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## TERMS OF REFERENCE (TOR)

### GENERAL INFORMATION

**Services/Work Description:** Development of modern documentation and archiving system

**Project Title:** Development modern documentation and archiving system

**Duty Station:** Home-based

**Type of the Contract:** Individual Consultant

**Duration:** 42 Working days

**Expected Start Date:** 15<sup>st</sup> March 2018

### I. BACKGROUND

UNDP Ghana Country office has initiated a project aims to establish an efficient, effective and IT supported modern electronic document archiving system. The archives comprise 60,000 voluminous office files and records, projects documents, vouchers, reports, some of which are over several years old. These valuable documents are difficult and time consuming to access due to manual storage which adversely affects the ability staff to respond to key issues and to make an informed decision.

As part of the process to improve productivity, there is an urgent need to reorganize the archives and digitize key documents to facilitate easy accessibility, reduce paperwork and electronically backup for all selected documents.

This consultancy therefore is aimed at developing a modern documentation and archiving system that is supported by IT solutions to facilitate secure storage, access and retrieval of document to improve efficiency of the country office, facilitate decision making, knowledge management., and secure institutional memory.

## II. OBJECTIVE OF THE SERVICE / WORK

The main purpose of this assignment is to establish a well-organized and modern document and archive system architecture through the establishment of procedures and storage of documents in digital form that facilitates easy access and sharing of documents within UNDP, while considering security related to documents and access protocols.

This consultancy is expected to achieve the following specific objectives:

- To standardize the way in which documents are indexed/catalogued and how files are organized and stored;
- To improve the ability to share documents within different clusters and departments, within UNDP and other UN agencies, including flexibility for remote access of documents through mobile phone.
- To Digitize key documents and store them in a manner that it can be easily accessed and searched while ensuring that sensitive and confidential information and documents are only handled by authorized persons.
- To reduce the amount of paper-based storage where necessary, in keeping with UNDP legislation on information management and document retention periods;
- To improve retention of institutional memory and knowledge management;
- Enhance the capacity of staff in the management of a modern documentation and archiving system

## III. SCOPE OF THE SERVICE / WORK

The work to be carried out entails the following:

### 1. Develop Documentation & Digitization Standards

The successful bidder will be expected to develop an easy-to-read standard related to electronic archive management. This document should cover the following aspects:

- General document workflow and standards expected at each stage;
- Log in and log out procedures;
- Standardized guide on cataloguing documents and files for easy recognition and accessibility
- File labeling and file markers for contents;
- Procedures for conversion of documents to electronic format.
- Database maintenance.
- Database Space Management, backups and recovery procedures.

### 2. Develop Document Classification Scheme

A classification scheme is key in the identification of documents and for facilitating their search. Documents shall be identifiable using, but not limited to, the following categories:

Institution Type e.g. Cluster, International Organization, Other UN Agencies, implementing partners etc. allowance for sub-categories for further drilldown)

Document| File Type (with sub-categories)

Document| File name

### **3. Develop Software, do Installation and Test Run**

The Software development should take into account the workflow and the classification scheme requirements; Install the system, Convert documents into electronic format (digitization) and store them into a shared folder with sub folders based on the classification scheme.

**Important Note:** It is expected that in the end, all current documents and selected important noncurrent documents will be converted and stored electronically.

For the purposes of this TOR, the selected company, will closely work with assigned UNDP staff as part of capacity building, will be required to convert at least 100 files (approximately 25 pages each) from each category and then oversee staff convert at least 50 files from each category by themselves.

Feed Meta-data and other necessary information in Digital Archiving System (OAS) retrieval system; Validate data through testing and run various reports. This shall include printing digitized documents; Develop security and access controls for all documents including encryption of archives; Establish web - based enterprise content that can be accessed remotely while considering security access requirements.

#### ***Training of Key Staff to Manage the System***




**Training of staff shall take two forms:**

- On the job training for identified staff who will be imbedded in the team of the consultant and follow through the entire implementation process;
- Some of the staff trained will be trainers of trainers for the Country office staff.

#### ***System Standards and Legal Requirements***

**Proposed systems should meet standards set by:**

##### **1. UN Policies for Archives and Records Management**

- [ST/SGB/2007/5 - Record-keeping and the Management of United Nations Archives](#) 
- [ST/SGB/2007/6 - Information Sensitivity, Classification and Handling](#) 
- [ST/SGB/2004/15 - Use of Information and Communication Technology Resources and Data](#) 
- [UN Records Retention Policies](#)

##### **2. UN and International Standards used for Archives and Records Management**

- Archives Standards:
- ARMS complies with the following [International Council on Archives](#)  standards

- ISDIAH, International Standard for Describing Institutions with Archival Holdings, Committee of Best Practices and Standards, First edition, 2008.
- ISAD(G): General International Standard Archival Description, Committee on Descriptive Standards, Second Edition, 2000

### **Post Implementation Support**

The vendor shall provide for post implementation support for at least one year on a call basis

## **IV. EXPECTED OUTPUTS / DELIVERABLES**

### **III. EXPECTED OUTPUTS AND DELIVERABLES**

The expected deliverables under a contract to be awarded to the successful vendor, together with time, durations, where appropriate, are as follows:

- **Inception Report** within 1 week of signing the contract, detailing the vendor's understanding of the work, work approach and methodologies and an agreed time frame for completing each of the deliverables
- **Developed documentation standards and classification scheme** in form of a User Manual
- **The developed software installed.** An installation and test run report to be submitted detailing files converted into digital form.
- Digitized 60,000 documents.
- **Training.** Train identified staff and submit a training report
- **Final report** after system testing and handover
- **Post implementation support** thereafter as agreed.

