



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date 19/05/2017

Country: Denmark

Description of the assignment: eTendering support consultant

Project name: Rollout of eTendering system

Period of assignment/services (if applicable): July 2017 – December 2017 (approx. 120 working days)

The United Nations Development Programme (UNDP) is currently implementing a project *Rollout of eTendering system* that requires the services of an individual to perform the work described in the corresponding TORs.

Proposal should be submitted through the online eTendering system

<https://etendering.partneragencies.org> (search for Event ID UNDP1 0000001372) as per the deadline indicated in the system itself. Detailed user guide on how to register in the system and submit the proposal can be found in this link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/> If you have registered in the system before, do not register again. Use forgotten password function to reactivate your password if you have forgotten it.

Any request for clarification must be sent in writing, or by standard electronic communication to roland.koxhaj@undp.org and maxine.engvall@undp.org. UNDP PSU will provide responses by uploading them in the system.

In consideration of your qualifications, we are hereby inviting you to submit an offer for this particular assignment. To assist you in understanding the requirements of this assignment, we have included hereto the following :

- a) The Terms of Reference for the assignment described above;
- b) The standard Letter of Confirmation of Interest and Availability, which you must accomplish and submit to UNDP; and
- c) The Individual Contract and its General Terms and Conditions, which you would be expected to sign in the event you are the selected Offeror in this procurement process.

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

- Letter of presentation highlighting main qualifications and experience relevant to this TOR;
- CV or P11 form;
- Copy of education certificate;
- Completed financial proposal.

FINANCIAL PROPOSAL

The Individual Contractor should submit the financial proposal by completing the provided template. It shall consist in a daily rate for the estimated total number of working days. The daily fee should be entered in the system as well.

Terms of reference



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GENERAL INFORMATION

Title: eTendering support consultant

Project Name : Rollout of eTendering system

Reports to: Roland Koxhaj

Duty Station: Copenhagen, Denmark

Expected Places of Travel (if applicable): Possible travels to UNDP Country Offices in the field

Duration of Assignment: From: 15 July 2017 (estimated) to: 31 December 2017 (estimated 120 working days)

REQUIRED DOCUMENTATION FROM CONTRACTOR

- | | |
|--|---|
| | Letter of presentation highlighting main qualifications and experience relevant to this TOR |
| | CV or P11 form |
| | Copy of education certificate |
| | Completed financial proposal |

I. BACKGROUND

The Atlas eTendering module was introduced to UNDP Country Offices in Q4, 2012 as part of the Procurement Roadmap. 32 UNDP Country Offices have used the system, with over 1100 cases successfully managed. In May 2015, UNDP Procurement Services Unit (PSU) conducted a Training of Trainers establishing a pool of 20 eTendering trainers from various CO from all regions, including some French, Spanish, and Arabic speakers.

The next eTendering phase includes a wider roll-out to all UNDP regions. In this context PSU is implementing a project that aims to rollout the use of the system to all UNDP regions and more offices, as well as making further enhancements to the system.

The Individual Contract will support and directly implement several of the activities of this project, reporting directly to the eTendering Rollout Project Manager.

II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

Scope of Work

1. **Provide support to system users.** Individual Contractor will provide technical support to system users as required. The support will include:
 - a. Solving ad-hoc system issues faced by system users;
 - b. Guide users on how to use and navigate the system on ad-hoc bases;
 - c. Provide coaching and guidance on how to use the system for first time users.
 - d. Conduct online trainings for users;
 - e. Conduct classroom trainings or specific field office missions.

2. **Provide support in system enhancements.** Individual Contractor will work closely with the technical team to support system enhancements and customizations as required. This includes:
 - a. Regularly update and maintain the enhancements list with new suggestions and enhancement requirements.
 - b. Support technical team by providing input on functional requirements for system customizations.
 - c. Conduct system testing as needed.

3. **Maintain and regularly update system user resource guides and tools.** PSU has already developed several user guides and other resource materials for the system. Individual contract will regularly update these materials as well as develop new ones. This includes:
 - a. Update system templates;
 - b. Update user guides and FAQ questions for system users;
 - c. Develop video recordings for system users;

Expected Outputs and deliverables

Deliverables/ Outputs	Deadline	Review and Approvals Required
Updated system enhancements list	September 2017	Project Manager and technical team
Testing of system enhancements – specific testing results and overall final report on system enhancements.	July-November 2017	Project Manager and technical team
Help Desk support to system users	Constantly	Project Manager
Update user guide in English	November 2017	Project Manager
Updated video guides in English	November 2017	Project Manager
Training and other user resource materials	Nov-Dec 2017	Project Manager
Video training sessions	Monthly	Project Manager

III. WORKING ARRANGEMENTS

Institutional Arrangement

- The Individual Contractor will report directly to the Project Manager. Reporting will be done on a regular weekly basis.
- Individual contractor will be expected to work closely with UNDP technical team, UNDP users in the field, and other UNDP PSU staff who are involved in the eTendering rollout project.
- The Contractor will be requested to be present in the UNDP Copenhagen office every working day, Monday to Friday, except UN official holidays.
- The Individual Contractor may be required to travel to UNDP field offices. In such cases, UNDP will reimburse or cover directly travel expenses using UNDP rules and rates.
- UNDP/PSU will provide a working desk, computer, and internet and telephone access to the selected individual Contractor during his/her stay at the PSU premises as required under this ToRs.

IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Academic Qualifications:

Bachelor Degree in Information Technology, Economics, or relevant/related area. Master Degree is an advantage.

Years of experience:

Minimum 2 years of working experience in the field of information technology or procurement. Working experience in similar projects or training experience is an advantage.

III. Competencies and special skills requirement:

- Practical experience in system support as help desk function in similar projects.
- Good understanding of key public procurement principles.
- Good knowledge of database setups and ERP systems.
- Fluency in English. Knowledge of French and/or Spanish is an advantage.
- Good writing and presentation skills.
- Good public speaking and presentation skills.
- Working experience with UN/UNDP is an advantage.

The IC must list all his past experience and knowledge on the above points and highlight in the cover interest letter how the past experience demonstrates possession of the above skills.

V. EVALUATION METHOD AND CRITERIA

Cumulative analysis

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as:

a) responsive/compliant/acceptable, and

b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

* Technical Criteria weight: 70%

* Financial Criteria weight: 30%

Criteria	Maximum Point
Education	Pass/Fail
Work experience: minimum 2 years	20
Experience with UN/UNDP	10
Proficiency in English	Pass/Fail
Understanding of key public procurement principles	5
Skills, experience and qualifications relevant to this TOR, as demonstrated in the brief summary submitted by IC: <ul style="list-style-type: none">• Past experience in working in similar projects;• Past experience in coaching, training or helpdesk support to system users;	30
Written test and/or Interview. The top 3 candidates that will score highest from the technical evaluation as per the criteria above will be invited to a written test and/or interviewed.	35

OFFEROR'S LETTER TO UNDP CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT

Annex II

Date _____

Dear Sir/Madam :

I hereby declare that :

- a) I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of Expert on Information Technology under the Establishing Long Term Agreements for Data Centers project;
- b) I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- c) I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV or Personal History Form (P11) which I have duly signed and attached hereto as Annex 1;
- d) In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment;
- e) I hereby propose to complete the services based on the following payment rate:

A total lump sum of *[state amount in words and in numbers, indicating exact currency]*, payable in the manner described in the Terms of Reference.

- f) I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures;
- g) This offer shall remain valid for a total period of _____ days *[minimum of 90 days]* after the submission deadline;
- h) I confirm that I have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN agency or office *[disclose the name of the relative, the UN office employing the relative, and the relationship if, any such relationship exists];*
- i) If I am selected for this assignment, I shall *[pls. check the appropriate box]:*

☐

Sign an Individual Contract with UNDP;

- ☐ Request my employer *[state name of company/organization/institution]* to sign with UNDP a Reimbursable Loan Agreement (RLA), for and on my behalf. The contact person and details of my employer for this purpose are as follows:

j) I hereby confirm that *[check all that applies]*:

- ☐ At the time of this submission, I have no active Individual Contract or any form of engagement with any Business Unit of UNDP;

- ☐ I am currently engaged with UNDP and/or other entities for the following work :

Assignment	Contract Type	UNDP Business Unit / Name of Institution/Company	Contract Duration	Contract Amount

- ☐ I am also anticipating conclusion of the following work from UNDP and/or other entities for which I have submitted a proposal :

Assignment	Contract Type	Name of Institution/ Company	Contract Duration	Contract Amount

- k) I fully understand and recognize that UNDP is not bound to accept this proposal, and I also understand and accept that I shall bear all costs associated with its preparation and submission and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.
- l) **If you are a former staff member of the United Nations recently separated, pls. add this section to your letter:** I hereby confirm that I have complied with the minimum break in service required before I can be eligible for an Individual Contract.
- m) I also fully understand that, if I am engaged as an Individual Contractor, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.

Full Name and Signature:

Date Signed :

Annexes *[pls. check all that applies]*:

- ☐ CV or Duly signed P11 Form
- ☐ Breakdown of Costs Supporting the Final All-Inclusive Price as per Template
- ☐ Brief summary of experience, qualifications, and skill relevant to this assignment

BREAKDOWN OF COSTS

SUPPORTING THE ALL-INCLUSIVE FINANCIAL PROPOSAL

A. Breakdown of Cost by Deliverables*

No	Deliverables/ Outputs	Quantity	UOM	Price in USD	Total
1	All inclusive daily fee	120	Day		