INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **12 January 2022**

Country: Republic of Moldova

Description of the assignment: **International Consultant to provide assistance in the implementation of the SMART Component, including SMART City Concept and Roadmaps for Ungheni and Cahul Municipalities**

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

Period of assignment/services: February 2022 – June 2023, 100 working days

Proposals should be submitted online by pressing the "Apply Now" button no later than **27 January 2022**.

Requests for **clarification only** must be sent by standard electronic communication to the following e-mail: victoria.josan@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 (*hereinafter the Programme*)) is based on the European Commission Implementing Decision on the Annual Action Programme 2018 in favour of the Republic of Moldova and is funded by the European Union and implemented by the United Nations Development Programme.

The overall objective of the five-year Programme is to strengthen the economic, territorial and social cohesion in the Republic of Moldova through smart, green, inclusive, sustainable and integrated local socio-economic growth as well as by improving the standards of living of the citizens in the focal regions of Cahul and Ungheni.

To this end, this Programme will address also the urban-rural divide as well as 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 the activities of the Programme.

Specific objectives:

1. To strengthen transparency, accountability of local public authorities and citizen participation in local governance processes in the focal regions.
2. To improve citizens' access to quality public services and utilities in the focal regions.
3. To create employment opportunities for men and women in the pilot focal regions and improve the attractiveness of the pilot 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

Cities are the closest administrative actor to citizens and businesses, and they are leading and informing global policy efforts. It is estimated that, in order to be achieved, 110 of the 169 Sustainable Development Goal (SDGs) targets will require some direct engagement from cities or local government authorities. SDGs are the UN's blueprint for a more sustainable future for all and aim to leave no one behind. The specific challenges and future objectives of urban areas are included in SDG11 - Sustainable Cities and Communities. However, each of the 17 SDGs are relevant to cities and to SMART cities. True SMART Cities offer governments (local or central public authorities) and citizens the potential to solve their most pressing challenges and work towards achieving the bold targets set out in the SDGs.

Cities that use innovation and technology in initiatives to improve their citizen's lives are successful in responding to global challenges. Any city can be a 'smart city' if it adopts a citizen-centric approach and responds to both current and future needs and realities of its citizens and residents, while strategically mobilising available resources[1].

As the closest administrative actor to individuals and businesses, cities of Cahul and Ungheni need to quickly adapt to new situations. Technologies and innovation being powerful enabler of this adaption.

Cahul[2] and Ungheni[3] 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[4] and other digital technologies[5] 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, bureaucratic, or obsolete.

Within the latest years, Moldova benefitted from the support from different donors'[6] organizations aiming

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[1] UNDP 2021, Handbook on Smart Urban Innovations
[2] Cahul | Pagina web oficială a Primăriei orașului Cahul
[3] Ungheni | Pagina web oficială a Primăriei orașului Ungheni
[4] Business Internet Access Services In Moldova | Brodynt Global
[5] Digital Moldova 2020 | Ministry of Economy and Infrastructure (gov.md)
[6] Fact Sheet: Moldova ICT Excellence Center | Fact Sheet | Moldova | U.S. Agency for International Development (usaid.gov)

to contribute to the country's development[7]. Moldova government[8] 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 across the government, communication, and awareness building. Diverse initiatives launched and financially covered by the donors'[9] organizations at the central or local level[10] have a focus on digital transformation or SMART development, aim at improving user experience, implementing innovative practices and tools for service delivery.

In anticipation of this necessity, the modernization and transformation of the local governments' processes and service delivery through SMART elements has gained ground in the EU4Moldova: focal regions Programme as well.

Digital transformation for the two focal regions will be key to operational efficiency, public safety, economic strength and sustainability, improved livability, and appeal for new investment and talent. Yet these efforts are often complex and challenging, especially with the growing number of connected services, systems and devices, and their data. The choices are many and can be overwhelming. Often this results in an ad-hoc solution approach leading to implementation silos, duplication, and significant administration overhead and cyber-security risks. A different, more strategic, and innovative approach is needed, based on a proven and secure digital transformation architecture that can meet today's needs and scale for future projects of both focal regions.

SMART City Concept and Roadmaps for the SMART sustainable city implementation. Every region, city or municipality is different, with different challenges and a different culture - for cities to become really smart they must embrace their unique context. Each region/city therefore develops its own smart vision, to use smart the local resources and technology, but preserving the regional, urban, or rural identity.

In 2020 the Local Public Authorities (LPAs) of Ungheni and Cahul municipalities were assisted in elaboration of the SMART City Concept and Roadmaps for the SMART sustainable city implementation. The local Roadmaps further being used to design IT infrastructure backbone for the digital transformation of the two focal regions, thus, including description of the reference model of the main components (i.e. infrastructure, communication, sensors, open data platforms, applications).

