

TERMS OF REFERENCE

Assignment Title	National ICT and IM for Parliament Consultant
Type of Contract	2 Individual Contracts (National)
Start/End Dates	April 2020 – January 2021
Scope of Work	10 months
Supervisor(s)	Sub-national Parliament Specialist
Duty Station	Home-based, with extensive travel to Yangon, Nay Pyi Taw and to 14 Regions and States

1) Background

ICT infrastructure and software solutions and sound information management (IM) are critical for the work of the modern parliament. Good ICT systems, information management systems, and websites are critical tools for parliaments in conducting their business effectively and in communicating with and involving the public in parliament work.

UNDP has supported the development of Myanmar's Union-level and 14 Region and State Hluttaws since 2012. UNDP's programme is aligned with the Myanmar Parliaments' development agenda, expressed in their strategic plans and in the decisions of the Myanmar Parliamentary Union (MPU). It is implemented in close coordination with the Union-level Hluttaws' Joint Coordination Committee (JCC), which coordinates implementation of the Myanmar Hluttaw Strategic Plan and development partner support.

ICT and IM in the Region and State Hluttaws

In 2018, the Union-level Hluttaws offered to share experience and provide support to Region and State Hluttaws in ICT development and information management. Speakers and Deputy Speakers of Region and State Hluttaws requested that UNDP conduct a comprehensive ICT assessment of Region and State Hluttaws to explore opportunities for common ICT development activities and for support by the Union Hluttaw.

The ICT assessment was conducted in 2018 at the 14 Region and State Hluttaws, and resulted in a detailed report on: The current state of ICT and information management in the Region and State Hluttaws; The proposed ways forward for the Hluttaws in addressing ICT development; Linkages with Union Level ICT development programme and potential synergies to be achieved. The assessment evidenced a clear need for more electronic-based working and highlighted the absence of centralized shared electronic document management systems as a major limitation for the Hluttaw to be:

- more efficient internally, in sharing and collaborating on incoming and processed legislative documents;
- better in the distribution of legislative and other documents to Committees and Members;
- and, timely in compiling the legislative dossiers and other documents that would be fit for further electronic publication on the Hluttaw public websites, and via social media channels.

An improved ICT and information management system will ensure better communication between the Hluttaw and the public and allow public participation in the work of the Hluttaw.

Moving forward the ICT assessment formulated a recommended ICT and IM development roadmap with the following milestones:

- Building the ICT operations unit: First the ICT organization needs to be put into place. Within the Hluttaw administrations there needs to be at least one ICT qualified technical person, starting with the ICT manager position. This person will be the technical counterpart in all ICT planning activity that is done with Hluttaw senior management through the ICT steering committee.
- Establishing ICT Governance & Planning: Once the ICT manager is in place, and the ICT steering committee is formed then the plan of what is to happen in the next 3 years must be formulated. This ICT planning phase results in an ICT strategic plan, an annual workplan, and a multi-year ICT budget
- Foundational ICT and IM implementation activity: Shortly after the planning phase the first ICT implementation activities can begin from policies and guidelines development, to ICT infrastructure to putting into place systems for improved IM and information services delivery.
- Inter-Hluttaw knowledge networking & coordination: At the point when actual systems are being developed and becoming operational in the Hluttaws there is also a need for mutual collaboration and coordination between the Region and State Hluttaws, and also with the Union Hluttaw. For this purpose, the necessary networking and collaboration mechanisms need to be put into place.

UNDP's role is integral to the recommended ICT development roadmap at the 14 Region and State Hluttaws and will as such provide relevant technical support through 1) initial infrastructure procurement and installation, 2) dedicated ICT and IM technical advisory and capacity building support, and 3) tailored training opportunities, to get the Hluttaws up to required levels so that these can independently manage and maintain their ICT governance, operations, infrastructure and services. In addition, UNDP will support those Hluttaws that want to explore cloud solutions by means of SharePoint Online for legislative document management, through the establishment of a Hluttaw internal Intranet and the establishment of interactive websites that allow public participation in Hluttaw work.

Training Network

In order to support equal development of Region and State Hluttaws, starting from 2019 UNDP is supporting a network approach to staff capacity development, connecting capacity development at Union and Region and State levels and strengthening engagement and mutual learning between all levels.

