



## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **29 June 2020**

---

**Country:** Republic of Moldova

**Description of the assignment:** International Consultant for SMART City Conceptualization

**Project name:** EU4Moldova: Focal Regions Programme (EU-funded)

**Period of assignment/services:** August – October 2020, up to 30 working days

Proposals should be submitted online by pressing the "Apply Now" button no later than **20 July 2020**.

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

---

### 1. BACKGROUND

The EU4Moldova: focal regions Programme (further Programme) is based on the European Commission Implementing Decision on the Annual Action Programme 2018 in favor of the Republic of Moldova and is funded by the European Union and implemented by the United Nations Development Programme and United Nations Children's Fund.

The overall objective of the five-year Programme is to strengthen the economic, territorial and social cohesion in the Republic of Moldova through facilitating SMART, inclusive, sustainable and integrated socio-economic development as well as improving the standards of living of the citizens in the focal regions<sup>1</sup>: Cahul and Ungheni.

To this end, this Programme will address also the urban-rural divide and regional disparities, stimulate economic growth and job creation, refurbish and upgrade some social and technical infrastructure in selected areas (smaller towns and villages) while taking into account climate change and a gender perspective in all the activities of the Programme.

Specific objectives:

1. To strengthen transparency, accountability of local public authorities and people's participation in local governance processes in the focal regions.
2. To improve citizens' access to quality public services and utilities in the focal regions.

---

<sup>1</sup> The term "**Focal region**" is used to define the broader area of Cahul municipality (35 thousand inhabitants) and Ungheni municipality (32 thousand inhabitants), comprising adjacent rural communities (to be further defined).

3. To create employment opportunities for men, women and youth in the focal regions and improve the attractiveness of the focal regions for investors and entrepreneurs.
4. To promote the SMART specialization of the economy of the focal regions through the development of the clustering and value chain approach in key economic sectors.

The Programme objectives will be achieved through measures targeted at: (i) capacity building to support the implementation and monitoring of local economic development plans; (ii) civil society engagement in local planning, governance processes and basic social service delivery; (iii) provision of investment funding in support of the creation and/or development of social and technical infrastructure which, combined with the outcomes from interventions (i) and (ii) above, will have an immediate, visible and tangible impact on employment creation, the standard of living of the population in the focal regions.

## **SPECIFIC CONTEXT**

Cahul and Ungheni are small and medium-sized cities. Thus, according to the Republic of Moldova legislation these cities have certain competences and roles, including public services provision. Public sector innovation is a multi-dimensional effort, and SMART development and technology plays a crucial role in the generation and dissemination of innovation at the LPAs level. The internet and other digital technologies have proved to be powerful enablers of innovation, changing the way governments innovate. However, at the local level still most of the administrative public and communal services are traditionally provided, and a lot of procedures are cumbersome, on paper, bureaucratic or obsolete.

Within the latest years, Moldova benefitted out of the support from different donors' organizations aiming to contribute to the country development. Moldova government has applied an integrated approach to reform governance and public service delivery through business process simplification and digitization, institutionalization of innovative initiatives and practices, policy and legal redesign, capacity building and knowledge sharing all across the government, communication and awareness building.

There are diverse initiatives launched and financially covered by the donors' organizations at the local level with a focus on digital transformation or SMART development too. Since most of the public services are traditionally provided on paper, the administrative and communal services, including the processes of their provision should be reengineered due to the bureaucratic and obsolete procedures local authorities follow. Some SMART initiatives have been launched to improve the user experience, implementing innovative practices and tools for service delivery.

In anticipation of this necessity, the transformation of the local governments' processes and service delivery through SMART elements has gained ground in the EU4Moldova: focal regions Programme as well. Each region and city are different, therefore must meet specific needs and challenges. Each region and city therefore should develop its own SMART vision, use SMART the local resources and the technologies but preserving the regional, urban or rural identity.

