United Nations Development Programme

TERMS OF REFERENCE FOR
E-YOUTH HUB PLATFORM DEVELOPMENT CONSULTANCY

A. PROJECT TITLE
Youth Employment Programme Initiation Plan

B. PROJECT DESCRIPTION:

The One UN Youth Employment Project which began in 2015 saw many successes over the last four years, however unemployment for youth in Samoa remains high and continues to be a critical challenge to the nation. The Youth Employment Programme Phase II Initiation Plan is a twelve months transition plan to design the second phase. This includes integrating the lessons learnt from the terminal evaluation and consultations with stakeholders, partners and participating UN Agencies. UNDP Samoa is implementing the Initiation plan to continue the momentum of the project while developing a full phase II to be launched with all partners on board in July 2020.

Youth employment has been a priority for the Government of Samoa as stipulated in Samoa National Employment Policy and National Action Plan (2016-2020). This has also been the priority for the UN and UNDP as mentioned in the UN Pacific Strategy and UNDP sub regional programme document (2018-2022 output 3.2) as well the UNDP strategic plan. Despite Samoa's economic and social progress over the years (Upper MIC with 0.713 HDI and categorized as high human development), employment and more particularly youth unemployment and underemployment remain critical development challenges for Samoa. The rural to urban migration of young people for better education and employment opportunities is putting an enormous strain on the Government to generate adequate jobs for new entrants into the labour force and is leading to higher levels of youth unemployment in urban areas. Furthermore, it is likely that the reverse drift of young people who failed to secure jobs in urban areas get pushed back to rural areas where they are engaged in subsistence agriculture. The unemployment rate for youth in Samoa is 16.4 per cent. This is almost double the national unemployment rate of 8.7 per cent. Young women in particular continue to face challenges in securing employment relative to young men.

As part of the transition window, UNDP Samoa is proposing to redesign the eYouth Hub. This TOR is to conduct activity 1.1 'Employment application (E-Youth Hub) is further developed and made accessible by mobile device, with facebook login capabilities' under outcome 1 of the initiation plan. Using the initiation plan to redevelop the online platform allows for Phase II to begin with a fully functioning app that can be used as an integral mechanism for employment in Samoa.

C. SCOPE OF WORKS:

The consultant will be a developer who will upgrade the current e-Youth Hub website and develop app(s) for Android and iOS. The scope of work is development and technology based on outputs centred around functioning online platforms.

The consultant will work closely with UNDP Samoa MCO as well as partners at the Chamber of Commerce, the Ministry of Women, Community and Social Development and Samoa National Youth Council to ensure the upgraded platform meets the needs of unemployed youth while also providing a relevant and helpful service to the private sector looking to advertise jobs.

During the course of implementation of this consultancy work, any change requested by EAX ICT and Market Data department in respect to the scope of work outlined above, will be executed by the Consultant without any further cost.

Activities

Under the direct supervision of the Governance and Poverty Reduction Unit at UNDP and the consultant will:

1. Upgrade the existing e-Youth Hub platform to include:
   - Business facing user login;
   - Job advertisement section;
   - CV like capabilities, and
   - Ensure website security in line with current security standards and best practices
2. Conduct software requirement gathering and document the system development specifications document as the inception project report. The system development specifications document is recommended to outline the statement of work to be done, project plan containing milestones and deliverables, required resources and software testing procedures;
3. Develop and deploy Mobile application(s) using Android and iOS platforms with facebook login access;

4. Ensure all inputs should link to a database, on which all data will be aggregated. Data should be easy to download and upload;

5. Develop user manual document and system documentations (inception, mid-term and final); and
6. Deliver trainings (technical system administrator and end user) as needed.

D. EXPECTED OUTCOMES AND DELIVERABLES:

The selected consultant will work with UNDP to complete and submit the following deliverables within the timelines specified:

Empowered lives.
Resilient nations.

1. Upgraded e-Youth hub platform for unemployed youth including job listing and CV listing pages;
2. Mobile app(s) for Android and iOS with Facebook accessible login and business facing access for website and app(s);
3. Finished mobile application(s) and ensure all inputs should link to a database, on which all data will be aggregated. Data should be easy to download and upload;
4. User manual document and system implementation reports that will include the maintenance plan (inclusive of all source code and database files);
5. Provide technical system administrator and end user training as needed.

Deliverables/ Outputs	Target Due Dates	Amount in USD or TALA to be paid after certification by UNDP of satisfactory performance of performances
1. Upon certification and approval by UNDP: Upgrade existing platform for unemployed youth including job listing and CV listing pages. Apply security standards and best practices Approved inception progress report	Due 30 days after signing contract 30%	
2. Upon certification and approval by UNDP: Finished apps for Android and iOS with Facebook accessible login (Ensure all inputs link to database, on which all data will be aggregated. Data should be easy to download and upload). Application source codes and database files (Android and iOS) Approved mid-term work progress report	Due 70 days after signing contract. 40%	
3. Upon certification and approval by UNDP: Approved user manual and final system implementation report Application source codes and database files (Android and iOS) Completion of system admin and end user trainings	All deliverables need to be completed end of February 2020. 30%	

Total:	90 days	

E. INSTITUTIONAL ARRANGEMENT:

This consultant will be recruited for a maximum of 3 months. The consultancy is for the completion of activity 1.1 under output 1 of the Youth Employment Programme Phase II Initiation Plan signed by UNDP Resident Representative a.i and endorsed by the Ministry of Finance on 26th June 2019.

