INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 09.04.2021

Country: Belarus
Description of the assignment: Consultant on ICT Support (2 positions shall be possible)
Project/Office: UNDP in Belarus
Period of services (if applicable): The contract will be concluded approximately from 19 May 2021 for a period of 12 months with the possibility of extension for up to three years depending on performance results (maximum amount of working hours per year will not exceed 1,960)

Proposals for tender should be submitted to e-mail tenders.by@undp.org no later than 17:00, 23 April 2021 (Minsk time) (ref. num. IC/130/2021 of the tender should be indicated in the subject of the letter).

Any request for clarification must be sent by standard electronic communication to the e-mail vera.nikanchyk@undp.org – UNDP will respond by standard electronic mail.

1. ORGANIZATIONAL SETTING AND BACKGROUND

UNDP is present in Belarus since 1992. UNDP’s mandate in Belarus is determined by the Agreement between the Government of the country and UNDP of 24 September 1992, which requires UNDP “to support and supplement the national efforts at solving the most important problems of its economic development and to promote social progress and better standards of life”. UNDP activities in Belarus are currently guided by the Country Programme Document for Belarus (CPD) 2021-2025, which focuses on four priority areas in line with the national development priorities: economic development based on the principles of green and inclusive growth; implementation of climate change mitigation and adaptation measures; development of an effective digital ecosystem; fuller participation of vulnerable groups in socio-economic life. In 2015 Belarus committed itself to achieving the Sustainable Development Goals. UNDP helps the country to implement and mainstream the SDGs at the national and local level.

2. OBJECTIVES OF THE ASSIGNMENT

Under overall guidance of the ICT Associate and direct supervision of the Requestor of specific services, Consultant on ICT Support provides ICT support services to UNDP Country Office and Projects upon request. The Consultant on ICT Support promotes a client, quality and results-oriented approach.

Please see the detailed Terms of Reference attached.
3. **RESPONSIBILITIES**

- Provide technical support for both hardware and software issues the users encounter,
- Respond to and resolve help desk requests,
- Upgrade systems and processes as required for enhanced functionality and security issue resolution,
- Install and test computer-related equipment,
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies,
- System performance tuning,
- Quickly arrange repair for hardware in occasion of a failure,
- Report any information security incidents or potential information security threats,
- Take a proactive approach to information security,
- Provide technical support on organization of conferences, seminars, round tables, meetings and other events,
- Provide technical support on organization of online events,
- Provide support on composition of Technical Specifications for procurement of IT equipment,
- Provide support with evaluation of proposals received under procurement tendering procedures for procurement of IT equipment,
- Support with acceptance of procured IT equipment conforming its compliance with quality requirements.

4. **DELIVERABLES**

Qualitative and timely ICT support services provided to UNDP Country Office and Projects upon request.

5. **REQUIREMENTS FOR QUALIFICATIONS AND COMPETENCIES**

**Education and Qualifications:**

- University Degree in Mathematics, Engineering, IT Technologies or Technical Sciences, specialized education in the mentioned areas
- Minimum 5 years’ systems administration experience working in a mixed systems environment

**Competencies:**

- Ability to manage servers and networking equipment including installing, maintaining and upgrading of Microsoft Windows-based servers, desktops and laptops
- Strong understanding of different networking and telephony technologies
- Knowledge of LAN concepts and other fundamentals (Ethernet, Wi-Fi, DHCP, DNS, ADSL, Fiber, 3G/4G/5G, Azure AD, Intune etc.)
- Ability to support MacOS, iOS and Linux-based operation systems
- Good communication skills
- Working level of English confirmed by diploma, certificate or other relevant documents
6. 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 duly signed by a Candidate;
2. Financial Proposal duly signed by a Candidate;
3. Personal CV including past experience in similar area;
4. Copy of Diploma/Certificate, confirming University Degree in Mathematics, Engineering, IT Technologies or Technical Sciences, or specialized education in the mentioned areas;
5. Copy of a certificate, diploma or similar document confirming working level of English.

All documents required shall be presented by e-mail, in no more than 3 e-mail transmissions, which should not exceed 10 MB each (please put number for each transmission in the subject line) and should not contain viruses.

Incomplete applications will not be considered. Please make sure you have provided all requested materials.

4. FINANCIAL PROPOSAL

Contract based on fixed hourly fee.

The remuneration is calculated based on the fixed hourly rate and the number of hours worked as indicated in the Timesheet. Payment is effected based on the Timesheet and the Certification of Payment signed by the Requester of services.

Payment of income taxes is the responsibility of the contractor.

Requirement for travel:

Travel is not required.
In the event of unforeseeable travel, payments to cover travel expenses may be reimbursed to the individual contractor upon submission of a travel claim (F-10 form) and all necessary supporting documents. Unforeseeable travel shall be approved prior to travel in accordance with the established procedure. Travelling time shall not be included into the time sheet of the contractor.

5. EVALUATION

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) 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%, 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:  

\[ P = Y \cdot \frac{L}{Z}, \text{where} \]

- \( P \): 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

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Weight, %</th>
<th>Score (max. 1000 points)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education and Qualifications</strong></td>
<td>29</td>
<td>290</td>
</tr>
<tr>
<td>University Degree in Mathematics, Engineering, IT Technologies or Technical Sciences, or specialized education in the mentioned areas</td>
<td></td>
<td>120</td>
</tr>
<tr>
<td>Minimum 5 years’ systems administration experience working in a mixed systems IT environment</td>
<td></td>
<td>120</td>
</tr>
<tr>
<td>10 points per additional years of experience in an international development context, but not more than 50 points</td>
<td></td>
<td>50</td>
</tr>
<tr>
<td><strong>Competencies</strong></td>
<td>41</td>
<td>410</td>
</tr>
<tr>
<td>Ability to manage servers and networking equipment including installing, maintaining and upgrading of Microsoft Windows-based servers, desktops and laptops*</td>
<td></td>
<td>80**</td>
</tr>
<tr>
<td>Strong understanding of different networking and telephony technologies*</td>
<td></td>
<td>80**</td>
</tr>
<tr>
<td>Knowledge of LAN concepts and other fundamentals (Ethernet, Wi-Fi, DHCP, DNS, ADSL, Fiber, 3G/4G/5G, Azure AD, Intune etc.)*</td>
<td></td>
<td>80**</td>
</tr>
<tr>
<td>Ability to support MacOS, iOS and Linux-based operation systems*</td>
<td></td>
<td>80**</td>
</tr>
<tr>
<td>Good communication skills*</td>
<td></td>
<td>45**</td>
</tr>
<tr>
<td>Working level of English confirmed by diploma, certificate or other relevant documents</td>
<td></td>
<td>45</td>
</tr>
</tbody>
</table>
**Financial Proposal**

<table>
<thead>
<tr>
<th>Description</th>
<th>Unit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>All-inclusive hourly fee</td>
<td></td>
<td>30 300</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>100 1000</td>
</tr>
</tbody>
</table>

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

**Applied scoring system:**

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

**ANNEX**

ANNEX 1 – TERMS OF REFERENCES (TOR)
ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS
ANNEX 3 – IC CONTRACT FORM
ANNEX 4 – OFFEROR’S LETTER TO UNDP CONFIRMING INTEREST AND AVAILABILITY
ANNEX 5 - FINANCIAL PROPOSAL