



TERMS OF REFERENCE

Job title:	ICT Capacity Development Consultant
Type of Contract:	Individual Contract (IC)
Duty station:	Chisinau
Section/Unit:	Building sustainable and inclusive peace, strengthening trust and social cohesion in Moldova - Project One UN Joint Action “Cross-river support for Human Rights”
Language’s requirement:	Romanian, English, Russian
Contract Duration:	March 2024 – December 2024 (73 working days)
Payment arrangements:	Lump sum contract (payments linked to satisfactory performance and delivery of outputs)

I. BACKGROUND

A. “Building sustainable and inclusive peace, strengthening trust and social cohesion in Moldova” Project seeks to facilitate an enabling environment for improved interconnection and engagement between both banks of Nistru river through the advancement of, and cross-river interaction on human rights, gender-responsive peacebuilding, promotion of equal access to services and the strengthening of social cohesion at the backdrop of heightened regional tensions caused by the war in Ukraine.

The main goal of the project is to facilitate an enabling environment for improved cross-river interconnectedness and interaction, reduced social tensions and the continuation of the settlement process. The project seeks to support peace talks by strengthening trust and confidence between the communities on the two sides of the river as well as between the Moldovan authorities and the de facto structures through capacity building, cross-river engagement and cooperation between CSOs, institutions, de facto structures and other conflict settlement process actors with a specific and ambitious focus on human rights, gender equality and increased service delivery.

This will contribute to better integration of human rights and gender equality perspectives in the negotiation agenda and help build capacities to address HR more effectively, WPS and GE issues in the peace process.

The project also aims to reduce the existing divisions between the communities on the left and right bank as well as between certain groups in Moldovan society, which are being aggravated by starkly opposing views on the war in Ukraine, hate speech and misinformation and which are also impacted by pressures of the large influx of refugees from Ukraine.

B. One UN Joint Action “Cross-river support for Human Rights” covering the period 2023-2025 will contribute to increase the capacities of vulnerable groups to exercise their rights, to improve

the systems and protection mechanisms, as well as to promote the culture of human rights on the left bank of the Nistru River.

The programme aims to consolidate the results obtained since 2019 in terms of strengthening the capacities of vulnerable groups to achieve their rights (people with disabilities, Roma community, people living with HIV/AIDS, survivors of domestic violence, prisoners after release, youth, children in conflict with the law), through the Sustainable (Community) Development Platform, but also through financing various civil society initiatives in the field of human rights. In the previous stages of the programme, with the support of the UN and Sweden, new services and social initiatives for vulnerable groups were launched on the left bank of Nistru River.

II. OBJECTIVES AND EXPECTED DELIVERABLES OF THE ASSIGNMENT

The project aims to build capacities of CSOs and activists on subjects relating to digital transformation, including digital security and development of digital solutions aimed at combating misinformation and hate speech. This is envisaged to be achieved via trainings on ICT-related subjects, as well as by awarding grants to individuals and organizations with promising and innovative proposals for combating misinformation and hate speech. To achieve this goal, we are seeking to engage the services of an **ICT Capacity Development Consultant** (hereinafter referred to as “the Consultant”). The Consultant will play a pivotal role in providing professional support and expertise in developing technical criteria and support to evaluate the proposals in the digital grants’ application process. Furthermore, the Consultant will provide training sessions for CSOs and activists on subjects relating to digital transformation, general IT literacy, social media literacy, service provision online, basic web design, security and data protection, digital tools and instruments. This collaboration will involve close coordination with various stakeholders, including the implementation team, donor organizations, beneficiary institutions, civil society organizations (CSOs), and representatives from the mass media. The overall objective of the assignment is to provide support in the process of selection of digital grant proposals and provision of training sessions on ICT area of interest for the beneficiaries.

The Consultant's responsibilities and expected outcomes encompass the following key areas:

- Develop thematic training modules and deliver training sessions on key digital areas, such as: introduction to digital transformation, general IT literacy, social media literacy, service provision online, basic web design, security and data protection, digital tools and instruments.
- Organise a comprehensive assessment workshop, covering topics from the thematic training modules and produce a final evaluation of lessons-learnt.
- Knowledge transfer and expertise for the preparation of relevant package of documents and evaluation and selection of grants recipients.
- Evaluation of regular progress reports: Prepare and submit monthly evaluations of the progress reports of grants recipients, providing relevant suggestions for improvement, links, statistics, and disaggregated data to gauge the project's advancement.
- Comprehensive Activity Report: At the conclusion of the engagement, the Consultant will compile and submit a final activity report. This report will include both quantitative and qualitative data, insights into the impact of achieved results, and valuable conclusions and recommendations for future initiatives.

