



**TERMS OF REFERENCE  
FOR THE RECRUITMENT OF AN INTERNATIONAL CONSULTANT**

**I. Information on the position**

Job Code Title:	International Expert on E-visa and e-governance
Pre-classified Grade:	N/A
Contract:	Individual Contract - IC (internationals only)
Reporting to:	Governance Programme Analyst
Organization:	UNDP Tunisia
Duration:	14 days (4 travel days, 4 days of mission and meetings in Tunis, 6 days for outputs redaction)
Location:	Tunis, Tunisia.
Languages required	Proficiency in written and spoken Arabic and/or French or English.
Starting date:	15 September 2014
Expected end of contract:	15 October 2014

**II. Background**

A new government was established in Tunisia in February 2014 and should prepare to the elections and the instituting of a new transitional phase. A commitment to e-governance best practices is vital for moving towards a new and open information society. Using ICTs, e-government applications have a particularly important role in such democratic transition context and in public administration reforms.

As part of continued commitment to the Post-2015 agenda, Tunisia is demonstrating determination to make available the benefits of ICT for Development. In addition to the E-Governance Strategy carried by the e-government Unit, two new strategic initiatives was developed: (i) the National Strategic Plan "Tunisia Digital 2018" that aims to make Tunisia a new digital hub on the international and regional technology platform overlooking the African continent and (ii) the 4 year's IT roadmap with a series of 170 IT projects. While there has been political will to engage such initiatives and services with more transparency and accessibility, there are difficulties to coordinate as well as barriers (resources, expertise, legal framework, etc.) to adapting processes to ICT networks.

Efforts to promote quick wins can benefit from and to these larger e-governance initiatives. It is essential to cultivate these open governance practices and evolving public service competencies. With careful use of ICTs, both of these have the potential to become more efficient and even more importantly, people-friendly and client-oriented. Programs such as e-visa can create synergies and intra-departmental communication and information channels, and highlight an emerging set of new competencies for public management.

**III. Justification**

The Ministry of Foreign Affairs (MoFA) solicited UNDP to support establishing a new e-visa system in order to maintain ties with expatriate and diaspora community. This new program should also provide an expedient and paperless process, compensate for lack of facilities, and mitigate inconveniences/costs of the traditional visa delivery system.

The intention of such programme is to improve upon traditional visa delivery systems. The technology and system choices must build-in appropriate security and information verification and reporting functions. Additionally, the new system such as for payment of services must adhere to acceptable standards for online transactions and information sharing.

The Tunisia MoFA required reinforcing their proper resources by availing itself of private sector expertise to build applications and the required infrastructure to address the level of organization needed to coordinate the visa delivery. Tunisia plan to embark upon an e-visa programme will need to assess their own national institutional frameworks and resources to determine the particular technology approaches and design that will be most appropriate.

### III. Functions / Key Results Expected

In close coordination with the Governance's Programme Analyst, the consultant will:

1. Take part in a briefing and a debriefing meetings with the UNDP country office and the MoFA;
2. Lead technical discussions with the MoFA's team and other interested actors and stakeholders;
3. Produce the TOR of the e-visa system as well as a mission report with concrete recommendations for a strategic approach on modernization of the diplomacy information system. The report will be submitted to the MoFA through the UNDP country office.

### IV. Expected outputs/deliverables

The expected deliverables are:

1. Deliver presentations on successful initiatives implemented in the field of e-visa and information system modernization for diplomacy in particular and other areas of public administration innovations.
2. Develop the Term of Reference for the e-visa system and precise functionalities and technical characteristics;
3. Develop a clear vision and a strategic approach that should help the Ministry of Foreign Affairs as regard of information system modernisation and a concrete planning of its immediate priorities. Discuss with the Ministry of Foreign Affairs as well as other partners that can be represented in a coordination platform some of the more successful initiatives and coordination mechanisms;
4. Produce a mission Report.

### V. Impact of Results

The outcome of the consultancy is to contribute to support the initiation of an e-visa program in Tunisia. The main objective is to clarify the design choices based on a strategy and priorities well defined.

### VI. Competencies and Critical Success Factors

Corporate Competencies:

- Demonstrates integrity by modelling the UN's values and ethical standards
- Promotes the vision, mission, and strategic goals of UNDP
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favouritism.

Functional Competencies:

- Knowledge and expertise in democratic governance, e-governance, public administration reform.
- Excellent facilitations and coordination skills
- Excellent organizational skills and ability to work effectively, delivering through and with others.
- Self-management, including conflict management/negotiating skills.

### VII. Deliverable and Schedule of Payments

<p>Presentations on successful initiatives implemented in the field of e-visa and information system modernization for diplomacy in particular and other areas of public administration innovations.</p> <p>Develop the Term of Reference for the e-visa system and precise functionalities and technical characteristics;</p> <p>Develop a clear vision and a strategic approach that should help the Ministry of Foreign Affairs as regard of information system modernisation for diplomacy.</p> <p>Final Report.</p>	<p>Deadline: 03 October 2014</p> <p>The final report by 15 October 2014.</p> <p>Number of effective working days: 10</p>	<p>Payment Rate: 100%</p> <p>(Payment in US\$ upon acceptance of final report)</p>
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## VIII. Recruitment Qualifications

Education:	Master's degree or higher in ICTs, law, political science, social sciences or similar disciplines.
Work Experience:	<p>A minimum of 10 years of professional experience in e-governance and public administration reform.</p> <p>Five years (5) of experience of formulating strategies, programs and specifications for a particular system.</p> <p>Previous experience in transitional contexts and knowledge of the specific context of Tunisia or the Arab region would be an asset.</p> <p>Previous experience with UNDP or the UN system is an asset.</p> <p>Ability to interact effectively with team members and coordinate work.</p>
Language Requirements:	Proficiency in written and spoken Arabic and/or French or English.

## IX. Documents to be included when submitting the proposal

Interested individual consultants must submit the following documents/information when submitting their proposal:

1. Motivation Letter. State the reasons why you think you are an outstanding candidate for this job (Maximum 1000 Characters).
2. Technical proposal with the methodology to be used.
3. Personal CV including 3 references.
4. Financial proposal indicating a consultancy fee separating fees from travel costs

## X. Financial Proposal

**Lump sum contracts**

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in instalments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including travel, per diems, fees and number of anticipated working days).

The proposal should separate clearly fees from travel costs