



International Organization for Migration (IOM)
The UN Migration Agency

Project “DEVELOPMENT OF INTEGRATED PSYCHOLOGICAL SERVICES OF THE BORDER POLICE IN THE REPUBLIC OF MOLDOVA (SPINS)”

TERMS OF REFERENCE

Development of the Automated Information System on Psychological Services of the Border Police of the Republic of Moldova

Overview: Within the framework of the project “Development of Integrated Psychological Services of the Border Police in the Republic of Moldova (SPINS)”, funded by the IOM International Development Fund (IDF), IOM is supporting the General Inspectorate of Border Police (GIBP) of the Moldovan Ministry of Internal Affairs (MIA), as the main agency dealing with border management in Moldova, on restructuring and enhancement of its operational capacities for a proper handling of its competences, especially in facilitating regular movement of people through the Moldovan border while 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 and ensuring full observation of migrants’ human rights, including their psychological wellbeing, in line with the liberalized EU-Moldova visa regime. The importance of this support is especially high in light of the institutions’ new subordination, institutional framework and newly acquired competences, as well as the Govt. priorities for Border Police demilitarization and professionalization. It includes among others support for capacity building and creating of a self-sustainable system for development of the GIBP operational capacity while also enhancing the agency’s capacity and abilities for psychological support to its staff as well as the people crossing the border in line with the best international and European standards and practices.¹

Objective: The Government of Moldova is 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. In this regard, among other, the project aims at supporting the MIA and the Border Police in enhancing the knowledge of existing international standards and best practice on the Integrated Border Management (IBM) and contributing to the improved implementation of the state policy on IBM in Moldova especially through establishing and making operational the Integrated Psychological Services of the Border Police. Through this objective the project will contribute implicitly to strengthening of capacity of the GoM in the field of Integrated Border Management, including prevention and combating of irregular migration and transnational crimes for a comprehensive state-driven response to existing and potential migration challenges.

¹ An important underpinning of the project contain the provisions of the recent Association Agenda between the EU and the Republic of Moldova: http://eeas.europa.eu/moldova/pdf/eu-moldova-association-agenda-26_06_en.pdf

Justification: Moldova has achieved free visa regime and entered into association agreement with the EU, thus committing to a number of obligations that require 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 GIBP, one of the main state actors in the domain alongside the Bureau of Migration and Asylum, Center for Combatting Trafficking in Persons etc. In light of the Border Police new subordination, institutional framework of its activity and newly acquired competences, as well as considering priorities of Border Police demilitarization and professionalization which involves a high turnover of staff, it is essentially necessary to support the GIBP in implementation of different aspects of the Integrated Border Management Strategy. It includes raising awareness about existing EU standards and best practices in the area, consolidation of the agency's human resources through enhancing capacity building of the BPD staff at different levels. Following this goal, the action will address the current needs in capacity building of the relevant GIBP psychological staff, that constitutes the Service of Psychological Assistance (SPA)² of the agency at different levels and will contribute to developing an appropriate level of psychological services to the GIBP staff and people crossing the border in accordance to the existing international standards and best practice. Inter alia, the project will assist the GIBP in creating and implementing an automated information system (*software solution*) capable of providing the GIBP management and Psychological Service with relevant, accurate and timely data on the activity of the SPA of the Border Police and provide relevant decision making and operational personnel with important tools for improving the Psychological activity within the BP. It will also support appropriate interventions in possible problematic areas of the SPA, including capacity building interventions thus contributing to enhancing efficient management of human resources of the SPA, monitoring continuous professional development of the relevant staff as well as to developing various policies and strategies related to the activity of the SPA and Border Police in general.³

The Service Provider: The IOM will commission a **Moldovan resident IT Company** with strong record of software development as Service Provider, which under the overall guidance of the IOM Project Coordinator and direct supervision and coordination of the Human Resources Division of the GIBP will make a relevant assessment of the current information system of the GIBP, legal and institutional structure of the SPA of the GIBP and other relevant instruments available at the Border Police in Moldova. Based on the assessment's results the Service Provider will develop and implement an automated information system of the Border Police's Service of Psychological Assistance. The ultimate goal of these developments is to elaborate a software solution for storage, update and analysis of data and information accumulated in the system from all of the Border Police officers involved in provision of psychological services, thus contributing to achieving of the necessary quality in organization and provision of psychological services to the GIBP personnel and people crossing the border, the latter including especially vulnerable categories of migrants.