Key deliverables for the PBF Project:

No.	Deliverables	Target due dates	Review and Approvals Required
1	Develop technical criteria for digital grants (2 w.d.)	By 15 April, 2024	Project Analyst
2	Evaluation Reports: Generated for 5 to 10 applications. (5 w.d.)	By May, 2024	Project Analyst
3	Evaluations of progress reports from 3 grantees: Produced monthly (5 months) per each grantee for updates. (5 w.d.)	By August, 2024	Project Analyst
4	Develop and submit an Interim Activity Report regarding the applications and subsequent progress (1 w.d.)	By June, 2024	Project Analyst
5	Develop and submit a Final Activity Report, including follow-up activities and recommendations (1 w.d.)	By August, 2024	Project Analyst
TOTAL:		14 w.d.	

Key deliverables for the One UN JA Project:

No.	Deliverables	Target due dates	Review and Approvals Required
1	Develop 7 training modules on areas such as: introduction to digital transformation, general IT literacy, social media literacy, service provision online, basic web design, security and data protection, digital tools and instruments (10 w.d.)	By 30 April, 2024	Project Manager
2	Develop 7 study materials for each training module (10 w.d.)	By May, 2024	Project Manager
3	Facilitate 7 training sessions (7 w.d.)	By July, 2024	Project Manager
4	Develop and submit an Interim Activity Report (1 w.d.)	By August, 2024	Project Manager
5	Develop a comprehensive assessment and a workshop on ICT capacities (3 w.d.)	By August, 2024	Project Manager
6	Conduct the workshop on ICT capacities (2 w.d.)	By August, 2024	Project Manager
7	Provide post-training mentoring support for the participants for up to 20 persons in 12 sessions (2 w.d. for each session) and a final comprehensive assessment of the results and lessons-learnt. (1 w.d.) (25 w.d. total)	By December, 2024	Project Manager
8	Develop and submit a Comprehensive Activity Report, including follow-up activities and recommendations (1 w.d.)	By December, 2024	Project Manager

TOTAL:	59 w.d.
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III. INSTITUTIONAL ARRANGEMENT

This is a part-time consultancy. The timeframe for the work is planned for March 2024 – December 2024. During this time, the Consultant is expected to work a total of up to **73 working days**.

The position may require travels to the Transnistrian region and Security Zone. The Project will provide the transportation and the necessary logistic support for visits in the Transnistrian region.

The Consultant will work under the guidance and in close collaboration with the Project Manager and Project Analyst, as well as liaise with other UN agencies and shall contribute to an effective and efficient implementation of the project.

IV. CONFIDENTIALITY

Materials provided to the Consultant and all the proceedings within the consultancy contract shall be regarded as confidential, both during and after the consultancy. Violation of confidentiality requirements may result in immediate termination of contract.

V. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATION

Academic Qualification:

- Bachelor's degree or higher in fields of Information Technology and Information Systems, Computer Science or related area.

Experience:

- At least 3 years of professional experience in IT/ICT.
- Experience in developing and providing comprehensive training sessions covering various aspects of IT equipment and digital tools.
- Experience in technology-related projects, particularly in the context of digital solutions, innovation, or technology-driven projects is an asset.
- Experience in working with UN agencies is an asset.

Competences:

- Ability to work in an international organisation setting;
- Knowledge of digital technology concepts, tools, and techniques applicable digital solutions;
- Ability to analyse complex challenges, devise strategic plans, and effectively communicate these plans both verbally and in written form. Proficiency in report drafting, problem-solving, and training/coaching within the digital domain;
- Knowledge of most recent and relevant topics in the digital domain, including, but not limited to, digital innovation, technology, cybersecurity, and digital solution deployment.

Language requirements:

- Fluency in Romanian and Russian is a must, proficiency in English is desired.

Personal qualities:

- Strong sense of initiative and ability to work independently;
- Demonstrated interpersonal and diplomatic skills, as well as the ability to communicate effectively with all stakeholders and to present ideas clearly and effectively;
- Proven experience in the use digital platforms and tools;
- Flexibility and availability during assignment is required (in case you are currently engaged or anticipate further engagements with other entities or UNDP, please mention in your brief description/motivation letter, number of days you can allocate per month for this assignment);
- Proven commitment to the United Nations' core values respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or another status. Please mention in your CV if you belong to the group(s) under-represented in the UN Moldova and/or assignment area.

The United Nations in Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic 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. Please specify in CV, in case you belong to the group(s) under-represented in the UN Moldova and/or the area of assignment.

VI. PAYMENT MODALITIES

The consultants will organize and facilitate the implementation of all activities as described above; his/her payment will be lump sum amount based, disbursed in several instalments, upon submission and approval of deliverables and certification by UNDP Moldova Project Manager and Project Analyst, that the services have been satisfactorily performed.

APPLICATION PROCESS

Applicants shall submit the following documents:

- Personal updated CV, indicating all past positions held and their main underlying functions, their durations (month/year), the qualifications, as well as the contact details (email and telephone number) of the Candidate, and at least three (3) the most recent professional references of previous supervisors. References may also include peers;
- Proposal (Motivation Letter, maximum length: 1 page): 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, including information, links/copies of documents for similar projects*);
- Offeror's letter to UNDP confirming interest and availability for the individual contractor (IC) assignment, incorporating Financial proposal in Annex 2.
- A methodological note explaining the approach to the tasks to be accomplished;
- Other materials relevant to pre-assessing the relevance of their experience, such as reports, presentations, publications, or other materials.

Upload the signed version of the filled in Offeror's letter to UNDP confirming interest and availability for the individual contractor (IC) assignment. Annex 2 to the Offeror's letter, incorporating the Financial Proposal, shall be filled in mandatorily and includes the detailed breakdown of costs supporting the all-inclusive financial proposal.

The Financial Proposal shall be additionally submitted directly in the system. Please ensure there are no mathematical errors and that amounts from Offeror's Letter to UNDP Confirming Interest and Availability match with your offer in the system;

Important notice: The applicants who have the statute of Government Official / Public Servant prior to appointment will be asked to submit the following documentation:

- a no-objection letter in respect of the applicant received from the Government, and;
- the applicant is certified in writing by the Government to be on official leave without pay for the entire duration of the Individual Contract.

Incomplete applications will not be considered.

If an applicant is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the applicant must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.

VII. EVALUATION

Initially, Individual Consultants will be **short-listed** based on the following minimum qualification criteria:

- Bachelor's degree or higher in fields of Information Technology and Information Systems, Computer Science or related area.
- At least 3 years of professional experience in IT/ICT.
- Fluency in Russian is a must, high proficiency in Romanian and English is required.

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
Bachelor's degree or higher in fields of Information Technology and Information Systems, Computer Science or related area.	Bachelor's degree – 20 pts., master's degree – 25 pts., PhD – 30 pts.	30
At least 3 years of professional experience in IT/ICT or related area.	3 years – 15 pts, each additional year – 5 pts., up to max. 35 pts.	35
Proven experience in the use of digital platforms and tools;	None – 0 pts, three assignments – 30 pts, each additional assignment - 10 points, up to a maximum of 50 pts.	50
Proven experience providing comprehensive training sessions covering various aspects of IT equipment and digital tools;	None – 0 pts, three assignments – 30 pts, each additional assignment - 10 points, up to a maximum of 50 pts.	50
Interview: Demonstrated interpersonal and diplomatic skills, as well as the ability to communicate effectively with all stakeholders to present ideas clearly and effectively.	Limited – 5 pts, fair – up to 15 pts., good – up to 25 pts, very good – up to 40 pts;	40
Interview: Demonstrated understanding of the thematic challenges on regional and local level in the Transnistrian region and security zone.	(Limited– 5 pts, fair – up to 10 pts., good – up to 15 pts, very good – up to 20 pts;	20
Interview: Demonstrated understanding of the assignment, and of the role to be performed by the consultant.	Limited – 0 pts, fair – up to 10 pts., good – up to 20 pts, very good – up to 30 pts;	30
Interview: Fluency in Russian is a must, high proficiency in Romanian and English is required.	Fluency in Russian – 15 pts, High proficiency in: Romanian 10-pts. English 10-pts	35
Belonging to the group(s) under-represented in the UN Moldova and/or the area of assignment*	No – 0 pts., to one group – 5 pts., to two or more groups – 10 pts.	10
Maximum Total Technical Scoring		300
<u>Financial</u>		
Evaluation of submitted financial offers will be done based on the following formula: S = Fmin / F * 200 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		200

Winning candidate The winning candidate will be the candidate, who has accumulated the highest aggregated score (technical scoring + financial scoring).