United Nations Development Programme

TERMS OF REFERENCE

Job title: **National ICT Expert for the IT System for Civil Status Acts development and implementation**
Duty station: Chisinau, Republic of Moldova
References to the projects: Enhancing democracy in Moldova through inclusive and transparent elections
Contract type: Individual Contract (IC)
Expected workload: Up to 225 working days during October 2017 – October 2019
Indicative starting date: 13 October 2017

1. Background

"Enhancing democracy in Moldova through inclusive and transparent elections" (EDMITE Project) 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 of 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 the 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 technical developments; and (4) enhancing political participation of citizens by setting up and implementing voter information and civic education programmes.

In parallel with the activities dedicated to the CEC, the collaboration of the Project with other central public administration institutions will also continue.

The previous UNDP Project assisted the Civil Status Service in reengineering its business processes and developing the Strategic Development Plan (2016-2020) by engaging national and international expertise. Based on those documents, the Project further assisted the CSS in developing a technical Concept which established the general framework and defined the IT System for Civil Status Acts.

Following the Government Decision Nr. 314 from 22 May 2017, the Civil Status Service became part of the newly created Agency for Public Services, being reorganized into the Department of Population Registration and Documentation. Thus, the Agency for Public Services became the official counterpart for all activities related to the Civil Status Service under the new UNDP Project.

The immediate UNDP Project support is foreseen for the Agency for Public Services and, specifically, for the Department of Population Registration and Documentation for development, testing and implementation of the IT System for Civil Status Acts.

2. Objectives

The UNDP Project is looking to contract a national ICT Expert (hereinafter called "Consultant") to support the Agency for Public Services in the IT System for Civil Status Acts development and implementation. Specifically, the Consultant shall have the following responsibilities:

- Undertake a comprehensive desk review of the core and supporting business processes that will need to be revised and updated considering the institutional change (Civil Status Service transformed in the Department of Population Registration and Documentation of the Agency for Public Services);

- Revise and adjust the Concept of the IT System for Civil Status Acts in accordance to the new situation;

- Develop a Roadmap for the development and implementation of the IT System for Civil Status Acts for the period November 2017 – December 2019;

- Develop the Technical Specifications for the IT System for Civil Status Acts in accordance with the Concept discussed and agreed upon with the Agency for Public Services;

- Contribute to the development of tender documents in connection to the IT System for Civil Status Acts and participation in the procurement evaluation processes;

- Carry out the monitoring and evaluation of works and deliverables provided by the company that will develop the IT System for Civil Status Acts. For this specific effort, a *Software Project Management Team* will be created, consisted of 2 team-members - the Consultant will act as a Team Leader and will be supported by another IT Expert (to be hired by the Project). The Software Project Management Team will monitor the progress, will control the quality of deliverables and provide expertise and support to the company if needed on specific issues throughout the process. The monitoring and control of the process is critical due to the high complexity of the system to be implemented and will allow the UNDP Project to foresee and mitigate all possible risks that may occur in due time.

- Assist the Agency for Public Services and the UNDP Project to ensure that the newly IT System and its modules are adaptable to the use of the persons with different types of disabilities, targeted and vulnerable groups of people, in accordance with the current existent regulations, and where possible, respond to the WAI (Web Accessibility Initiative) recommendations (http://www.w3c.org/WAI);

- Develop the technical specifications for IT network equipment and supervise the equipment deployment works;

- Undertake the training needs assessment of the IT personnel, develop the toolkit (handouts, guidelines, training materials) and methodology, as well as plan and conduct training sessions on IT skills development and use of IT System of Civil Status Acts;

- Carry out consultation and communication with relevant counterparts and stakeholders, throughout the assignment, regarding the topics and issues related to stages of IT System for Civil Status Acts development and implementation covered by the current assignment;

- Develop the final activity report, including stages passed, resources used, results obtained versus expected, impact of obtained results, risks overcome, problems faced, lessons learned, conclusions and next stage recommendations (the structure of the report will be in advance agreed with the UNDP Project);

- Perform other tasks as requested by the UNDP Project.

