

IC VA template

Consultancy – Content Management for the POPP - Bureau for Management Services (BMS) UNDP

Location:	Home based
Application deadline:	19 November 2020
Type of contract:	Individual Contract (Long Term Agreement)
Post level:	International Consultant
Languages required:	English
Expected start date:	12 March 2021
Expected Duration of Assignment:	Up to 200 days per consultant within 12 months (with possibility of extension for additional 12+12 months subject to availability of funds, business unit needs and satisfactory contract performance).
Requesting Unit:	UNDP BMS Directorate
Project/Award number:	00099934

Objective:

The purpose of this procurement exercise is to contract two individual consultants to provide content management support to the Programme and Operations Policies and Procedures (POPP) online platform.

1. Background

UNDP works in about 170 countries and territories, helping to achieve the eradication of poverty, and the reduction of inequalities and exclusion. We help countries to develop policies, leadership skills, partnering abilities, institutional capabilities and build resilience in order to sustain development results.

The Programme and Operations Policies and Procedures (POPP) is UNDP's centralized online resource of UNDP's Regulations, Rules, Policies and Procedures. The POPP is the single authoritative source of prescriptive content on UNDP programming and operational requirements. The POPP platform (<https://popp.undp.org>) incorporates updates on a periodic basis, to align the organization's changing business processes and needs. The POPP platform is managed by the Bureau for Management Services

The Bureau for Management Services (BMS) is the steward of the POPP platform and ensures the POPP is functional and coordinates updates. BMS publishes all new content and substantive changes to POPP, in coordination with the content owners, and keeps track of these.

2. Duties and responsibilities

In this context, the UNDP is looking to enter into a Long-Term Agreement (for Individual Contractors) with two consultants. Under the guidance and supervision of the Management Specialist, BMS Directorate but supporting all UNDP policy content owners, the POPP Content Management Consultants will perform the following tasks:

- Content management of the POPP platform comprising of:
 - Upload of new policies, procedures and templates.
 - Content review for readability and consistent use of UNDP terminology.
 - Content alignment with POPP formatting standards.
 - Update of hyperlinks, of the POPP library content, of policy focal points and of policy review/effective dates.

- Archive outdated content and management of content archive.
- Document all POPP updates in the Track Change library and POPP tracker.
- Translation management of POPP content into French and Spanish comprising of:
 - Upload and update POPP content in French and Spanish.
 - Liaise with reviewers of translated content during quality assurance (QA) review process.
- Communication support related to POPP content updates comprising of:
 - Update What's New and policy area landing pages.
 - Draft POPP Quarterly Yammer newsletter.
 - Liaise with policy owners on POPP updates
 - Respond to queries regarding POPP content through the POPP feedback electronic queries and Yammer page exchanges.
- Support training/workshops on new POPP policies, procedures and templates, including webinars.
- Support the update and evolution of the POPP as a corporate platform.
- Provide any other duties in relation to the POPP's content management.

Key Deliverables include:

- Updated POPP platform, including policies, procedures and templates, library and archive management.
- Translated POPP content into French and Spanish, including content upload and liaison with QA reviewers of translated content.
- Communication products and expanded communication channels: Updated news sections of the POPP platform and policy landing pages, quarterly Yammer newsletters and timely and comprehensive responses to POPP feedback electronic queries and Yammer page exchanges.
- Trainings/workshops/webinars on POPP content supported comprehensively.

3. Competencies

Corporate Competencies

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

Functional Competencies

Communication: Communicates effectively with staff at all levels of the organization and is comfortable in handling external relations at all levels; outstanding writing and oral communication skills; sensitive and responsive to culture diversities.

Professionalism: Capable of meeting deadlines, managing tasks simultaneously; Able to complete tasks accurately and thoroughly, with great attention to detail; Exercises the highest level of responsibility and is able

to handle confidential and politically sensitive issues in a responsible and mature manner; Ability to work with accuracy under pressure and with minimum supervision.

Teamwork: Works well in a team to service all of the UNDP policy content owners; projects a positive image and is ready to take on a wide range of tasks to create an enabling environment for policy content owners; Focuses on result for the clients and responds positively to feedback.

Technical Skills: Able to conduct thorough qualitative and quantitative research, able to synthesize and summarize extensive policy content material into succinct communication outputs, experience with online content management policy and procedures, able to draft communications and outreach materials for senior management; excellent computer, writing and oral skills.

Knowledge Management and Learning: Promotes a knowledge sharing and learning culture in the office; can draw on in-depth knowledge on policy content management and strong analytical skills; actively develops deep understanding and experience in one or more knowledge areas, including process and/or substantive knowledge.

4. Required Skills and Experience

Academic qualifications:

- At least University degree (bachelor's) in Development Studies, Journalism, Languages or a related discipline **required**

Experience:

- Minimum of 2 years relevant work experience with an international organization, private sector and/or government or civil society is **required**;
- Minimum of 2 years of relevant work experience in communication and outreach work is **required**;
- Experience with UN/UNDP corporate policies/procedures would be **an asset**

Languages:

- Fluency in English language **required**, and excellent writing skills **required**
- Proficiency in French/Spanish language **desired**

EVALUATION METHOD

The award of the contract shall be made to two individual consultants 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% (desk review and interview)**

*** Financial Criteria weight 30%**

Only candidates obtaining a minimum of 490 points (70% of the total technical points) would be considered for the Financial Evaluation

Technical Evaluation (700 points, Weight 70%)

All applicants will be initially screened against the minimum qualification requirements as specified above.

