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*Empowered lives.*
*Resilient nations.*

**ANNEX I**

**Terms of Reference**
**Strengthening Evidenced Based Decision Making for Citizen in the Caribbean**

| I. Position Information |
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| **Job Code Title:**            Consultancy - System and Network Administrators – Installation and Configuration of HP Servers |
| **Type of contract:**            IC |
| **Starting Date**:            February 2019 |
| **Place:**            Barbados based with travel to Grenada, Antigua, Suriname, St. Vincent, Guyana, St. Kitts and Nevis and Barbados and Dominica |
| **Duration:**            Forty two (42) non-consecutive working days |
| **Reporting to:**            CARISECURE Team Leader |

| II. Background |
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| The United Nations Development Programme (UNDP) - Regional Bureau for Latin America and the Caribbean (RBLAC) in collaboration with the UNDP Caribbean network of offices – Guyana, Jamaica, Trinidad and Tobago, Suriname, Barbados and the OECS undertook the formulation of a first Caribbean-wide Human Development Report (CHDR) on Citizens' Security. Using Global UNDP HDR processes, analysis and methodologies, the Caribbean HDR reviewed crime and security in the Caribbean with data analysis and information from a human development perspective. The report defines short and medium term policy recommendations based on the social aspects of security which impact on citizen safety, youth violence, education, unemployment and inequality, inclusive economic growth, migration, and drug use and alcohol abuse.  One of the primary recommendations from the report is the urgent need for the region to shift from traditional concepts of state security to a broader multidimensional concept that focuses on citizen security and safety and wellbeing of Caribbean citizens.

While the CHDR victimization survey points to high levels of fear of violent crime amongst citizens and the failing of existing policies and approaches, stimulating robust public discourse on the topic presented a challenge. Given the region's dependency on tourism as its main foreign exchange earner, enlisting the full and unconditional support of regional parliamentarians on the matter of facilitating rigorous public debate is critical. Reliable crime statistics are critical for measuring changes in crime levels, monitoring of national and regional responses, developing and evaluating effectiveness of citizen security policies, supporting the analysis and understanding of national and regional crime trends. Collection and organization of data into a statistical form is required to produce valuable information for use in decision-making and to allow for comparison of crime |

statistics across time and between countries. Lack of reliable and comparable national, sub-regional and regional statistics makes it difficult to fully comprehend the impact of crime and violence, and to inform the citizen security policies and strategies needed to effectively respond to these challenges.

The data gaps resulting from these challenges are further aggravated by different definitions of security concepts, non-standardized indicators and inconsistent use of information; dispersion of information and a multiplicity of information sources; sporadic initiatives in the area of information management; lack of unified technical criteria and permanent technical capacities within the national and regional institutions; absence or lack of understanding of a preventive focus in information management; low citizen participation in discussions on citizen security; and absence of mechanisms and capacities to mainstream gender into the analysis and management of citizen security related information and public policies.

Based on this, UNDP seeks to work with countries in the Eastern and Southern Caribbean (Antigua and Barbuda, Barbados, Commonwealth of Dominica, Grenada, Guyana, Saint Lucia, Saint Kitts and Nevis, Saint Vincent and the Grenadines, Suriname, and Trinidad and Tobago) to improve institutional capacity for evidenced based decision making on youth crime and violence policy making and programming. The focus of this project will be in improving data collection, analysis and use of data for decision making on youth crime policy making and programming. The project intends to achieve two components: 1) improving the quality, comparability and reliability of data and information and youth crime and violence; 2) and regional collaboration and networking on youth crime and violence strengthened. These components will be achieved by improving regional and national institutional capacity to collect, monitor, and analyze citizen security and apply it to decision-making and policy formulation at both levels.

In 2017, CARISECURE launched an assessment mission to explore the technological environment (IT) prevailing and is ready to deploy a digitalized a Police Incident Form (Police) and a Detention Application (Prison). As such the Project has purchase servers, desktops and switches to support this application.

UNDP is now seeking to engage a team of two (2) Consultants (system and network administrators) to install and configure the servers (with the main and secondary switches) in Police departments of St-Kitts and Nevis, Guyana, Grenada, Antigua and Barbuda, Dominica, Suriname, St-Vincent and the Grenadines and Barbados (2). The Consultant will also install servers in Prisons facilities in Guyana, St-Kitts and Nevis, SVG, Suriname, Antigua and Barbuda and Dominica. The team of consultants will have to:

1-Physical Installation (days included in Configuration) of servers, routers and switches in Barbados (2), SKN (2), Guyana (2), Grenada (2), SVG (2), Suriname (2), Dominica (2) and Antigua (2).
The team of Consultants will provide all required expertise to install the servers in the identified locations (police and prison) and make sure the servers are installed in respect to international standards with all back up devises required. The team of Consultants will provide all tools as well as cables, fixations, connectors etc.