To facilitate SMART integrated development in a short, medium, and long term, the above-mentioned documents envisaged clear implementation methodologies, indicators, and timelines, describing necessary actions to be undertaken for the digital transformation of Cahul and Ungheni into SMART sustainable cities, also including the activities to cover neighbourhood communities or entire region. Jointly with the LPAs the key pillars for the Smart City framework were identified: *SMART Mobility, SMART Built Environment, SMART Utilities and Public Infrastructures, SMART Public Services, and Programme Activities*.

The proposed SMART Roadmaps have identified a framework that provides a holistic view of the functions of the city and region, and how these can be focused to address the strategic objectives: Skills development, Sustainable Development Goals (SDG), community engagement, and infrastructure and services development. Through consultations with local and national stakeholders, international best practices, and mapping to current and planned activities across each region, along with new ideas that have emerged from these sources, a portfolio of activities is proposed. These SMART activities are shown to fit into a core pillar of the functions of the city and region (Public Services, Mobility, Built Environment,

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[7] ICT Companies ATIC (ict.md)
[8] e-Government Agency (egov.md)
[9] MiLab | UNDP in Moldova
[10] EU4MOLDOVA: start-up city Cahul | EU4Digital (eufordigital.eu)

Utilities and Public Infrastructures, Program Activities), which are then identified by the timescales that they can be delivered on. The selection of projects is intended to be ambitious, beyond the current planning, provide an opportunity to develop further, and reflect the opportunities for open information flows, interconnected public infrastructure, digital services, and reflecting the spatial requirements of the region from villages to towns, and the central municipalities.

Perspectives on Cahul and Ungheni as a Smart City and Region. The potential for wider community engagement, developing the connections between education and business, in the fields of citizen engagement, skills and entrepreneurship can provide some early-stage activities, that can feed into the strategic plans around public service, public placemaking initiatives, urban and inter regional mobility systems, utilities and physical infrastructures.

The prior, current, and planned initiatives in Cahul and Ungheni municipalities and region provide great opportunities to develop Smart Cities initiatives, to leverage these already established investments. These projects serve as strong guidance to the prioritisation that has taken place over the last decade, and where attention needs to reside in the delivery of the Smart Cities conceptualization.

The ambitious approach for the transformation of Cahul and Ungheni into SMART sustainable cities, with a focus on the use of SMART technology and innovative solutions for economic infrastructure development and service delivery will require continuous support and high-level expertise into the envisaged area at diverse stages of programme implementation.

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.

2. SCOPE OF WORK

The **overall objective** of the International Consultant assignment (hereinafter Consultant) is to provide hands-on support for the Programme EU4Moldova: focal regions in the implementation of the SMART Component, including the SMART City Concept and two Roadmaps for Ungheni and Cahul Municipalities and offer feedback to the SMART projects related technical documentation.

The Consultant will facilitate the transformation of a Ungheni and Cahul into SMART Cities. The following tasks are envisaged:

> **Task 1. Provide high-quality advice, practical approach and implementation process,** based on the:
> - **on-going and/or launched SMART development and digital transformation initiatives** under the Programme.
> - **Terms of References and Technical Specifications elaboration**.
> - **Technical documentation, cost estimates, work schedules revisions and feedback provision.**
> - **SMART Cities Framework** structured around **five pillars** - SMART Mobility, SMART Built Environment, SMART Utilities and Public Infrastructures, SMART Public Services, and Programme Activities, conceptions for Cahul and Ungheni as SMART Cities and Regions, Programme phases, SMART additionality, coherence with EU4Moldova objectives, **implementation of SMART Platform enablers and projects** defined as per the SMART City Framework and **recommendations** for the next steps.

- **SMART City and Region Roadmap** developed for Cahul and Ungheni municipalities, **Plan of action, projects implemented and key actions** by timescale (short-, mid- and long-term).
- **best international**, including **regional practices and experience**, that would be easy to adapt to the Cahul and Ungheni regional realities or context.

Task 2. Offer practical technical support to the EU4Moldova: Focal regions Programme **on the SMART Component implementation to enable SMART Development, and implementation of the IT infrastructure,** with a focus on the achievement of the following results:

- **Advise and provision of technical support** to the LPAs **to design and build** the necessary **IT infrastructure** to enable the SMART development, digital transformation of the public services and processes, and use of innovative technologies such as social, mobile, analytics and cloud platforms to deliver the more inclusive and efficient public services that citizens demand.
- **IT platform and Service Delivery:** Assistance of Cahul and Ungheni LPAs to design and implement an IT platform - an interconnected system for raw data collection, analysis, processing, planning and service delivery, comprising SMART applications and e-services, ensuring the integration and interoperability of data suppliers and users, as well as the security of the data.
- **Support in the implementation and application of SMART systems** in the **local public services, local government functions** (i.e. urban planning, administrative services, water and sanitation, energy, health, education, etc.) and applications (software apps) to facilitate citizen's involvement.

