

Modernization of Government Services Project
Project ID No. P148537

TERMS OF REFERENCE
NATIONAL INDIVIDUAL CONSULTANT/ BUSINESS ANALYST
TO DRAFT TECHNICAL SPECIFICATIONS FOR
e-CONSULAT PLATFORM

I. Background

The Government of Moldova is determined to fundamentally change the way how public services are provided in Moldova through a variety of interventions for modernization of service delivery, which combat corruption, foster a customer care culture, enhance access, as well as increase efficiency in the Moldovan public administration.

From 2006 to 2013, Moldova modernized its civil service legislation and administrative processes under the Central Public Administration Reform (CPAR), supported by the World Bank's administered CPAR Multi-Donor Trust Fund.

In July 2016, the Government of Moldova approved the Public Administration Reform Strategy for 2016-2020¹, which kept the modernization of public services delivery process among its main objectives.

To achieve the stated objectives, the Government requested the World Bank's assistance for a PAR operation, that became effective in June 2018, called Modernization of Government Services Project (hereafter *MGSP* or *the Project*).

The design of the project takes into account the Government of Moldova's vision, stated in the Public Administration Reform Strategy 2016-2020 and makes extensive use of institutional and technological achievements of Governance e-Transformation Project (GeT) implemented by the Government of Moldova and World Bank in the period between November 2011- December 2016.

In 2021, the new Executive issued its governing Programme "Establishing Good Times for Moldova"² and set modernization of at least 100 administrative services and access of 100% of active population to electronic public services as some of its objectives. The Government Action Plan 2021 – 2022³ through its envisaged actions reconfirms the determination of the Government to modernize the administrative service delivery system by improving access to public services through various channels, their efficiency, reduction of unnecessary administrative burdens and cost of services for both beneficiaries and service providers, ensuring a stable level of quality of administrative services.

MGSP continues to play a very important role in achieving the high level objectives set up by the Government. The project aims to improve access, efficiency and quality of delivery of selected administrative services through the following components:

¹ <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=366209>

² https://www.gov.md/sites/default/files/document/attachments/programul_de_activitate_al_guvernului_moldova_vr_emurilor_bune.pdf

³ https://www.gov.md/sites/default/files/document/attachments/pag_2021-2022_ro.pdf

1. Administrative Service Modernization

The key activities under this component focus on re-engineering a group of government to citizen and government to business administrative services; piloting of one-stop-shops for public service delivery in selected locations and rolling out at national level; increasing public awareness on and advocacy for administrative services, with a particular highlight on e-services.

2. Digital Platform and Services

The main objective of this component is to digitize selected re-engineered government services; complete and strengthen a common infrastructure and mechanisms for rapid deployment of ICT-enabled public services; introduce government wide IT Management and Cyber Security standards and procedures. The component finances the procurement of additional shared computing infrastructure elements, digitization of services needed to deliver Government services electronically, as well as the development of a learning management system to mainstream the new digital infrastructure and the modernized services within the government.

3. Service Delivery Model Implementation

The objective of this component is to ensure that the institutional capabilities of key government agencies are aligned with and support the new model of public services delivery.

4. Project Management

This component supports the Project Implementation Unit (PIU), based in the e-Governance Agency (eGA) and ensures the activity of the core e-Governance Agency team.

Existing context:

Currently, some of the consular services provided to fellow citizens abroad are processed through a technologically obsolete integrated automated system, called SIA Consul. This system currently cannot meet the challenges that arise every day for the provision of consular services due to limited storage and development capabilities, as well as non-automated data processing. This creates inconvenience for both citizens and diplomatic mission workers in various operational processes of providing consular services.

SIA Consul is an integrated system that has a back office interface and consists of five modules: biometric passport, diplomatic passport, service passport, travel document and consular super legalization. Back in 2011, the initial concept of this system was focused on obtaining applications for the issuance of biometric passports, which was gradually expanded to five modules, but with limited functionalities of data processing and storage, without functionalities for processing requests submitted online for various consular services and without the online programming module for consular services.

In the context of establishing a replication model of Unified Center for Public Services Delivery (CUPS) abroad, in the premises of embassies and consular offices to ensure quick and efficient access to public services for diaspora, SIA Consul must be fundamentally rethought and modernized. Therefore, the existent SIA Consul will be replaced by the future e-Consulat platform that will allow instant/ automated data processing and interconnection with the existent digital infrastructure offered by the Government. One of its modules will also serve as front office for the provision of most necessary public services requested by diaspora, either accessed with the help of the consular officer or by the citizen him/ herself using a web interface and an electronic signature of identity.

II. Objective

The e-Governance Agency of Moldova is hiring a national individual consultant/ Business Analyst to draft technical specifications for the design, development, configuration and deployment of the e-Consulat Platform.

III. Scope of Work

The Consultant will perform the following activities related to this assignment:

1. Review Moldova ICT-related laws, policies, and procedures;
2. Examine the best international practices in the design, development and implementation of similar platforms in other EU countries;
3. Interview the main stakeholders – Ministry of Foreign Affairs and European Integration and its relevant subdivisions, Public Services Agency, e-Governance Agency, IT and Cyber Security Service;
4. Draft Technical Specifications for e-Consulat Platform;
5. Consult the drafted Technical Specifications for e-Consulat Platform with the main stakeholders;
6. Support eGA in drafting relevant parts of the tender documents;
7. Review and adapt the documents according to eGA and World Bank feedback.

IV. Outputs

1. Functional specifications (List of functional requirements, including flow chart diagrams, business model diagrams, use case diagrams) – in max. 2,5 months from the beginning of the assignment;
2. Non-functional specifications, based on eGA template - in max. 2,5 months from the beginning of the assignment.
3. Final Functional and Technical Specifications for the IT component(s) as per the requested templates – in max. 3 weeks after the last feedback submitted by eGA and World Bank.

All outputs must be submitted in editable electronic format, in English.

V. Timing

This is a part-time assignment expected to commence in **September 2022**. The contract will be signed for 6 months. The estimate **level of effort (LoE)** for the drafting of the Functional and Technical Specifications for e-Consulat platform is **40 days**.

VI. Institutional arrangements

The Consultant will work remotely and participate in all meetings relevant to this assignment. If required, the Consultant should work in the premises of MFAEI or eGA.

The Consultant will work in tandem with the appointed representatives of the MFAEI, will report to and work under the direct supervision of the Chief Digital Officer and eGA Director.

VII. Resources

MFAEI and eGA will provide any other necessary means and support to the Consultant in order to carry out this assignment.

VIII. Qualification requirements and evaluation criteria

- University degree in areas such as economics, business administration, public administration, computer sciences, engineering or telecommunications or related;
- Minimum 7 years of experience in IT area;
- Familiarity with Republic of Moldova's e-Governance architecture and platforms;
- Excellent understanding of web technologies;
- Excellent understanding the database development and programming;
- Excellent understanding of system design process;
- Familiarity with the regulatory framework in ICT field;
- Proven track record of business analysis and writing technical specifications for platforms and services in the public sector (at least 3 in the last 2 years);
- Knowledge of best international practices for similar platforms used by embassies and consular offices abroad;
- Experience with donor funded programs/projects and World Bank procurement procedures and standard bidding documents would be an asset;
- Ability to effectively communicate and write in Romanian and English.