Based on the mentioned above, the process of developing the software solution will be divided into the following main steps: ***(i) Business Assessment; (ii) Solution's Design; (iii) Solutions' Implementation on the GIBP ITC platform; (iv) Testing of the developed system.***

Working method and Partners: It is expected that the Service Provider will spend up to **40 (forty) working days** on the project, including for the assessment mission and presentation of the activity's

² The GIBP's Service of Psychologic Assistance (SPA) prospects, plans, organizes and carries out the agency's psychological management (assessment, primary assistance, opinions on staff selection/appointment) and through the psychologists of the GIBP regional subdivisions provide psychological support to daily operations of the BPD staff and assistance to migrants and persons placed under Border Police custody. Currently, 10 psychologists compose the GIBP's SPA.

³ The legal framework of the activity is ensured by provisions of the President's Decree No.1743-III of 19 March 2004 "On information society development in the Republic of Moldova", Government Decision No. 632 of 8 June 2004 "On approving the Policy of information society development in the Republic of Moldova", Government Decision No. 857 of 31.10.2013 "On National Strategy on development of information society in the Republic of Moldova "Digital Moldova 2020".

results. However, the sequence of the activities and the acceptable time gaps between them have to be mutually agreed between the IOM and Service Provider.

IOM Moldova will arrange for the Service Provider the necessary travel to different BP subdivisions outside Chisinau (**maximum 5 days**).

During the assessment and elaboration of the assigned software solution, the Service Provider will pay a special attention to the human rights principles, corruptibility of the relevant legislative and normative framework guiding GIBP activity, especially the SPA, as well as the GIBP existing operational protocols as well as to gender aspects relevant to GIBP and SPA operation.

In this activity, the Service Provider will support the coordination efforts undertaken by various stakeholders, including IOM, the Government, local authorities, non-governmental and international organizations and donors to ensure human rights and gender compliance of the state agencies' activity.

While executing the tasks, the Service Provider will work in permanent contact and coordination with relevant staff of the GIBP, especially HR, ITC and SPA divisions, as well as with the relevant staff of the MIA as appropriate.

The Service Provider will ensure an appropriate level of confidentiality as far as the task and relevant elaborations described by this TOR are concerned. Due to this, during the execution of the task the Service Provider will be able to cooperate with other agencies and partners only subject to prior coordination with the GIBP.

Specific GIBP input:

The Service Provider will use its own infrastructure and facilities for performing the assigned task. This shall include, but not limited to, the computers, office space etc. However, the GIBP shall provide to the Service Provider the required necessary basic equipment and/or office space for the appropriate assessment (business analysis) in case some of them will not be possible to be made outside the GIBP premises, and equipment for copying (scanning) of the necessary documents in the GIBP premises due to security or confidentiality related reasons, as well as for necessary works related to integration of the software solution elaborated based on the present ToR with the GIBP information system.

IOM input: During the period of assignment and provision of relevant services, the Service Provider will work in close cooperation with the IOM Moldova Project Team who will provide various logistical, operational, liaising and other appropriate support to facilitate the effective implementation of the activity.

Expected Deliverables:

The Service provider shall develop a software solution for the information system that would allow storage, update and analysis of data and information accumulated in the system from all of the Border Police officers involved in provision of psychological services. The proposed system should be a web-based solution with the capability of integrating new features and technologies.

For this purpose, in the first place, the Service Provider, in collaboration with the relevant personnel from the GIBP Psychological service, Human Resources and ITC divisions, will carry out a business analysis to identify the business requirements of the envisaged solution. This would allow the Service Provider to gather first-hand information about the task and adopt a phased approach to its appropriate tailoring and successful implementation.

