

Terms of Reference

1. BACKGROUND

UNDP's recruitment and selection follows a fair and competitive process with all vacancies published on UNDP global website as well as are circulated in relevant institutions and NGO networks, and therefore, it is important that screening and shortlisting is conducted with professional rigor, with candidates measured against clearly articulated criteria, job skills, competencies and corporate priorities.

UNDP is looking for highly competent HR organization to support UNDP Human Resources in providing high quality recruitment services. The UNDP Myanmar Human Resources Unit will maintain oversight over the outsourced recruitment services in order to ensure compliance with UNDP recruitment policies and procedures.

2. Guiding Principles

The recruitment and selection of staff members at UNDP will be guided by the following five principles:

- **Competition:** Selection will follow a visible and fair competitive process for all vacancies, regardless of post, contractual modality or hiring unit, except when such a competitive process is not considered practicable;
- **Objectivity:** Screening will be conducted with professional rigor, with candidates measured against clearly articulated criteria, job skills and competencies and corporate priorities;
- **Transparency:** The recruitment and selection criteria and all phases of recruitment processes will be transparent to staff and candidates to the fullest extent possible;
- **Diversity:** UNDP's workforce will reflect diversity and will strive to include equal numbers of men and women, staff members representing as wide a geographic distribution as possible and individuals from under-represented groups, indigenous groups and persons with disabilities.
- **Accountability:** Hiring managers will be held accountable both for their selection proposals and the manner in which they have followed the processes leading up to them.

For reference purposes, the following websites can be checked by organizations to become familiar with UNDP vacancies: https://jobs.undp.org/cj_view_jobs.cfm

Furthermore, UNDP's HR policy can be accessed in this link:

<https://poppp.undp.org/SitePages/POPPBSUnit.aspx?TermID=1f57ad6b-760b-4b5a-be19-36e6fe76fd85>

3. Scope of Services

The successful recruitment agency will be provided one or more of the following recruitment services:

a) Head Hunting

- Direct and personalized approach made to potential candidates with a high degree of discretion where particular expertise is sought. To involve active and focused search of the most appropriate profile, pull together a target list of candidates through research and by tracking high performance individuals.
- Provide necessary assistance to qualified candidates to apply UNDP eRecruit online recruitment platform

b) Screening and Long-listing

- Understand the job description and requirements of the position/s through discussions with the Hiring Manager

- Screen and long-list applications based on the job specifications provided in the Terms of Reference.
 - Provide screening comments for all applications. Provide reasons for not long listing candidates. The screening comments shall be based on extensive screening detailing among other qualifications, competencies, years of experience, employment history, achievements, etc.
 - Ensure equally qualified women applicants are on the Long-list
 - This activity is time bound as advised by Hiring Unit/HR Manager.
- c) Facilitation of interview for UNDP**
- Fixing interview date/time with the shortlisted candidates and interview panel from UNDP
 - Identify key competencies of the position and prepare competency based interview questions, in advance for consideration of the interview panel.
 - Final interview questions to be submitted to UNDP HR/Hiring Manager after incorporating interview panel's recommendation. To be submitted with the final interview report.
- d) Interview Documentation**
- Participate in the interview with the primary function to document the interview process as per UNDP rules and procedures
 - Prepare interview report for each candidate (maximum of 6 candidates) based on the discussions and evaluations of the panel members against each competency. Consolidate the interview comments and incorporate in the Interview report.
- e) Other services (on demand):**
- Prepare vacancy advertisement tailored to the space requirement for publicity in newspapers, magazines, web insertions etc.
 - Conduct/facilitate preliminary interview for further screening the eligible candidates to be called for personal interview by the UNDP after substantive review and consideration of corporate hiring standards
 - Coordination of interview process, support HR unit in conducting written test and interview assessment, documentation of the interview process.
 - Taking reference check at the request of UNDP

NOTE: *If any travel outside Yangon is required and authorized by UNDP, and upon prior written agreement, such travel will be at UNDP's expense.*

In normal circumstances, for each post, UNDP shall require the selected vendor to perform all of the services mentioned above; however, for specific cases, it might only require one or two of the above services per case upon specific demands, however these are not expected to be requested recurrently. It is therefore requested to quote the service fees separately by each service category.

