INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 16 June 2017

Country: Thailand

Description of the assignment: ICT Assistant

Duty Station: Bangkok- based with no travel

Project name: Bangkok Regional Hub, ICT Unit

Period of assignment/services (if applicable): 12 months (1 July 2017 – 30 June 2018)

To apply for this position, please click the link below:

https://jobs.undp.org/cj_view_job.cfm?cur_job_id=72994

1. BACKGROUND

The United Nations Development Programme (UNDP) is the UN's global development network, advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. We are on the ground in 166 countries, working with them on their own solutions to global and national development challenges. As they develop local capacity, they draw on UNDP and our wide range of partners. People across Asia and the Pacific, benefit from UNDP's presence.

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

Objective:
The ICT Assistant provides ICT support services to staff and administrative support to the ICT unit.

Scope of Work

Under the guidance and direct supervision of the ICT Manager, the ICT Assistant provides ICT support services to staff and administrative support to the ICT unit, provides daily technical support to users of information management tools and technology infrastructure. The ICT Assistant promotes a client-oriented approach.

The ICT Assistant works in close collaboration with the Programme and Operations teams for resolving complex ICT-related issues. Specific responsibilities include:

1. Ensures effective functioning of the office hardware and software packages, focusing on the achievement of the following results:

- Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
- Assistance in the installation of commercial and in-house developed software and related upgrades
  Assistance in upgrading patch and anti-virus programs on a timely basis.
- Support to users in backing up and restoring their files, as well as in virus detection, removal and prevention.

2. Supports networks administration, focusing on achievement of the following results:

- Assistance in trouble-shooting and monitoring of network problems.
- Response to user needs and questions regarding network access.
- Assistance in backup and restoration procedures for local drives. Maintenance of backup logs. Assistance to organization of off-site storage of backups.

3. Provides administrative support, focusing on achievement of the following results:

- Maintenance of an up-to-date inventory of software and hardware.
- Maintenance of a library of ICT related reference materials.
- Maintenance of the inventory and stock of supplies and spare parts in cooperation with the Procurement Unit.
- Maintenance of the filing system ensuring safekeeping of confidential materials.
- Extraction of data from various sources.
- Research and retrieval of data from internal and external sources; preparation of statistical charts, tables and reports as required.
- Provision of ICT support to key events.

4. Ensures facilitation of Video Conferences and Communications in the office, focusing on achievement of the following results:

- Installs, configures and tests audio, video conference and desktop video conference hardware/software using available communication and network connectivity.
- Assists in meetings preparation by preparing and configuring conference hardware in various locations and operates equipment during conferences.
- Provides support and training for new users of conference systems and applications.

5. Ensures facilitation of knowledge building and knowledge sharing in the office, focusing on achievement of the following results:

> ꓕ Participation and assistance in the organization of training for the office staff on ICT issues.
>
> ꓕ Sound contributions to knowledge networks and communities of practice.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Education:

ꓕ University Degree in Computer Science or related fields. Microsoft Certified Professional (MCP) desirable, but not a requirement.

Experience:

ꓕ 3 to 5 years of relevant working experience, including network administration, support to management of hardware and software platforms, and knowledge of Windows-based packages/applications;

ꓕ Experience in managing and facilitating telecommunication systems such as Video Conference systems, Skype for Business, and Skype Personal is an advantage.

Language:

ꓕ Fluency in oral and written communication skills in English

Core Competencies:

ꓕ Be innovative and possess good problem solving skills;

ꓕ A team-player and self-starter, able to work with minimum supervision, with sound judgment;

ꓕ Willing to learn new development environments and technology;

ꓕ Good communication and interpersonal skills and experience in working effectively in a multicultural environment;

ꓕ Professionalism: flexibility to make ad-hoc changes as and when the need arises; ability to perform under stress; willingness to keep flexible working hours.

4. DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL

Contract Duration: 10 July 2017 – 30 June 2018 (Up to 261 working days).

Duty Station: Bangkok, Thailand with no travel.

5. FINAL PRODUCTS

> The expected outputs from this assignment is to satisfactory and timely support to team as assigned duties and responsibility by ICT Manager.

6. PROVISION OF MONITORING AND PROGRESS CONTROLS

> The consultant will report directly to ICT Manager. Monthly report on work will be required.

7. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

> Interested individual consultants must submit the following documents/information to demonstrate their qualifications. Please group them into **one (1) single PDF document** as the application only allows to upload maximum one document:
> - **Cover Letter:** a brief description of why the Offer considers her/himself the most suitable for the assignment;
> - **Letter of Confirmation of Interest and Availability** using the template provided in Annex II;
> - **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;
> - **Financial proposal,** as per template provided in Annex 2.
>
> Incomplete proposals may not be considered.

8. FINANCIAL PROPOSAL

> **Price Proposal and Schedule of Payments:**
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> **The contract will be based on Daily Fee**
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> Consultant shall quote an all-inclusive Daily Fee for the contract period. The term "all-inclusive" implies that all costs (professional fees, communications, consumables, etc.) that could be incurred by the consultant in completing the assignment are already factored into the daily fee submitted in the proposal. If applicable, travel or daily allowance cost (if any work is to be done outside the consultant's duty station) should be identified separately. 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 general, UNDP shall not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources

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. Repatriation travel cost from home to duty station in Bangkok and return shall not be covered by UNDP.

9. EVALUATION METHOD AND CRITERIA

Individual consultants will be evaluated based on the following methodology;

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 set of weighted technical criteria (70%). and financial criteria (30%). Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received by UNDP for the assignment.

Technical Criteria for Evaluation (Maximum 70 points)
- Technical Criteria for Evaluation (Maximum 70 points)
- Criteria 1: Experience in similar and relevant skill or expertise- Maximum 30 points;
- Criteria 2: Qualifications in terms of Education, Specialization & other relevant requirement- Maximum 10 points;
- Criteria 3: Key Technical Skills relevant to project scope- Maximum 15 points
- Criteria 4: Availability- Maximum 15 points

In total of technical criteria, candidates obtaining a minimum of 49 points (70% of the total technical points) would be considered for the Financial Evaluation.