The information system shall contain personal details of the persons assisted by the psychological service of the GIBP as well as personal details of the GIBP psychologists (name, personal number etc.) and professional data related to their education degree and positions held (diploma, scientific degree, advanced training, disciplinary sanctions etc.). The data base should provide a possibility for its

supplementation with scanned images, for instance a person's diploma, CV or photo as appropriate. All operations related to supplementing, editing and viewing data, as well as other operations in the data base are expected to be performed through a web interface which should be possible to access from all psychological staff as well as assigned HR staff, GIBP administration and other officials according to the access requirements set up by the legislation and internal GIBP regulations.

The system should ensure access and evidence of access to various levels of data and information stored within the system (access to data viewing, editing, deleting options etc.), for the relevant staff of the GIBP, the MIA and the training institution of the Border Police, as appropriate. The levels of access shall be established by the GIBP.

Users should be able to apply various search filters in the data base as a fast and efficient means of finding the required information, and also to extract formalized relevant key reports generated based on different flexible criteria in order to provide the Psychological Service of the GIBP with an efficient work tool. It is also necessary to ensure a possibility of exporting data in different formats (for example in PDF, HTML or MS Word) and later storing and/or printing them.

The information system should be designed so as to be open for later development and improvement, both in terms of quantity and quality, for example by implementing a module related to distant and advanced training of the GIBP Psychological Service's personnel, which would offer a possibility both for enhancing and testing their qualification etc.

Taking into account the content of the information system, it is necessary to ensure a high level of data security that would meet all relevant standards and legal requirements. Also, connection between the GIBP Psychological Service's information system and other relevant state institutions should be provided as appropriate.

The product should be provided with a technical specification including the following main elements:

1. the organizational and information structure of the information system;
2. requirements towards the equipment and software, network etc.;
3. security and encryption modalities;
4. different levels of access according to GIBP's requirements;
5. secure connectivity provision for queries in database of digitized documents for both online and offline modes;
6. one copy of the developed software system and other records for back-up purposes;
7. the detailed user's guide.

All the elaborations according to the current assignment shall be presented by the Service Provider in the Romanian language.

The Service Provider shall also install the information system and ensure necessary software elements for its integration into the Automated Information System of the Border Police, ensure assistance during initial insertion of data and information within the system as well as training of relevant personnel responsible for data insertion and use of the system through a video tutorial or other modality accepted by GIBP, including facilitation of the User Acceptance Testing.

The Service Provider will also ensure system maintenance for 3 years after completion of the current assignment and acceptance of the works by IOM and the GIBP. During the maintenance period the Service Provider will produce for the GIBP regular maintenance reports (frequency of reporting will be agreed with GIBP) with appropriate corrective and adaptive recommendations.

The system should be developed in line with technical regulations for information systems developed by the Ministry of Information Technologies and Communications and approved by the Government of the Republic of Moldova.

Period of assignment: All the services specified in this ToR shall be provided during the period 01 September 2018 – 31 January 2019. Upon completion of all tasks hereunder, the Service Provider shall submit to IOM the handover on all tasks and activities performed under this ToR until 15 February 2019.

Desired qualification of the Service Provider:

- The Service Provider should have legal entity (registration, etc.);
- Proven continuous work experience for at least five years in the field of computer science and software development, including Human Resources Management Information Systems;
- Proven experience of work with different customers and experience of developing software solution, including in Java, php, .Net, C++, across a variety of businesses and for different platforms;
- Proven experience in relevant elaborations for governmental institutions, non-governmental and international organizations. Positive experience of work with the UN agencies and relevant regional and international experience would be an advantage;
- Sufficient number of software developing staff for engaging in accomplishing of the task described in the present ToR of a team consisting of at least 2 to 3 software programmers, skilled and experienced to develop similar type of software. In this regard The Service Provider will present the list and the CVs of staff that will be specifically assigned with the task described in this ToR. In case of subcontracting, the Service Provider should provide a description of the subcontracting arrangement with a clear indication of the tasks that will be entrusted to subcontractors and a statement by the Service Provider guaranteeing the eligibility of subcontractors.
- Proven high level of integrity, discretion and flexibility of the staff.