- **Final report**

- Develop a final report summarizing the work undertaken during period of work, lessons learnt, findings, possible challenges and mitigation strategies applied.
- Develop a detailed management plan (including a user manual) for the modern documentation and archiving system and data management system beyond the trial and initial implementation stage.

## **V. DURATION AND TIMEFRAME OF THE DELIVERABLES**

<b>No.</b>	<b>Deliverables</b>	<b>Review and Approval</b>	<b>Duration (approx.)</b>
1	Develop Documentation & Digitization Standards	UNDP	Within one weeks after contract signing
2	Develop Document Classification Scheme	UNDP	Within two weeks after contract signing
3	Develop Software, do Installation and Test Run	UNDP	With three weeks after contract signing
4	Digitizing 60,000 documents	UNDP	Five weeks after contract signing

No.	Deliverables	Review and Approval	Duration (approx.)
5	Training of stakeholders on the use of the application and management of database	UNDP	Within 3days within Sixth weeks after contract signing
6	Submission of final report	UNDP	Within six weeks after contact signing
<b>Total Working Days</b>			<b>42 days</b>

## VI. INSTITUTIONAL ARRANGEMENT

The Individual Contractor will be supervised by the UNDP Country Office (Deputy Country Director Operations).

## VII. PAYMENT MILESTONES

Payment Schedule (Payment trenches)	Deliverables to be Delivered	Approval should be obtained from:	Percentage of Payment
1 <sup>st</sup> Installment	Develop an inception report detailing all processes and procedures.	UNDP	20 %
2 <sup>nd</sup> Installment	Develop Software, Install and perform Test Run	UND	30 %
3 <sup>rd</sup> Installment	Digitizing 60,000 documents.	UNDP	30%
4 <sup>th</sup> Installment	Training of stakeholders on the use of the application and management of database and final report	UNDP	20 %

## VIII. MINIMUM ORGANIZATION REQUIREMENTS

The prospective consultant is expected to meet the following minimum requirements:

### Requirement for Personnel

- At minimum of 5 years' practical experience in implementation of modern documentation and archiving system and database management systems for commercial use.
- Capability to train people on the modern documentation and archiving system and database management systems.
- Strong analytical aptitude, communication and presentation expertise;
- Experience working with UN or other international organizations;

## **1.Desired Skills & Experience**

- At least a Bachelor's degree in Computer Science, Library or Management Information Systems with 5+ years working experience.
- At minimum of 5 years' practical experience in implementation of modern documentation and archiving system and database management systems for commercial use.
- Capability to train people on the modern documentation and archiving system and database management systems.
- Strong analytical aptitude, communication and presentation expertise;
- Experience working with UN or other international organizations.
- Experience with database development including relational database design, SQL and ORM technologies.
- Experience with user interface design and prototyping
- Extensive experience designing and developing enterprise grade software
- Ability to translate business requests into concise, structured system requirements
- Ability to adhere to high quality development principles while delivering solutions on time
- Ability to design, develop and test applications in accordance with established standards
- Comprehensive understanding of object oriented and service oriented application development techniques and theories.
- A track record of delivering successful consumer and or business products
- Ability to use analytic data and user testing to inform design decision
- Ability to multi task and good time management skills
- Experience with source control management systems and continuous integration/deployment environments

## **IX. CRITERIA FOR SELECTING THE BEST OFFER**

Upon the advertisement of the Procurement Notice, qualified Individual Contractors are expected to submit both the Technical and Financial Proposals. Accordingly; the Individual

Contractor will be evaluated based on Cumulative Analysis as per the following conditions:

- Responsive/compliant/acceptable as per the Instruction to Bidders (ITB) of the Standard Bid Document (SBD), and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. In this regard, the respective weight of the proposals are:

**a. Technical Criteria weight: 70%**

**b. Financial Criteria weight: 30%**

Criteria	Weight	Max. Point
Technical Competence (based on CV, Proposal)	<b>70%</b>	100
▪ Advance degree in related field (preferably MIS, Library, Computer Science)		15pts
▪ Experience relevant to assignment		35 pts
▪ Experience of working for projects funded by the UN		10pts
▪ Technical approach and methodology		25 pts
▪ Work plan		15 pts
<b>Financial (Lower Offer/Offer*100)</b>	<b>30%</b>	30
<b>Total Score</b>	<b>Technical Score * 70% + Financial Score * 30%</b>	

## X. LOGISTICAL SUPPORT

- The Individual Contractor will be given access to relevant information necessary for execution of the tasks under this assignment;
- The Individual Contractor will be responsible for providing its own working station for the execution of the tasks under this assignment.

## XI. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating quotations whose contents are uniformly presented and to facilitate their comparative review, prospect Individual Contractors must comply with the preferred contents which are outlined in the Proposal Submission Form incorporated hereto.

## XIII. CONFIDENTIALITY AND PROPRIETARY INTERESTS

The Individual Contractor shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy without prior written consent. Proprietary interests on all materials prepared by the Individual Contractor under the assignment shall become and remain properties of UNDP. This assignment will be administrated by the United Nations Development Programme (UNDP), and all relevant UNDP rules, policies and procedures will apply.

## XIV. ANNEXES TO THE TOR

- Standard Tree Registration form

**This TOR is approved by:**

**Name:**

**Designation:**

**Signature:** \_\_\_\_\_

**Date Signed:**