

## Individual Consultant

### International Consultant(s) Framework Agreement for Reference Verification, BMS/OHR

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<b>Location:</b>	<b>Home-Based</b>
<b>Application deadline:</b>	<b>20/09/2019</b>
<b>Type of contract:</b>	<b>Individual Contract (Framework Agreement)</b>
<b>Post level:</b>	<b>International Consultant</b>
<b>Languages required:</b>	<b>English</b>
<b>Expected start date:</b>	<b>01/12/2019</b>
<b>Duration of initial assignment:</b>	<b>3 years (On-call basis)</b>
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<b>Requesting Unit:</b>	<b>UNDP, BMS/OHR</b>

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#### 1. Background

The United Nations Global Centre for Human Resources Services (OneHR) is a network of UN organizations, which provides centralized delivery of select HR services on behalf of participating Organizations of the United Nations Common System and other organizations. OneHR has its central office location in Bonn, Germany with affiliated locations in multiple UN system offices.

#### 2. Objective of the assignment

The purpose of this procurement exercise is to contract individual consultants on Long Term Agreement who will provide reference verification services for ongoing casework managed by OneHR.

#### 3. Duties and responsibilities - Reference Verification Services

Under the direct supervision of the Centre Manager for OneHR, the consultants will provide reference verification services for its clients, that will entail mandatory required checks, employment and academic record verifications, qualitative reference verifications, and other verifications as requested in accordance with OneHR's and Standard Operating Procedures for reference verification.

Under the Long-Term Agreement, the consultant is expected to perform the following duties:

- Conduct all aspects of reference verifications as requested by OneHR. These include mandatory checks, employment history verification, academic verification of all higher education degrees from accredited institutions, qualitative reference verification, and other requested reference verification services.
- Communicate directly with the employers, academic institutions, professional referees and authorized/official bodies of respective countries such as ministries, military bodies, embassies, and academic intuitions in order to obtain and validate employment, academic, and qualitative reference documentation.
- Interact frequently with candidates and clients in order to confirm the details provided by the candidate in their Personal History Profiles (e.g. PHP, P11, applications) including employment history details and/or request additional documentation.

- Interact with employers, referees, and universities in order to validate the information provided in the application form of candidates (PHP, P11 etc.).
- Liaise with OneHR's Manager and/ or with Reference Verification Focal Point regarding case status and results.
- Determine and continuously monitors the accreditation status of institutes of higher education utilizing accreditation databases and other measures to obtain accreditation information.
- Liaise with international organizations and UN offices that provide specialized background data on candidates as required (such as, IAU, Interpol and the UN Secretary General's office for the prevention of Sexual Exploitation and Abuse).
- Electronically store documents in the OneHR reference verification database and maintains complete and updated records for each case.
- Submit detailed reference verification reports to clients and OneHR manager through the OneHR case management tool (Inspira).

The reference verification service per each case will involve three main components:

1. Mandatory checks;
2. Employment record verification;
3. Academic record verification; and
4. Qualitative reference verification.

The description of each component is provided under the matrix below:

Reference Verification Services	Detailed Definition
1. Mandatory Checks	Check the (i) UN Security Council Sanctions List check; (ii) the sexual exploitation, sexual abuse and sexual harassment scan; and (iii) the INTERPOL Wanted Personal List
2. Employment record verification (10 previous years)	Confirmation of employment, job titles, dates of employment and other relevant information
3. Academic record verification (required qualifications)	Verification of academic credentials & accreditation of academic institutions
4. Qualitative reference verification (3 professional references)	Verification of knowledge, skills, competencies, judgement and ethics by professional references.

For proposal preparation the estimated number of hours to complete one case is **3.5 hours**. A case will be deemed complete upon completion of all verification activities listed under the "duties" above, and submission of an acceptable reference verification report.

**NOTE:**

Total number of estimated cases during the LTA duration (3 years) is **1,550 cases per consultant**.

This number will be distributed following SOP among LTA holders. Please note that this is an estimate for financial proposal preparation only. It does not constitute a binding quantity/entitlement. The actual number of cases will be indicated in the Terms of Reference for specific assignments each time there is a call for assignment. Call for assignments will be issued by the OneHR manager in response to the needs of the Centre.

On preparing financial proposals, consultants should estimate their fees per case.

#### **4. Management and organizational arrangements**

- The consultants will be given access to relevant information necessary for execution of the deliverables under this assignment;
- The consultants will work from home with limited mission travel
- The consultants will be responsible for providing their own working station (i.e. laptop, internet, phone, scanner/printer, etc.) and must have access to reliable internet connection;
- Given the global consultations to be undertaken during this assignment, the consultants are expected to be reasonably flexible with their availability for such consultations taking into consideration different time zones;
- The consultants will work under the guidance and direct supervision of OneHR' Manager and will be responsible for the fulfilment of the deliverables as specified above.
- Payments are based upon output, i.e. upon delivery of the services specified above and deliverables accepted and certified by the One HR's Manager as complete and satisfactory.

#### **5. Duration of the work**

The total duration of the Long-Term Agreement will be a maximum three (3) year period.

#### **6. Duty Station**

This is remote assignment, no travel to join duty station is envisaged. However, the consultants may need to travel for missions as decided by OneHR.

#### **7. Travel arrangements**

The assignment may exceptionally involve mission travels to Bonn, Germany and Brindisi, Italy.

