CONSULTANT: Development & Implementation of the Country Coordination Reporting System - an online reporting database/application.

Location :	Virtual/Remote (Coordinating with the team in New York)
Application Deadline :	25th August 2013
Type of Contract :	Individual Contract
Post Level :	International Consultant
Languages Required :	English
Duration of Assignment :	7 months

Background:

The United Nations Development Group (UNDG) is an instrument for UN reform, created by the Secretary General in 1997, to improve the effectiveness of UN development operations at the country level. The UN Development Operations Coordination Office (DOCO) is the UNDG Secretariat that works with member agencies to prepare issues, policies and guidelines for decision by the UNDG. Additionally, it works with the regional machinery of UNDG members to build the capacity of UN Country Teams and provide them with oversight. DOCO is also the administrative unit that supports the UN Resident Coordinator system working in 134 countries. In fulfilling its duties as the secretariat of the UNDG, DOCO is also tasked with the monitoring and evaluation of UN country coordination and the Resident Coordinator System. To this end DOCO has developed and administered an online reporting tool, embedded within the UNDG Website, known as the Resident Coordinators Annual Reporting system (RCAR), which allows UN Country Teams to submit their annual progress reports and related information (http://www.UNDG.org/index.cfm?P=1657). This data is critical in the development of reports to donors and other parts of the UN system.

Project Objectives:

DOCO has been tasked with revising the current reporting system (RCAR) to make it more strategic, ensure it meets the UNDG's information and monitoring needs and to ensure that the information collected can be easily extracted and analyzed.

This restructuring will require a redesign of the online reporting tool not only in terms of content, but also in terms of providing additional functions and tools that make it more user-friendly, relevant and able to provide access to information more easily in real time.

The purpose of this assignment is to develop and implement a new online data collection system to be known as the Country Coordination Reporting (CCR) System, with the intent to achieve the following results:

- Help UNCTs plan and assess progress towards UNCT key results.
- Identify good practices in coordination and common programming.
- Plan for key planned future results, identifying UNCT contributions to those results as the basis for

their performance appraisal to strengthen the mutual accountability for results.

- Gather specific information and statistics to feed into policy development at the UNDG and as inputs in upcoming documents, debates and events.
- Provide the Secretary General, ECOSOC and UN member states with information on progress in UN reform.
- Enable DOCO to (1) properly report to donors on the use of funds; and (2) to mobilize and allocate Support to Resident Coordinator (SRC) and UN Country Coordination funds (UNCCF).

The Country Coordination Reporting system will provide the following benefits:

- Improved access to data collected by all concerned staff including UNCTs, members of UNDG working mechanisms, DOCO and other relevant UN staff, allowing for a greater evidence-based strategic analysis.
- Tools (dashboards, etc.) for quick and effective overviews and feedback leading to greater accountability.
- Easy generation of standardized information as input for key reporting requirements, i.e. donor reports, RC System Reports for ECOSOC, etc.
- Simplified input of data by the users through a more user friendly interface as well as the annual movement of planning data for one year to the reporting section the next year
- Online collection of Case Studies and Good Practices.

Project Description:

This project will include the design, development, and implementation of a database/online application to enable input, validation and reporting for the Country Coordination Reports.   It will include the identification/recommendation for software tools, hosting, and licensing management.   It will also include support and troubleshooting for the application through the full initial reporting cycle, including country input and DOCO evaluation and monitoring, as well as training for DOCO staff for ongoing management.

Deliverables:
- Backend database for collecting data (see specifications document for detail)
- Management module to allow DOCO team to edit questions, manage drop down lists, instructional text, and other basic management capability
- Online interface (online automated input forms) for five (5) chapters that may be broken into multiple screens with interactive fields and the ability to add additional sections.
- Automated status dashboards for country teams, and DOCO Evaluation team
- 20 to 25 predefined reports including a standard Country Profile using graphical reporting elements such as pie charts, line graphs, etc.
- Ability to move planning data from one year to the reporting section for the next year
- Ability to create ad hoc reports, based on user-defined parameters
- Ability to export data to Word, Excel, PDF
- Ability to create formal links between the CCR and other systems
- Automated user permissioning with UNDG.org
- Linkage with the current UNDG.org as well as the new site due to be deployed in early 2014.
- User Manual for DOCO team and country team members
- Technical system documentation

- Successful completion of 2013 reporting cycle

Potential deliverables "menu": (details in requirements section)
1. Offline input capability
2. Migration of 2012 data
3. Migration of 2005-2012 data

Management:
The consultant will work under the overall supervision of DOCO's Monitoring and Evaluation Specialist. He/she may be required to consult with the developers of the current reporting tool as well as the webmaster of UNDG.org.

