

TERMS OF REFERENCE

Reference	PN/FJI/058/20
Location	Level 8, UN RC Office, Suva
Application deadline	25 June 2020
Type of Contract	Individual Contractor
Post Level	National Consultant
Consultancy Title	Business Operations & Coordination Consultant
Languages required:	English
Duration of Initial Contract:	261days (Between 1 July 2020 to June 2021)

BACKGROUND

Under the overall leadership and guidance of the United Nations Country Team (UNCT), the Operations Management Team (OMT) endeavours to facilitate the implementation of Delivery as One (DaO) by harmonizing operational policies of UN agencies, funds and programs in UN in Pacific (Fiji MCO). Moreover, the OMT proposes and implements inter-agency initiatives to ensure the quality of support services, while utilizing resources effectively.

Within this context, the OMT has decided to adopt and implement UN Development Group's (UNDG) results-based framework to enhance the planning, monitoring and management of the UNCT's business operations and support to program delivery. This Business Operations Strategy (BOS) outlines the UNCT priorities in the field of common operations. The BOS aims to improve the quality, timeliness and cost-effectiveness of the UN's support to program delivery.

With the overall aim to support the initiation, monitoring and implementation of the BOS, including to support day-to-day operational matters of OMT, the UN RCO on behalf of UN OMT, seeks to hire a Business Operations and Coordination Consultant, based in Suva, Fiji. The incumbent will be responsible to undertake functions related to coordination of data collection and analysis, interpretation and implementation of BOS support activities.

Under the overall guidance of the Chair and Co-Chair of the Operations Management Team (OMT) and direct supervision of the Head of the UN Resident Coordinator's Office the Business Operations and Coordination Associate will support the OMT with day-to-day coordination with counterparts to advance the DaO agenda.

DUTIES AND RESPONSIBILITIES

Scope of Work

Coordination and support the preparation of the Business Operations Strategy focusing on achievement of the following results:

- Coordinate the implementation of the BOS activities through data collection and analysis and timely information sharing with BOS taskforce and OMT and its Working Groups;

- Provide the BOS taskforce with required data for developing BOS and working closely with OMT and its Working Groups and give, administrative and logistical support for the successful preparation of the BOS, including follow up the populating of operations platform with required data;
- Work with the OMT and its Working Group Chairpersons to make sure the adequate administrative support is provided for the timely delivering of the agency /inter-agency inputs for the different BOS processes;
- Coordinate capacity building workshops pertaining to development of BOS at different stages.

Support OMT and its Working Groups to conduct survey on common services for the designated service line(s) focusing on achievement of the following results:

- Support conducting assessment of the BOS implementation, results and existing common services and identify areas where these services can be improved and costs reduced;
- Support the preparation of feasibility studies and cost-benefit analyses.

Ensure efficient common services support, focusing on achievement of the following results:

- Preparation of common services budget for the premises, other administrative services rendered to UN agencies and obtaining approval of the budget.
- Support budget preparation for UN Clinic and Security and other common activities funded by UN agencies.
- Organization of procurement processes for common services, including preparation of ToRs, specifications for RFQs, ITBs or RFPs, their evaluations.
- Oversight and management of contracts for common services, ensuring fully satisfactory performance by contractors.
- Maintenance of common services/office space management to ensure integrated activities on common services.
- Supervision of maintenance, cleaning and gardening services.
- Checking and certifying of generator daily log and consumption, update and maintenance of equipment operated on the premises, i.e. generator, air conditioners etc.
- Prompt reporting and investigation of cases of any accidents, damage, loss or theft of items taking place on the UN premises

Maintain a fully functional Secretariat for the OMT:

- Regularly update the LTA data base and HR roster within the relevant systems;
- Participate in the meetings and support OMT, OMT Working Groups and BOS taskforce Committee as necessary;
- Assist in the coordination and monitoring of Annual work plan of OMT for next year;
- Update the OMT and OMT working groups' progress and minutes of the meetings in OMT records; and
- Undertake any other activities assigned by the Chair/Co-Chair of the OMT.

Support the RCO with day-to-day coordination with counterparts to advance the DaO agenda:

- Coordinate between UN Agencies, Government and relevant counterparts to promote a One UN approach towards programme and operational coordination;
- Support the RCO with piloting innovative tools that will enhance operational coordination;
- Supports the roll out of existing initiatives that support the DaO agenda;
- Undertake any other activities assigned by the Head of RCO.

eExpected Outputs and Deliverables

The above key results will ensure effective management of the OMT Secretariat, including smooth coordination, effective preparation and roll out of the BOS, and timely support to the RCO for relevant coordination activities.

Institutional Arrangement

The consultant is expected to work in coordination with the Chair/Co-Chair of OMT under the overall supervision of the RCO Team Leader.

Duration of the Work

- The assignment will be carried out for up to **261 working days** between July 2020 to June 2021.

Duty Station

- The Consultant is expected to be based in the office of the UN Agency chairing the OMT, to have access to all forms of communications and to ensure smooth planning and implementation of tasks.

COMPETENCIES**Corporate Competencies:**

- Demonstrates integrity by modeling the UN's values and ethical standards
- Promotes the vision, mission, and strategic goals of the UN
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favoritism
- Fulfills all obligations to gender sensitivity and zero tolerance for sexual harassment.

