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INDIVDIUAL CONSULTANT PROCUREMENT NOTICE

NATIONAL CONSULTANT – ICT ASSISTANT

DATE: 10 February 2020

Office	OCHA Libya
Country	Libya
Type of Appointment	Individual Consultant (National)
Duty Station	Tunis, Tunisia
Period of Assignment/Service	06 months
Positions	01
Expected Start Date	**25 February 2020**

Proposal should be submitted by email to the following email address: tenders.ly@undp.org no later than **20th February 2020**.

Any request for clarification must be sent in writing, or by standard electronic communication to the email address procurement.ly@undp.org. UNDP Libya Procurement Unit will respond in writing or by standard electronic mail and will send written copies of the responses, including an explanation of the query without identifying the source of the inquiry, to all candidates who expressed their interest.

1. BACKGROUND:

Under the guidance and direct supervision of Administrative Officer, the ICT Assistant will provide daily technical support to users and maintains information management tools and technology infrastructure. The ICT Assistant will work in close collaboration with colleagues in the Information Management Unit, Coordination unit, Administration and all staff of the OCHA Country office in resolving complex ICT-related issues

2. DUTIES AND RESPONSIBILITIES:

The ICT Assistant will be responsible for the following duties:

- Create automated solutions/workflows in Office 365 SharePoint Online;
- Update SharePoint lists, libraries, web parts, workflows, sites/sub-sites;
- Coordinate with the IT team and other service support providers to effectively resolve incidents and requests, both hardware and software;
- Ensure day-to-day functionality of all computing resources (Servers, Router, Firewalls, WIFI access points, IP Telephony, video conferencing facilities, etc.);
- Upgrade and reimage computer hardware and application software as required. (Install and configure desktop computers, printers, routers, switches, smartphones, software deployment, security updates and patches);
- Assist in the presentation of display materials and Video Conferencing events;
- Manage users in the Office 365, provide IT Services orientation for Employees (Email, printers, scanners, IP telephone, etc.);
- Monitor, troubleshoot and resolve internet/Telephone connectivity problems;
- Help to accomplish administrative responsibilities: Assist in the procurement of IT items in accordance with OCHA ICT Policy and Standards and manage email accounts of the staff.

3. KEY TASKS AND DELIVERABLES:

- Monthly Payment will be made upon submission and approval of reports on progress achieved according to the Terms of Reference.

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4. REQUIRED SKILLS AND EXPERIENCE:

Education:

- High School diploma with the relevant certifications in the hardware and software management and application (Microsoft Certification, Cisco Certification);
- University Degree in Computer Science is desirable;
- Cisco Certified Network Administrator (CCNA) or Cisco Certified Network Engineer (CCNE) or Microsoft Certified System Engineer (MCSE) required.

Experience:

- A minimum of 3 years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications, web maintenance and other related fields.
- A minimum of 01 year of experience in LAN operating systems, Microsoft Windows, Office365 SharePoint, corporate ICT security and viral protection systems.
- Advanced abilities with MS outlook mail system, MS Access, MS Excel and other software platforms. Certification in these products is an advantage.
- Experience working for an operational UN Agency or NGO is desirable.

Language Requirements:

- Fluency in English;

5. DURATION OF WORK AND DUTY STATION

- 06 months assignment.
- Tunis, Tunisia.

6. COMPETENCIES

Core competencies:

- Demonstrates integrity and ethical standards;
- Demonstrates the ability to remain objective, neutral and independent vis-à-vis all parties involved;
- Demonstrates commitment to OCHA's mission, vision and values by supporting corporate goals;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

Technical competencies:

- Experienced understanding of TCP/IP,
- Good knowledge of Windows Server 2012/2016 and Azure,
- Build automated workflows and forms across Office365 apps
- Explore and analyse datasets with tools like Power BI, MS Excel or Access,
- Experience with other Office 365-based collaboration tools, Outlook,
- Good judgment and ability to improve network security and prepare correspondence on own initiative.

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7. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

- Technical Proposal;
- Explaining why they are the most suitable for the work;
- Financial proposal;
- Personal CV including past experience in similar projects and at least 3 contactable reference**s.**

8. FINANCIAL PROPOSAL

Lump sum contract

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including number of anticipated working days).

Travel

As per the TOR.

9. EVALUATION

Criteria	***Weight***	***Max. Point***
Technical	*70*	
Academic qualification	*20*	
3 years of relevant working experience, including network administration.	*20*	
A minimum of 01 year of experience in LAN operating systems, Microsoft Windows, Office365 SharePoint, corporate ICT security and viral protection systems.	*20*	
Fluency in English	*10*	
Financial (Lower Offer/Offer*100	***30***	
Total Score	***Technical score 70 + 30 Financial***	

Note:

- Applications without i) financial offer and ii) CV will NOT be considered for evaluation;
- Financial proposal should be on provided format (i.e Annex 3- OFFEROR'S LETTER TO UNDP);
- Incomplete proposals will not be considered

ANNEX'S:

ANNEX 1 - TERMS OF REFERNCE;
ANNEX 2 - INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS;
ANNEX 3 - PROPOSAL SUBMISSION FORM.