Timeframe:
The duration of the consultancy is seven (7) months with an expected starting date of 27 September 2013. This includes the initial development of the tool as well as a period of technical backstopping and troubleshooting required after the initial rollout of the tool.

Time Frame	Activity
27 September to 4 October 2013	First kickoff meeting with development team including review of system objectives, requirements, specifications, timeframes, deliverables, etc.
11 October 2013	Submission of detailed work/project plan
14 October to 29 November 2013	Design, programming and testing, including:
21 October 2013	Initial design review of form layouts (wireframes):
4 November 2013	Initial Prototype Review
11 November 2013	Administrative capability ready for DOCO input of instructions, field value review, testing
18 November 2013	Test input with pilot countries
2 December 2013	Launch of data collection module including country input part of user manual
15 January 2014	Review of pre-defined reports
3 February 2014	Generation of automated repots, reporting part of user manual ready for DOCO staff. 2013 reporting "closed", 2013 work plan data rolled into Chapter 2 in preparation for 2014.

Country Coordination Reporting System – Requirements:

The redesigned online reporting tool for country level coordination reporting will perform the following functions:

Core System

1. **Country Input:** *(see specifications document - Annex 1 for detail)*
   - Support the input of data by the users through a user friendly interface, allowing users to input data required by the reporting template with a combination of narrative text boxes, drop down menus, clickable lists in a clear and simple format that is easy to use.
   - Support the input of data with in-context help text (e.g. hover-over boxes) that can be input and edited by the DOCO management team.
   - Validate the input data to ensure consistency in format, completion of required fields, etc.
   - Facilitate uploading of single and multiple documents associated with specific parts of the report.
   - Allow the reporting country to work on the report in sections, save their work and return at another time. Once the country team marks a section "complete," validation processes are run to ensure consistency.
   - Show the reporting user where they are in the flow of the reporting process; allowing them to save as they progress; skip pages and come back to them later and; provide an up-to-date overview of what has been completed and what has yet to be completed.
   - Provide tools (e.g. dashboards) for quick and effective progress tracking at the country level as well as DOCO management overviews of status for all countries to support on-time, complete country reporting.
   - Provide for online collection of Case Studies and Good Practices by allowing country teams to nominate an entry as a Case Study or Good Practice without requiring duplicate information to be submitted.
   - Integrate with UNDG.org in the same manner as the current system.
   - Coordinate user permissioning with UNDG.org, i.e. the ability, via an email address, to enable country teams' access to their own report, and DOCO management to access all.
   - Provide for planning data from one year to be moved to the reporting section for the next year.

2. **Queries and Report Generation:**
   - Support access to data collected to key user groups including the UN Country Teams, members of UNDG working mechanisms, DOCO and other relevant UN staff in the form of predefined reports and the ability to export data in excel, Word and PDF formats.
   - Support report generation and strategic analysis, via pre-defined reports as well as the capability and training to support easy generation of ad hoc reports as input for key reporting requirements, i.e. donor reports, RC System Reports for ECOSOC, etc.
   - Allow for the generation of user-defined queries, reports and exports to in Excel, Word and PDF formats based on parameters defined by the user.
   - Provide a Country Profile/one page summary to allow country teams to see a summary of key reporting data including automated graphical elements like pie charts.
   - Allow the DOCO team to make basic changes to the reporting system including the ability to edit drop-down lists, add and edit instructions, close one year's report, open the next year's, etc.

- Be capable of linking to other systems. As most of the information contained in the full CCR would be critical for a number of tools and reports, additional components could be added to the CCR system that allows for an easy and effective transfer of data so that input/reporting is not duplicated. For example, one such area is the performance appraisal system (PAS), utilizes the CCR data as inputs to the process. The CCR system needs to be able to both export the data for use in other systems as well as easily connect to other systems.

