



## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: January 8, 2019

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**REF NO.:** BBRSO58218

**Job Title:** Consultancy - Systems and Network Administrators

**Country(ies):** Grenada, Antigua, St. Vincent and the Grenadines, Guyana, St. Kitts and Nevis, Barbados and Dominica

**Description of the assignment:** This consultancy requires collaboration of a System Administration and Network Administrator to configure and install Configure Servers.

**Project name:** Strengthening Evidenced Based Decision Making for Citizens in the Caribbean (CariSECURE) CariSECURE

**Period of assignment/services (if applicable):** Forty (42) non-consecutive days

### A. ADMINISTRATION

To apply, interested persons should upload the **combined\*** *Technical Proposal/Methodology* (if applicable), CV and *Offeror's Letter* to "UNDP Jobs" by navigating to the link below and clicking "APPLY NOW", no later than the date indicated on the "UNDP Jobs" website. **Applications submitted via email will not be accepted\*\*:** -

UNDP Job Site – [https://jobs.undp.org/cj\\_view\\_job.cfm?cur\\_job\\_id=82828](https://jobs.undp.org/cj_view_job.cfm?cur_job_id=82828) (cut and paste into browser address bar if the link does not work)

**\* PLEASE NOTE:** The system allows the upload of one (1) document ONLY – if you are required to submit a *Technical Proposal/Methodology*, this document along with your CVs/P11 and *Offeror's Letter*, **MUST be combined and uploaded as one.**

**NOTE:** The *Financial Proposal* should not be uploaded to "UNDP Jobs"\*\*.

#### <IMPORTANT>

\*\*Please email the **password-protected** *Financial Proposal* to [procurement.bb@undp.org](mailto:procurement.bb@undp.org). The subject line of your email must contain the following: " **BBRSO58218 Financial Proposal – Your Name**"

**If the password for your Financial Proposal is required, it will be requested by the Procurement Unit.**

Any request for clarification must be sent in writing to [procurement.bb@undp.org](mailto:procurement.bb@undp.org) within three (3) days of the publication of this notice, ensuring that the reference number above is included in the subject line. The UNDP Barbados & the OECS Procurement Unit will post the responses\*\*\* two (2) days later, including an explanation of the query without identifying the source of inquiry, to: -

[http://procurement-notice.undp.org/view\\_notice.cfm?notice\\_id=52575](http://procurement-notice.undp.org/view_notice.cfm?notice_id=52575) (cut and paste into browser address bar if the link does not work)

**A detailed Procurement Notice, TOR, and all annexes can be found by clicking the above link.**

*\*\*\* UNDP shall endeavour to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary*

## **BACKGROUND:**

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 perform the following:

**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 devices required. The team of Consultants will provide all tools as well as cables, fixations, connectors etc.

**2. Local Network Infrastructure (Police and Prison) in Barbados, SKN, Guyana, Grenada, SVG, Suriname, Dominica, Antigua and RSS (based in Barbados) (10 days)**

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

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 4 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 etc. The Consultants will provide similar training on network administration

Country	System Administrator (days)	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

## **B. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS**

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

### **1. Proposal:**

- (i) Explaining why they are the most suitable for the work;
  - (ii) Provide a brief methodology on how they will approach and conduct the work;
- Personal CVs of the following including past experience in similar projects and at least 3 references:-
- a. Systems Administrator
  - b. Network Administrator.

### **2. Financial proposal**

## **C. FINANCIAL PROPOSAL**

### **• Lump sum contracts**

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the

services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including travel, per diems, and number of anticipated working days).

#### D. TRAVEL

*All envisaged travel costs must be included in the financial proposal.* This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the *Individual Consultant* wish to travel on a higher class he/she should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

#### E. EVALUATION

Individual consultants will be evaluated based on the following methodologies:

- *Lowest price and technically compliant offer*

When using this method, the award of a contract should be made to the individual consultant whose offer has been evaluated and determined as both:

- a) responsive/compliant/acceptable\*, and
- b) offering the lowest price/cost

*\*responsive/compliant/acceptable" can be defined as fully meeting the TOR provided*

- *Cumulative analysis*

When using this weighted scoring method, the award of the contract should 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 a pre-determined set of weighted technical and financial criteria\*\* specific to the solicitation

*\* Technical Criteria weight; [70%]; \* Financial Criteria weight; [30%]*

Only candidates obtaining a minimum of **49 points** would be considered for the Financial Evaluation –

<b>Criteria</b>	<b>Weight</b>	<b>Max point Network Administrator</b>	<b>Max. Point System Administrator</b>
	<b>70</b>		
<b>Education</b> <i>Technical Degree in computer sciences or tertiary equivalent</i>	10	5	5
<b>Technical</b>	5		0

<u>For Network Administrator</u> CCNA (routing and switching) (10 points)		5	
Demonstrated working experience in the Caribbean region	4	4	0
5 years' experience in configuring switches and routers in a small to medium business environment	8	8	0
<u>for System Administrator</u> LINUX SysAdmin Certification or at least 5 years' experience as System Administrator	4	0	4
At least 5 years' experience in similar activities	4	0	4
Demonstrated working experience in the Caribbean region	4	0	4
COMPTIA LINUX and/or RedHat Certified System Administrator or LINUX Foundation Certified System Administrator (10 points)	8	0	8
<b>Methodology</b> Technical Proposal (Timeline, implementation Plan etc)	23	0	23
<u>Financial</u>	<b>30</b>		

## F. ANNEXES

ANNEX I – TERMS OF REFERENCES (TOR) – separate TOR only provided for complex procurement; otherwise, see above

ANNEX II – GENERAL TERMS AND CONDITIONS

ANNEX III – OFFEROR'S LETTER

ANNEX IV – FINANCIAL PROPOSAL TEMPLATE

ANNEX V – SAMPLE INDIVIDUAL CONTRACT

## G. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

UNDP is seeking to recruit 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, 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). These servers will be located in Police and prisons facilities;
2. Setting up a robust network configuration;
3. Configuration of servers for police and Prison Departments;
4. Providing approved training manuals and deliver training to System Administrators

## DELIVERABLES:

1. PHYSICAL INSTALLATION (25%)

- The Consultants will install 15 (Fifteen) servers fully functional with all security and connectivity devices, for Police and Prison
2. **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;
3. **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
4. **TRAINING (30%)**
- The Consultant will train four (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.

## **H. REQUIREMENTS FOR EXPERIENCE AND COMPETENCIES**

### **Qualifications**

The Consultants should have the following skills and qualifications:

Qualifications:

- for Network Administrator:

- CCNA (routing and switching)
- 5 years' experience in configuring switches and routers in a small to medium business environment
- Demonstrated working experience in the Caribbean region

-for System Administrator

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

Skills / Competencies:

- Leadership and Management;
- Fluency in English;
- 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.

## **Education**

- 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)