of Voters Module;
2. Voters' Turnout Module;
3. Electoral Candidates Module;
4. Candidate's Rotation Module;
5. Signatory Lists Module;
6. Preliminary Registration Module;
7. Ballot Papers Printing Module;
8. Elections Day Module.

Most of the above mentioned SAISE Modules have been developed in-house, under the leadership of the CEC Department of IT and Management of Voters' Lists and with the previous support of UNDP, in the period 2014 – 2017. Complex SAISE Modules, such as State Register of Voters Module, Voters' Turnout Module, have been developed with the support of specialized IT Companies.

Due to the successful implementation of SAISE throughout General Local Elections 2015 and Presidential Elections 2016, the CEC was able to provide real time electronic data on voter turnout and to present the preliminary results in less than 3 hours after the close of the polling stations.

The system is in constant development, designed for and connected to the interoperable platform MConnect which opens up new opportunities to include data for more accurate and more inclusive electoral processes. For the period 2017 – 2019, SAISE Admin will need the development of a Roadmap with the indication of all short and long-term updates or adjustments foreseen for the system and each of the Modules, as well as the timelines for their implementation with the calculation of the estimated risks. Potential new applications that will be later on integrated into SAISE, such as Political Party Finance, or the Remote Voting Module should also be part of the Roadmap.

Additional to SAISE, the Law 101 also obliges the CEC to pilot an electronically enabled voting by the 2018 Parliamentary Elections. The Project will support the CEC by providing expert and development support on the legal and regulatory framework and assist the CEC in the development of an accessible IT module for electronic voting and its piloting. The new application will envisage an accessible and usable format for the people with different types of disabilities and linguistic minorities.

2. Objectives:

The project intends to contract a national **IT Infrastructure Analyst** (hereafter the Consultant) to support the CEC Department of IT and Management of Voters' Lists and the CEC Working Groups in:

- a) Implementation of the recently re-engineered SAISE version – SAISE Admin;
- b) CEC data exchange and interoperability through MConnect platform administered by the E-Government Centre, integration with other State IT systems (owned by the Ministry of Justice, Ministry of Defence) relevant to the voters registration;
- c) IT infrastructure design for the development of the Remote Voting Module and its piloting on a sample group of citizens, primarily on representatives from diaspora but also including persons with different types of disabilities, linguistic minorities, other targeted and vulnerable groups of citizens;

- d) Contribution to the improvement of the existent SAISE modules (upon necessity) and the development supervision of new modules, e.g. Political Party Finance, Remote Voting (to be precisely confirmed at a later stage of project implementation);
- e) New software adaptability and accessibility for the needs of the people with different types of disabilities, linguistic minorities (where relevant), other targeted and vulnerable groups, availability of sustainable automatic disaggregated data collection.

The Consultant is expected to support CEC in applying the new interoperable version of SAISE, in its positive and sustainable performance. Special Consultant's support is foreseen in the future period of Parliamentary Elections 2018 (pre, during and post elections) and the potential adjustments SAISE might require in this sense.

The consultant will have the following responsibilities:

- Regularly advise and update SAISE Admin Roadmap for the period August 2017 – December 2019 and argument this information to the CEC Senior Management and the UNDP Project;
- Monitor and report on further development of SAISE modules in line with requirements of Law No. 101;
- Assist CEC IT team in testing the SAISE environment, particularly for the organisation of planned or early Elections, Referenda. In case of more complex testing scenarios, an external IT Company for Quality Assurance and Quality Control might be contracted;
- Work, in conjunction with CEC IT team, to implement the interoperable SAISE Admin version;
- Support to the CEC IT team to determine the business analysis for SAISE data exchange with other state registers via MConnect governmental platform;
- Assist CEC in the collaboration with the E-Government Center – the administrator of the MConnect Platform;
- Contribute to the improvement of the existent SAISE modules and the development of new modules, such as Political Party Financing, Remote Voting;
- Contribute to the elaboration of tender documents for the selection of IT company(ies) to perform complex tasks, participation in the procurement evaluation process and supervision of contract execution and final evaluation;
- Assist CEC and the UNDP Project in establishing the Remote Voting Roadmap;
- Supervise the development and prepare the piloting of the Remote Voting Module to be user-friendly, particularly to be accessible and usable for persons with different types of disabilities and linguistic minorities, in accordance with the current CEC regulations;
- Assist the CEC and the UNDP Project to ensure that the two newly developed SAISE modules are adaptable to the use of the people with different types of disabilities, targeted and vulnerable groups of people, in accordance with the current CEC regulations, and where possible, respond to the WAI (Web Accessibility Initiative) recommendations (<http://www.w3c.org/WAI>);
- Assist the CEC and the UNDP Project in planning of the sustainable automatic collection of disaggregated data from the two new Modules, including on vulnerability grounds (e.g., age, sex, language, region of voting) and making these data open to public, in line with the legal provisions on personal data protection and depending on the availability of this data in other state registers that exchange data with the CEC;

- Support with identification of external training needs for the IT team as necessary, for discussion with CEC and the UNDP Project and provide internal trainings for the CEC IT team;

