

## TERMS OF REFERENCE

<b>Reference</b>	PN/FJ/032/20
<b>Location</b>	Suva, Fiji
<b>Application deadline</b>	22 <sup>nd</sup> March 2020 (11pm Fiji Time)
<b>Type of Contract</b>	Individual Contractor
<b>Post Level</b>	National Consultant
<b>Consultancy Title</b>	Operations Support
<b>Languages required:</b>	English
<b>Duration of Initial Contract:</b>	12 months (between April 2020 to March 2021) on Long Term Agreement

### BACKGROUND

The UNDP Pacific Office in Fiji serves 10 countries focusing on implementing solutions to global and national development challenges under the leadership of the Resident Representative. The Country Office has three focus areas namely Effective Governance, Inclusive Growth and Resilience and Sustainable Development.

UNDP Joint Operations Centre provides daily operations support to all UNDP Programmes and Projects including the Resident Coordinators Office and other UN agencies. These supports include but not limited to Administrative, Finance, Procurement and Human Resources. UNDP Office based in Suva regularly requires temporary operations support to assist the office in operational and transactional tasks.

Therefore, UNDP is seeking for a maximum of three (3) qualified individuals to provide operational support to the UNDP Operations and Programme/Project teams based in Suva on a need basis. Under the overall guidance and supervision of the respective Operations and Programme Team Leaders, the Operations Support position is expected to provide high quality, accurate and consistent operations support.

### DUTIES AND RESPONSIBILITIES

#### **Scope of Work**

The individual will be required to provide either or all the following operational support services to UNDP on a need basis:

#### **Administration:**

- Provide secretariat, administrative, logistics support to meetings, conferences and workshops such as calculation of DSA, seeking itinerary, raising travel request (TR) in UNDP T&E module, liaising with travel service providers, followup and processing of pending travel claims.
- Assist with common premises issues and tasks such as updating databases, lease management, cleaning services.
- Raising requisitions for operational services
- Backstopping at reception by answering/transfer calls when required
- Assist with registry services

- Assist with Asset Management including verification of items and disposals
- Assist with proper and structured document management through e-filing and hard copy records in office and UNDP archives.
- Assist in Administration cost recovery and billing
- Other Administration tasks as assigned.

#### **Procurement:**

- Assist in raising vendors through GSSU
- Assist in preparation of solicitation documents
- Seeking quotes from suppliers/vendors
- Preparation of micro purchasing forms and raising purchase orders
- Lodgment of short-term visas with immigration and/or relevant authority
- Assist with proper and structured document management through e-filing and hard copy records for Procurement Unit.
- Assist in procurement cost recovery and billing
- Other Procurement tasks as assigned.

#### **Finance**

- Assist with reconciliation of vendor accounts
- Liaising with GSSU on any queries and ensure that payments, APJVs and GLJEs are done on time and all budget related exceptions are cleared on a timely basis
- Support Finance in disbursement of PCAs and other funds to implement project activities
- Support to UNDSS and RCO in processing their financial transaction and managing budgets and reporting.
- Assist with proper and structured document management through e-filing and hard copy records for Finance Unit.
- Assist in Finance cost recovery and billing
- Other Finance tasks as assigned.

#### **Human Resources**

- Assist in staff leave monitoring
- Assist in scheduling interviews and preparation of interview files
- Assist with preparation of staff inductions and HR trainings
- Assist with proper and structured document management through e-filing and hard copy records for HR Unit.
- Assist in HR cost recovery and billing
- Other Human Resources tasks as assigned.

#### **Expected Outputs and Deliverables**

1. Completion of Administrative Services tasks as assigned
2. Completion of Procurement Services tasks as assigned
3. Completion of Finance Services tasks as assigned

#### 4. Completion of Human Resources Services tasks as assigned

##### **Contract Arrangement**

The successful individual will sign the UNDP Individual Consultant Long Term Agreement (LTA). The engagement will be on an intermittent basis (as and when required) within the stated duration based on the required services. UNDP will issue separate terms of reference (TOR) and purchase order for each specific assignment as a call-off from this IC LTA.