Potential Enhanced Functionality/Migration "Menu": (please propose the following items separately from the core system)

1. Offline input capability
   The user community required to input into the Country Coordination Reporting system is distributed around the world, in many areas with low and unreliable bandwidth. Service interruptions make the completion of the annual report timely and frustrating. The DOCO team would like to be able to provide the users with the capability of completing the report offline and then uploading/replicating/synching the offline copy with the online system. Please propose a technical approach, time and costs for providing this functionality.

2. Migration of 2012 Data for all reporting countries
   For full benefit, the annual report compares the current year's results to the previous year's workplan. Please propose a technical approach, time and costs for migrating the 2012 data (http://www.UNDG.org/index.cfm?P=1657) from the current system to the new Country Coordination Report.

3. Migration of All Historical Data
   Please propose a technical approach, time and costs for migrating all historical reporting data, from the 2005 to 2012 data from the current system to the new Country Coordination Report. (http://www.UNDG.org/content/resident_coordinator_system/resident_coordinator_annual_reports)

Required Skills and Experience:

Only proposals from individuals demonstrating previous experience in the performance of services similar to the following shall be considered.

Qualifications:
- Demonstrated experience with online databases/automated forms/online reporting systems.
- Minimum of five years' experience in a technical field with emphasis on database design/automated forms/web systems.
- University degree in Information Technology, Database Management Systems or related field.
- Outstanding verbal, written communication and organizational skills.
- Analytical capability to evaluate information and data.
- Demonstrated satisfactory performance for at least one contract for database development and maintenance, similar in size of this proposal.
- Strong database skills including SQL skills and experience with MS SQL and/or MySQL, as well as HTML, ColdFusion and JavaScript skills.

- Excellent background in web application architecture and design.

Application Documents/Submission*

Interested candidates must include the following documents in their application:

Phase 1
1. A short proposal indicating the methodology, work plan and confirmation of availability to meet the timeframe of the consultancy;
2. Personal CV highlighting past experience(s) in similar projects and;
3. Three (3) References – provide the email address and telephone number.

Phase 2 – Financial Proposal (for those qualified on Phase 1 only)
4. Shortlisted candidates will be requested to submit a financial proposal that indicates the all-inclusive fix daily price, supported by a breakdown of costs. If the Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDOCO under a Reimbursable Loan Agreement (RLA), the Offeror must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDOCO.

Please note that you can only upload ONE document during the application process (Phase 1). Applicants are therefore advised to put all of the above documents (1, 2 and 3) in one PDF file prior to submission.

The Evaluation Committee may possible request further information regarding the Technical and Financial Proposal, if necessary.

Evaluation:

Individual consultants will be evaluated on the cumulative analysis method – combination of the weighted technical and financial score - to obtain the total score. The candidate scoring the highest combined score (weighted) will be selected for the contract award. The designated weights for the technical and financial criteria are 70% and 30% respectively. The total score for each candidate will be the weighted sum of both the technical and financial scores. The maximum score is 100 points.

Step 1: Technical evaluation of the candidates' CVs and Proposals. The minimum score required to pass the technical assessment is 70%. Aspects of the technical evaluation will include but is not limited to the following:

1. Clearly defined workplan/methodology/project approach/project resource assignment
2. Demonstrated experience with the development and deployment of online database reporting systems
3. Demonstrated capability with user-friendly form and report design
4. Demonstrated understanding of the project requirements
5. Demonstrated ability to meet the project requirements and time frame

*Interview with, at least, 3 (three) candidates scoring 70% or more in Step 1

Step 2: Financial evaluation of the technical proposals scoring 70% or more in Step 1 only. The lowest financial offer (on the core requirements, not the "menu" of additional options) will receive the assigned maximum financial points (100). All other financial offers will receive points in inverse proportion.

The candidate with the highest total score (weighted) will be selected for the contract award provided that the lump sum amount is within the hiring unit's budget allocation. The hiring unit has a limited budget for this consultancy.

Request for clarification:

All requests for clarification or queries related to this document must be submitted in writing through email address **procurement.doco@undg.org** using the subject: *"Reporting System – Q&A"*.

The deadline to submit clarifications or queries is **19th August 2013** at 11:59pm New York time. UN DOCO will reply to all queries by **21th August 2013**.

Only written inquiries will be entertained. Please be informed that all answers to content related questions will be shared with all Applicants (Candidates making question will be made anonymous).

Incomplete applications or applications received after the closing date will not be given consideration. Please note that only applicants who are shorted-listed will be contacted.

UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence.