

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE



Date: 02.11.2020

Country: Republic of Belarus

Description of the assignment: Support Clerk (2 positions)

Employment: Part-time, for the period of vacation or illness of the main staff

Project name: UNDP Country Office

Period of assignment/services (if applicable): The contract will be concluded approximately from 01 December 2020 for a period of 12 months with the possibility of extension for the next year (maximum amount of working days per year will not exceed 245)

Proposal should be submitted by email to tenders.by@undp.org (the following subject should be stated – Tender № 369/2020) **not later than 17:00, 17 November, 2020.**

Any request for clarification must be sent to the following e-mail vera.nikanchyk@undp.org. The respond will be in writing and sent to all consultants by email without identifying the source of inquiry.

1. BACKGROUND

The United Nations Development Program (UNDP) is the United Nations development agency that advocates for positive change in people's lives by providing member countries with access to knowledge, experience and resources. UNDP operates in 177 countries, helping them find solutions to global and national development challenges. The United Nations Development Program has been working in Belarus since 1992 and implements many projects in the field of energy and environment, cross-border cooperation, poverty reduction, crisis management.

2. KEY RESPONSIBILITIES:

Under overall guidance of the Operations Manager and direct supervision of the Requestor of specific services, the Support Clerk provides various office support services to UNDP CO and RCO which includes backstopping of front desk and telephone communications services, secretarial and administrative support **upon request** ensuring high quality and accuracy of work. The Support Clerk promotes a client, quality and results-oriented approach.

The contractor shall perform the following functions:

1. Ensures **backstopping of front desk and telephone communication services, as needed:**

- Maintains at all times professional image as the front-line representative of the Country Office;
- Supports in monitoring all visitors to the office; provides assistance to visitors by providing directions and accurate information;
- Answers incoming internal and external telephone and personal enquiries, filters calls accordingly, takes messages when necessary;
- Receives incoming correspondence, sorts and delivers to individuals; registers and posts outgoing correspondence;
- Makes catering arrangements for meetings and visitors by ordering refreshments and preparing tea/coffee as requested;
- Monitors supplies and orders in the meeting rooms;
- Supports with maintaining neatness of common space on the floor, asks for support when necessary;
- Supports with receipt and registration of tender documents;
- Assists to staff with sending faxes and making phone calls;
- Provides other services of similar nature when assigned by supervisor.

2. Ensures the provision of secretarial and administrative support:

- Translates incoming and outgoing correspondence upon request;
- Types/drafts correspondence, documents, letters, etc. from rough draft materials;
- Participates in the office meetings and prepares minutes of the meetings upon request;
- Provides support in organization of events if required.
- Provides support in registration procedures for foreign visitors;
- Provides support in visa application process;
- Provides support in entering information into various data bases, when required;
- Provides support with paper flow, including preparation of various service requests, when required;
- Assists with providing interpretation/copy editing services (liaison with the interpreters, copy editors);
- Provides support in procurement of goods, works and services, including search for providers of goods, works and services, requesting invoices, preparation of documents for payment, etc.;
- Provides support in other related issues, when required.

Details are provided in Appendix 1 - Terms of Reference.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Education:

- University degree in Linguistics, Social Sciences, International Relations or similar area
- Additional training(s) in the area of clerical work will be an asset

II. Work experience:

- At least 2 years of experience in performing clerical/administrative duties;
- Previous experience with the UN will be an asset

III. Competencies:

- Excellent communication skills
- Excellent multitasking abilities
- Fluent English
- Knowledge and work in Word, Excel, Outlook applications

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

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

1. Offeror's Letter to UNDP confirming Interest and Availability for the Individual Contractor (IC) Assignment (Annex 4)
2. Financial Proposal (Annex 5);
3. CV;
4. Copy of Diploma confirming University degree in Linguistics, Social Sciences, International Relations or similar area;
5. Copy of Diploma or Certificate(s) confirming completion of a training in the area of clerical work, if available

5. FINANCIAL PROPOSAL

Contract based on hourly fee:

Hourly payment. Work is performed as needed at the request of the Supervisor/Requestor of services. Payment is made upon completion of work and approval of the work results by the Supervisor/Requestor of services according to the rates specified in the contract.

UNDP disclaims any payment obligations if the employee is not involved in the work during the contract.

6. EVALUATION

Applicants will be assessed based on the following methodology:

Cumulative analysis

When using this weighted scoring method, the award of the contract will be made to the individual consultant whose offer has been evaluated and determined as:

- a) meeting the minimum criteria / technically qualified / qualified for financial assessment 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%, maximum 700 points]

* Financial Criteria weight; [30%, maximum 300 points]

Only offers of individual consultants who scored 490 (70% from 700) and more points during the desk review/interview are acceptable for financial evaluation. The lowest technically qualified proposal receives 300 points and all the other technically qualified proposals receive points in inverse proportion according to the formula:

$P=Y*(L/Z)$, where

P=points for the financial proposal being evaluated

Y=maximum number of points for the financial proposal

L= price of the lowest price proposal

Z=price of the proposal being evaluated

Criteria	Weight	Maximum amount of points
<u>Technical</u>	70%	700
Education	18%	180
University degree in Linguistics, Social Sciences, International Relations or similar area		120
Additional training(s) in the area of clerical work		60
Work experience	20%	170
At least 2 years of experience in performing clerical/administrative duties		80
10 points for each additional year of experience but not more than 30 points in total		30
Previous experience with the UN		60
Other competencies	32%	350
Excellent communication skills*		90**
Excellent multitasking abilities*		80**
Fluent English*		90**
Knowledge and work in Word, Excel, Outlook applications*		90**
<u>Financial</u>	30%	300

* Will be assessed by means of a written test to be completed by short-listed candidates and an interview that will follow the test;

**** Applied scoring system:**

<i>Degree of compliance of the candidate with the required competence</i>	<i>Degree of compliance Supporting Evidence Scoring scale (% from maximum available score for the given sub-criteria)</i>	<i>% from maximum available score for the given criteria</i>
<i>Excellent</i>	<i>Excellent evidence of ability to exceed contract requirements</i>	<i>80-100%</i>
<i>Good</i>	<i>Good evidence of ability to exceed contract requirements</i>	<i>60-80%</i>
<i>Satisfactory</i>	<i>Satisfactory evidence of ability to support contract requirements</i>	<i>40-60%</i>
<i>Poor</i>	<i>Marginally acceptable or weak evidence of ability to comply with contract requirements</i>	<i>10- 40%</i>
<i>Very poor</i>	<i>Lack of evidence to demonstrate ability to comply with contract requirements</i>	<i>0-10%</i>
<i>No submission</i>	<i>Information has not been submitted or is unacceptable</i>	<i>0%</i>

ANNEX:

ANNEX 1 - TERMS OF REFERENCES (TOR)

ANNEX 2 – IC CONTRACT FORM

ANNEX 3 - INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS

ANNEX 4 - OFFEROR'S LETTER TO UNDP CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT

ANNEX 5 – FINANCIAL PROPOSAL