In this regard, from the very beginning of this journey all stakeholders have ascertained that for a better implementation of SMART development and digital transformation initiatives the two focal regions require a Concept and a Roadmap with key actions and concrete steps, key strategies and the model that will drive the transition of the municipalities into a SMART City, create those cross-sector opportunities and synergies, and scale up the initiatives focused on strengthening transparency, accountability of local public authorities and citizen participation in local governance processes; transform user experience and improve citizens' access to quality public services and utilities and create employment opportunities and improve the attractiveness for investors and entrepreneurs.

SMART and digital transformation aim to re-design the service delivery, by following a citizen-centric approach as part of the good governance processes at the local level. Mobile,

Interoperability, Cloud and Big Data are reshaping the reality and disrupting the way residents of the two focal regions live, work, and learn.

Digital transformation, e-government and SMART tools play a key role in reshaping the way local governments engage with people, deliver better and personalized services, embed new ideas and behaviours such as collaboration, citizen-cantered, co-creation in the DNA of the public administration.

The transformation can truly impact the economic and social development, generating efficiency, effectiveness, high-quality digital products and services for the user, SMART investments in IT for the public service provider. Therefore, local governments should harness the power of digital technologies to be able to adapt and respond efficiently and effectively to challenges and demands coming from Cahul and Ungheni people and businesses.

The specific context will be described additionally by the stakeholders and implementing team as part of this assignment. That is why it is of utmost importance that all beneficiaries and communities are part of the process of development and participate together in this process.

## **2. SCOPE OF WORK**

The **overall objective** of the International Consultant assignment (hereinafter Consultant) is provide support for the Programme EU4Moldova: focal regions in the **SMART City Conceptualization**. As part of its focus on innovation, the focal regions are committed to transforming the municipalities into SMART Cities which can generate safer space with better local services and an environment of innovation that encourages creative solutions, promotes job creation and reduces inequalities.

The Consultant will facilitate the transformation of a Ungheni and Cahul into SMART Cities. The high-quality advice will be based on the best international, including regional practices and experience that would be easy to adapt to the Cahul and Ungheni regional realities or context.

The Consultant will gather information, interview (on-line) stakeholders and discuss options with local government officials and staff. Cahul and Ungheni stakeholders are the main beneficiaries and contributors. Therefore, the SMART city Concept should be tailored to citizens and legal entities, properly connect regions, municipalities, and cities, and continually striving to raise the quality of life for Cahul and Ungheni residents and visitors.

S/he will develop an Action Plan/Roadmap with key strategies and the model that will drive the transition of the municipalities into a SMART City. The strategic documentation will identify quick wins solutions and include activities to cover neighbourhood communities or entire region, concrete actions to attract investment, promote job creation and improve infrastructure to enhance the quality of life for citizens and encourage business growth, increased quality and availability of public services delivery, including public administrative services and communal services.

The input provided by the Consultant to the SMART City Conceptualization will be considered for the design of the IT infrastructure backbone for the digital transformation of the two cities and focal regions, to facilitate SMART, integrated, development, including the design of SMART systems (technical assistance to improve their infrastructure, hardware, software and processes) in minimum four local public services, local government functions (i.e. urban planning, administrative services, water and sanitation, energy, health, etc.) or applications to facilitate citizen's involvement.

For detailed information, please refer to annexed Terms of Reference.

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

Academic Qualifications:

- Master's Degree(or equivalent) in Architecture, Urban/city planning, Economics, Business Administration, Public Administration, IT/Computer Science, e-Governance, sustainable development or other relevant fields.