Functional Competencies:

- Proven knowledge in office procurement, HR/Admin and common services.
- Strong diplomatic skills and capacity to build and maintain partnerships with a number of stakeholders (UN Agencies, Government entities, other development partners and the private sector)
- Fully proficient computer skills and use of relevant software and other applications, e.g. word processing, spreadsheets, internet, power point and experience in handling of web-based management systems.
- Excellent interpersonal skills, proven networking, teambuilding, organizational and communication skills.
- Seeks and applies knowledge, information and best practices inside and outside the UN.
- Ability and sensitivity to work with a wide cross-section of partners, including Government, I/NGOs and private sector.
- A self-starter, able to inspire and influence action and work under pressure.
- Consistently approaches work with energy and a positive, constructive attitude.
- Demonstrates openness to change and ability to manage complexities.
- Ability to handle sensitive information with confidentiality.

Technical Competencies:

- Ability to undertake extensive research.

- Demonstrates strong analytical oral and written communication skills
- Ability to engage effectively with other implementing agencies supporting the respective UN agencies, development partners, civil society organizations, the private sector, etc.
- Good understanding of the governance structure and systems in Pacific, including the current political economy context.

REQUIRED SKILLS AND EXPERIENCE

Educational Qualifications:

- Bachelor's degree in Business or Public Administration, Economics, Political or Social Sciences.
- Other formal education relevant for the assignment.

Experience

- At least 4 years of proven working experience in providing coordination, administrative and operational support is required.
- Prior experience with the UN system (with a specific focus on experience with the RCO) would be considered an advantage
- Evidence of strong research and analytical skills.
- Experience handling general project administration and management of logistics.

Language requirements and Computer skills

- Fluency of English language is required
- Proven experience in the use of office IT applications, incl. MS Office packages.

Other

- Proven ability to work independently
- A consistent track record of self-motivation and achievement
- Demonstrated capacity to undertake assigned responsibilities and work under pressure.
- A team player with excellent inter-personal skills

Price Proposal and Schedule of Payments

Consultant must send a financial proposal based on the **Daily Fee**. Consultant shall quote an all-inclusive Daily Fee for the contract period. The term "all-inclusive" implies that all costs (professional fees, communications, consumables, etc.) that could be incurred by the IC in completing the assignment are already factored into the daily fee submitted in the proposal. If applicable, travel or daily allowance cost (if any work is to be done outside the IC's duty station) should be identified separately. Payments will be done on a monthly basis upon completion of the deliverables/outputs and as per below:

- Monthly progress reports about carried out work, achievements and challenges;

Payment shall be made on a monthly basis, based on actual number of days worked and certification of satisfactory performance of tasks approved by the Head of UN RCO in coordination with the Chair/Co-Chair of OMT.

Travel and Other Administrative Arrangements:

No travel is expected under the current assignment.

In case of any planned travel, UN/DP shall not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources

In the event of unforeseeable travel not anticipated in this TOR, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and the Individual Consultant, prior to travel and will be reimbursed.

Performance evaluation

Contractor's performance will be evaluated against such criteria as: timeliness, responsibility, initiative, communication, accuracy, and quality of the products delivered.

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 UN/DP for the assignment.

Technical Criteria for Evaluation (Maximum 70 points)

Criteria 1: Educational Qualifications: 20 points

- Bachelor's degree in Business or Public Administration, Economics, Political or Social Sciences **15 points**
- Other Formal education relevant for the assignment: **5 points**

Criteria 2: Work experience: 40 points

- At least 4 years of proven working experience in providing coordination, administrative and operational support is required- **20 points**
- Prior experience with the UN system (with a specific focus on experience with the RCO) would be considered an advantage: **10 points**
- Evidence of strong research and analytical skills: **5 points**
- Experience handling general project administration and management of logistics: **5 points**

Criteria 3: Language requirements and Computer skills: 10 points

- Fluency of English language: **5**
- Proven experience in the use of office IT applications, incl. MS Office packages: **5**

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

Shortlisted candidates shall be called for an interview which will be used to confirm and/or adjust the technical scores awarded based on documentation submitted.

Documentation required

Interested individual consultants must submit the following documents/information to demonstrate their qualifications. Please group them into **one (1) single PDF document** as the application only allows to upload maximum one document:

- **Letter of Confirmation of Interest and Availability** using the template provided in Annex II.
- **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.
- **Financial proposal in FJD**, as per template provided in Annex II.

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.

Individuals interested in this consultancy should apply and will be reviewed based on their own individual capacity. The successful individual may sign an Individual Contract with UNDP or request his/her employer to sign a Reimbursable Loan Agreement (RLA) on their behalf by indicating this in the Offerors letter to Confirming Interest and Availability using Annex II.

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 (**Business Operations & Coordination Consultant**) with reference **(PN/FJI/058/20)** and submitted via **UN Job shop** by **25th June 2020**.
- **Note: UNDP Jobs only supports single document upload hence ensure that the proposal consolidated and submitted as one single document.**
- For further information concerning this Terms of Reference, please contact UNDP Pacific Office by email: procurement.fj@undp.org.

Women applicants are encouraged to apply