IOM International Organization for Migration
OIM Organizaţia Internaţională pentru Migraţie

Project *"Combating Irregular Migration and Transnational Crimes through Enhancing Institutional Capacity of the Bureau of Migration and Asylum (BMA) in Moldova"*

TERMS OF REFERENCE
"IT Consultant for supporting the IT related needs of the BMA"

Overview: Within the framework of the INL funded project *"Combating Irregular Migration and Transnational Crimes through Enhancing Institutional Capacity of the Bureau of Migration and Asylum in Moldova",* IOM is supporting the Bureau of Migration and Asylum (BMA) of the Moldovan Ministry of Internal Affairs (MIA), as the main agency dealing with migration management in Moldova, on restructuring and enhancement of its operational capacities for a proper handling of its competences, especially in the area of counteracting irregular migration. This support is meant as an important prerequisite for combatting transnational crime such as human smuggling and trafficking; terrorist threats; identification and interception of foreign fighters while supporting Moldova's overall capacity to ensure regular movement of Moldovans and foreigners through Moldovan borders and territory. Considering recent development of the IT facilities of the BMA, including acquisition of new operational modules for the BMA automated information system, the agency would need additional support in integration of the new IT facilities into its daily activity, in supporting the development of new IT related projects of the agency alongside the provision of relevant training for the BMA staff.

Objective: As an international organization mandated to provide migration assistance, IOM recognizes its responsibility to act with its partners in the international community to assist migrants and governments in addressing migration issues. In all aspects of its work, IOM is committed to working towards effective respect for the human dignity and well-being of migrants. This commitment is reflected in the activities of the current project, which aims at supporting the Government of Moldova in the process of restructuring its migration and border management system based on EU best standards practice and according to its main international obligations arising mainly from the proximity of the EU border and Moldova's European aspirations. The respective obligations include among others the need of strengthening the capacity of the GoM through targeted support in different aspects of this restructuring, including the IT domain as an important prerequisite for functioning of a contemporary migration management system thus ensuring appropriate response to the existing and potential migration management challenges. In this regard the project is providing support to the BMA as the direct project beneficiary in the area of IT development and management as the appropriate IT support to the BMA Information system, Call Center and OSS functioning, basic training of staff on IT issues etc.

Justification: Moldova has achieved free visa regime and entered into association agreement with the European Union, thus committing to a number of obligations that require further democratic reforms. In order to complement these initiatives and support the progress in combating irregular migration in the country, the current project will focus on addressing the systemic elements of raising the operational capacity of the BMA, one of the main state actors in the domain alongside the Border Police, Center for Combatting Trafficking in Persons etc. This action will help the BMA in developing its IT capacity for relevant integration of the new IT facilities, including but not limiting to the newly developed IT functionalities of the BMA automated information system, the new Call Center, specific IT aspects of the OSS activity along with the support in preparation and promotion of new IT related projects of the BMA and provision of appropriate on the job basic IT training for the BMA staff.

The Consultant: The IOM is seeking for commissioning a national IT Consultant, who under the overall guidance of the Project Manager and direct supervision of the BMA administration will make an overall assessment of the current state of affairs of the BMA IT system and existing IT functionalities and based on the assessment's results will structure the Consultancy on supporting the BMA in the best possible integration of the IT facilities and functionalities into the agency's daily activity while contributing also to the training of the relevant BMA staff on basic IT literacy pertinent to the BMA's operational needs. The Consultancy would also include, without limiting, the following:

- Updating of the BMA IT architecture documentation and defining of the data architecture;
- Contribution to further automatization of the business processes of the BMA (2nd phase), including specific elements of preparation to the IT related tenders of the BMA;
- Consultancy and training in project management for the BMA staff in development of new IT functionalities for BMA operations, especially for ensuring the achievement of objectives of the BMA project "Automatization of the BMA key business processes" (1st phase);
- Assistance in reporting of the progress and results of the implementation of the state policy matrix on IT issues, including elaboration of relevant reports and presentations of results.

Among special aspects of the Consultancy, the Consultant shall pay due consideration to anticorruption dimension as inherent prerequisite for the BMA's sustainable institutional development and operation according to the best international standards and practice as well as for the day by day contacts of the BMA staff with different categories of foreigners.

During the Consultancy the Consultant will be guided also by gender compliance principles and will support the coordination efforts undertaken by IOM and various stakeholders in Moldova to ensure this compliance in their activity.

Working method and Partners: The Consultant will carry out the tasks in close cooperation with the IOM Moldova Project Team and relevant staff assigned by BMA, the MIA and other relevant agencies and partners involved that will provide various logistical, operational, and liaising supports and operational guidance to facilitate the effective implementation of the activity.

The Consultant will carry out the Consultancy based on a contract signed with IOM and will benefit of a competitive all-inclusive monthly based remuneration.

The Expected Deliverables based on this TOR along with the sequence and schedule of the activities and any possible deviation from the established schedule have to be mutually agreed between the IOM and Consultant in Addendums to the Contract, based on prior coordination with the BMA as the project beneficiary.

Period of Consultancy: *18 April – 18 October 2017*. Upon completion by the Consultant of all tasks hereunder, the Consultant shall submit to IOM a final Report on all tasks and activities performed under this ToR until 27 October 2017.

Desired qualification and competences:

- A bachelor's degree in business studies/administration, computer or information science/software engineering, electrical/electronic engineering, information systems, mathematics or other science/engineering disciplines. Post-graduate or equivalent qualification/ degree studies in the mentioned domains could be an advantage.
- At least five years of prior work experience in the field of IT assessment and project development.

- Proven in-depth knowledge and analytical skills for understanding of the complex data and computer systems, in identifying inefficiencies, analyzing weaknesses or security threats of the IT systems.
- Demonstrated knowledge and experience in conducting need assessments and creative development of appropriate solutions.
- Demonstrated positive experience in working with governmental institutions and non-governmental organizations.
- Ability to multi-task and team work under minimal supervision with high level of resilience;
- Strong inter-personal skills demonstrated by the ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.
- Good communication, interpersonal and organizational skills.
- Ability to work efficiently and calmly under pressure.
- Proven high level of discretion and flexibility.
- *Additional competitive advantages:* relevant professional certification in the advanced IT technologies, in business processes management or certification, relevant regional and international experience.

Languages:

Good command of spoken and written Romanian language and appropriate knowledge of English language are absolute requirements.

Knowledge of Russian language would be an added advantage.