



IOM International Organization for Migration

## **CALL FOR APPLICATIONS**

**Reference code: SVN2024-12**

### **Open to External Candidates**

Position Title : **IT Consultancy support for the development of the GIM Informational System**

Duty Station : **Chisinau, Republic of Moldova**

Type of Appointment : **Consultancy**

Duration of Consultancy : **11 months**

Estimated Start Date : **As soon as possible**

Closing Date : **09 April 2024**

*Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.*

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

#### **Nature of the consultancy**

Provision of expert support in the development, launch and testing of the General Inspectorate of Migration (GIM) Informational System, including the analysis and mapping of the GIM business processes.

#### **Project Context and Scope**

Within the framework of the EU funded project “Supporting protection, transit, repatriation and reintegration of affected eastern partnership citizens and vulnerable third country nationals in the eastern neighbourhood region affected by the conflict in Ukraine” (hereinafter, referred to as “the EU-funded IOM project”, IOM is supporting the Ministry of Internal Affairs and the General Inspectorate for Migration in the development of the new General Inspectorate of Migration Informational System. The development of the currently operating Informational System of GIM (previously the Bureau of Migration and Asylum) was initiated in the autumn of 2008, however currently the national institution requires a modern approach in running its internal activities and processes based on international best processes and standards and according to its legal responsibilities entrusted through the enacted legislation.

The GIM envisions to implement a business process approach in the functioning of its informational system, with additional sets of services and procedures included, that will require appropriate documentation and description. The system development will be integrated in the broader IT infrastructure of the Ministry of Internal Affairs, will interact with government-run services such as MPass, MSign, MPay, MLog, MNotify, MConnect, Mdelivery, Mpower and is also expected to interact

with information systems operated by other national authorities. The newly developed information system is expected to absorb the currently operated Informational System of GIM (SS BMA), the "SIMBASE" module for the documentation of asylum seekers and the Registration of new foreigners, the "Temporary Protection" module for managing temporary protection applicants, as well as any other applications as requested by the beneficiary institution. Furthermore, it is expected that the new information system will adopt a person-centered approach, will implement business processes for processing requests corresponding to the services offered by GIM, will reduce the human factor and contribute to avoiding the human error.

Under the EU-funded IOM project, IOM will contract services for designing, developing, installing and implementing a new information system corresponding to modern technologies and current case management methods, titled the "Migration" Information System. The major activities to be carried out within the project, in support of establishment of the new "Migration" Information System of the GIM will be: the development of a single new information system of the GIM that will aggregate in itself the functionality and data of the systems/modules used at the moment, based on the analysis and description of business processes and functionalities required to deliver services offered by GIM; the development of the necessary functionality for data exchange with external systems; Internal testing, User Acceptance Testing (UAT) sessions and system piloting; training of instructors and administrators; support to national authority for the migration of legacy data from the current system, including harmonization and cleaning of data and dictionaries; providing warranty services.

It is expected that the new "Migration" Information System system will be composed of two main web applications: an Efiling component – a separate portal that will allow applicants to submit online applications for IGM services and an intranet component - the work portal of the users of the "Migration" Information System through which the requests will be registered and processed, and the data collection and processing and necessary interaction will be performed.

**Organizational Department / Unit to which the Consultant is contributing:**

Migration Governance, Immigration and Border Governance

**Category B Consultants: Tangible and measurable outputs of the work assignment**

The main objective of this consultancy is to provide needed effective and efficient specialized technical support and backstopping for the development and implementation of the IT system, to the IOM Project Management Teams, as well as the direct project beneficiaries, namely the Ministry of Internal Affairs of Moldova and the General Inspectorate of Migration.

Under the overall guidance of the IOM Chief of Mission and Programme Coordinator - Migration Governance, and under the direct supervision of Programme Officer/IBG Unit, the incumbent is expected to:

- Support the finalization of a roadmap for the development of the "Migration" Information System", including the stages and structure of the product development, the progress indicators to be used during the development stage, the eligibility criteria to be used in the tender process;
- Deliver specialized technical and IT consultancy and draft relevant documentation for the tender process for the selection and contracting of the developer company;
- Attend and support the organization of informative pre-selection session(s), provide information and guidance to the pre-selected participants;
- Collaborate with all relevant national authorities and stakeholders for the development of specifications, conduct of tendering process , development and launching of the IT system;
- Enhance the coordination between IOM, GIM and the developer company for the implementation of the IT system;

- Ensure the drafting of the description of business processes, at the tender stage, as well as the required updates and modifications in the process of developing the information system, if necessary;
- Provide support in drafting Terms of Reference and technical specifications for hardware and additional software necessary in the development of the IT system, such as server equipment, storage;
- Monitor and provide expert advice during the development, testing, piloting, implementation and final reception of information system;
- Provide expert support and evaluation in the testing process and final reception of the Informational System by the beneficiary, advising IOM on fulfilling of requirements set in the Terms of Reference;
- Draft reports, evaluations and deliver technical briefings to project team and beneficiary national authority whenever required during the project implementation.

