



## TERMS OF REFERENCE

- A. Job title:** National Consultant for development of administration software for Ministry of Foreign Affairs
- B. Type of position:** National, short-term
- C. Post Reference:** MNE/10/21
- D. Duty Station:** Podgorica, Montenegro
- E. Bureau/Office:** UNDP Montenegro/ Government of Montenegro
- F. Duration of appointment:** May ó November, 2010, part time (four hours daily at the Ministry)
- G. Contract type:** Special Service Agreement
- H. Deadline for Application:** Thursday, 29th April 2010, CoB.

### i. Background

After becoming an independent state, Montenegro has been facing the major challenge of quickly building up its national institutions capable of formulating and implementing the policies in various areas, and foreign policy has been one of the highest priorities.

The efforts by the leadership of the Ministry of Foreign Affairs (MoFA) over the past years have yielded positive results as MoFA has started to grow into an institution with proven ability to develop, present and safeguard policy positions of Montenegro on the most sensitive issues of international relations. However, in order to address emerging challenges, which Montenegro faces in its aspiration to become a full member of the European Union (EU), and also a regional partner for peace and development, there is a need to strengthen the institutional and human capacities of the MFA to effectively implement country's foreign policy.

Whilst the country's foreign policy priorities are clearly formulated, their expression in a comprehensive and timely fashion requires further strengthening of institutional capacities of MFA. This includes thoughtful policy response to EU requirements, NATO, WTO, UN, changes in the international political and economic situation, improved ability to safeguard interests of the country in organizations for regional and international cooperation, ability to clearly present the policy position of the country as well as further improvement of the image of Montenegro as an open and democratic state.

Internally, MFA is yet to tackle the number of tasks to improve its operational efficiency and build up the professional diplomatic service. This is related but not limited to setting up of new units, capturing the benefits of IT tools in the MFA's daily operations, development of the framework for a sustainable mechanism of professional development of MFA employees.

The existing process of handling administration within Ministry of Foreign Affairs is labour-intensive and unsuited to the opportunities provided by information technology (IT). Creation and implementation of the new, IT solutions for regular, daily operations should improve the efficiency of the Ministry and will contribute to better delegation and coordination of tasks. Therefore, CDP is seeking for national consultant

who would assess the existing situation, provide recommendations and develop software that would improve the administration of work within the Ministry.

## **ii. Duties and Responsibilities**

*Objective of the Assignment:* The National Consultant will be engaged to make the assessment of the existing IT system and IT solution for regular, daily operations and communication of the Ministry. Once the assessment is conducted and recommendations on how to improve the working operations and process provided, National Consultant will design and implement the new software that will appropriately address the assessment recommendations. The national consultant will work directly with the focal point from the Ministry of Foreign Affairs, potential international experts for HR and Finance units. The national consultant will report to CDP Programme Manager.

*Job Content:* Under the direct supervision of the CDP Programme Manager, and in cooperation with the focal point from Ministry of Foreign Affairs, the incumbent will perform the following duties:

- Conduct the assessment on current IT system in the Ministry and needs for its improvement.
- Prepare the assessment report, which should be foundation for development of the needed software.
- Develop the software and integrate the similar tasks which are performed by different units/sectors, including Legal/ HR Office, Financial Unit and sectors on Bilateral Relations, Multilateral Relations, and Consular Affairs and Diaspora into one synchronized system. The software should be based on technology which provide possibilities for expanded functionalities and development of web application for multiuser in order to enable access to software from locations abroad;
- In particular, the following functions/ tasks of the units/ sectors needs to be encompassed in the software:
  1. Legal/HR Unit ó general data on employees of MoFA; data on professional development of MoFA employees; data on Embassies/ Missions and engaged persons with focus on contracting modalities, period of engagement, etc; Automatic notice on various payment obligation of Ministry; generating reports on different variables;
  2. Financial Unit ó calculation of earnings and salaries for different modalities of contracts; record and tracking of consular revenue; record and tracking of allocated funds and expenses; e-cash box; record and tracking of travel; inventory registry; generating reports on different variables;
  3. International Legal Office/ Sector for bilateral relations ó database on bilateral international treaties with possibility of advanced searching based on different criteria;
  4. Sector for Multilateral relations ó database on multilateral treaties with possibility of advanced searching based on various criteria; Database on candidacy of countries for membership in institutions and working bodies of international organizations;
  5. Sector for consular affairs and Diaspora - record and tracking on persons who have official or diplomatic passport which issuance have been initiated by MoFA;
- Implement and test the functionality of the software for at least a month;:
- Make changes in the software, if needed after the testing period;
- Prepare technical documentation for the software which will remain in the MoFA;
- Train the MoFA staff on how to use the new software;
- Assess the software on document management system (DMS-which will be implemented in all state institutions) and provide recommendations on compatibility of the two software.

*Timing of the work:* It is expected that the national consultant will start working on May 1<sup>st</sup>, 2010. Tentative time period for the defined tasks is May-November, 2010. During this period, it is expected that the consultant will spend four hours daily at the Ministry (part time work).

### iii. Competencies

- Demonstrates integrity by modeling 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
- Focuses on result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates openness to change and ability to manage complexities

### iv. Qualifications and expertise

- University degree in Information Technology or other relevant degree
- Knowledge on Software Development Life Cycle
- Knowledge of different programme languages including Java, Delphi, Oracle, etc
- Knowledge of different database including oracle, SQL, etc.
- At least 5 years of professional experience is required, longer professional experience is advantage;
- Proven practical experience in designing of software;
- Excellent communication skills, facility in working with teams;
- Modern approach to delivery of training and coaching of civil servants, and governmental officials;
- Knowledge on IT requirements of Ministry of Foreign Affairs and/or experience on working with the Ministry of Foreign Affairs is desirable;
- Excellent written and spoken English.

### v. Application Process

*Interested applicants are requested to submit their applications to UNDP Office in Podgorica by e-mail to [consultancy.me@undp.org](mailto:consultancy.me@undp.org) by Thursday, 29th April 2010, CoB.*

The application should contain:

1. Duly completed Personal History Form (P11) can be downloaded from <http://www.undp.org.me/files/jobs/index.html>
2. Cover/Motivation Letter

*The short-listed candidates only would be requested to submit a letter of interest including a price quotation indicating the lump sum (in USD) requested for the work envisaged in the section "Duties and Responsibilities".*

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