#### Years of experience:

- At least 10 years of professional experience in the field of urban and sustainable development, public administration and local development;
- At least 5 years of international experience in the field of development and implementation of SMART City technologies or projects, use of innovation or e-governance transformation in service delivery;
- Experience in the elaboration of at least two urban design projects with the use of technological tools, urban development plans /strategic plans of the historical centres in a participatory manner;
- Experience in the conceptualization and execution of at least two economic development projects with SMART City concepts;
- Experience in development of at least two action plans, roadmaps or/and strategies for SMART Cities with multidisciplinary groups;
- Experience in managing at least one project related to public services improvements, including initiatives designed and implemented at the local public authorities' level.
- Experience in the European/East-European countries in the area of assignment will be a strong advantage;
- Experience of work with international organizations/projects, including UN and/or European ones will be an advantage;
- Knowledge of the development context of Moldova will be an asset.

#### Competencies:

- Proven experience in drafting concepts, action plans, roadmaps, strategies, studies, reports, needs assessment, development plans with strong result-based language in the priority spheres of the assignment;
- Knowledge of and ability to transfer international expertise in the priority spheres of the assignment;
- Knowledge and skills of MS Office, including Word, Excel, PowerPoint;
- Excellent language proficiency in both written and oral English;
- Knowledge of Romanian or Russian language will be an asset.

#### Personal Qualities and other requirements:

- Demonstrated capacity of team-orientation work, excellent planning and organizational skills;
- Good interpersonal skills, solid judgment/decision making, initiative and creativity;
- Ability to analyze, plan, communicate effectively organize and meet expected results;
- Ability to achieve results and deadlines in a timely manner, maintaining a high standard throughout;
- Demonstrated cultural sensitiveness and sound judgment;
- 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 United Nations Development Programme in 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.

## **4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS**

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

1. Proposal explaining how applicant responds to each of the qualification requirements and why he/she is the most suitable for the work;
2. CV including records on past experience in similar projects/assignments and concrete outputs obtained.
3. Financial proposal - in USD, specifying a total lump sum amount and the number of anticipated working days, incorporated in the Offeror's Letter to UNDP confirming interest and availability for the Individual Contractor (IC) assignment.

## 5. FINANCIAL PROPOSAL

The financial proposal shall specify a total lump sum amount. The payment for services will be made post factum on a lump-sum deliverables basis, as per contract, after the work has been accepted by the Programme Manager. In order to assist the requesting unit in the comparison of offers, the financial proposal will include a breakdown of this lump sum amount (including fee per day, mobile phone costs, number of anticipated working days, etc.).

### Travel

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

Individual contractor who is over 62 years of age will be required, prior to contract signature, to undergo full medical examination and obtain medical clearance from an UN-approved doctor or his/her own preferred physician. The medical examination shall be issued and submitted to UNDP Moldova upon request.

## 6. EVALUATION

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

- Master's Degree (or equivalent) in Architecture, Urban/city planning, Economics, Business Administration, Public Administration, IT/Computer Science, e-Governance, sustainable development or other relevant fields;
- At least 10 years of professional experience in the field of urban and sustainable development, public administration and local development;
- At least 5 years of international experience in the field of development and implementation of SMART City technologies or projects, use of innovation or e-governance transformation in service delivery;

The long-listed individual consultants will be further short-listed based on the criteria outlined below.

Criteria	Scoring	Maximum Points Obtainable
<b><u>Short-listing</u></b>		
<ul style="list-style-type: none"> <li>• Master's Degree (or equivalent) in Architecture, Urban/city planning, Economics, Business Administration, Public Administration, IT/Computer Science, e-Governance, sustainable development or other relevant fields</li> </ul>	Master's – 20 pts, PhD – 25 pts	25

