



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: June 13, 2017

Country: Amman-Jordan

Description of the assignment:

Under the supervision of the Senior ICT Associate and in coordination with Operation Manager, the ICT Support consultant will produce several deliverables including products and services to support the work of the ICT Unit in the Regional Hub. (1) Support the Senior ICT Associate (2) Provide ICT and operational assistance to the regional hub office.

Post Title:	ICT Support Consultant (National)
Starting Date:	01 July 2017
Location:	Amman-Jordan
Duration	62 working days for over period of 3 months Until 31 September 2017
Project:	Operations of UNDP RBAS Regional Hub

Scope of work and deliverables:

The ICT Support Consultant will be responsible to:

- (1) Support the Senior ICT Associate of the ICT Unit in the RBAS Regional Hub
- (2) Provide ICT and operational assistance support for the office and the Regional Hub office

Deliverables and results:

Under the Supervision of the Senior ICT Associate, the ICT Support consultant will assist in managing the day-to-day ICT, and administrative resources of the office.

Assignment I:

Support the Senior ICT Associate of the ICT Unit in the RBAS Regional Hub:

- ICT Support for the RBAS Regional Hub in Amman for which is required from the office and under the supervision of the Senior ICT Associate,
- Support the other agencies in the same premises with full ICT support (UNMM Jordan, UNDP Yemen, OHCHR Yemen, UNOCHA Yemen, UNCHR Yemen and IOM Iraq)

Assignment II:

Provide ICT and operational assistance support for the office and the Operations Team:

- Supporting all IT requirements for Organizing workshops, seminars, Steering Committee meetings and any other required event.
- ICT support to the office hardware and software
- Supporting Operations Team with the Assets management and the physical verification

Results Expected:

Deliverables/ Outputs	Target Due Dates	Review and Approvals Required
<ul style="list-style-type: none">• ICT Support for the RBAS Regional Hub in Amman for which is required from the office and under the supervision of the Senior ICT Associate,• Support the other agencies in the same primness with full ICT support (UNMM Jordan, UNDP Yemen, OHCHR Yemen, UNOCHA Yemen, UNCHR Yemen and IOM Iraq)• Supporting all IT requirements for Organizing workshops, seminars, Steering Committee meetings and any other required event.• ICT support to the office hardware and software• Supporting Operations Team with the Assets management and the physical verification	Tasks are requested on daily basis and payment will be on monthly basis for over period of three months upon actual number working days in each month	Zaid Amarin, Huda Khattab

REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Education

- University Degree in Computer Science or any other relevant field. relevant certifications in hardware and software management and application (Microsoft Certification, Cisco Certification).

Experience

- Minimum of 3 years of relevant experience, including network administration, management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications is required.
- Previous experience within the UN System,
- Familiarity with UN operations policies and guidelines is strong asset
- Experience in the usage of computers and office software packages (MS Word, Excel etc and advanced knowledge of spreadsheets and database packages)

Language:

- Fluency in English and Arabic required

COMPETENCIES

Corporate 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;
- Treats all people fairly without favoritism.

Functional Competencies:

- Work goal-oriented based on minimum supervision;
- Organise and prioritise work to meet client needs and deadlines;
- Prepare timely inputs;
- Report to internal and external clients in a timely and appropriate fashion;
- Establishes, builds and sustains effective relationships within the work unit and with internal and external clients; and
- Responds to client needs promptly.

Skills:

- Excellent communications, organizational & interpersonal skills.
- High-level of IT/computing skills (minimum Microsoft Outlook, Word, Excel, Powerpoint).
- User skills in ERP based financial management.
- Good drafting and writing skills in English
- Ability to work independently to fulfill assigned tasks.

Core Competencies:

- Demonstrating/safeguarding ethics and integrity;
- Demonstrate corporate knowledge and sound judgment;
- Self-development, initiative-taking;
- Acting as a team player and facilitating team work;
- Facilitating and encouraging open communication in the team, communicating effectively;
- Creating synergies through self-control;
- Managing conflict;
- Learning and sharing knowledge and encourage the learning of others. Promoting learning and knowledge management/sharing is the responsibility of each staff member; Informed and transparent decision making.

DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

Interested individual consultants must submit the following documents/information to demonstrate their qualifications. Candidates that fail to submit the required information will not be considered.

- a) Duly accomplished **Letter of Confirmation of Interest and Availability** using the template provided by UNDP;
- b) **Personal CV or P11**, indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references;
- c) **Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per the table given in section D. template provided.

All necessary information including: Complete Procurement Notice, The Selection Criteria, and Annexes are found on the following link under Procurement <http://procurement-notice.undp.org/>

Interested candidate shall apply the CV/P11 to Job advertisement website, hence consultant should submit to website: Proc.contract.rscjo@undp.org : not later than 20th June 2017 the following documents:

- **CV/P11 with 3 references**
- **Confirm availability and financial proposal**

FINANCIAL PROPOSAL

The financial proposal will specify the daily fee (all inclusive), and payments are made to the Individual Consultant based on the number of days worked.

Under the daily fee approach, the financial proposal specifies a single daily fee. UNDP makes payments based on the actual number of days worked on monthly basis. Payments must be supported by a duly completed time sheet.

EVALUATION

Individual consultants will be evaluated based on the following methodologies:

Step I: Screening and desk review:

Individual consultants will be evaluated based on the following methodology.

Applications will be first screened and only candidates meeting the following minimum criteria will progress to the pool for shortlisting:

- ☐ University Degree in Computer Science or any other relevant field. Relevant certifications in hardware and software management and application (Microsoft Certification, Cisco Certification).
- ☐ Minimum of 3 years of relevant experience, including network administration, management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications is required

Shortlisted Candidates will be then assessed and scored against the following evaluation criteria.

Evaluation of Candidates (max 100 points):

Evaluation Grid	Score (100 Points)
<ul style="list-style-type: none"> University Degree in Computer Science or any other relevant field. relevant certifications in hardware and software management and application (Microsoft Certification, Cisco Certification). 	20%
<ul style="list-style-type: none"> Minimum of 3 years of relevant experience, including network administration, management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications is required. 	30%
<ul style="list-style-type: none"> Familiarity with UN operations policies and guidelines 	20%
<ul style="list-style-type: none"> Fluency in English and Arabic 	20%
<ul style="list-style-type: none"> Experience in the usage of computers and office software packages 	10%

Step II: Final evaluation

The final evaluation will combine the scores of desk review and financial proposal with the following weights assigned to each:

- ☐ Technical proposal: 70%;
- ☐ Financial proposal: 30%