



## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

**Country: Jordan**

### Description of the assignment:

The individual consultant for the Governance and Peace pillar at UNDP Jordan Country Office will develop a strategy and give in-depth advice on how to accelerate the digital transformation process through the three layers of Jordan's Public administration, including: the Central, Local Government and Community level (integrate in the Network of local governments) where no one is left behind.

<b>Post Title:</b>	Individual Consultant - Digital Transformation
<b>Starting Date:</b>	16 May 2021
<b>Duration:</b>	4 Months, from 16 May 2021 till 15 September 2021
<b>Location:</b>	Amman, Jordan
<b>Project:</b>	<b>Network of Local Governments (NLG) in Jordan</b>

### Instructions to Offerors for Job - Individual consultant – Digital Transformation

To apply, kindly read the procurement notice, attach the following documents and submit through the following email: [ic.jo@undp.org](mailto:ic.jo@undp.org) **no later than 3 May 2021**

1. Technical proposal (proposed methodology describing the actions to be taken for successfully completing the assignment)
2. Financial proposal in the prescribed format

Any request for clarification must be sent electronically to Ms. Michelle de Clercq - [michelle-declercq@undp.org](mailto:michelle-declercq@undp.org) who will respond by email and will send written copies of the response, including an explanation of the query, to all applicants without identifying the source of inquiry,.

### BACKGROUND

Despite the many health and socio-economic challenges COVID-19 brought, opportunity for further decentralization was created as it has highlighted the significance of **open government**<sup>1</sup> and confirmed

<sup>1</sup> <https://www.undp.org/content/undp/en/home/news-centre/news/2019/undp-and-ogp-sign-mou-for-2030-agenda-and-open-government.html>

the importance of continuing the digital transformation in Jordan. “Getting up to date information about COVID-19 to local communities around the world is a critical piece of the international community’s efforts to stem the spread of the virus,” said Achim Steiner, Administrator of the United Nations Development Programme (UNDP).

For UNDP’s digital strategy, there are two inter-related concepts that are important: Digitization and Digitalization. Digitization refers to the process of converting physical information into digital formats. It is commonly driven by technologies focusing on enhancing efficiency by automation of existing processes. Digitalization refers to the use of digital technologies to change an organization’s business model, including creating new or improved ways of delivering services, and improving the quality of what is delivered.

Jordan has shown great commitment to keep pace with the progress of digital transformation globally, improve the delivery of government services, and enhance the efficiency of government performance. The Digital Transformation Strategy 2020, as well as the Jordan Vision 2025, provide a strategic framework for Jordan’s digital transformation, a General Policy for the ICT and Postal Sectors 2018 to meet international deliverables, trends, and practices, in line with the Sustainable Development Goals (SDGs) of 2030. This also includes meeting the needs of beneficiaries (i.e. the Government, citizens, residents, tourists, private sector, entrepreneurs, and civil society), improving the quality of life more effectively, sustainably and reliably, and achieving well-being.

After having finalized Jordan’s Rapid Integrated Assessment as well as a Digital Maturity Assessment in partnership with the Estonian Academy, UNDP now **seeks to provide a detailed understanding on how to accelerate the digital transformation process in Jordan, including the concepts of digitization and digitalization through the three layers of Jordan’s Public administration including the Central, Local Government and Community level.** The outcomes of UNDPs previous digital assessments combined will help develop a strategy for change management that can be integrated into the Network of Local Governments project and will also be working along with the DMA grassroots/ community level consultant and the community network platform company working under the same project. This will provide a practical tool towards integrating the digital transformation process in the Network of Local Governments and other digital interventions to ensure that no one is left behind when enhancing the digital transformation process.

## Duties and Responsibility

### Scope of Work

The Digital Transformation consultant will develop a strategy and give in-depth advice on how to accelerate the digital transformation process and integrate the Network of Local Governments through the three layers of Jordan’s Public administration including the Central, Local Government and Community level, where no one is left behind. His/her responsibilities include:

#### **1 Strategy Development and description of the proposed analytical work (Digital transformation tasks):**

1. Provide “Digital Analytics” to accelerate the digital transformation process in Jordan and give concrete suggestions for each layer of the public administration for service for web, social media, and mobile apps using outcomes of previous UNDP digital assessments and identify gaps to expand UNDP CO support;

2. Develop three documents for the required digital solutions that can be implemented at all levels of Jordan's administration;
3. Set-up and manage three online training courses for e-governance at all levels of Jordan's public administration;
4. Evaluate digital solutions and tools for each layer in the Network of Local Governments;
5. Create and conduct training for "Digital Literacy" at all layers of the Network;
6. Set-up and manage digital "Project Management" solutions in coordination with the Community Network Platform service provider contracted by UNDP;
7. Set-up and manage digital "Document management solutions" in coordination with the Community Network Platform service provider contracted by UNDP.

