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

TERMS OF REFERENCE
FOR INTEGRATION ARCHITECT
National Individual Consultant

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 2016-2020[1], 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.

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.

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

II. Objectives

The Agency seeks to recruit an experienced national consultant for the position of Integration Architect (hereafter *the Consultant*) to perform integration activities related to e-government platform for data exchange and interoperability.

III. Scope of Work

The specific activities of the Integration Architect will include the following:
- Coordinate technical data exchange assignments for integration team members.
- Create and maintain central data exchange services, including mediation.
- Provide support and recommendations to improve integration processes, data platforms, reporting and analytics.
- Contribute to the development and validation requirements analysis documentation for data exchange.
- Support for analyzing customer data specifications and gap analysis provision.
- Provide recommendation of the integration products and services by carrying out researches.
- Ensure the communication with customers to clarify data format requirements.
- Develop, manage, and enforce internal data exchange standards.
- Develop complex data exchange business processes.
- Follow/apply integration patterns, i.e. general rules for integrations and patterns, SOA and ESB implementation.
- Support in administration and development of data exchange infrastructure.
- Review the integration projects results from the technical point of view and maintain a knowledge base related to interoperability.
- Ensure knowledge transfer to the integration team members.
- Provide methodological and technical support to Interoperability Platform Beneficiaries.
- Other duties as requested by the eGA management related to data exchange integration.

IV. Outputs

The outputs of the Integration Architect will include the following documentation and reports:
- Integration data exchange documentation developed.
- Internal data exchange processes and standards documented.
- Recommendations and researches of the data exchange integration products and services performed.
- Integration and data exchange flows/scenarios completed and implemented.
- Quarterly Progress Reports submitted.

V. Timing

This is a full-time assignment expected to commence in **December 2020** with a six-month trial period. The initial contract will be signed for a period of 12 months and can be extended subject to the Consultant's good performance and the same fee rate.

VI. Institutional arrangements

The Consultant will work under the direct supervision of and report to the Coordinator of the eGA Automation and Integration Department. The Consultant will undergo an internal evaluation of performance using an individual standard Performance Evaluation Form that will be completed and updated by the Consultant, discussed with and approved by eGA management, every 12 months. The first evaluation will cover the trial period.

VII. Resources

The eGA will provide working space, office equipment and communication facilities, as well as any other necessary means and support for Consultant in order to carry out this assignment.

VIII. Qualification requirements and evaluation criteria

Mandatory qualifications:

- University degree in areas such as computer sciences, engineering or telecommunications, or related fields.
- At least 2 years of Information Technology experience.
- Good knowledge of interoperability-related technologies: protocols such as HTTP(S), SMTP, FTP(S), etc.; XML, JSON, CSV, SQL languages/formats and related-standards, such as XSD, XPath, XQuery, etc.; SOAP/WS-* and REST/WSDL services, etc.
- Proven experience with implementing standard-based web-services using mainstream technology platforms, such as Java or .NET.
- Proven experience with data/database modeling and optimizations.
- Good knowledge of SOA paradigm, Enterprise Integration Patterns (EIP) and event-driven architecture (EDA).
- Ability to effectively communicate and write in Romanian and English. Communication in Russian is an advantage.

Preferred qualifications:

- Experience in implementing complex IT systems.
- Good knowledge of UML/CASE tools.
- Knowledge of security standards related to data exchange and interoperability.
- Working knowledge of business process management or workflow technologies and BPEL.
- Knowledge of virtualization and network technologies.
- Familiarity with several open source and commercial interoperability platforms.
- Ability to work effectively under established deadlines and in challenging circumstances.
- Experience working in large organizations with cross-departmental teams.