TERMS OF REFERENCE

FOR INDIVIDUAL CONTRACT

POST TITLE: **Consultant for Technology Support for Learning**
                                                    Management System.
POST TITLE:
AGENCY/PROJECT NAME: **UNDP**
COUNTRY OF ASSIGNMENT: **Home-based with possible travels to Bangkok, Thailand**

1) PROJECT DESCRIPTION

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 (ITM) 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), HR Certification, and Procurement Certification, as well as Role-Based Learning Programmes such as Leadership Development Pathways. In addition to UNDP's own learning requirements, under SLAs we provide LMS access to a number of other agencies.

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) SCOPE OF WORK

1) **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 Talent Development Managers, partner agencies, 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;
   - Update LMS pages and content when requested

2) **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.

3) **Tracking and Reporting**

   - Tracks enrollments, progress, assessments, completion rates for various learning activities; reconciles rosters;
   - Provide Corporate Learning Reporting and Data Analysis
   - Maintain and submit cost recovery data to BMS Operations team/Supervisor
   - Support building training completion Dashboards

4) **Database Management**
   - Setup and manage database for LMS users and historical learning records
   - Produce user files and historical data files for upload to LMS

3) EXPECTED OUTPUTS AND DELIVERABLES

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

4) 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.

5) 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.

6) DEGREE OF EXPERTISE AND QUALIFICATIONS

Education:	Certificate or Bachelor Degree in Computer Science or relevant field is required.
Skills	SQL Server administration, reporting, and integration services. MS Office- specifically MS Access, Excel
Experience:	Minimum of 4 years of relevant work experience with experience in Learning Management Systems and/or other various software applications. Knowledge and use of HTML, 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.

7) REQUIRED DOCUMENTS

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 daily fee in USD per working day (a day will be calculated as 8 hours) 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.

8) 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 (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.

9) CONSULTANT PRESENCE REQUIRED ON DUTY STATION/UNDP PREMISES

○ NONE   ○ PARTIAL   ● INTERMITTENT   ○ FULL TIME

10) PAYMENT TERMS

- Monthly against timesheet

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11) ANNEXES TO THE TOR

- Annex 1 - Individual IC General Terms and Conditions
- Annex 2 – Offeror's Letter to UNDP Confirming Interest and Availability for the Individual IC, including Financial Proposal Template (to download : http://webapp3-docs.undp.org/procurement_notices/notice_doc_27640_837112748.docx)

- Annex 3 - Technical Proposal / Brief description of why the individual considers him/herself as the most suitable for the assignment (to download : http://webapp3-docs.undp.org/procurement_notices/notice_doc_27640_8113936.docx)

- Annex 4 - P11 for IC (to download : http://webapp3-docs.undp.org/procurement_notices/notice_doc_27640_605114034.doc)