Responsive candidates will then be further evaluated against the following criteria

- **Criterion 1:** Relevance of the educational background with regard to this assignment **Weight = 10%; Maximum Points: 50;**
- **Criterion 2.** Relevance of the experience with an international organization, private sector and/or government or civil society (up to 2 years of relevant experience: up to 90 points; 2 to 4 years of relevant experience: up to 120 points; more than 4 years of experience: up to 150 points) **Weight = 30%; Maximum Points: 150;**
- **Criterion 3.** Relevance of the work experience in communication and outreach work (up to 2 years of relevant experience: up to 90 points; from 2 to 4 years of relevant experience: up to 120 points; more than 5 years of experience: up to 150 points) **Weight = 30%; Maximum Points: 150;**
- **Criterion 4.** Working knowledge of Spanish/French (Candidates with working knowledge in Spanish OR French will be given 50 points). **Weight = 10%; Maximum Points: 50;**
- **Criterion 5.** Relevant experience with UN/ UNDP corporate procedures and processes; **Weight = 20%; Maximum Points: 100;**

The maximum points that can be achieved in the desk review is 500 points

Only the top five technically qualified applicants (obtaining a minimum of 350 points (70% of points obtainable in the desk review) will be considered for an interview.

The total obtainable score on the interview is 200 points bringing the total points for the technical evaluation to a maximum of 700 points. Candidates obtaining less than 140 points during the interview (70% of points obtainable during the interview) will be disqualified.

Only those candidates who obtain a total technical score of **490** points and above on the technical evaluation will be considered for financial evaluation and will be asked to submit a financial proposal.

Financial evaluation (300 points, Weight 30%)

The following formula will be used to evaluate financial proposal:

$p = y (\mu/z)$, where

p = points for the financial proposal being evaluated

y = maximum number of points for the financial proposal

μ = price of the lowest priced proposal

z = price of the proposal being evaluated

For the General Conditions of contracts for the Services of Individual Contractors, see <https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Note: only shortlisted candidates will be invited to submit a financial proposal. Please do not include your financial proposal in your technical application package.

- The financial proposal should specify an all-inclusive daily fee, take into account various expenses that will be incurred during the contract, including: the daily professional fee; cost of travel from the home base to the duty station and vice versa, where required; living allowances at the duty station; communications, utilities and consumables; life, health and any other insurance; risks and inconveniences related to work under hardship and hazardous conditions (e.g., personal security needs, etc.), when applicable; and any other relevant expenses related to the performance of services under the contract.
- **This consultancy is a home-based assignment, therefore, there is no envisaged travel cost to join duty station/repatriation travel.**
- In the case of unforeseeable travel requested by UNDP, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between UNDP and the Individual Consultants, prior to travel and will be reimbursed. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the ICs wish to travel on a higher class he/she should do so using their own resources.
- If the 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 a 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

Application Procedure

The application package containing the following **(to be uploaded as one file)**:

1. CV or P11 Form.
2. Motivation letter indicating why the candidate is a good fit for the position.

Contract Award

A maximum of two candidates obtaining the highest combined scores in the combined score of Technical and Financial evaluation will be considered technically qualified and will be offered to enter into contract with UNDP.

Institutional arrangement

The engaged consultants will work under the guidance and direct supervision of Management Specialist, BMS Directorate, and will be responsible for the fulfilment of the deliverables as specified above.

The two consultants will be responsible for providing their own laptop.

Payment Modality:

- Payments are based upon delivery of the services specified above and deliverables accepted and upon certification of satisfactory completion by the supervisor.
- The work week will be based on 35 hours, i.e. on a 7-hour working day, with core hours being between 9h00 and 18h00 daily.

Framework Agreement

UNDP plans to enter into a Long-Term Agreement (LTA) with the two TOP ranked successful Individual Contractor/s to assure resources availability at the required timeframe and/or increased demand for services requested. The services will be used on an intermittent and repetitive basis when needed and based on the fixed daily rate.

Please note that the LTA does not form a financial obligation or commitment from UNDP at the time the LTA contract is signed, and that such an agreement is non-exclusive. When a specific need arises, the successful Individual Contractor/s will be approached and be provided with a specific TOR and deliverables (and time frame) but still within the scope of the responsibilities stated in the LTA. The successful Individual Contractor/s is expected to provide Confirmation of Interest on the specific services required. Financial commitments will only be established each time a Purchase Order for the specific services/TOR for Individual Contractor is committed. The purchase order will be based on the agreed LTA Daily Rate Consultancy Fee.

This LTA has a cumulative ceiling amount that may accrue to the individual contractor during the life of the LTA, but said amount shall remain as an upper limit, and must not and cannot be interpreted nor understood as neither a financial commitment nor guarantee of business volume. The duration of LTA is for a 1-year period with possibility of extension for additional 1+1 years subject to availability of funds, business unit needs and satisfactory contract performance.

Qualified women are strongly encouraged to apply.

Due to the large number of applications we receive, we are able to inform only the successful candidates about the outcome or status of the selection process.

Annexes (click on the hyperlink to access the documents):

Annex 1 - UNDP P-11 Form for ICs

Annex 2 - IC Contract Template

Annex 3 – IC General Terms and Conditions

Annex 4 – RLA Template

Any request for clarification must be sent by email to cpu.bids@undp.org

The UNDP Central Procurement Unit will respond by email and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all applicants.