

**Modernization of Government Services
in the Republic of Moldova Project
Project ID No. P148537**

**TERMS OF REFERENCE
LEGAL OFFICER**

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 increases 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 has approved the Public Administration Reform Strategy for 2016-2020¹, that keeps the modernization of public services delivery process among its main objectives. This fact reconfirms Government's determination in the modernization of the administrative service delivery system by improving access to these 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.

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. The project aims to achieve improvements in access, efficiency and quality of delivery of selected administrative services through the following components:

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.

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

4. Project Management

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

I. The Objective

The e-Governance Agency seeks to recruit an experienced local consultant for the position of Legal Officer to support the eGA in drafting normative acts related to the implementation of MGSP.

II. Scope of Work

In terms of the existing Policy, applicable legal and regulatory framework, the Legal Officer's specific activities will include the following:

1. Develop draft normative acts in the field of modernization of public services and digital transformation, in particular those related to the implementation of MGSP;
2. Promote draft normative acts in the field of modernization of public services and digital transformation, in particular those related to the implementation of MGSP, by ensuring the processes of public consultation, hearings and expertise, as well as finalizing projects and related documents for submission for approval;
3. Provide legal expertise and develop eGA legal conclusions and recommendations on draft normative acts issued by other public authorities/institutions, related to eGA mandate and in correlation with the MGSP framework;
4. Ensure the coordination of the activity of other Legal Specialists acting in the Department of IT Project Implementation, contracted by the eGA for the development and/or promotion of the draft normative acts in the field of modernization of public services and digital transformation, in particular those related to the implementation of MGSP.
5. Provide legal support and assistance to the eGA, by collecting feedback received through petitions, public hearings, meetings with citizens, representatives of the business environment or public entities identifying and advising on legal solutions to related problems and/or reflecting them into proposals for adjusting the current legal framework in order to overcome legal barriers towards modernization of public services, including digitalization;

III. Outputs

The outputs of the Legal Officer will include the following:

1. Draft normative acts developed and promoted on behalf of the eGA in the context of MGSP implementation and the priorities on Digital Transformation announced by the Government;
2. Legal conclusions and recommendations developed on behalf of eGA, on draft normative acts submitted for examination by other public entities and their correlation with MGSP framework;
3. Legal conclusions and solutions developed on behalf of eGA on the issues raised by citizens, business representatives or public entities, related to digital transformation and modernization of public services, and/or reflected in proposals for adjusting current legal framework;
4. Quarterly Progress Reports.

IV. Timing

This is a full-time assignment planned for **February 2022 – June 2023**.

V. Institutional arrangements

The Consultant will work under the direct supervision of the Chief Digital Officer of e-Governance Agency and will report quarterly to eGA Director.

The Consultant will undergo an internal evaluation of performance using an individual standard eGA Performance Evaluation Form that will be completed and updated by the Consultant, discussed with and approved by the Client. The performance evaluation shall be completed every 12 months.

VI. Resources

The e-Governance Agency will provide working space, office equipment and communication facilities for the Consultant in order to carry out this assignment.

VII. Qualification requirements and evaluation criteria

- University degree in law or related fields from a leading locally or internationally recognized and accredited university;
- Minimum 7 years of relevant work experience;
- At least 3 years of demonstrated working experience in coordination and management of legal activities or legal profile teams;
- Knowledge of the Moldovan Government setup and good knowledge of legislation and legal regulations related to government operations, modernization of government services (Public Service Law, Digitalization package #1);
- Knowledge of public services reform agenda in Moldova, Digital Transformation priorities established by the Government for 2022 and onwards, supported by relevant work experience;
- Experience in drafting legal instruments (including bills, regulations, concepts etc.) and conducting multi-party stakeholder consultations;
- Experience in drafting normative instruments (such as regulations, concepts) aimed for the purpose of modernization of public services and continuous development of the e-governance infrastructure would be a strong asset;
- Ability to work effectively with ministries, other leading policymakers in the Government, high-ranking national and regional government officials, to advise and interact with all levels of management and staff;
- A strong visionary and leadership capacity and strategic thinking skills;
- Excellent communication skills, written and spoken, in Romanian, Russian and English;
- Excellent time-, team-, meeting- and conflict- management skills;
- Strong self-organization and planning skills.