INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 15 February 2017

Country: Home-based with possible travels to Bangkok, Thailand

Description of the assignment: Consultant for Technology Support for Learning Management

System

Project name: UNDP

Period of assignment/services (if applicable): March 20, 2017 to July 20, 2017 (87 days with possibility of extension)

How to apply: How to apply: Please access http://jobs.undp.org (By location>Asia and the

Pacific>Women's Empowerment or vacancy notification and apply through the website

Deadline: 28 February 2017

1. BACKGROUND

The Office of Human Resources (OHR) supports UNDP in achieving its vision and objectives through enabling the organization to attract, manage, and retain staff with relevant technical expertise, competencies and skills, by providing strategic HR advice and creating an inclusive working environment where staff are engaged, continuously develop professionally and perform at their best. Operating within the Bureau for Management Services (BMS), OHR's key clients include UNDP executives, CO and HQs leaders and managers, individual staff members and HR practitioners. The team works closely with colleagues in business solutions, OFRM and others in the BMS team to ensure a seamless service to our clients.

Integrated talent management is responsible for designing strategies, policies, tools and services that make managing people simpler and more effective. It helps create an enabling working environment for staff to develop and perform at their best. It works in close partnership with teams in OHR and across BMS and often other UN agencies, to provide a seamless, customer focused service.

ITM develops and implements an integrated concept of talent management for all stages of the staff member 'life cycle'. It incorporates all staff assessments including competencies, recruitment, learning and performance into simple and easy to use management tools. When integrated with data from job and organization design, change management and succession planning, a single continuum of workforce analytics becomes available to advise senior management in their constant alignment of the entire UNDP community of work to emerging operating priorities and

the goals of the UNDP Strategic Plan.

In this context the Talent Development Unit (TDU) is a centre of expertise that designs and delivers state of the art learning and development solutions to UNDP staff worldwide through its online platform "Learning Management System (LMS)". Through the delivery of large scale leadership development programs; tailored development programs for key leadership roles; an extensive offering of high quality online courses on UNDP's core business and professional certification programs as well as customised development planning and Career Management tools, it enables and supports UNDP staff to build skills, grow and leverage the power of learning across all areas of work.

The LMS supports mandatory learning and learning in substantive areas to support UNDP competencies; and corporate certification programmes such as the Finance Certification Programme (FTCP) and Procurement Certification, as well as the recently rolled-out Leadership Development Pathway. In addition to UNDP's own learning requirements, under SLAs we provide LMS access to a number of other agencies.

The Talent Development Unit is currently migrating its user data and learning content to Oracle Taleo Learn. In order to attain above objectives of TDU and maintain the required service levels to its clients, the incumbent will work under the overall supervision and guidance of the Learning Specialist and the direct supervision of the Learning Technology Analyst. For this purpose, he/she will be assigned a set of responsibilities and tasks listed below.

2. OBJECTIVE, SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

1) **Learning Management System Data Migration**
   - Historical Learning Data Migration:
     Migrate learning data (approx. 200,000 learning records)
     Map data structure of the old LMS to the new LMS
     Manage data migration and data validations
   - Learning Events (ILT, UDT) migration:
     Manage the migration of current Learning Events, Instructor Lead Training, and
   - Testing and Quality Assurance
     Manage Alpha, Beta and Gold Testing of all configurations, business process and migration of content.

2) **Learning Management System Technical Support and Administration**
   - Provide technical support to user issues via lms.support@undp.org and other user issues sent to learning@undp.org
   - Provides quality and timely response to the Learning Managers and end-users queries and requests with regards to the various learning activities managed through the LMS; takes proactive measures and report on project/case status, and deadlines;
   - Enters courses, curriculums and schedules events, including instructors and rooms assignments, pre-requisites, dynamic conflict checking as per OHR/ ITM and other units learning plans; manages catalogs and access groups as per business requirements of the units;

3) **Learning Management System Access to Agencies staff and other users.**

- Perform Bulk Imports of users/Create users accessing via Cost Recovery methods
- Approve LMS user access, including restoring access to historical learning records and linking learner records to new contractual profiles as appropriate
- Ensure timely and accurate integration of the LMS to corporate authentication system and HRIS data feed via batch load or web services.

