



TERMS OF REFERENCE

FOR INDIVIDUAL CONTRACT

POST TITLE: Consultant - ICT Support

AGENCY/PROJECT NAME: Bangkok Regional Hub, ICT Unit

COUNTRY OF ASSIGNMENT: Thailand (No travel required)

DURATION: 1 Dec 2019 – 30 Nov 2020, up to 261 working days

1) GENERAL BACKGROUND

The United Nations Development Programme (UNDP) is the UN's global development network, advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. We are on the ground in 166 countries, working with them on their own solutions to global and national development challenges. As they develop local capacity, they draw on UNDP and our wide range of partners. People across Asia and the Pacific, benefit from UNDP's presence.

2) OBJECTIVES OF THE ASSIGNMENT

Consultant - ICT Support provides ICT support services to staff and administrative support to the ICT unit.

3) DUTIES AND RESPONSIBILITIES

Under the guidance and direct supervision of the ICT Manager, the Consultant - ICT Support provides ICT support services to staff and administrative support to the ICT unit, provides daily technical support to users of information management tools and technology infrastructure. The Consultant - ICT Support promotes a client-oriented approach.

The Consultant - ICT Support works in close collaboration with the Programme and Operations teams for resolving complex ICT-related issues. Specific responsibilities include:

1. Ensures **effective functioning of the office hardware and software packages**, focusing on the achievement of the following results:

- Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.

- ❑ Provides support in the installation of commercial and in-house developed software and related upgrades
- ❑ Provides support in upgrading patch and anti-virus programs on a timely basis.
- ❑ Provides support to users in backing up and restoring their files, as well as in virus detection, removal and prevention.

2. Supports **networks administration**, focusing on achievement of the following results:

- ❑ Provides support in trouble-shooting and monitoring of network problems.
- ❑ Response to user needs and questions regarding network access.
- ❑ Provides assistance in backup and restoration procedures for local drives. Maintenance of backup logs. Assistance to organization of off-site storage of backups.

3. Provides **administrative support**, focusing on achievement of the following results:

- ❑ Maintenance of an up-to-date inventory of software and hardware.
- ❑ Maintenance of a library of ICT related reference materials.
- ❑ Maintenance of the inventory and stock of supplies and spare parts in cooperation with the Procurement Unit.
- ❑ Maintenance of the filing system ensuring safekeeping of confidential materials.
- ❑ Extraction of data from various sources.
- ❑ Research and retrieval of data from internal and external sources; preparation of statistical charts, tables and reports as required.
- ❑ Provision of ICT support to key events.

4. Ensures **facilitation of Video Conferences and Communications in the office**, focusing on achievement of the following results:

- ❑ Installs, configures and tests audio, video conference and desktop video conference hardware/software using available communication and network connectivity.
- ❑ Provides support in meetings preparation by preparing and configuring conference hardware in various locations and operates equipment during conferences.
- ❑ Provides support and training for new users of conference systems and applications.

5. Ensures **facilitation of knowledge building and knowledge sharing in the office**, focusing on achievement of the following results:

- ❑ Participation and assistance in the organization of training for the office staff on ICT issues.
- ❑ Sound contributions to knowledge networks and communities of practice.

4) DURATION OF ASSIGNMENT, DUTY STATION

Initial duration of the assignment will be 261 days, from 1 Dec 2019 – 30 Nov 2020). Duty station is Bangkok Regional Hub. **No Travel is required.**

5) PROVISION OF MONITORING AND PROGRESS CONTROLS

The above task will be supervised by ICT Manager. Monthly report on work will be required.

6) DEGREE OF EXPERTISE AND QUALIFICATIONS

- Minimum University Degree in Computer Science or related fields. Microsoft Certified Professional (MCP) desirable, but not a requirement;
- Minimum 5 years of relevant working experience, including network administration, support to management of hardware and software platforms, and knowledge of Windows-based packages/applications;
- Experience in managing and facilitating telecommunication systems such as Video Conference systems, Skype for Business, and Zoom is an advantage;
- Currently residing in Thailand;
- Fluency in oral and written communication skills in English.

Personal and attitudinal requirements

-] Be innovative and possess good problem solving skills.
-] A team-player and self-starter, able to work with minimum supervision, with sound judgment.
-] Willing to learn new development environments and technology.
-] Good communication and interpersonal skills and experience in working effectively in a multicultural environment.
-] Professionalism: flexibility to make ad-hoc changes as and when the need arises; ability to perform under stress; willingness to keep flexible working hours.
-] Currently residing in Thailand

7) Evaluation Method and Criteria

Individual consultants will be evaluated based on the following methodology:

Combination of Technical scores and Financial scores

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as a) responsive/compliant/acceptable; and b) having received the highest score out of set of weighted technical criteria (70%), and financial criteria (30%). Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received by UNDP for the assignment.

Technical Criteria for Evaluation (Maximum 70 points)

-] Criteria 1: Experience in similar and relevant skill or expertise (25 points)
-] Criteria 2: Qualifications in terms of Education, Specialization & other relevant requirement (10 points)
-] Criteria 3: Key Technical Skills (network administration, support to management of hardware and software platforms, and knowledge of Windows and Mac Operating Systems, Windows-based packages/applications) (15 points)
-] Criteria 4: Availability (15 points)
-] Criteria 5: Currently residing in Thailand (5 points)

Only candidates obtaining a minimum of 49 points (70% of the total technical points) would be considered for the Financial Evaluation.

8) REVIEW TIME REQUIRED

5 days

9) CONSULTANT PRESENCE REQUIRED ON DUTY STATION/UNDP PREMISES

NONE

PARTIAL

INTERMITTENT

☒ FULL TIME

IF FULL TIME – PLEASE ADD BELOW FOR JUSTIFICATION

If the assignment requires full time presence on UNDP premises, a sound justification on why a full time presence is required.

The consultant is required to work of full time basis under the guidance and direct supervision of the ICT Manager.

10) PAYMENT TERMS

Consultant must send a financial proposal based on **Daily Fee**. Consultant shall quote an all-inclusive Daily Fee for the contract period. The term “all-inclusive” implies that all costs (professional fees, communications, consumables, etc.) that could be incurred by the IC in completing the assignment are already factored into the daily fee submitted in the proposal. If applicable, travel or daily allowance cost (if any work is to be done outside the IC’s duty station) should be identified separately. Payments shall be done on a monthly basis based on actual days worked, upon verification of completion of deliverables and approval by the IC’s supervisor of a Time Sheet indicating the days worked in the period. [Remove this paragraph if Lump sum is selected]

In general, 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 the respective business unit and the Individual Consultant, prior to travel and will be reimbursed.

Travel costs shall be reimbursed at actual but not exceeding the quotation from UNDP approved travel agent.

11) REQUIRED DOCUMENTS

Interested individual consultants must submit the following documents/information to demonstrate their qualifications. Please group them into **one (1) single PDF** document as the application only allows to upload maximum one document:

-) **Letter of Confirmation of Interest and Availability and financial proposal** using the template provided in Annex III.
-) **Personal CV**, indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references.

Incomplete proposals may not be considered. The shortlisted candidates may be contacted and the successful candidate will be notified