

**Detailed Terms of Reference  
For**

**Consultancy to provide administrative support to the United Nations Resident Coordinator's Office (RCO) for Mauritius and Seychelles**

**1. Project Summary Table**

<b>PROJECT TITLE</b>	Administrative support to the United Nations Resident Coordinator's Office (RCO) for Mauritius and Seychelles
<b>COUNTRY</b>	Mauritius and Seychelles
<b>REGION</b>	Africa
<b>FOCAL AREAS</b>	UN Resident Coordination System
<b>DUTY STATION</b>	Mauritius
<b>TITLE</b>	<b>Consultancy to provide administrative support to the United Nations Resident Coordinator's Office (RCO) for Mauritius and Seychelles</b>
<b>EXPECTED DURATION OF ASSIGNMENT</b>	Maximum of 45 days worked within a period from 11 November 2019 to 31 December 2019

**1. Organizational Setting and Reporting Relationships:**

The position is located in the United Nations Resident Coordinator's Office (RCO) in Mauritius (i.e. Multi Country Office - MCO for Mauritius and Seychelles) and reports to RCO Team Leader, and Resident Coordinator.

**2. Duties and Responsibilities**

Within delegated authority, the consultant will be responsible for the following duties:

**Summary of Functions:**

- Provides assistance to the execution of the mandate and function of the RCO Multi Country Office by managing the procurement, finance processes, databases, files, records etc. for Mauritius and Seychelles
- Organises internal and external meetings (of the RCO, UNCT, Results Groups etc.) and supports participation of resident (RAs) and non-resident agencies (NRAs) as well as visits and missions of UN Officials and consultants, etc.
- Supports the coordination of joint activities, logistical arrangements and organisation of UN related events in Mauritius and Seychelles
- Provides secretarial services, budget updates, travel arrangements and approvals, processing of finance related claims and other relevant administrative support to the RCO team.

**3. Description of Functions:**

- A. Provides assistance to the execution of the mandate and functions of the RCO Multi Country Office by managing the procurement and finance processes, databases, files, records etc. for Mauritius and Seychelles:**

- Ensures effective support in implementation of the Strategic Partnership Frameworks for both Mauritius and Seychelles, including collation of inputs and other information needed.
- Design and maintenance of various databases on SPFs and general UN information and data.
- Preparation of inputs to the RCO/UNCT Work Plans/ reports.
- Provision of assistance to inter-agency results groups and committees.
- Manages incoming and outgoing communications, including on meetings, events, invitations – both from internal and external stakeholders.
- Maintains a record of important events participated in by the RC, RCO team and UNCT.
- Drafts emails, invitations, letters and TORs as required.
- Raises requests via the online UNRCS Portal (IRIS) for procurement, human resources, finance related claims, expenses and other requirements as needed.
- Liaises with UNDP and/or other UN Agencies providing operational support to the RCO.
- Maintains and updates any online folders, databases, files, records, UN website etc.
- Maintains and updates lists of members of the UN Country Team, Development Partners Group, Results Groups and that of other inter-agency groups.
- Maintains up-to-date database of invitation/participant lists and partner lists for the RCO/UNCT.
- Maintenance of information on RC system activities through good filing and records keeping system.
- Support for the preparation of public information materials as requested.
- Keeps abreast with UN Reform and guidance documents relevant to the work and mandate of the RCO.

**B. Organises internal and external meetings (of the RCO, UNCT, Results Groups etc.) and supports participation of resident (RAs) and non-resident agencies (NRAs) as well as visits and missions of UN Officials and UNCT Members, etc.:**

- Organises weekly and monthly meeting of the RCO and UNCT respectively, and facilitate participation of the UNCT as needed.
- Organises other meetings involving the RC, RCO, UNCT and others as required.
- Develops agenda of meetings and takes minutes of meetings as requested.
- Liaises with relevant offices and stakeholders (internal and external) as needed.
- Provides technical and logistical support for the visits and missions of UNCT Members and other UN Officials, and consultants.

**C. Supports the coordination of joint activities, logistical arrangements and organisation of UN related events in Mauritius and Seychelles:**

- Monitors the deliverables as per timelines of contracts, initiatives and events managed and/or coordinated by the RCO for payment purposes.
- Develops checklists of to do items for joint activities and events - such as the annual UNCT Retreat, UN Days and other events that may be supported by the UN system.
- Liaises with hotel and event organizers for logistical and other arrangements.
- Coordinates internal and external participation in joint activities and events.

**D. Provides secretarial services, budget updates, travel arrangements and approvals, processing of claims and other relevant support to the RCO team:**

- Provides secretarial support to the RCO Team , as needed.
- Provides secretarial and basic ICT support for RCO and UNCT meetings.
- Provides RCO budget updates, including on incoming contributions and expenses.
- Processes travel claims and approvals needed for the RCO team, consultants, experts, speakers and others as needed.

- Ensures proper control of supporting documents for incoming funds from DCO, UN agencies, private sector and others; as well as for payment purposes.
- Processes other expense and petty cash claims.
- Liaises with UNDP or agencies providing operational services to the RCO - on vendor/grant contracts, procurement, payments etc.
- Undertakes other duties as directed by the RCO Team Leader and/or UN RC.

#### 4. Work location and hours:

The Consultant will be located in the RCO in Mauritius and the work hours will follow the normal working hours and work days of UN staff in Mauritius.

#### 5. Travel cost:

There will not be any cost reimbursement for daily travel to and from the RCO. For other travel required, there will need to be prior approval from the Head of RCO.