4. Expected Volumes

The expected volume of recruitments per year is expected to be maximum 200 posts – both long term and short term, at various levels and can be for any location within Myanmar (but primarily for Yangon, Nay Pyi Taw, Rakhine, Mandalay, Shan and Kachin). Average number of applicants per post is 200, hence the quantities of services requested per year are as follows:

• Service Description	Volume per year
Screening and Long-listing	<u>40,000 applications</u> (200 posts x 200 applications per post)
Prepare Interview Questions	200 posts (Max)
Interview Documentation	200 posts (Max)
Other services	On demand

Note: The above figures are given for reference purposes only. The Long Term Agreement (LTA) to be signed with the selected vendor shall be considered by UNDP as non-exclusive and will not have an upfront commitment by UNDP in terms of volumes contracted during its duration as this will depend on forthcoming needs.

The above referred “posts” refer to any of the below UNDP Job Categories:

- General Service Staff: personnel who are predominantly engaged to provide support services to the UN offices and activities.
- National Professional Officers: locally recruited nationals and who perform professional functions requiring local expertise.
- International Professional: Internationally recruited posts who perform professional functions requiring internal expertise.
- National project personnel: are personnel who provide personnel contracting services to projects funded by UNDP. These Service Contracts are considered non-staff.

5. Service Level Agreements

The LTA vendor shall perform the above requested services within the below timeframe:

Service Description	Timeframe (after notification by UNDP)
Applications, Screening and Long-listing	Within 1 week of notification by UNDP
Prepare Interview Questions	One day
Interview Documentation	Within 2 days after finalization of interview
Head Hunting	Would be discussed and agreed on finalization of selected bidder
Other services	Would be discussed and agreed on finalization of selected bidder

6. Contract Management

The LTA vendors shall report to the UNDP HR Unit on a quarterly basis.

UNDP will regularly monitor the performance of the LTA vendor, based on the following Key Performance Indicators (KPIs):

- KPI 1: All components of HR recruitment process should be attended to with rigour and will follow UNDP’s recruitment and selection process including in the methodology of shortlisting, documentation, preparing sample interview questions.
- KPI 2: Timelines as set out by HR Unit to be followed with rigour. Services should be delivered within the timeframes indicated in the RFP TOR.
- KPI 3: All assignments to be handled confidentially by Vendor by applying a strict code of conduct, ethics

and probity.

- KP1 4: Vendor is required to bear in mind diversity and strive to include gender equality, geographic distribution, include under-represented groups, indigenous groups and candidates with special needs.
- KPI 5: Accuracy of payment documentation. Vendor shall provide complete payment documentation including accurate invoices with correct quantities, unit price, copies of relevant orders, etc.
- KPI 6: Communication and Reporting. Vendor shall communicate and provide reports in a timely and professional manner

UNDP would conduct bi-annual performance reviews of this LTA, which might include meeting with the LTA holder and feedback from other stakeholders.

If the vendor fails to meet UNDP's performance requirements detailed above, it will receive in the first instance a warning to improve their performance. Continued failure to meet performance requirements may result on termination of the LTA.

7. Minimum Qualifications and Experience of Key Personnel

The vendor is expected to have the following skills and expertise:

- Team composed of at least three members: Team Manager, Sr. HR Officer and Junior HR officer with the Primary/Advanced degrees in human resources Management, Business or Public Administration, Management, Statistics or Labour Economics, Social Sciences, Organization Development, Strategic Management or other related disciplines development studies, business studies, social sciences or related discipline;
- A minimum of five (5) years' experience providing human resources advisory services especially in the field of talent acquisition
- Demonstrated experience in design and innovative methods of talent sourcing, competency - based recruitment and selections
- He/She should be able to work in a multicultural and multidisciplinary team environment with strong interpersonal skills, and the ability to communicate and work well with diverse people including national and international personnel.
- Knowledge on UNDP Recruitment & Selection Policies and process would be an added advantage.

The vendor shall provide services during the LTA duration with the Key Personnel identified in this process. Staff may only be replaced for others of same or superior qualifications and experience with prior written authorization by UNDP.

Prepared by:



Ohnmar Aung
Human Resources Analyst

Approved by:



Payal Suri
Team Leader, Programme Support Unit