2- Local Network Infrastructure (Police and Prison) (10 days) in Barbados, SKN, Guyana, Grenada, SVG, Suriname, Dominica, Antigua and RSS (based in Barbados)
Each installation will include one network switch connected to the host office's network. Each host office is required to have redundant internet connectivity and allow each CariSECURE server to be accessed directly from the internet via IP address (Public or NAT) for the purpose of

maintenance. Each server will be connected to the host ORGn network via a #GB redundant network connection… the host organization will be responsible for providing redundant UPS power to both the network switch and server

In some case, the Network Administrator Consultant will do a Network Assessment on the best way to access the application server. The Consultant will consult with local ISP and in-house technicians on Internet and public IP addresses. The Consultants, along with in-house technicians will agree on the network design; temporary or permanent.

3- Server Configuration (24 days) in Barbados, SKN, Guyana, Grenada, SVG, Suriname, Dominica, Antigua and RSS (based in Barbados)

The System Administrator Consultant will install and configure the server operating system – CentOS; install and configure Web Server services on the server – Apache; install and configure Database Services on the server – MySQL; install of the server on the network and connect the server to the Internet.

The System Administrator Consultant will also configure the System Security & Firewall rules on the server, create database and tables for the Police Incidents web application. He will also upload into the server the application files for the Police incidents web application, create Domain Name entry into a DNS server and configure the server to be accessible via a domain name. The Consultant will do similar work with the Prison servers (7 units)

The Consultant will provide all tools, cable, connectors or any related minor components

4-Training (8 days)

The team of Consultants will provide training manuals for review and acceptance. The Team will train 3 Administrators per country (Barbados, SKN, Guyana, Grenada, SVG, Suriname, Dominica, Antigua and RSS (based in Barbados) on how to create security users groups, on how to create users and assign users a security group, on how to back-up the databases and on how to restore the database. The Consultant will provide similar training on network administration

| Country | System Administrator (days0 | Network Administrator (days) | Training (days) | Total number of units (servers) | TOTAL |
|---|---|---|---|---|---|
| Suriname | 3 | 1 | 1 | 1 | 5 |
| SKN | 3 | 1 | 1 | 2 | 5 |
| Barbados | 3 | 2 | 1 | 2 | 6 |
| SVG | 3 | 1 | 1 | 2 | 5 |
| Guyana | 3 | 2 | 1 | 2 | 6 |
| Antigua and Barbuda | 3 | 1 | 1 | 2 | 5 |
| Dominica | 3 | 1 | 1 | 2 | 5 |
| Grenada | 3 | 1 | 1 | 2 | 5 |

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| **III. Description of the assignment** |

**Summary of Key Functions:**
- Technical Support
- Training
- Teamwork

**Technical Support**

- Working experience in deployment of IT systems in developing countries;
- Knowledge and experience with general network support systems such as VPN, VoIP, Routing, Wireless Network, VSAT, etc.;
- Knowledge and experience with MAN and LAN and mostly familiarized with the current technologies deployed on the field (Ethernet local and metropolitan, DSL and PPP modem and 3G networks);
- Experience in deployment and administration of servers in heterogeneous environments (Windows, UNIX and/or GNU/Linux), including LDAP servers, firewalls, Email servers, Proxies, antivirus scanners, Web servers, DHCP, DNS and database servers;
- Experience with data retrieval, data warehousing and processing functions;
- Experience with creating metadata visualization and editing interface;
- Ability to formulate IMS technical requirements and Operating Procedures;
- Ability to compile and holistically analyse diverse datasets and provide recommendations;
- Experience with handling confidential data and demonstrated understanding of different data collection methodologies and data protection.

**Training**

- Excellent English and written and oral presentation skills;
- Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailor's language, tone, style and format to match audience;
- Demonstrates training capabilities, capable of analyses and presents information gathered from diverse sources related to IMS/dashboards;
- Prepares various training products, e.g. draft background papers, curriculum, training manuals or Standard Operating Procedures etc;

**Teamwork**
- Works collaboratively with colleagues to achieve organizational goals;
- Solicits input by genuinely valuing others' ideas;
- Is willing to learn from others; places team agenda before personal agenda;
- Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

| **IV. Main Tasks and Deliverables** |
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**Impact of Results**

- National and regional capacities strengthened to generate reliable and comparable data and statistics to inform policy making and programming;
- National and regional institutions have the technical capacity to design, implement and monitor evidence based youth crime and violence prevention policy and programmes; and
- The results of the work have an impact on UNDP´s reputation as the incumbent represents the project nationally and internationally, liaising with external partners and a wide range of counterparts.

**DELIVERABLES / PAYMENT REGIME**

PHYSICAL INSTALLATION **(25%)**
- The Consultants will install 17 (Seventeen) servers fully functional with all security and connectivity devises, for Police and Prison

LOCAL NETWORK INFRASTRUCTURE **(25%)**
- The Consultants will do a Network Assessment on the best way to access the application server for each countries (Police and Prison) and RSS.

- The Consultants will develop a network design, temporary or permanent, for each country (Police and Prison) and RSS;

SERVER CONFIGURATION **(20%)**
- The Consultants will install and configure CentOS, Apache and MySQL for all servers. He will also install on all servers: network and connection of the server to the Internet;

- The Consultants will also configure System Security & Firewall rules on all servers, create database and tables for the Police Incidents web application. It will also upload into the servers the application files for the Police incidents web application, create Domain Name entry into a DNS server and configure the server to be accessible via a domain name.

- The Consultants will provide a 3 months technical support in case of malfunctions

TRAINING **(30%)**
- The Consultant will train 4 Administrators (police and prison( per country (+ RSS) on how to create security users groups, on how to create users and assign users a security group, on how to back-up the databases and on how to restore the database

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| V. Qualifications and competencies |
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The Consultants should have the following skills and qualifications:

Education (20 points):
- A Technical Degree in computer sciences or tertiary equivalent (for Network Administrator) (10 points)

- A Technical Degree in computer sciences or tertiary equivalent (for System Administrator) (10 points)

Experience
- for Network Administrator (25 points):
- CCNA (routing and switching) (10 points)
- 5 years' experience in configuring switches and routers in a small to medium business environment (10 points)
- Demonstrated working experience in the Caribbean region (5 points)

-for System Administrator (25 points)
- LINUX SysAdmin Certification or at least 5 years' experience as System Administrator (5 points)
- COMPTIA LINUX and/or RedHat Certified System Administrator or LINUX Foundation Certified System Administrator (10 points)
- At least 5 years' experience in similar activities (5 points)
- Demonstrated working experience in the Caribbean region (5 points)

Methodology/Technical Proposal (Timeline, implementation Plan etc (30 points)

Skills / Competencies:

- Leadership and Management;
- Ability to lead strategic planning, results-based management and deliver reports.
- Works towards client satisfaction.
- Proven track record of delivering results under tight deadlines.
- Client-oriented way of managing.
- Ability to work independently, manage competing priorities and perform well under pressure.
- Excellent inter-personal skills to effectively liaise with key stakeholders
- Fluency in English;

| VI. Duration |
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Duration of field assessment:  Forty-two (42) nonconsecutive working days.

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It is expected the consultants will travel Barbados, Grenada, Suriname, St-Lucia, Guyana, St-Kitts, Antigua, SVG and Dominica. The consultants will have to submit a travel plan and methodology in this proposal and prior any trip

### VII. Supervision

The Consultant will work under the direct supervision of the CARISECURE Team Leader and or Deputy Team Leader

### VIII. Regimen for payment of fees

    i. Applicants must submit an economic offer to work in the above-described capacity and should provide their fees in United States Dollars.

    ii. The contract does not involve any fees (deposits) in advance at the beginning of the consultancy.

    iii. Payments will be made upon submission and approval of deliverables as follows:

        a. Submission of an Inception Report with timeline (10%)

        b. 9 servers (Police Departments and RSS) installed, configured and fully functioning and fully connected (including a network assessment report) (30%)

        c. 7 servers (Prison Departments) installed, configured and fully functioning and fully connected (including a network assessment report) (30%)

        d. Approved training manuals provided, and 32 administrators trained (20%)

### IX. Application Process

To apply, prospective applicants should submit:

    i. Letter of Interest stating why you consider yourself suitable for the assignment;

    ii. Detailed Technical Proposal incorporating methodology on the approach and implementation of the assignment;

    iii. Curriculum Vitae highlighting qualifications and experience in similar projects;

    iv. Work references - contact details (e-mail addresses) of referees;

    v. Financial proposal outlining all costs for undertaking the assignment*; and

    vi. Available date to start the consultancy.

* This assignment requires travel to eight countries. Travel cost (airline tickets) and DSA will be covered by the Consultants and clearly indicated in the budget proposal. Additionally, applicants should possess all necessary visas to travel and must make all arrangements themselves to facilitate their travel to complete required field visits.

### X. Evaluation Criteria

The offers that will be received shall be evaluated based on the Combined Scoring method – where the expertise, qualifications of key personnel and methodology will be weighted with a maximum of 70%, and combined with the financial offer which will be weighted a max of 30%.

**Technical Proposal (70%)**

☐ Education of the Consultant (14%)

☐ Methodology, its Appropriateness to the Condition and Timeliness of the Implementation Plan (10.5%)

☐ Qualifications/Expertise (45.5%)

**Financial Proposal (30%)**

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.