



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date 07/03/2019

Country: Panama (and optionally Thailand and Turkey)

Description of the assignment: eTendering regional support consultant

Project name: Rollout of eTendering system

Period of assignment/services: Until 31st December 2019 (approximately 180-200 working days)

The United Nations Development Programme (UNDP) is currently implementing a project *Rollout of eTendering system* that requires the services of three individuals to perform the work described in the corresponding TORs., located in Panama City, Istanbul, and Bangkok.

Proposal should be submitted through the online eTendering system. Offers submitted via email or other methods may not be considered.

Go to eTendering page at <https://etendering.partneragencies.org> (search for Event ID 0000003476 in UNDP1) and submit an offer within the deadline indicated in the system itself. Detailed user guide on how to register in the system and submit the proposal can be found in this link: <https://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/>. If you have registered in the system before, do not register again. Use forgotten password function to reactivate your password if you have forgotten it.

Any request for clarification must be sent in writing, or by standard electronic communication to roland.koxhaj@undp.org and maxine.engvall@undp.org. UNDP PSU will provide responses by uploading them in the system.

In consideration of your qualifications, we are hereby inviting you to submit an offer for this particular assignment. To assist you in understanding the requirements of this assignment, we have included hereto the following :

- a) The Terms of Reference for the assignment described above;
- b) The standard Letter of Confirmation of Interest and Availability, which you must accomplish and submit to UNDP; and
- c) The Individual Contract and its General Terms and Conditions, which you would be expected to sign in the event you are the selected Offeror in this procurement process.

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

- Letter of presentation highlighting main qualifications and experience relevant to this TOR. Note that this is a very important document as it will be used for the evaluation of your offer as per the evaluation criteria;
- CV or P11 form;
- Copy of education certificate;
- Completed financial proposal.

FINANCIAL PROPOSAL

The Individual Contractor should submit the financial proposal by completing the provided template. It shall consist in a daily rate for the estimated total number of working days. The daily fee should be entered in the system as well.

Terms of reference



Empowered lives.
Resilient nations.

GENERAL INFORMATION

Title: eTendering regional support consultant

Project Name : Rollout of eTendering system

Reports to: Roland Koxhaj

Duty Station: Panama City, Panama. Also additionally in Bangkok, Thailand and Istanbul, Turkey

Expected Places of Travel (if applicable): Possible travels to UNDP Country Offices in the field

Duration of Assignment: From: As soon as possible until 31 December 2019 (estimated 200 working days)

REQUIRED DOCUMENTATION FROM CONTRACTOR

	Letter of presentation highlighting main qualifications and experience relevant to this TOR
	CV
	Copy of education certificate
	Completed financial proposal

I. BACKGROUND

The Atlas eTendering module was introduced to UNDP Country Offices in Q4, 2012 as part of the Procurement Roadmap. Over 50 UNDP Country Offices have used the system, with over 4000 cases successfully managed.

The next eTendering phase includes a wider roll-out to all UNDP regions, including mandating the use of the system for certain type of procurements. In this context PSU is implementing a project that aims to rollout the use of the system to all UNDP regions and more offices, as well as making further enhancements to the system.

The Individual Contract will provide guidance and support to system users and be involved in several of the activities of this project, reporting directly to the eTendering Rollout Project Manager.

II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

Scope of Work

- 1. Provide support to system users.** Individual Contractor will provide technical support to system users as required. The support will include:
 - a. Solving ad-hoc system issues faced by system users;
 - b. Guide users on how to use and navigate the system on ad-hoc bases;
 - c. Provide coaching and guidance on how to use the system for first time users.
 - d. Conduct online trainings for users;
 - e. Conduct classroom trainings or specific field office missions;
 - f. Provide Live support to users.

2. **Provide support in system enhancements.** Individual Contractor will work closely with the technical team to support system enhancements and customizations as required. This includes:
 - a. Suggest system enhancements.
 - b. Conduct system testing as needed.

3. **Maintain and regularly update system user resource guides and tools.** PSU has already developed several user guides and other resource materials for the system. Individual contract will regularly update these materials as well as develop new ones. This includes:
 - a. Translate system templates in Spanish and/or other UN Languages as necessary;
 - b. Maintain helpdesk support online system;
 - c. Update user guides and FAQ questions for system users;
 - d. Translate video recordings for system users into Spanish and/or other UN languages;

Expected Outputs and deliverables

Deliverables/ Outputs	Deadline	Review and Approvals Required
Testing of system enhancements	On ad-hoc basis	Project Manager
Help Desk support to system users	Continuously	Project Manager
Maintain the helpdesk support system	Continuously	Project Manager
Video training sessions and recordings translated	Monthly	Project Manager

III. **WORKING ARRANGEMENTS**

Institutional Arrangement

- The Individual Contractor will report directly to the Project Manager. Reporting will be done on a regular weekly basis. Individual contractor may have also a second reporting line to the Regional Procurement Advisor located in same region.
- Individual contractor will be expected to work closely with UNDP technical team, UNDP users in the field, and other UNDP PSU staff who are involved in the eTendering rollout project.
- The Contractor will be requested to be present in the UNDP Regional Office in Panama city, Panama office every working day, Monday to Friday, except UN official holidays. The consultants that may be hired for Bangkok and Istanbul will be present in UNDP Regional offices in the respective locations. Normal working day consists of eight hours following the standard working hours arrangements of each respective office.
- The Individual Contractor may be required to travel to UNDP field offices. In such cases, UNDP will reimburse travel expenses in accordance with UNDP daily allowance rates and travel policies.
- UNDP/PSU will provide a working desk, computer, and internet and telephone access to the selected individual Contractor during his/her stay at the PSU premises as required under this ToRs.

