



TERMS OF REFERENCE

FOR INDIVIDUAL CONTRACT

POST TITLE:	Consultant for Helpdesk Support for Learning Management System.
Post Level :	International Consultant
Duration:	July 24, 2017 to December 29, 2017 with a maximum 110 working days. (with possibility of extension)
AGENCY/PROJECT NAME:	UNDP
COUNTRY OF ASSIGNMENT:	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 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 UNDP and partner agencies.

-) Approve LMS user access based on access requests recovered from Talent Development Managers and Partner Agencies.
-) Restore access to historical learning records and link learner records to new profiles as appropriate

3) Tracking and Reporting

-) Tracks enrollments, progress, assessments, completion rates for various learning activities; reconciles rosters;
-) Update completions of programmes and certifications on LMS based on completion data from external learning platforms and completions submitted by staff/focal points.

<ul style="list-style-type: none">) Support Corporate Learning Reporting and Data Analysis) Maintain and submit cost recovery data to BMS Operations team/Supervisor
4) Database Management <ul style="list-style-type: none">) 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) Competencies

-) Excellent communication skills;
-) Excellent organizational skills;
-) Attention to detail;
-) Identifies priority activities and assignments;
-) Works collaboratively with colleagues to achieve organizational goals;
-) Maintain confidentiality.
-) Demonstrate the ability to work in a multicultural environment and establish harmonious and effective working relationships both within and outside the organization

5) INSTITUTIONAL ARRANGEMENTS

The incumbent will work under direct supervision of Learning Technology Analyst.

5) DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL

Duration

Duration: July 24, 2017 to December 29, 2017 with a maximum 110 working days. (with possibility of extension)

Duty Station

Bangkok, Thailand

Travel: Travel is not expected.

6) DEGREE OF EXPERTISE AND QUALIFICATIONS

Education:	Bachelor or Master Degree in Computer Science or relevant field is required.
Skills	SQL, reporting, and 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

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

-) **Cover Letter:** Online application with brief description of why the Offer considers her/himself the most suitable for the assignment; and
-) **Personal CV or P11:** Personal CV or P11, indicating all past experience from similar projects and specifying the relevant assignment period (from/to), as well as the email and telephone contacts of at least three (3) professional references.
-) **Letter of Confirmation of Interest and Availability** using the template provided in Annex II
-) **Financial Proposal:** The financial proposal shall specify a total lump sum amount, and payment terms around the specific and measurable deliverables of the TOR. Payments are based upon output, i.e. upon delivery of the services specified in the TOR, and deliverables accepted and certified by the technical manager. The financial proposal must be all-inclusive and take into account various expenses that will be incurred during the contract, including: the daily professional fee; cost of travel from the home base to the duty station and vice versa, where required; living allowances at the duty station; communications, utilities and consumables; life, health and any other insurance; risks and inconveniences related to work under hardship and hazardous conditions (e.g., personal security needs, etc.), when applicable; and any other relevant expenses related to the performance of services under the contract.

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);
-) Experience in troubleshooting and providing support to learners (15 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

Consultant must send a financial proposal based on Daily Fee.

Consultant shall quote an all-inclusive Daily Fee for the contract period. The term “all-inclusive” implies that all costs (living allowance, accommodation, air ticket to join duty station and return, insurance, etc..) that could be incurred by the IC are already factored into the daily fee submitted in the proposal.

Payments shall be done on a monthly-basis based on actual days worked, upon verification of completion of deliverables and approval by the IC’s supervisor of a Time Sheet indicating the days worked in the period.

In the event of unforeseeable travel not anticipated in this TOR, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and the Individual Consultant, prior to travel and will be reimbursed.

Travel costs shall be reimbursed at actual but not exceeding the quotation from UNDP approved travel agent. The provided living allowance will not be exceeding UNDP DSA rates.

