

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/36/IDA

Assignment Title: Local Consultant in Information Technologies (social support administration)

Period of assignment/services: April 2016 – May 2017 (full time)

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. 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 new targeted cash transfer Program called the *Ajutor Social* was introduced in 2008. The *Ajutor Social* Program was launched as a last-resort, poverty-targeted cash benefit program that combines income- and proxy means-testing to determine eligibility and channel benefits to the poor.

In this context, under support of the World Bank a Social Assistance Automated Information System (SAAIS) was implemented in September 2013 to speed up processing of applications, enhance monitoring of beneficiaries and produce better data for policy decision-making.

SAAIS is used to collect, store, process and distribute information to central and local public authorities, individuals and legal entities on beneficiaries, institutions and services of the social assistance system. At the same time, SAAIS is a working tool for social workers, helping them to go through all stages that are necessary to settle a case.

After two years, from September 2015 a new enhanced version of the system was placed in production. The implementation is now running at full throttle. The main modules of the system - administration of *Ajutorul social* and administration of Social Services, were completed with new modules for use of Social Inspectorate, National Council for determination of disability and working capacity, Republican and local funds for social support, SADs etc.

A separate reporting module with functions for creating reports (by users with administration role), and questionnaires that allow the monitoring of performance indicators for each module are implemented. Also sub-modules are developed within each SAAIS module, consisting of reports for each separate module.

For the reports developing within the SAAIS it is used the iReport application which is an open-source program that generates the reports into the data bases, having the Java code, which can be written in the variety of output devices: screen, printer or can export the output data in the PDF , HTML, Microsoft Excel, RTF, OD, CSV or XML files to generate the dynamic content.

Objective of the assignment:

The Consultant’s will provide support to SADs and MLSPF in implementation and use of SAAIS, transfer of knowledge’s to MLSPF (E-Transformation Section) and design and implementation of statistical reports or other reports that are to be produced through reporting module. Also, the consultant is responsible for proposals of processes adjustment to add value and improve the IT business operations of SADs (hardware, software, procedures, practices etc.).

Tasks and responsibilities of the Consultant:

The Consultant will be responsible for:

- a) support to SADs and MLSPF in implementation and use of SAAIS;
- b) monitoring of software implementation and quality assurance;
- c) propose solutions to improve the effectiveness of IT related processes.
- d) design and implementation of statistical reports;

For detailed information, please refer to Terms of Reference

Requirements for experience and qualifications

- Degree in computer science
- At least 3 years of professional experience in the information systems development and implementation of computer system;
- First-hand experience of using the SQL language. Knowledge of SGBD Oracle will be an advantage;
- Extensive knowledge on methodologies and standards for information systems implementation;
- Good understanding of various software architectures and database systems (including open source architectures);
- Experience with various system platforms and operating systems;
- Excellent communication skills, resistance to stress;
- Full working knowledge of Romanian and Russian. English knowledge will be an advantage.

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.

	Shrotlisting criteria	Points
1.	Academic background and professional qualification	20
2.	Adequacy for the assignment	70
3.	Language knowledge, communications skills	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

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, 5th floor, room no.501
 Attn: Serghei Merjan, Procurement Consultant
 Vasile Alecsandri Street, #1, MD-2009, Chisinau, Republic of Moldova
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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](#)