Task 3. The Consultant will ensure the provision of **high-level hands-on advisory services and facilitate knowledge building initiatives and innovation activities**, focusing on the achievement of the following results:

- **Development policies:** Provision of recommendations based on the assessment of the country's development policies in the digital transformation areas based on international current tendencies and practices, including the impact on EU4Moldova: focal regions Programme activities.
- **Capacity building:** Provision of support in activities related to capacity building processes launched under the EU4Moldova and enhancement of LPAs digital skills to ensure sustainability of the Programme intervention after its finalization (drafting capacity building concept, developing training materials, and carrying out training sessions).
- **Innovation activities and implementation of generated solutions:** Contribution to the innovation activities (i.e. conferences, high level events, open data initiatives, hackathons, as well as open app competitions) to be held under the Programme and support the implementation of generated solutions.
- **Knowledge networks and communities of practice:** Facilitation of the connections with local and international development-related knowledge networks and communities of practice.

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

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS
The following qualification criteria shall be applied for the selection of the Consultant:

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.

Working 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;
- Recent experience in the elaboration and implementation of at least two urban design projects, urban development plans or strategic plans of the city centers in a participatory manner;
- Experience in the SMART City conceptualization and execution of at least two economic development projects in the field of SMART City;
- Experience in development of at least two action plans, roadmaps or/and strategies for SMART Cities with multidisciplinary groups;
- Recent experience (in the past 2 years) n managing at least one project related to public services improvements, including initiatives designed and implemented at the local public authorities' level (i.e. SMART Public Transportation, Waste Management, Citizen Engagement Initiatives etc.);
- 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**:**
- 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 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, taxes, travel costs, accommodation costs, communication, and number of anticipated working days etc.).

Travel

This is a home-based assignment with 3 missions (up to 5 days each) to Moldova (Ungheni and Cahul).

Visits to Moldova are to be coordinated prior and approved by the Programme Manager. The International Consultant will be provided with a workspace in Programme's office. In-country transportation, logistics and interpretation (if needed) will be provided by the Programme and, therefore, shall not be included in the consolidated financial offer. The International Consultant has to cover on its own the airfare and accommodation during assignments in Moldova and, thus, shall be included in the consolidated financial offer.

In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the Consultant wish to travel on a higher class he/she should do so using their own resources.

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
Short-listing		
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	Master's – 15 pts, PhD – 20 pts	20
At least 10 years of professional experience in the field of urban and sustainable development, public administration and local development	10 years – 50 pts, for each additional year 5 pts, up to maximum 80 pts	80
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	5 years – 30 pts, for each additional year 5 pts, up to maximum 50 pts	50
Recent experience (in the past 2 years) in the elaboration and implementation of at least two urban design projects, urban development plans or strategic plans of the city centers in a participatory manner	No experience – 0 pts; 2 projects – 40 pts, for each additional project 10 pts, up to maximum 70 pts	70
Experience in the SMART City conceptualization and execution of at least two economic development projects in the field of SMART City	No experience – 0 pts, 2 projects – 30 pts	30
Experience in development of at least two action plans, roadmaps or/and strategies for SMART Cities with multidisciplinary groups	No experience – 0 pts, 2 action plans – 20 pts	20
Experience of work with international organizations/projects, including UN and/or European ones will be an advantage	No experience – 0 pts, 1 project/assignment – 20 pts	20
Short-listing scoring		**290**

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

Criteria	Scoring	Maximum Points Obtainable
Interview (via Skype/Phone)		
Recent experience (in the past 2 years) in managing at least one project related to public services improvements, including initiatives designed and implemented at the local public authorities' level (i.e. SMART Public Transportation, Waste Management, Citizen Engagement Initiatives etc.)	No experience – 0 pts; 1 project – 40 pts, for each additional project 10 pts, up to maximum 60 pts	60

Experience in the European/East-European countries in the area of assignment will be a strong advantage	No experience – 0 pts, Yes – 30 pts	30
Knowledge of the development context of Moldova will be an asset	None – 0 pts, limited – 10 pts, good – 15 pts, strong – 20 pts	20
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 of the assignment;	None – 0 pts, limited – 10 pts, good – 15 pts, strong – 20 pts	20
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 – 10 pts, good – 15 pts, strong – 20 pts	20
Fluency in English. Knowledge of Romanian and/or Russian will be an asset	English – 10 pts Romanian/Russian – whichever 10 pts	20
Interview Scoring		**190**
Technical Evaluation Scoring, including interview		**480**
Financial Evaluation Scoring		
Evaluation of submitted financial offers will be done based on the following formula: **S = Fmin / F * 320** 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.		**320**
TOTAL Overall obtainable points		**800**

The total maximum obtainable **score for the interview** would be 190 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% (480 points);

* Financial Criteria weight – 40% (320 points).

Only candidates obtaining a minimum of 336 points 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