4) **Tracking and Reporting**

- Tracks enrollments, progress, assessments, completion rates for various learning activities; reconciles rosters;
- Provide Corporate Learning Reporting and Data Analysis

EXPECTED OUTPUTS AND DELIVERABLES

1. Historical data is successfully migrated from current LMS to Taleo Learn LMS
2. Satisfactory and timely support to Learning Managers, LMS users and other UNDP agencies and partners.
3. Provide timely setup of user profiles for access to LMS for users accessing via cost recovery.
4. Maintenance and Submission of licenses utilization report each month to supervisor(s).
5. Submission of certifications and learning programme reports to respective Project Managers as per the agreed schedule.
6. Creates and submits Corporate Learning Reporting requested by internal and external clients.

INSTITUTIONAL ARRANGEMENTS

The incumbent will work under the overall supervision and guidance of the Learning Specialist and the direct supervision of the Learning Technology Analyst.

DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL

Duration
Duration: March 20, 2017 to July 20, 2017 (87 days with possibility of extension)

Duty Station
Home-based with possible travels to Bangkok, Thailand subject to an approval of the Learning Technology Analyst prior to each mission.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Education:	Certificate or Bachelor Degree in Computer Science or relevant field is required.
Skills	Html and other technology used to build websites, webpages and applications. SQL Server administration, reporting, and integration services.
Experience:	Minimum of 6 years of relevant work experience with experience in Learning Management Systems and/or other various software applications. Knowledge and use of Peoplesoft CRM an asset. Previous work within the UN system is also an advantage
Language Requirements:	Fluency in English required. Proficiency in another UN language an asset.

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

- Motivation/Cover Letter: Explaining why they are the most suitable for the work;
- Personal History (P11): Applicants are required to fill and sign a P11 Form and submit it together with the online application. The UNDP P11 Form can be downloaded from: http://europeandcis.undp.org/files/hrforms/P11_modified_for_SCs_and_ICs.doc
- References: Contact details of 3 references;
- Financial Proposal: Applicants requested to submit financial proposal. Financial proposal will specify the monthly fee in USD (a month will be calculated as 21.75 days) and shall cover all expenditures including fees, health insurance, vaccination, international (all travel to join duty station/repatriation travel) or local travel (place of residence to office and office to place of residence), cost of living and any other relevant expenses related to the performance of services. Leave benefits (annual, sick, paternity, maternity) are not applicable to Individual Contractor and absent days including weekends and office holidays are not payable.

5. FINANCIAL PROPOSAL

- The method of payment shall be made based on Monthly against timesheet

Upon submission of the monthly time-sheet, the monthly report and approval of the UNDP.
Each deliverable must be approved and based on satisfactory by, the Learning Specialist and the direct supervision of the Learning Technology Analyst. The proposed fee must be all-inclusive.

Travel;
Travel might be required to Bangkok, Thailand subject to an approval of the Head of Unit prior to each mission.

Payment of travel costs including tickets, lodging and terminal expenses should be agreed upon,

between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

In general, UNDP should not accept travel costs exceeding those of an economy class ticket, quoted by UNDP authorized travel agent. Should the IC wish to travel on a higher class he/she should do so using their own resources.

6. CRITERIA FOR SELECTION OF THE BEST OFFER

All applicants will be screened against qualifications and the competencies set above. Candidates fully meeting the requirements will be further evaluated based on the criteria below.
Technical Criteria (CV review and interviews) – 70 % of total evaluation– max. 70 points
CV review: 30 points:
- Educational qualifications and skills as defined in the ToR (15 points);
- Experience as defined in the ToR (15 points).
Only candidates who obtained at least 70% of points from the CV desk review (who will score at least 21 points) will be invited for an interview.
Interview: 40 points
- Experience in LMS administration, updates and migration(15 points);
- Time management (5 points);
- Experience in troubleshooting and providing support to learners (10 points);
- Knowledge of English (10 points).
Only those individual consultants who obtained at least 70% of points from the interview (28 out of 40) will be considered for financial proposal evaluation.
Financial Criteria - 30 % of total evaluation – max. 30 points.
Financial scores will be calculated using the formula [lowest offer / financial offer of the candidate x 30].
UNDP applies the "Best value for money approach" – the final selection will be based on the combination of the applicants' qualification and financial proposal.

7. PAYMENT TERMS

Monthly against timesheet , the monthly report and approval of the UNDP.

Annexes:

- Annex 1 – Terms of References (TOR);
- Annex 2 – Individual Consultant General Terms and Conditions;
- Annex 3 - Letter of Confirmation of Interest and Availability Template;
- Annex 4 - Financial Proposal Template.

All document can be downloaded at http://procurement-notices.undp.org/view_notice.cfm?notice_id=28743

This contract does not carry any expectation of any future engagement by UNDP.