3. **Key deliverables and tentative timetable:**

Nr.	Key deliverables	Tentative Timeline
1.	Preparatory Work: Inception Report with a Plan of activities to be implemented in the proposed timeframe, submitted, discussed with and approved by the UNDP Project;	by 16 October 2017 3 WDs

2.	Revised and adjusted Concept of the IT System for Civil Status Acts approved by the Agency for Public Services and the UNDP Project;	by 15 November 2017 20 WDs
3.	Roadmap for the development and implementation of the IT System for Civil Status Acts for the period November 2017 – December 2019 submitted to the Agency for Public Services and UNDP Project;	by 22 November 2017 5 WDs
4.	Technical Specifications for IT System for Civil Status Acts developed, discussed and approved by the Agency for Public Services and UNDP Project;	by 20 December 2017 25 WDs
5.	Set of recommendations for the IT network infrastructure redesign adapted to the implementation of the IT System for Civil Status Acts;	By 1 March, 2018 10 WDs
6.	Technical specifications for IT network equipment developed and supervision of the equipment deployment works provided;	by 1 October 2018 15 WDs
7.	Set of contributions 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;	by 25 June 2019 20 WDs
8.	By-monthly Progress Reports on the Software Project Management Team during the development, piloting and testing of the IT System for Civil Status Acts submitted and approved by UNDP Project;	by 31 July 2019 90 WDs
9.	• Training needs assessment of the IT personnel conducted; • Toolkit (handouts, guidelines, training materials) and methodology developed; • Training sessions on IT skills development and use of IT System of Civil Status Acts conducted[1];	by 25 October 2019 35 WDs
10.	Final Activity Report, including stages passed, resources used, results obtained versus expected, impact of obtained results, risks overcome, problems faced, lessons learned, conclusions and next stage recommendations submitted and approved by the UNDP Project.	by 30 October 2019 2 WDs

Note: *All the deliverables should be agreed with the UNDP Project and should be provided in English and Romanian (hard and electronic copies). Deliverables and the final timeline can be amended or specified to the assignment.*

4. Administrative arrangements

The timeframe for the work of the Consultant is planned for the period October 2017 – October 2019. During this time, he/she is expected to work up to 225 working days (average of 9 working days per month) *(could be revised if justified accordingly)* during which all the activities and outputs/results envisaged under the present assignment are expected to be performed.

The Consultant will work in close collaboration with Agency for Public Services and under the guidance of UNDP Project for substantive aspects of the assignment, and under direct supervision of the Project Manager – for administrative aspects.

The Agency for Public Services will provide the Consultant the necessary working space, 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 organization of the necessary meetings and/ or consultations.

Consultant's performance will be evaluated against such criteria as: timeliness, responsibility, initiative, communication, accuracy, and quality of the products delivered.

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[1] Concrete number of training sessions shall be discussed and agreed with Agency for Public Services and UNDP Project.

Payments will be done in multiple tranches upon total completion of the deliverable/s (where possible) and the submission of Timesheets including Deliverable Progress Notes approved by the UNDP Project.

5. **Qualifications and Skills required**

Academic Qualifications:

- University degree with 3 year of continued studies (BA level or equivalent) in engineering, Information Technology or other related field; MA or equivalent in the same fields will be considered an advantage.

Experience:

- At least 7 years of professional experience in working on system analysis, development of concepts, roadmaps, strategies and/or functional and technical specifications for complex IT Systems;
- Specific experience in building ICT infrastructure, proven through the design of at least 2 information systems (the information systems in the designing of which the applicant was involved should be detailed explicitly in his/her CV);
- Previous professional experience in dealing with data exchange and interoperability framework of the Republic of Moldova (M-Connect, M-Cloud, M-Sign, M-Pass etc.);
- Previous experience of working with Civil Status Service, international organizations, including UN agencies and/or private sector will be a strong asset;
- Previous experience in leading project management teams will be a strong asset;
- Previous experience in assessing training needs and develop a phased training plan will be a strong asset.

Competencies:

- 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:

- Offeror's Letter confirming Interest and Availability;
- 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.*