Management Training with Region and State Deputy Directors General conducted in March 2019 helped to identify priority for service development. The first Knowledge Exchange Programme delivered from 3-4 October 2019 then build professional skills of Executive Managers and Unit Managers to lead service improvement projects in priority areas of **committee development** and **ICT development**. Skills training on ICT was held in Mandalay from 3-13 March 2020 to implement service improvements. It was delivered together with UNDP trainers and experienced ICT Department staff from the Union Hluttaw. Taken together, this forms the development of a staff training network and annual training cycle.

The network is made operational and sustainable by ongoing support to develop Hluttaw staff trainers at Union and Region and State levels, including in ICT skills, and with the development of online platforms for learning.

ICT Development for the Ministry of Planning, Finance and Industry

The Support to Effective and Responsive Institutions Project (SERIP), has provided assistance to the development and implementation of the National Indicator Framework (NIF) of the Myanmar Sustainable

Development Plan (MSDP). UNDP is working with the Central Statistics Organization (CSO) to operationalise the NIF and to harmonize and strengthen data collection systems across public institutions, conduct household surveys across the whole country and support a more open and proactive data dissemination policy by government. As SERIP integrates support across government and parliament, the Project will facilitate mutual capacity development and lesson learning across institutions especially as it relates to development and utilization of modern ICT and Information Management (IM). UNDP will support the CSO to develop an ICT and IM roadmap. This will identify ICT requirements, develop infrastructure that is fit-for-purpose and develop systems, policies and staff capacity to effectively utilize ICT and improve IM. This will enable stronger and more efficient collection and dissemination of information and data, helping to operationalize the NIF and ultimately support delivery of the MSDP.

Learning lessons from the development of the Hluttaw Learning Centre and the support provided through the Hluttaw Learning Centre to 14 Region and State Hluttaws, SERIP will support the development of training schools in both CSO and Planning Department (PD). A key part of curriculum development for both departments will be building ICT skills of all staff and developing specialised skills to utilize improved ICT to meet information and data collection and analysis needs of MoPFI.

2) Objectives of the Assignment

UNDP shall support the ongoing development and utilization of ICT in Parliament for the Region and State Hluttaws and the development of improved ICT and IM for CSO by providing training and on-the-job advice and support in ICT and information management through a technical team including two parliamentary ICT and IM consultants deploying to the 14 Region and State Hluttaws and for missions to support MOPFI in Naypyitaw and in Region and States as required.

Under the overall guidance from Project Manager, and supervision of the Sub-national Parliament Specialist, with technical support and direction from the UNDP/IPU Senior Technical Advisor – Parliamentary Strengthening, International ICT for Parliament Specialist and, in collaboration with the IPU ICT Specialist at the Union-level Hluttaws, two parliamentary ICT and IM consultants (short: ICT consultants) are recruited by UNDP in a technical support role to the 14 R/S Hluttaws and CSO in developing ICT and IM systems in line with the agreed recommendations in ICT roadmaps.

The specific objectives and outcomes of the assignment will be:

1. Development of ICT infrastructure and specialised units in all 14 Region and State Hluttaws

- 14 Region and State Hluttaws develop ICT governance arrangements, and ICT plans with budgets;
- 14 Region and State Hluttaws develop ICT operations and policies and will effectively utilize and maintain ICT infrastructure
- Staff of 14 Region and State Hluttaws will have specialized ICT capacity and will progress towards the set up and operationalization of separate ICT Units

2. Utilisation of ICT in improved services delivered to MPs and the public by Region and State Hluttaw offices

- 14 Region and State Hluttaws will make significant progress towards developing parliamentary information management systems and policies

- Staff of 14 Region and State Hluttaws will become both proficient in ICT skills through the operation of the Union-Region and State Hluttaw training network
- 14 Region and State Hluttaws will deliver IM services to MPs using modern ICT
- 14 Region and State Hluttaws increasingly inform and engage with the public using ICT.

Synergies between Region and State Hluttaws and the existing Union-level Hluttaw ICT management and information management systems will be realized in both of the above objectives

3. Advise on the development of ICT systems for Government of Myanmar departments supported under SERIP

- Development of an ICT and IM work plan for the CSO.
- Development of curriculum for ICT skills for the CSO and PD's Training School.
- MoPFI (CSO/PD) develop ICT governance arrangements, and ICT plans with budgets.
- MoPFI (CSO/PD) develop ICT operations and policies and will effectively utilize and maintain ICT infrastructure.