- Any necessary travel must be approved in advance by OneHR's Manager
- The consultant is responsible for obtaining any visas and security clearances needed to travel, with the necessary support from OneHR;
- The consultant is also required to comply with the UN security directives set forth under <https://dss.un.org/dssweb/>
- All related travel expenses will be supported by OneHR and will be arranged as per UNDP rules and regulations for consultants.

#### **8. Competencies**

- Strong written and verbal communication skills in English, with an excellent understanding of structure and form of official UN documentation;
- Skills in client orientation;
- Excellent organizational skills and proven ability to deliver projects within assigned deadlines;
- Excellent interpersonal skills and objectivity;
- Experience working collaboratively in a team structure in a multicultural environment.

- Ability to manage multiple tasks simultaneously
- Sound judgement and decision making

## **9. Required Skills and Experience**

### **Academic qualifications:**

- Minimum of a bachelor's degree from an accredited higher education institution. Relevant fields of study include: Human Resources Management, Business Administration, Psychology or International Relations is required.

### **Experience:**

- At least 5 years relevant experience in human resources management, administration or related field is required
- At least 2 years of experience in recruitment is required
- Experience communicating with various stakeholders is required
- Experience in the usage of office software packages (MS Word, Excel, etc) is required
- Experience in international organizations/corporation or public administration is desirable.
- Customer relations experience is required
- Data and record management experience is desirable
- Excellent case management skills are required
- UN experience is desirable
- Experience with HR modules and/or CRM systems is desirable
- Experience in handling confidential information is required.

### **Language:**

- Excellent writing, editing, and oral communication skills in English is required;
- Knowledge of official UN languages is desirable, including French, Arabic, Spanish, Russian and Chinese

## **10. Evaluation process**

Applicants are reviewed based on Required Skills and Experience stated above and based on the technical evaluation criteria outlined below. Only those applicants who meet the minimum level of education and relevant years of experience requirements will be considered for the technical evaluation. The technical evaluation will include a desk review and an interview with shortlisted candidates.

## Technical evaluation - Total 100 points

- Relevant knowledge for the assignment, particularly specialization in Human Resources Management, Business Administration, Psychology or International Relations (Maximum 10 Points);
- Relevant experience in Human Resource Management, administration or related field (Maximum 25 Points);
- At least 2 years of experience in recruitment is required (Maximum 10 Points);
- Experience with HR modules and/or CRM systems (Maximum 15 Points);
- Interview (Maximum 40 Points). This will entail an evaluation of professionalism, communication, planning and organizing and client orientation.

After the desk review (first three criteria), candidates scoring a minimum of 42 points out of 60 will be invited for interview. Candidates obtaining a minimum of 70% (70 points out of total 100) between desk review and interview shall be considered for the financial evaluation.

Criteria for the selection of the best offer: Lowest price method – where the award will be made to the qualified/responsive individual who offered the lowest price.

### 11. Application procedure

Interested individual consultants must apply on the e-tendering system: <https://etendering.partneragencies.org> and they should submit the following documents/information to demonstrate their qualification

- **Motivation/Cover Letter:** Brief description of why the Offeror considers her/himself the most suitable for the assignment;
- **Personal CV,** indicating all past experience from similar projects and specifying the relevant assignment period (from/to), as well as the email and telephone contacts of supervisors and at least three professional references.
- **Financial Proposal;** The applicants are instructed to submit their financial proposals in US Dollars for this consultancy, using the financial proposal template “Confirmation of Interest”. The financial proposal should specify an all-inclusive fee per case. The term ‘all-inclusive’ implies that all costs (fee per case, communications, utilities, consumables, life, health and any other insurance, and any other relevant expenses related to the performance of services under the contract etc.) that could possibly be incurred by the Contractor are already factored into the financial proposal.
- In the case of unforeseeable travel requested by OneHR, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between UNV and Individual Consultant, prior to travel and will be reimbursed. In general, UNV should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class they should do so using their own resources.
- If the Offeror is employed by an organization/company/institution, and they expect their employer to charge a management fee in the process of releasing them to UNV 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 UNV.

- The financial proposal (Confirmation of Interest) and the technical proposal files (Motivation Letter, CV) MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either "Motivation Letter/CV" or "Financial Proposal", as appropriate. Each document shall include the Proposers' name and address. **The file with the "Financial Proposal" must be encrypted with a password so that it cannot be opened nor viewed until the proposal has been found to pass the technical evaluation stage.** Once a Proposal has been found to be responsive by passing the technical evaluation stage, UNV shall request the Proposer to submit the password to open the Financial Proposal. The Proposer shall assume the responsibility for not encrypting the financial proposal.

## **12. Framework Agreement:**

UNV on behalf of OneHR plans to enter into the Long-Term Agreement (LTA) with seven TOP ranked successful Individual Contractors to assure resources availability at the required time frame and/or increased demand for services requested.

Please note that the LTA does not form a financial obligation or commitment from UNV at the time the LTA contract is signed, and that such an agreement is non-exclusive. When a specific need arises, the successful Individual Contractors will be approached and be provided with a specific TOR and deliverables (and time frame) but still within the scope of the responsibilities stated in the LTA. The successful Individual Contractor/s is expected to provide Confirmation of Interest on the specific services required. Financial commitments will only be established each time a Purchase Order for the specific services/TOR for Individual Contractor is committed and based on the agreed LTA Fee per case.

This LTA has a cumulative ceiling amount that may accrue to the individual contractor during the life of the LTA, but said amount shall remain as an upper limit, and must not and cannot be interpreted nor understood as neither a financial commitment nor guarantee of business volume.