3. Key deliverables and tentative timetable:

Nr.	Key deliverables	Tentative Timetable /Working days
1.	Preparatory Work: Inception Report with a Plan of activities (including on the adaptability of the new software to the needs of the people with disabilities, linguistic minorities, disaggregated data collection and its accessibility for the public) to be implemented in the proposed timeframe, submitted, discussed with and approved by the CEC and the UNDP Project;	2 WD
2.	SAISE Admin Roadmap for the period August 2017 – December 2019 created, discussed with and approved by the CEC and the UNDP Project; SAISE Admin Roadmap for the period August 2017 – December 2019 constantly monitored and updated;	11 WDs
3.	SAISE Admin testing processes for at least Parliamentary Elections 2018 and General Local Elections 2019 properly administered and the CEC IT team assisted in the implementation of the testing results;	50 WDs
4.	SAISE Admin data exchange and interoperability through MConnect platform implemented, in collaboration with the E-Government Center, based on a detailed business analysis for the integration with other State IT systems (State Address Register, State Register of Population, the future Register of Civil Status Acts, the future Register of Mobilization Resources) and others relevant to the voter registration;	125 WDs
5.	Chart of necessary improvements to the existent SAISE modules created;	2 WDs
6.	The development of the new modules (as identified in SAISE Admin Roadmap), such as the Political Party Finance Module and its integration to SAISE Admin, Remote Voting Module (both to be confirmed clearly at a later stage), monitored and the necessary contribution provided;	60 WDs
7.	Contribution to the tender documents for the selection of IT company(ies) to perform complex tasks, provided; Participation in the procurement evaluation process and supervision of contract execution and final evaluation, ensured;	10 WDs
8.	Remote Voting Roadmap and IT concept design developed, discussed with and approved by the CEC and the UNDP Project;	10 WDs
9.	The development of the Remote Voting Module supervised, and its piloting prepared following a user-friendly model, particularly for the accessibility and usage of people with different types of disabilities and linguistic minorities, in accordance with the current CEC regulations;	100 WDs
10.	The two newly developed SAISE modules are adaptable to the use of the people with different types of disabilities, linguistic minorities, targeted and vulnerable groups of people, in accordance with the current CEC regulations, and where possible, respond to the WAI;	1 WD

11.	Sustainable automatic collection of disaggregated data from the 2 newly developed Modules is planned, including on vulnerability grounds (e.g., age, sex, language, region of voting) and making these data open to public, in line with the legal provisions on personal data protection and depending on the availability of this data in other state registers that exchange data with the CEC;	5 WDs
12.	Trainings/knowledge transfer to the staff of CEC Department of IT and Management of Voters' Lists held (at least once or twice per month);	40 WDs
13.	Concluding Report after the 2018 Parliamentary Elections on the IT systems involved in the electoral process (including on the adaptability of the new software to the needs of the people with disabilities, linguistic minorities; disaggregated data collection and its accessibility for the public) submitted, discussed with the CEC and the UNDP Project and approved;	2 WDs
14.	Final Report on services provided containing key findings and further recommendations submitted, discussed with and approved by the CEC and the UNDP Project.	2 WDs

Note: Deliverables and the final timeline can be amended or specified for the purpose of the assignment. Payment will be made upon the successful completion of the tasks assigned.

4. Administrative arrangements

The timeframe for the work of the Consultant is planned for the period July 2017 – December 2019. During this time the consultant is expected to work a total of 420 working days (average of 14 working days per month with more frequent involvement in the pre/ post-electoral periods and during Elections).

For substantive aspects, the assignment shall be performed in close coordination with the CEC management and under the direct supervision of the CEC Head of the Department of IT and Management of Voters' Lists, and the UNDP Project. The Consultant will work in close cooperation with UNDP Strategic IT Adviser, IT Developer and other Consultants where relevant.

The CEC will provide the Consultant the necessary working space, the appropriate equipment, internet access, as well as the necessary information and materials for the fulfilment of the envisaged tasks. UNDP Project will provide administrative and logistical support in organisation of the necessary meetings and/ or consultations, including with the participation of women and men with different types of disabilities, linguistic minorities, other targeted and vulnerable groups and in piloting the new electronic applications, also with the participation of these groups.

For administrative aspects, the assignment will be coordinated with the UNDP Senior Project Officer. The consultant will be required to fill in a monthly time-sheet with the indication of the activities for each day worked. Payments shall be done upon approval of the CEC and certification by the UNDP.

5. Qualifications and Skills required

Academic Qualifications:

- Bachelor in ICT, system analysis or related field of information technology.

Experience:

- At least five (5) years of progressively responsible experience in analysis, planning, design, development, implementation and maintenance of information systems or related area;

- Specific experience in building ICT infrastructure, proven through the implementation of at least 2 information systems (the information systems in which the applicant was involved should be detailed explicitly in his/her CV);
- At least 2 years of experience of working in ICT based electoral systems, particularly with WSO2 Technology (DSS, ESB);
- Experience in working with other central government authorities will be an advantage.

Competencies:

- Familiarity with the national context (legal and policy framework) related to the Electoral System in the Republic of Moldova;
- Knowledge about i-voting and/ or remote voting tools and examples;
- Understanding of the web/ software accessibility issues and ways to insure web/ software accessibility for persons with different type of disabilities, linguistic minorities, vulnerable and targeted groups;
- Ability to analyze, plan, manage diversity of views, adapt to different environments (cultural, economic, political and social);
- 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.

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, ability to meet deadlines and prioritize multiple tasks.

The UNDP 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.

6. Documents to be included when submitting the proposals:

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

- Proposal: explaining why they are the most suitable for the work including previous experience in similar Projects (please provide brief information on each of the above qualifications, item by item);
- Financial proposal (in USD, specifying a total requested amount per working day, including all related costs, e.g. fees, phone calls etc.);
- Duly completed and signed Personal History Form (P11), personal CV and at least 3 references.

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