3) Scope of Work

Under the supervision of the sub-national parliament specialist, and in collaboration with the IPU ICT Specialist at the Union-level Hluttaws, the ICT consultants will deliver through regular site visits to Region and State Hluttaws, to the Union Hluttaw and to Government Departments in Naypyitaw:

(A) Development of ICT infrastructure and specialised units in Region and State Hluttaws

1. Plan ICT and IM support to the Regions and State Hluttaws in 2020 against the roadmap in the ICT assessment report, taking into account progress made in 2019;
2. Organize second ICT networking meeting with all Region and State Hluttaws in the course of the contract to discuss progress in implementation of the ICT roadmap and ensure lessons learned and best practice solutions are shared among Hluttaws;
3. Support Hluttaws finalizing ICT operations arrangements in 14 Region and State Hluttaws in line with the recommendations of the ICT roadmap.
 - a. ICT unit ToR and service statements in 14 Region and State Hluttaws;
 - b. JDs of key ICT operations roles in 14 Region and State Hluttaws;
4. Support 14 Region and State Hluttaws in formulating and implementing ICT plans and budgets, and provide necessary capacity building support training, advisory and awareness raising support for maintenance and troubleshooting of current ICT infrastructure and future ICT development on demand base;
5. Support Hluttaws in reviewing and updating (or putting in place) ICT policies in line with the recommendation of the ICT roadmap;

6. Map current information management processes, formulate IM requirements, functional and system design specifications for a future Hluttaw legislative information management, both on-site hosted and cloud based in at least 2 pilot Hluttaws;
7. Support for initiate development, configuration and deployment of online platforms for information management in at least 2 pilot Hluttaws;

(B) Utilisation of ICT in improved services delivered to MPs and the public by Region and State Hluttaw offices

1. Support and implement the developing of the Training Programme on ICT delivered as part of UNDP's pilot training in the field of ICT to be delivered in the framework of the new Hluttaw Training Network including via online platforms;
2. Support managers and staff of Region and State Hluttaws to identify and implement parliamentary information services to MPs and the public using improved ICT, working together with ICT Specialist and staff at the Union-level Hluttaws

(C) Work supporting ICT and IM for Central Statistical Organization's Statistics Training Centre and Planning Department's Training School

1. Assess current ICT systems and information management needs of the Statistics Training Centre and PD Training School.
2. Develop a proposed work plan for developing ICT based IM systems in both institutions;
3. Consult regarding training curriculum development in conjunction with external training partners, to include: data management, server management, network administration and implementation and utilization of common data platform and other related matters;
4. Consult the ICT team in overseeing the setting up, maintenance, configuration of existing ICT infrastructure which work would be carried out by the vendor.
5. Provide Knowledge Transfer to all CSO IT staff to enhance all CSO ICT staff needed for Statistics Training Centre as required.

4) Deliverables and Schedule of Delivery

Deliverables	Estimated working days	Deadline	Expected fees and Payments
Signature of contract	0	April 2020	
<p>First mission report, outlining progress towards the objectives of the assignment and giving summaries of key activities and outcomes.</p> <ol style="list-style-type: none"> 1. Progress report on implementing and developing an online learning platform and materials for ICT staff of all Regional and State Hluttaws, supporting operationalisation of the training network. 2. Develop governance, operations arrangements and ICT plans with budget with at least seven Regional and State Hluttaw. 	30 Days	31 May	
<p>Second mission report, outlining progress towards the objectives of the assignment and giving summaries of key activities and outcomes.</p> <ol style="list-style-type: none"> 3. Update the Region and State Hluttaw ICT Development action plan for Q2 2020 to Q1 2021. 4. Deliver a report assessing current ICT systems and information needs of the Statistics Training Center and Planning Department Training School. 5. Develop a proposed work plan for ICT-based IM systems in Statistics Training Centre and Planning Department Training School. 	40 Days	31 July	
Third mission report, outlining progress towards the objectives of the assignment and giving summaries of key activities and outcomes.	40 Days	30 September	

