



Date: 20th November 2019
Ref: UNDP-IC-2019-449

INDIVIDUAL CONSULTANT

Country: Pakistan

Duty Station: ISLAMABAD

Description of the assignment/Job Title: Digital Services Officer

Project name: FATA Governance Project (FGP)

Period of assignment/services: 06 Months

Submission Instructions:

Please submit your Technical and Financial proposals to the following address not later than **04th December 2019 at 12:30 PM PST**

UNDP-IC-2019-449

UNDP Registry, Quotation/Bids/Proposals

United Nations Development Programme
Serena Business Complex, 2nd Floor, Khayaban-e-Suharwardy,
Islamabad, Pakistan
Tel: 051-8355600 Fax: 051-2600254-5

or by email to bids.pk@undp.org no later than **04th December 2019 at 12:30 PM PST**

Kindly write the following on top left side of the envelop or email subject line "UNDP-IC-2019-449"

Important note for email submissions: Please put "UNDP-IC-2019-449" in the subject line. Further, our system will not accept emails those are more than 30 MB size. If required, segregate your emails to accommodate email data restrictions. For segregated emails please use sequence of emails like Email 1, Email 2 in the subject line. For attachment purposes please only use MS Word, Excel, Power Point or PDF formats.

If you request additional information, please write to pakistan.procurement.info@undp.org. The team will provide necessary information within due date. However, any delay in providing such information will not be considered a reason for extending the submission date of your proposal. All/any query regarding the submission of the proposal may be sent prior to the deadline at the e-mail/address mentioned above

Important Note: If Proposal submitted through post, the Financial Proposal must be in Separate Sealed Envelope. If proposal submitted through Email, Financial Proposal (Annex IV and Annex) must be password protected file.

Terms of Reference (Annex- I)



UNITED NATIONS DEVELOPMENT PROGRAMME TERMS OF REFERENCE

I. Position Information

JOB CODE TITLE: Digital Services Officer

GRADE: IC

DURATION: 6 months

SUPERVISOR: Chief Technical Specialist, FGP

DUTY STATION: Islamabad

II. Goals and Objectives

UNDP Pakistan is looking for an exceptionally committed Digital Services Officer to work with our project teams and the Government of Khyber Paktunkwa to innovate and improve digital services in areas including local government, development planning, and communications.

The DSO will define, own and solve problems related to digital government services. The DSO will rapidly test and design products through collaboration and co-design. They will support the Chief Technical Specialist and technical advisors. They may line manage a digital services associate, as well as sub-contractors.

As the tech products fall under the Innovation portfolio, the DSO will liaise and work in close coordination with the UNDP Innovation - Accelerator Lab team to develop and test the products and monitor impact.

The DSO will also support the Accelerator Lab team in providing tech advisory on relevant prototypes it is carrying.

III. Organizational Context

FATA Governance Project provides integrated world-class technical assistance across all critical sectors to facilitate integration processes, support effective district-level governance, provide technical assistance to policy-making, support improved economic management, and the introduction of inclusive local governance structures.

We indirectly serve the 5 million residents of the newly-merged areas of Khyber Pakhtunkhwa, as well as those in the surrounding region.

UNDP Pakistan launched its innovation portfolio in 2017 focusing on mainstreaming innovation into its programmes. UNDP Pakistan Innovation is now moving to the next level by exploring and experimenting in developing solutions to frontier challenges faced by Pakistan. The Accelerator Lab – Pakistan has thus been established to test innovative approaches to complex frontier development challenges. The Accelerator-Lab Pakistan is part of the global initiative in which UNDP launched Accelerator Labs in 60 countries.

IV. Deliverables

- Review the needs of gov and identify entry points + explain why these tech solutions are needed + what change they bring. (33% payment)
- Product management of several digital services delivered to the Government of Khyber Pakhtunkhwa. (33% payment)
- Send blogs and key reflections to Accelerator Lab team on the work being carried to develop prototypes for government (34% payment)

V. Competencies and Critical Success Factors

- 1. Human-centered – Ensures places users at the core center of the design.**
Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engage in meaningful interactions and relationships with users. Puts users first and can manage competing priorities.
- 2. Product ownership** - Uses a range of product management principles and approaches. Captures and translates user needs into deliverables. Able to define the minimum viable product and make decisions about priorities. Writes stories and acceptance criteria. Capable of working with a range of specialists in multidisciplinary teams.

3. **Product lifecycle perspective** - Understands the different phases of product delivery and is able to contribute to, plan or run these. Able to maintain a product or process through the delivery phases, through to live and into retirement. Able to lead a team through the different phases of the delivery lifecycle. Can maintain and iterate a product over time to continuously meet user needs. Understands and is aware of incident management and service support so that products are built effectively.
4. **Agile working** - Is aware of and understands agile methodology and how to apply the agile mindset to all aspects of their work. Has the ability to work in a fast paced, evolving environment and utilises an iterative method and flexible approach to enable rapid delivery. Unafraid to take risks, willing to learn from mistakes and appreciates the importance of agile project delivery for digital projects in government. Able to ensure the team has a situational awareness of what each other is working on and how this relates to practical government objectives and user needs.
5. **Problem ownership** - Understands and identifies problems, analysing and helping to identify the appropriate solution. Is able to classify and prioritise problems, document their causes and implement remedies.
6. **Strategic ownership** - Focuses on what the problems are and on outcomes, not solutions. Is bold - develops ambitious visions and strategies. Gets the organisation and team to buy-in. Translates the vision into prioritised deliverable goals.
7. **Operational management** - Able to manage the operational process of designing and running a product or service throughout its entire life-cycle. Able to implement best practice in new product or service development and knows how to plan and operationalise the stages of new product or service development. Able to overcome operational constraints to deliver a successful product or service. Works closely with other operational delivery teams.

VII. Management Arrangements

- The individual shall work out of UNDP office in Islamabad, with occasional travel to Peshawar.
- The consultant shall report to the Chief Technical Specialist, FGP with matrix management by the Innovation Lead
- The consultant will liaise and coordinate closely with the Accelerator Lab – Pakistan team to ensure products meet UNDP’s quality assurance and principles of innovation.

VIII. Recruitment Qualifications

Education:	Master’s in relevant digital discipline (min req.)
Experience:	3-5 years of experience in relevant field (digital, IT, etc.)
Language Requirements:	Excellent spoken and written English (min req.)

Mobility:	The incumbent should travel to Peshawar and remote areas on a regular basis
Selection Criteria	<p>Demonstrated practitioner-level of mastery in core areas (70 marks – determined from interview and CV)</p> <ul style="list-style-type: none"> • Product ownership (05 Marks) • Product lifestyle perspective(05Marks) • Agile working (05 Marks) • User focus (05 Marks) • Problem ownership (05 Marks) • Strategic ownership (05 Marks) • Operational management (05 Marks) • Interview (35 Marks) • Financial proposal (30 Marks)

Note: 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.

ANNEXES

ANNEX 1. TERMS OF REFERENCE (TORs)

ANNEX 2. INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS.

ANNEX 3- PROPOSAL SUBMISSION FORM.

ANNEX 4- OFFEROR'S LETTER TO UNDP/CONFIRMATION OF INTEREST.

ANNEX 5 – FINANCIAL PROPSAL

Please submit an updated resume/CV.