

# Consulting Services – Individual Consultant’s Selection

Republic of Moldova  
Ministry of Labor, Social Protection and Family

**Credit No. 5001-MD**

**Project Name:** Strengthening the Effectiveness of the Social Safety Net

**Project ID No. P120913**

**Reference No. CS-S/35/IDA**

**Assignment Title:** Local Consultant for assessment of National Employment Agency IT capacity

**Period of assignment/services:** April 2016-May 2016, up to 25 working days.

The Government of the Republic of Moldova has received financing from the World Bank toward the cost of the Strengthening the Effectiveness of the Social Safety Net Project (SESSN). Ministry of Labor, Social Protection and Family (MLSPF) as an implementing agency for the project intends to apply part of the proceeds for consulting services.

## **Background**

The development objective of the SESSN project is to improve the efficiency and equity of Moldova's safety net through a fiscally sustainable expansion and strengthening of the Ajutor Social Program. The project is aimed at three Results Areas and this assignment is focused on the third result area (Enhanced Administrative Efficiency, Governance and Transparency) and has an objective of improving administrative efficiency of the social assistance delivery, inclusively the efficiency of activation services provided by National Employment Agency (NEA).

From the perspective of the public services it provides, the NEA represents the institution that offers the main public employment services. The Agency is under the MLSPF and has a network of national employment agencies.

The NEA manages the information system of the labour market (Jobless) and several adjacent applications.

The NEA has invested significantly in the past on the implementation of new technologies, infrastructure and business solutions to effectively achieve the business goals and objectives. As an ongoing effort by the MLSPF to improve and ensure an efficient use of IT systems and aligning its IT strategies with business strategies, the MLSPF seeks to engage a professional to conduct an independent IT assessment of NEA IT infrastructures, systems and environment, report any significant issues and/or key findings, and make practical recommendations to address identified problems.

This assessment will also enable the IT system to be subjected to a critical evaluation by focusing on the tools being used (hardware and software) and on the highlighting of unmet needs.

## **Objective of the assignment:**

The Consultant's will provide functional assessment, performance analysis and a professional opinion on the capability of the existing ICT system/s (hardware, software, facilities, policies, procedures, practices and organizational structures) that strategically support, add value and improve the business operations of NEA.

## **Tasks and responsibilities of the Consultant:**

The Consultant will be responsible for:

- a) assessing the NEA applications (including web portal for interaction with employers and jobseekers – [www.angajat.md](http://www.angajat.md)) and necessary technical capacity for functioning;
- b) assessing the technical capabilities (hardware and software) existing within the NEA and

- MLSPPF;
- c) assess the potential for scalability, enhancement of applications and technical solutions of NEA;
  - d) propose solutions to improve the effectiveness of IT processes.

**For detailed information, please refer to Terms of Reference**

**Requirements for experience and qualifications**

1. Degree in computer science
2. At least 5 years of professional experience in the implementation of computer system, IT audit and IT capacity-building. Relevant experience in governmental structures would be an advantage;
3. First-hand experience in conducting IT Audit or similar activities;
4. First-hand experience in the design of IT solutions at the organizational level to provide advice on solutions for hardware and software in the IT strategy to be developed.
5. expertise and experience in providing technical assistance and consulting services in the area of ICT technologies;
6. relevant expertise and experiences in conducting IT Audit or similar activities of entities comparable in size and complexity;
7. Extensive experience in drafting reports.
8. Effective communication skills.
9. Fluency in Romanian and Russian languages. Knowledge of English will be an asset.

Ministry of Labor, Social Protection and Family now invites eligible individual consultants to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

	<b>Shrotlisting criteria</b>	<b>Points</b>
1.	Academic background and professional qualification	20
2.	Adequacy for the assignment	70
3.	Language knowledge, communications skills and report drafting experience	10

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank’s *Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers* edition January 2011 (“Consultant Guidelines”), setting forth the World Bank’s policy on conflict of interest. The Consultant will be selected in accordance with the Selection Of Individual Consultants method set out in the Consultant Guidelines.

Requests for clarifications must be sent to the following email: [hssap@mmpsf.gov.md](mailto:hssap@mmpsf.gov.md)

Applications (in Romanian and English) including CV and cover letter (on paper or electronically by e-mail) shall be submitted to the address below.

Ministry of Labor, Social Protection and Family, 5<sup>th</sup> floor, room no.501  
 Attn: Serghei Merjan, Procurement Consultant  
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 E-mail: [hssap@mmpsf.gov.md](mailto:hssap@mmpsf.gov.md)  
 Web site: [www.mmpsf.gov.md](http://www.mmpsf.gov.md)

**Deadline for applications is March 31, 2016, 10:00 A.M. (Chisinau time)**

Only shortlisted candidates will be contacted.

[Terms of reference for the assignment](#)