##### **Institutional Arrangement**

- The Operations Support will report to the respective Operations and Programme Team Leaders as required by the specific TOR.
- The Operations Support shall report to his/her supervisor on a daily basis.
- The Operations Support is required to work during the official UNDP working days/hours in Suva, Fiji unless specified on the specific TOR for work to be carried out over the weekend.
- UNDP will make available office/desk, stationery and computer to carry out the required work.

##### **Duration of the Work**

The LTA will be for a period of 12 months with the expected start date of 1 April 2020 and ends on 31 March 2021. The maximum expected days of engagement under this LTA is 200 days for each individual engaged under this LTA.

##### **Duty Station**

The Operations Support will be based at UNDP Office, Kadavu House during the course of the assignment when engaged under the specific terms of reference.

## **COMPETENCIES**

- Strong interpersonal and communication skills;
- Openness to change and ability to receive/integrate feedback;
- Ability to plan, organize, implement and report on work;
- Ability to work under pressure and tight deadlines;
- Demonstrates integrity and ethical standards;
- Positive, constructive attitude to work;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

## **REQUIRED SKILLS AND EXPERIENCE**

##### **Educational Qualifications:**

- Minimum Secondary School Education.
- Additional qualification in areas of Management, Administration or Accounting/Finance, Human Resources would be an advantage.

##### **Experience**

- Minimum of 2 years work experience in either Administration, Accounts/Finance, Human Resources and logistics/Procurement is required.

- Prior experience within the development sector would be an advantage.

#### **Language requirements and Computer skills**

- Fluency of English language is required
- Proven experience in the use of office IT applications, incl. MS Office packages;
- Experience with using web-based systems

#### **Price Proposal and Schedule of Payments**

The Individual Consultant shall submit a financial proposal based on an **all-inclusive daily fee in local currency**. Payments shall be done on a monthly basis (or as agreed in the TOR) based on actual days worked, upon verification of completion of deliverables and approval by the supervisor of a Time Sheet indicating the days worked in the period. The daily fee proposed shall remain the same irrespective of any extension.

#### **Note:**

The individual consultant will be required to pay for his/her taxes or Provident Fund following the completion of the assignment as required by local regulations hence UNDP will not be liable for such payment on behalf of the IC.

#### **Evaluation Method and Criteria**

Individual consultants will be evaluated based on the 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 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: Educational Qualifications: 20 points

- Minimum Secondary School Education. (10 points)
- Additional qualification in areas of Management, Administration or Accounting/Finance, Human Resources would be an advantage (10 points)

##### Criteria 2: Work experience: 40 points

- Previous work experience in either Administration, Accounts/Finance, Human Resources and logistics/Procurement (30 points)
- Prior experience within the development sector would be an advantage (10 points)

##### Criteria 3: Language requirements and Computer skills: 10 points

- Fluency of English language (5 points)
- Proven experience in the use of office IT applications, incl. MS Office packages, web-based system (5 points)

Shortlisted candidates may be called for an interview.

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

**Financial Proposal (30%)**

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

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

**Documentation required**

Interested individual consultants shall submit the following documents/information to demonstrate their qualifications.

- **Letter of Confirmation of Interest and Availability** using the template provided in Annex II.
- **Personal CV**, indicating all past experience as well as the contact details (email and telephone number) of at least three (3) professional references.
- **Financial proposal (daily Fee)**, as per template provided in Annex II in FJD.

Incomplete, joint proposals and proposals sent to the wrong mailing address will not be accepted and only candidates for whom there is further interest will be contacted.

**Annexes**

- Annex I - Individual IC General Terms and Conditions
- Annex II – Offeror's Letter to UNDP Confirming Interest and Availability for the Individual IC, including Financial Proposal Template

**Proposal Submission**

- All applications must be clearly marked with the title of the consultancy (**UNDP Operations Support**) with reference (**PN/FJ/032/20**) and submitted via email to **etenderbox.pacific@undp.org** by **11pm, 22<sup>nd</sup> March 2020 – Fiji time.**
- For further information concerning this Terms of Reference, please contact UNDP Pacific Office by email: [procurement.fj@undp.org](mailto:procurement.fj@undp.org)

***Women applicants are encouraged to apply***