

# Terms of reference



Empowered lives.  
Resilient nations.

## GENERAL INFORMATION

*Title: eTendering support consultant*

*Project Name : Rollout of eTendering system*

*Reports to: Roland Koxhaj*

*Duty Station: Copenhagen, Denmark*

*Expected Places of Travel (if applicable): Possible travels to UNDP Country Offices in the field*

*Duration of Assignment: Until 31 January 2021 (estimated 220 working days)*

## REQUIRED DOCUMENTATION FROM CONTRACTOR

	Letter of presentation highlighting main qualifications and experience relevant to this TOR
	CV or P11 form
	Copy of education certificate
	Completed financial proposal

## I. BACKGROUND

The Atlas eTendering module was introduced to UNDP Country Offices in Q4, 2012 as part of the Procurement Roadmap. Over 50 UNDP Country Offices have used the system, with over 4000 cases successfully managed.

The next eTendering phase includes a wider roll-out to all UNDP regions, including mandating the use of the system for certain type of procurements. In this context PSU is implementing a project that aims to rollout the use of the system to all UNDP regions and more offices, as well as making further enhancements to the system.

The Individual Contract will support and directly implement several of the activities of this project, reporting directly to the eTendering Rollout Project Manager.

## II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

### Scope of Work

1. **Provide support to system users.** Individual Contractor will provide technical support to system users as required. The support will include:
  - a. Solving ad-hoc system issues faced by system users;
  - b. Guide users on how to use and navigate the system on ad-hoc bases;
  - c. Provide coaching and guidance on how to use the system for first time users.
  - d. Conduct online trainings for users;
  - e. Conduct classroom trainings or specific field office missions.
  
2. **Provide support in system enhancements.** Individual Contractor will work closely with the technical team to support system enhancements and customizations schedule for 2020. This includes:
  - a. Consult with IT development team on customizations required and assist with analysis of issue and solutions;
  - b. Conduct tests of customizations developed both in development and UAT environments;
  - c. Regularly update and maintain the enhancements list with new suggestions and enhancement requirements.
  
3. **Maintain and regularly update system user resource guides and tools.** PSU has already developed several user guides and other resource materials for the system. Individual contractor will regularly update these materials as well as develop new ones. This includes:
  - a. Update user guide on buyers to capture new system developments and other changes and improvements identified;
  - b. Maintain helpdesk support online system;
  - c. Develop response templates for most frequently asked questions;
  - d. Develop video recordings for system users;
  - e. Assist with development of eTendering dashboard;
  - f. Assist with development of chatbot.

**Expected Outputs and deliverables**

<b>Deliverables/ Outputs</b>	<b>Deadline</b>	<b>Review and Approvals Required</b>
Updated system enhancements list	Continuously	Project Manager
Testing of system enhancements	First half of 2020	Project Manager
Help Desk support to system users	Continuously	Project Manager
Maintain the helpdesk support system	Continuously	Project Manager
Develop user guide for helpdesk support system	May- June 2020	Project Manager
Video training sessions and recordings	Monthly	Project Manager

### III. WORKING ARRANGEMENTS

#### **Institutional Arrangement**

- The Individual Contractor will report directly to the Project Manager. Reporting will be done on a regular weekly basis.
- Individual contractor will be expected to work closely with UNDP technical team, UNDP users in the field, and other UNDP PSU staff who are involved in the eTendering rollout project.
- The Contractor will be requested to be present in the UNDP Copenhagen office every working day, Monday to Friday, except UN official holidays.
- The Individual Contractor may be required to travel to UNDP field offices. In such cases, UNDP will reimburse travel expenses in accordance with UNDP daily allowance rates and travel policies.
- UNDP/PSU will provide a working desk, computer, and internet and telephone access to the selected individual Contractor during his/her stay at the PSU premises as required under this ToRs.

### IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

#### Academic Qualifications:

Bachelor Degree in Information Technology, Economics, or relevant/related area. Master Degree is an advantage.

#### Years of experience:

Minimum 2 years of working experience in the field of information technology or procurement. Working experience in similar projects or training experience is an advantage.

#### III. Competencies and special skills requirement:

- Practical experience in system support as help desk function in similar projects.
- Good understanding of key public procurement principles.
- Good knowledge of database setups and ERP systems.
- Fluency in English. Knowledge of French and/or Spanish (or other UN official languages) is an advantage.
- Good writing and presentation skills.
- Good public speaking and presentation skills.
- Working experience with UN/UNDP is an advantage.

The IC must list all his past experience and knowledge on the above points and highlight in the cover interest letter how the past experience demonstrates possession of the above skills.

**V. EVALUATION METHOD AND CRITERIA**

Cumulative analysis

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 a pre-determined set of weighted technical and financial criteria specific to the solicitation.

\* Technical Criteria weight: 70%

\* Financial Criteria weight: 30%

<b>Criteria</b>	<b>Maximum Point</b>
Education	Pass/Fail
Proficiency in English	Pass/Fail
Skills, experience and qualifications relevant to this TOR, as demonstrated in the brief summary submitted by IC: <ul style="list-style-type: none"> <li>• Past experience in working in similar projects;</li> <li>• Past experience in coaching, training or helpdesk support to system users;</li> </ul>	40
Work experience: minimum 2 years	20
Experience with UN/UNDP	15
Knowledge of French or Spanish	10
Demonstrated experience in working with dashboard, PowerBI application, chatbot applications, etc.	10
Understanding of key public procurement principles	5