#### 6. Contracts based on daily fee:

The fee will be paid on a monthly basis on time sheet completed with description of tasks, certified by the Head of Resident Coordinator's Office. UNDP makes payments based on the actual number of days worked.

#### 7. Duration of the work

The assignment will be for a maximum of **45 days** worked within a period from **11 November 2019 to 31 Dec 2019**.

The estimated maximum number of workdays for the duration of the consultancy is as follows:

Description	Daily rate (MUR)	Total Amount (MUR) for 45 man-days
Financial Proposal		

#### 8. Deliverable:

Upon completion as per Terms of Reference and submission of timesheet.

- 30% of initial report of completion of task (2 weeks – 22 Nov)
- 30% Second report of completion of tasks (2 weeks – 6 Dec)
- 40% Final report of completion of tasks (2 weeks – 20 Dec)

#### 9. Competencies

- Professionalism: Knowledge of the United Nations system. Shows pride in work and in achievements; demonstrates professional competence; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- Planning and Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.
- Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda

before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

- **Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.
- **Creativity:** Actively seeks to improve services; offers new and different options to solve problems or meet client needs; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.
- **Client Orientation:** Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with internal and external clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.
- **Commitment to Continuous Learning:** Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.
- **Technological Awareness:** Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

#### **10. Qualifications:**

Secondary Education with specialized training in administration. University Degree or equivalent in Business or Public Administration, Finance, Social Sciences, or related field would be desirable, but it is not a requirement.

#### **11. Experience:**

A minimum of 6 years of progressively responsible administrative or programme experience is required at the national or international level. Experience in the usage of computers and office software packages (MS Word, Excel, etc.) and advance knowledge of spreadsheet and database packages, experience in handling of web-based management systems.

#### **12. Language:**

Fluency in English, French & Mauritian Creole.

#### **13. Duty Station**

The consultant will be based in Mauritius.

#### **14. Scope of price proposal**

Financial proposals must be **“all inclusive”<sup>1</sup> and expressed in a lump-sum** for the total duration of the contract. The lump sum is fixed regardless of changes in the cost components.

#### **15. Schedule of payments**

Payment will be made based upon successful completion of the deliverables as per terms below:

- A. Upon number of days worked as at 22 November 2019
- B. Upon number of days worked as at 6 December 2019

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<sup>1</sup> The term “all inclusive” implies **all cost (professional fees, transport costs, etc.)**

C. Upon number of days worked as at 20 December 2019

#### 16. Recommended presentation of offer

Interested parties must submit the following documentation:

1. Personal History Form (P11) and personal CV, indicating all past experiences from similar assignments.
2. Letter of Confirmation of Interest and financial proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided. If an 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 UNDP on behalf of the RC Office under 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 UNDP, on behalf of the RC Office.
3. A detailed technical proposal in accordance with the scope of work, methodology, expected outputs and deliverables provided for herein.

Individual consultants are invited to submit applications on UNDP jobsite system as per requirements below. Applications that do not include all of these elements will not be considered.

#### 17. Criteria for Selection of the Best Offer

The award of the contract will be made to the Individual Consultant whose offer has been evaluated using the "Combined Scoring Method" and determined as:

- Responsive/compliant/acceptable
- Having a minimum of 70 points out of 100 for the technical evaluation to be considered for the Financial Evaluation

The selection will be based on a Combined Scoring method – where the technical proposal will be 70% and combined with the price offer which will be weighted 30%.

#### 13. Required expertise and Submission evaluation

All submissions will be assessed against the following criteria:

Technical evaluation		Score
Education of the consultant	Secondary Education with specialized secretarial training. University Degree or equivalent in Business or Public Administration, Finance, Social Sciences, or related field would be desirable, but it is not a requirement.	10
Proposed methodology	A clear methodology on how this assignment will be conducted (i) <i>Understanding of TOR</i> (ii) <i>Compliance with assignment schedule</i> (iii) <i>Coverage of required tasks</i> (iv) <i>Technical approach</i> (v) <i>Deliverables</i>	30 5 5 5 10 5
Specific Technical Expertise	<ul style="list-style-type: none"><li>• Understands the main processes and methods of work regarding to the position;</li><li>• Possesses basic knowledge of organizational policies and procedures relating to the position and applies them consistently in work tasks;</li><li>• Demonstrates good knowledge of information technology and applies it in work assignments.</li></ul>	20 10 5 5

Work Experience	<ul style="list-style-type: none"> <li>• A minimum of 6 years of progressively responsible administrative or programme experience is required at the national or international level.</li> <li>• Experience in the usage of computers and office software packages (MS Word, Excel, etc.) and experience in handling of web-based management systems.</li> <li>• Good knowledge of the UN System and role of the UN Country Team</li> </ul>	<b>30</b> 10  10  10
Communication skills	<ul style="list-style-type: none"> <li>• Strong interpersonal skills, team working skills and excellent communication skills</li> <li>• Excellence in oral and written English and French</li> </ul>	<b>10</b> 5  5
	Total technical score	<b>100 (70%)</b>
<b>Financial evaluation</b>		
Value for money	The value that RCO of Mauritius and Seychelles will receive from the service provider	<b>30%</b>

Only the best candidates will be contacted for the next stage.

#### 14. Annexes

Annex A - Letter of confirmation of interest and availability and Submission of financial proposal

Annex B - P11

Annex C - IC Contract Template

Annex D - UNDP GCC IC

#### 15. Approval

**This TOR is approved by:**



Name and Designation : HE Christine N. Umutoni, UN Resident Coordinator

Date of Signing : 25 October 2019