<ul style="list-style-type: none"> <li>At least 10 years of professional experience in the field of urban and sustainable development, public administration and local development;</li> </ul>	10 years – 50 pts, for each additional year 5 pts, up to additional maximum 30 pts	80
<ul style="list-style-type: none"> <li>At least 5 years of international experience in the field of development and implementation of SMART City technologies or projects, use of innovation or e-governance transformation in service delivery</li> </ul>	5 years – 30 pts, for each additional year 5 pts, up to additional maximum 20 pts	50
<ul style="list-style-type: none"> <li>Experience in the elaboration of at least two urban design projects, urban development plans or strategic plans of the historical centers in a participatory manner;</li> </ul>	No experience – 0 pts; 1 project – 20 pts; 2 projects – 40 pts, for each additional project 10 pts, up to additional maximum 30 pts	70
<ul style="list-style-type: none"> <li>Experience in the SMART City conceptualization and execution of at least two economic development projects in the field of SMART City;</li> </ul>	No experience – 0 pts, 1 project/assignment – 20 pts; 2 projects – 40 pts	40
<ul style="list-style-type: none"> <li>Experience, in the European/East-European countries in the area of assignment will be a strong advantage;</li> </ul>	No experience – 0 pts, 1 project/assignment – 20 pts	20
<ul style="list-style-type: none"> <li>Experience of work with international organizations/projects, including UN and/or European ones will be an advantage;</li> </ul>	No experience – 0 pts, 1 project/assignment – 20 pts	20
<b>Short-listing scoring</b>		<b>305</b>

Following the short-listing, maximum **five candidates** which obtained the highest scoring will be invited for interview, which will be evaluated as follows:

Criteria	Scoring	Maximum Points Obtainable
<b><u>Interview (via Skype/Phone)</u></b>		
<ul style="list-style-type: none"> <li>Conceptual approach for assignment implementation is well detailed and meets the ToR requirements and expected results (oral presentation)</li> </ul>	None – 0 pts, limited – 10 pts, good – 11-30 pts, strong – 31-50 pts	100
<ul style="list-style-type: none"> <li>Experience in development at least two action plans, roadmaps or/and strategies for SMART Cities with multidisciplinary groups;</li> </ul>	None – 0 pts, 1 project/assignment – 20 pts; 2 projects – 40 pts, for each additional project 10 pts, up to additional maximum 30 pts	70
<ul style="list-style-type: none"> <li>Experience in managing at least one or two projects related to public services improvements, including initiatives designed and implemented at the local public authorities' level.</li> </ul>	None – 0 pts, 1 project/assignment – 20 pts; 2 projects – 40 pts, for each additional project 10 pts, up to additional maximum 30 pts	70
<ul style="list-style-type: none"> <li>Knowledge of the development context of Moldova will be an asset</li> </ul>	None – 0 pts, limited – 3 pts, good – 7 pts, strong – 10 pts	10
<ul style="list-style-type: none"> <li>Proven experience and management skills in drafting concepts, action plans, roadmaps, strategies, studies, reports, needs assessment, development plans with strong result-based language in the priority spheres</li> </ul>	None – 0 pts, limited – 10 pts, good – 15 pts, strong – 20 pts	20

of the assignment;		
• Good interpersonal skills, solid judgment/decision making, initiative and creativity	None – 0 pts, limited – 10 pts, good – 15 pts, strong – 20 pts	20
• Ability to analyse, communicate effectively organize and meet expected results, adapt to different environments (cultural, economic, political and social)	None – 0 pts, limited – 7 pts, good – 10-15 pts, strong – 16-20 pts	20
• Proven commitment to the core <b>values of the United Nations</b> , in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status	Up to a maximum 10 pts.	10
• Fluency in English. Knowledge of Romanian and/or Russian will be an asset	English – 10 pts Romanian/Russian – whichever 10 pts	20
<b>Interview Scoring</b>		<b>340</b>
<b><u>Financial Evaluation Scoring</u></b>		
Evaluation of submitted financial offers will be done based on the following formula: <b><u>S = Fmin / F * 227</u></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>227</b>
<b>TOTAL Overall obtainable points</b>		<b>567</b>

The total maximum obtainable **score for the interview** would be 340 points.

**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% (340 points);

\* Financial Criteria weight – 40% (253 points).

Only candidates obtaining a minimum of 238 points after conducting interviews would be considered for the Financial Evaluation.

**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**