6. Report on ICT policies in place at least seven Hluttaws in line with the new ICT governance operations frameworks and the ICT plan 7. Conduct an participatory needs assessment on ICT-based IM in at least two pilot Hluttaws 8. Report on next step of Region and State Hluttaw skills training in ICT, attaching lesson plans, training materials and evaluation results.			
Fourth mission report, outlining progress towards the objectives of the assignment and giving summaries of key activities and outcomes. 9. Deliver a plan to develop online plaforms in the two pilot Region and State Hluttaws, with recommendations on design and specifications; resource and capacity development requirements. 10. Develop an outline of the ICT and IM curriculum for CSO and PD training schools, based on roadmap/work plan and including resource requirements to develop and deliver training.	40 Days	30 November	
Final mission report, outlining how the objectives of the assignment have been achieved and giving summaries of key activities and outcomes. 11. Report on development of ICT infrastructure, systems and policies for CSO (as per proposed work plan) 12. Report on support of initiate, development, configuration and deployment of Region and State Hluttaw SharePoint Online platforms 13. Evaluation report on how skills training for Region and State Hluttaw staff has improved provision of improved information services to MPs and the public, attaching 2021 skills training ICT work plan	40 Days	31 January	
Total	190 Days		

4) Duration of Assignment and Duty Situation

The assignment will include **10 months** of work to be carried out in the period of **April 2020 – January 2021**. The work will be carried out home-based with significant travel (estimated 190 days) to Yangon, Nay Pyi Taw and the capital cities of the 14 Regions and States of Myanmar.

5) Institutional Arrangements

5.1) Reporting line:

The Contractors will work in collaboration with IPU ICT specialist and will report to the sub-national parliament specialist.

5.2) Logistical arrangements:

1. For all in-country travels:

- When in-country missions are requested by UNDP, UNDP will arrange and cover costs related to all domestic travels – such as transportation(s) between the agreed in-country duty stations and living allowances - in accordance with UNDP's regulations and policies.
- UNDP will facilitate security clearances required to travel in-country (if applicable).

2. Other logistical matters:

- The Contractors will arrange for his/her accommodation in the agreed duty stations. In Nay Pyi Taw, UNDP will organize transportation from the contractor's accommodation to the Myanmar Parliament.
- The Contractor is expected to use their own computers and mobile phones.

6) Qualifications

The consultant will have the following qualifications (points for scoring in selection process in brackets)

- a minimum 5 years of hands-on work experience in Microsoft based environment in IT infrastructure / IT operations / Data Center Management/ IT systems development roles (10 points)
- Excellent knowledge of ICT system implementation stages, including business analysis, requirements for documentation management, system and functional testing and quality assurance; (10 points)
- Relevant work experience in ICT infrastructure operations management, including network configuration, network security and management (10 points)
- A minimum 1 year of installing and developing SharePoint (online / 2016) experience, or excellent record of several SharePoint projects (20 points)
- Experience in development of online learning management system (LMS); (10 points)
- Previous experience with modern electronic document management systems, enterprise content management and intranet platforms, knowledge management systems, digital archives/institutional repository, and office automation; (10 points)
- Experience of delivering ICT training such as Infrastructure training, Website and SharePoint training and online learning platform for ICT Team. (20 points)
- Relevant IT work experiences in Parliament or government organizations is an asset (10 points)
- Professional fluency in Myanmar and English languages

7) Presentation of Offer

Candidates should present their offer to UNDP in the following form:

- a) Duly accomplished **Letter of Confirmation of Interest and Availability** using the template provided by UNDP;
- b) **Personal CV or P11**, 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;
- c) **Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided. If an Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the Offeror must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.

7) Contracting Method and Payments

The consultant will be selected through a competitive process based on the qualifications and the competitiveness of the financial proposal.

The contract price is a fixed output-based price regardless of extension of the herein specific duration. Payments will be made on a monthly basis, against successful delivery of outputs in accordance with the delivery schedule.

Offers will be evaluated based on the combined scoring methods, whereby the qualifications of the applicants will be weighted 70% and the financial proposal will be weighted 30%. The formula for scoring will be as follows.

Rating the Technical Proposal (TP):

TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for qualifications) x 100

Rating the Financial Proposal (FP):

FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100

Total Combined Score:

(Qualifications Rating) x (Weight of Qualifications, 70%)
+ (FP Rating) x (Weight of FP, 30%)

Total Combined and Final Rating of the Proposal