### Expected Outputs and Deliverables

Nr.	Deliverables	Timeline
1.	<b>Deliverable 1</b> Roadmap for the development of the GIM informational system, to include the stages and structure of the product development, the progress indicators to be used during the development stage, the eligibility criteria to be used in the tender process, the definition of the requirements of a viable prototype of the informational system to be presented by the potential vendors at the tender stage	Within the first 30 days of contract
2.	<b>Deliverable 2</b> Finalised Terms of Reference to be used for launching the tender process on the development of GIM IT system	Within the first 45 days of contract
3.	<b>Deliverable 3</b> Review note on the evaluation of offers within the tender process for the acquisition and selection of the developer company	One week after receiving the submitted tender offers.
4.	<b>Deliverable 4</b> Monthly review notes on monitoring and progress in the development, testing, launching and final reception the Informational System	Monthly, by the end of calendar month
5.	<b>Deliverable 6</b> Business process analysis for the GIM information system	Within the first 45 days of contact
6.	<b>Deliverable 7</b> Final report, confirming the functionality of the Informational System and setup according to the ToR requirements, and to include	Within the first month of the issue of the maintenance certificates and confirmation of the finalisation of works by

	recommended next steps for further development	the selected developer IT Company.
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### Payment Modalities

The payment will be done in instalments, following the acceptance of each deliverable.

The consultant must adhere to the International Organization for Migration (IOM) Data Protection Principles (IN/138) and maintain confidentiality.

The consultant will be responsible to follow IOM writing guidelines and latest glossaries in all given assignments for accurate translation.

### Performance indicators for the evaluation of results

The consultant's performance will be evaluated by the Programme Coordinator - Migration Governance:

- Timeliness. Satisfactory completion of tasks indicated in this TOR
- Quality of the analysis and the delivery of requested support
- Quality of the detailed Terms of Reference
- Feedback from the stakeholders

### Education, Experience and/or skills required

#### EDUCATION

Higher degree (Bachelor or Master) in the field of study related to IT or a related field from an accredited academic institution with relevant professional experience.

#### EXPERIENCE

- Strong background with at least 5 years of experience in IT sector;
- Experience in supporting the development and implementation of complex IT systems, preferably for public authorities;
- Excellent analytical skills, as well as reporting skills for clear and concise information, including recommendations on the basis of analyses;
- Excellent ability to collaborate with national institutions;
- Personal commitment, efficiency, flexibility, drive for results;
- Ability to work effectively and harmoniously with counterparts and colleagues from varied cultures and professional backgrounds;
- Previous work experience with the General Inspectorate for Migration (former Bureau for Migration and Asylum) is an asset;
- Strong understanding of the Moldova context is an asset.

#### LANGUAGES

For this position, good Romanian command is required. The knowledge of English is a key asset.

### Travel required

No.

### Competencies

#### Values

- **Inclusion and respect for diversity:** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **Integrity and transparency:** maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

- **Professionalism:** demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies – behavioural indicators

- **Teamwork:** develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- **Delivering results:** produces and delivers quality results in a service-oriented and timely manner; is action-oriented and committed to achieving agreed outcomes.
- **Managing and sharing knowledge:** continuously seeks to learn, share knowledge and innovate.
- **Accountability:** takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

***Other***

Any offer made to the candidate in relation to this special vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, security clearances and a valid COVID certification.

A prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

***How to apply:***

Interested applicants are invited to send CV and Cover Letter in English to: [hrchisinau@iom.int](mailto:hrchisinau@iom.int).

Please, indicate the position you are applying for and reference code in the subject line of your message.

Closing date for applications is **09 April 2024**.

In order for an application to be considered valid, IOM only accepts the applications duly completed. **Only shortlisted candidates will be contacted.**

***Posting period:***

From **26.03.2024** to **09.04.2024**