F. DURATION OF THE WORK:
The assignment is based on deliverables, that is expected to be covered within 3 months maximum.

G. DUTY STATION:

Home based but requires the consultant to be available in Apia, Samoa for 2 missions to conduct meetings, consultations, and trainings.

H. COMPETENCIES:

Corporate Competencies
- Possesses an understanding of vulnerable communities and their needs with online services.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

Functional Competencies
- Knowledge Management and Learning.
- Creative ideas and ability to think outside the box while maintaining cultural integrity.
- Shares knowledge and experience.
- Excellent project management, leadership and team coordination skills.
- Actively works towards continuing personal learning, acts on learning plan and applies newly acquired skills.

Development and Operational Effectiveness
- Ability to perform a variety of specialized tasks related to administrative support, including project data management support, reporting, and logistics for project implementation.
- Good understanding of digital processes and services in the job market globally and internationally.

Leadership and Self-Management
- Focuses on result for the client and responds positively to feedback.
- Consistently approaches work with energy and a positive, constructive attitude.
- Remains calm, in control and good humoured even under pressure.

- Demonstrates openness to change and ability to manage complexities.
- Good inter-personal and teamwork skills, networking aptitude, ability to work in multicultural environment.

I. **QUALIFICATIONS AND EXPERIENCE OF THE SUCCESSFUL CONTRACTOR (SHOWING ASSESSMENT VALUE):**

Education:

- Bachelor of Science in Computer Science or a related field.

Experience:

- Minimum 5 years experience mobile app development, design, and/or architecture experience with iOS and Android.
- Experience troubleshooting, diagnosing, prototyping, gathering requirements or supporting mobile app development.
- Demonstrated experience with web design and web application programming.
- Strong knowledge of Web-Standards, Accessibility standards and browser compatibility.
- An understanding of the importance of User experience and User interface.
- Experience in customer-based logins and interfaces.
- Knowledge of Industry wide technology trends and information security best practices.
- Prior working experience with agencies of the UN system would be an asset.

J. EVALUATION AND CRITERIA

The applicants will be evaluated based on the following methodology:

- Cumulative analysis

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as:

- Responsive/compliant/acceptable, and
- 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 70% of the total technical points (49 points) will be considered for the Financial Evaluation. *Interviews may be conducted as part of technical assessment for shortlisted proposals.*

Technical Proposal: 70 marks

- Technical Approach & Methodology (30 marks)
    i. This explains the understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. The Applicant should also explain the methodologies proposed to adopt, highlight the compatibility of those methodologies with the proposed approach and provide an indicative work plan and total budget.
    ii. The candidate is required to propose the breakdown of cost by deliverables (section D). This will include a breakdown of the total project costs.

- Qualification and Experience (40 marks) **[evaluation of CVs for shortlisting]**
    i. Education. (5 marks)
    ii. Minimum 5 years experience mobile app development, design, and/or architecture experience with iOS and Android. (5 marks)
    iii. Experience troubleshooting, diagnosing, prototyping, gathering requirements or supporting mobile app development. (5 marks)
    iv. Demonstrated experience with web design and web application programming. (5 marks)
    v. Strong knowledge of Web-Standards, Accessibility standards and browser compatibility. (5 marks)
    vi. An understanding of the importance of User experience and User interface. (5 marks)
    vii. Experience in customer based logins and interfaces. (5 marks)
    viii. Knowledge of Industry wide technology trends and information security best practices. (5 marks)

Financial Proposal: 30 marks

The financial proposal should follow the UNDP template provided. The Individual Consultant must send a financial proposal based on **Lump Sum Amount**.

The total amount quoted shall be all-inclusive and include all costs components required to perform the deliverables identified in the TOR, including professional fee and other related cost and any other applicable cost to be incurred by the Individual Consultant (IC) in completing the assignment.

The method of payment is output-based lump-sum scheme.

The total amount quoted shall be all-inclusive and include all costs components required to perform the deliverables identified in the TOR in USD for the contract period.

NOTE: UNDP shall not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources. In the event of unforeseeable travel not anticipated in this TOR, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between UNDP and the Individual Consultant, prior to travel and will be reimbursed.

K. RECOMMENDED PRESENTATION OF PROPOSAL:

Interested individual Consultants must submit ALL the following documents/information to demonstrate their qualifications in one single PDF document:

1. Technical Proposal [methodology and workplan]
2. Duly accomplished confirmation of Interest using the template provided by UNDP (Annex 1)
3. Personal CV or P11 (Annex 2)
4. Financial Proposal (Annex 3)

Incomplete applications will not be considered, they will be disqualified automatically.

Queries about the position can be directed to procurement.ws@undp.org

Due Date for submission of proposals is Friday 8 November 2019, Samoa time.

All proposals should be submitted through the UNDP eTendering portal. Email submission of proposals will not be accepted.

Go to https://etendering.partneragencies.org (to register first if you have not done so) and search for this consultancy reference **WSM/010/IC/YEPeYouthDevHub**

To register on eTendering, note the username and password below to access initially to register first.

Username: event.guest

Password: why2change

J. ANNEXES TO THIS TOR:

Annex 1 – Template Letter of Offer and Availability

Annex 2 – P11 form

Annex 3 – Financial Proposal

Annex 4 – UNDP General Terms and Conditions for Individual Contracts

K. APPROVAL:

This Terms of Reference is approved by:

Name/Title: **Christina Mualia-Lima, ARR Governance and Poverty Reduction Unit**
Date: **24 October 2019**