IV. **REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS**

Academic Qualifications:

Bachelor Degree in Information Technology, Economics, or relevant/related area. Master Degree is an advantage.

Years of experience:

Minimum 2 years of working experience in the field of information technology or procurement. Working experience in similar projects or training experience is an advantage.

III. Competencies and special skills requirement:

- Practical experience in system support as help desk function in similar projects.
- Good understanding of key public procurement principles.
- Good knowledge of database setups and ERP systems.
- Fluency in Spanish and English. Knowledge of French and/or other UN official languages) is an advantage. For the Bangkok and Istanbul locations, only English is mandatory requirement.
- Good writing and presentation skills.
- Good public speaking and presentation skills.
- Working experience with UN/UNDP is an advantage.

The IC must list all his past experience and knowledge on the above points and highlight in the cover interest letter how the past experience demonstrates possession of the above skills.

V. EVALUATION METHOD AND CRITERIA

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 a pre-determined set of weighted technical and financial criteria specific to the solicitation.

** Technical Criteria weight: 70%*

** Financial Criteria weight: 30%*

Criteria	Maximum Point
Education	Pass/Fail
Proficiency in Spanish and English for Panama, and English (for Bangkok and Istanbul).	Pass/Fail
Skills, experience and qualifications relevant to this TOR, as demonstrated in the brief summary submitted by IC: <ul style="list-style-type: none">• Past experience in working in similar projects;• Past experience in coaching, training or helpdesk support to system users;	50
Work experience: minimum 2 years	20

Experience with UN/UNDP	10
Demonstrated experience in working with dashboard, PowerBI application, chatbot applications, etc.	15
Understanding of key public procurement principles	5

OFFEROR'S LETTER TO UNDP CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT

Date _____

Dear Sir/Madam:

I hereby declare that:

- A) I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of [eTendering support consultant] under the [eTendering rollout project];
- B) I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- C) I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV which I have duly signed and attached hereto as Annex 1;
- D) In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposed approach/methodology which I have attached hereto as Annex;
- E) I hereby propose to complete the services based on the following payment rate: *[please check the box corresponding to the preferred option]*:
 - ☐ An all-inclusive daily fee of *[state amount in words and in numbers indicating currency]*
 - ☐ A total lump sum of *[state amount in words and in numbers, indicating exact currency]*, payable in the manner described in the Terms of Reference.
- F) For your evaluation, the breakdown of the abovementioned all-inclusive amount is attached hereto as Annex 2;
- G) I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures;
- H) This offer shall remain valid for a total period of _____ days *[minimum of 90 days]* after the submission deadline;
- I) I confirm that I have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN agency or office *[disclose the name of the relative, the UN office employing the relative, and the relationship if, any such relationship exists]*;
- J) If I am selected for this assignment, I shall *[please check the appropriate box]*:

☐ Sign an Individual Contract with UNDP;

- ☐ Request my employer *[state name of company/organization/institution]* to sign with UNDP a Reimbursable Loan Agreement (RLA), for and on my behalf. The contact person and details of my employer for this purpose are as follows:

K) I hereby confirm that *[check all that applies]*:

- ☐ At the time of this submission, I have no active Individual Contract or any form of engagement with any Business Unit of UNDP;

- ☐ I am currently engaged with UNDP and/or other entities for the following work:

Assignment	Contract Type	UNDP Business Unit / Name of Institution/Company	Contract Duration	Contract Amount

- ☐ I am also anticipating conclusion of the following work from UNDP and/or other entities for which I have submitted a proposal:

Assignment	Contract Type	Name of Institution/ Company	Contract Duration	Contract Amount

- L) I fully understand and recognize that UNDP is not bound to accept this proposal, and I also understand and accept that I shall bear all costs associated with its preparation and submission and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.
- M) **If you are a former staff member of the United Nations recently separated, please add this section to your letter:** I hereby confirm that I have complied with the minimum break in service required before I can be eligible for an Individual Contract.
- N) I also fully understand that, if I am engaged as an Individual Contractor, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.

O) Are any of your relatives employed by UNDP, any other UN organization or any other public international organization?

YES ☐ NO ☐ If the answer is "yes", give the following information:

Name	Relationship	Name of International Organization

P) Do you have any objections to our making enquiries of your present employer?

YES ☐ NO ☐

Q) Are you now, or have you ever been a permanent civil servant in your government's employ?

YES ☐ NO ☐ If answer is "yes", WHEN?

R) REFERENCES: List three persons, not related to you, who are familiar with your character and qualifications.

Full Name	Full Address	Business or Occupation

S) Have you been arrested, indicted, or summoned into court as a defendant in a criminal proceeding, or convicted, fined or imprisoned for the violation of any law (excluding minor traffic violations)?

YES ☐ NO ☐ If "yes", give full particulars of each case in an attached statement.

I certify that the statements made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on a Personal History form or other document requested by the Organization may result in the termination of the service contract or special services agreement without notice.

DATE: _____

SIGNATURE: _____

NB. You will be requested to supply documentary evidence which support the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of UNDP.

Annexes *[please check all that applies]:*

- ☐ CV shall include Education/Qualification, Professional Certification, Employment Records /Experience
- ☐ Breakdown of Costs Supporting the Final All-Inclusive Price as per Template
- ☐ Brief Description of Approach to Work (if required by the TOR)

BREAKDOWN OF COSTS¹
SUPPORTING THE ALL-INCLUSIVE FINANCIAL PROPOSAL

A) **Breakdown of Cost by Components:**

Cost Components	Unit Cost	Quantity	Total Rate for the Contract Duration
Professional Fees		200 days	

¹ The costs should only cover the requirements identified in the Terms of Reference (TOR)