



## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **8 April 2013**

**Country:** Republic of Moldova

**Description of the assignment:** National Consultant to support the Implementation of ISO 9001:2008 and ISO/CEI 27001:2005 at the Central Electoral Commission of Moldova

**Project name:** Democracy Programme/Elections.

**Period of assignment/services:** 25 working days;

Proposals should be submitted online by pressing the "Apply Now" button no later than **19 April 2013**.

Requests for **clarification only** must be sent by standard electronic communication to the following e-mail: [beatricia.revenco@undp.org](mailto:beatricia.revenco@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.

Please note that due to the current political situation in Moldova, the CEC may be required to run a national electoral event and any dates indicated in this announcement may become unavailable to the CEC.

### 1. BACKGROUND

UNDP Moldova Democracy Programme/Elections (further referred as Programme) is a multi-year institutional development project that aims to support the institutional consolidation of the Central Electoral Commission (CEC) as well as the modernisation of the Moldovan electoral process towards:

- Improving the capacity of the CEC to meet European gender and human rights standards;
- Improving the institutional environment for electoral management bodies that can deliver inclusive and modern electoral processes;
- Improving the electoral and public registration process of the Republic of Moldova's citizens;

In April 2008 the Parliament of Moldova approved a law (Law 101) for the development of an integrated automated system for elections management, including a register of voters. This State Automated Information System – Elections is known as SAISE. One of the Programme's major objectives is to assist the CEC in its pursuit of this electoral vision, through the staged development and deployment of the SAISE at all elections in Moldova. SAISE is a comprehensive Election Management System which integrates all the IT tools and functions needed by an Election Management Body to conduct Elections.

In 2012, Moldovan Court of Accounts (Court) has initiated an information technology audit with elements of a performance audit at the CEC to assess the progress made by now in the area of development of SAISE and to identify issues and difficulties with the automation of the electoral processes. Among others, the Court has carried out the evaluation of general IT controls within the CEC

(information security and server room) in accordance with ISO/CEI 27002:2009<sup>1</sup>, TIA-942 standards<sup>2</sup>. Following this assessment, in the Final Audit Report<sup>3</sup> the Court highly recommended CEC to launch as a matter of urgency certification of its quality and information security processes under the ISO/IEC 9001:2008<sup>4</sup> and ISO/IEC 27001:2005<sup>5</sup>, in order to ensure a high level of quality and security of the electoral, enterprise and IT processes.

## **2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK**

UNDP Democracy Programme is seeking to hire a national consultant to assist CEC in monitoring and evaluation of the services provided by a company tasked to implement the ISO 9001:2008 and ISO 27001:2005 standards. The consultant is expected to assist the Programme team in evaluation of the technical proposals received for the announced bids, participate as member of the Evaluation Committee in evaluation of technical offers, monitoring and evaluate the quality of services provided by the selected company.

For detailed information, please refer to Annex 1 – Terms of Reference.

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

- I. Academic Qualifications:
  - Advanced University Degree in ICT, Economics, Business administration or other relevant to this assignment field;
- II. Years of experience:
  - In depth knowledge of the ISO 9001:2008 and ISO 27001:2005 requirements;
  - Previous experience in providing similar services;
  - Knowledge of relevant policies and regulatory framework of the Republic of Moldova;
  - Experience in working with UNDP or other international organizations will be a very strong advantage;
- III. Competencies:
  - Demonstrated interpersonal and diplomatic skills, as well as the ability to communicate effectively with all stakeholders and to present ideas clearly and effectively;
  - Excellent analytical and writing skills; and
  - Proficiency in Romanian and English.

## **4. 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;
2. Financial proposal;
3. Duly completed and signed P11 form as well as personal CV including past experience in similar projects and at least 3 references.

### **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).

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<sup>1</sup> SMV ISO/CEI 27002:2009 (Information Technology/Security techniques/Good practices code for information security management).

<sup>2</sup> Telecommunications Industry Association's Telecommunications Infrastructure Standards for Data Centers;

<sup>3</sup> <http://www.ccrm.md/hotarireview.php?idh=646&l=ro>, page 30

<sup>4</sup> ISO/IEC 9001:2008 – Quality management systems – Requirements.

<sup>5</sup> ISO/IEC 27001:2005 – Information technology - Security techniques - Information security management systems – Requirements.

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 (communication expenditures, fees, per diems, travel costs, phone calls etc.).

## 5. EVALUATION

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

- Advanced University Degree in ICT, Economics, Business administration or other relevant to this assignment field;
- Knowledge of relevant policies and regulatory framework of the Republic of Moldova;
- At least 1 year of experience in providing similar services;

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

### Cumulative analysis

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.

\* Technical Criteria weight – 60% (300 pts);

\* Financial Criteria weight – 40% (200 pts).

Only candidates obtaining a minimum of 210 points would be considered for the Financial Evaluation.

Criteria	Scoring	Maximum Points Obtainable
<b><u>Technical</u></b>		
Advanced University Degree in ICT, Economics, Business administration or other relevant to this assignment field	(under-Master's – 10pts, Master's – 20 pts, PhD - 30 pts)	30
At least 1 year of experience in providing similar services	(1 year - 20 pts; < 1 year – up to 40 pts)	40
Knowledge of relevant policies and regulatory framework of the Republic of Moldova	(each year of such work – 10 pts, max-30 pts)	30
In depth knowledge of the ISO 9001:2008 and ISO 27001:2005 requirements	(no - 0 pts, yes - up to 40 pts)	40
Experience in working with UNDP or other international organizations will be an advantage	(no – 0, yes – up to 20 pts.)	20
Demonstrated interpersonal and diplomatic skills, as well as the ability to communicate effectively with all stakeholders and to present ideas clearly and effectively	(no – 0, yes – up to 10 pts.)	10
Excellent analytical and writing skills	(no – 0, yes – up to 10 pts.)	10
Proficiency in Romanian and English	(Romanian 10 pts, English -10 pts)	20
Interview (demonstrated technical knowledge and experience; communication/ interpersonal skills initiative; creativity/ resourcefulness)	(60 – demonstrated technical knowledge and experience; 15 – communication/ interpersonal skills; 15 – initiative; 10 – creativity/ resourcefulness)	100

<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**