## 2 – Strategic management and engagement with stakeholders:

1. Assess operations and oversight of functions to ensure that information technology structures and systems are responsive to the needs of digital transformation and help optimize service delivery for citizens;
2. Advocate and engage with internal and external stakeholders in coordination with project manager. and as needed;
3. Provide strategic management and coordination of initiatives supportive of the Digital Transformation across the three layers of government;
4. Keep abreast of innovation and emerging applications of digital technologies to support their testing, validation, and scaling;
5. Participate in key meetings and other related forums to ensure programmatic, operational, and other activities are fully supported by appropriate digital technologies;
6. Liaise with digital and ICT experts, within the Public administration of Jordan and/or in the private sector, to build coordinated efforts towards digital transformation;
7. Reach out to different stakeholders, relevant to the developing a solid network for UNDP, to support digital solutions that will accelerate the digital transformation process.

## OBJECTIVES AND EXPECTED OUTPUTS / DELIVERABLES

	Deliverables/ Outputs	Expected Date
1.	Develop the methodology for a change management process and tools to a) accelerate the digital transformation process in Jordan across the three layers of the public administration, and b) support adoption of the changes required by the Digital Transformation of UNDP.	By 23 May 2021
2.	Provide a plan (document) and stakeholders list for 3 online training courses for e-governance and digital literacy, at all levels of Jordan's public administration.	By 30 May 2021
3.	Audit and assess existing web, mobile, and other digital solutions, and provide a document that evaluates digital solutions and tools for each layer of Jordan's public administration.	By 27 June 2021
4.	Provide a report on Digital Analytics with concrete suggestions for change management to improve service for web, social media, and mobile apps across the relevant stakeholders.	By 11 July 2021

5.	Develop training modules for "E-governance and Digital Literacy" at all layers of Jordan's public administration.	By 25 July 2021
6.	Set-up and manage digital "Project Management" and digital "documents management" solutions in coordination with the Community Network Platform service provider contracted by UNDP.	By 29 August 2021
7.	Finalize assessment for operations and oversight of functions to ensure that information technology structures and systems are responsive to the needs of digital transformation and help optimize service delivery for citizens.	By 12 September 2021
8.	"E-governance and Digital Literacy" trainings across the three layers of public administration delivered.	By 12 September 2021

### Duration

The duration of the Consultancy is four Months covering the period from 16 May 2021 till 15 September 2021.

## MINIMUM QUALIFICATIONS AND EXPERIENCE

### 1) Education:

- a) Bachelor's degree or equivalent in computer science, management information system, computer information system and business administration or a related field is required. (Master's degree is desirable)

### 2) Experience

- At least seven years of experience in the field of information technology innovation, digital strategies, organizational management, change management and administration in international and multicultural institutions.
- At least seven years of experience in managing software projects using multi-tier architecture, Web and mobile presentation layers and scalable solutions.
- At least seven years of relevant experience in designing, developing, and implementing digital solutions to an organization's (either public or private sector), business challenges, with demonstrated application of new technologies;
- Knowledge of leading practice change tools and methodologies, including but not limited to, predictive analytics, engagement and facilitation tools, experience design using personas and informed by organizational analytics, etc.;
- Demonstrated ability to collaborate with different teams, including but not limited to, strategic planning, IT, communications, partnerships, operations, human resources, etc.;
- Familiarity with user research, user-centered design principles, process transformation, and data analytics;
- Project Management certification is a plus; ☐ Audit certification is a plus.

**Application: All bidders should submit technical and financial offers, along with a CVs. Submission without these documents will be not be considered.**

## SCHEDULE OF PAYMENTS

Payments are effective upon the achievement of the corresponding milestones and for the following amounts:

10%	Upon the successful submission of deliverable 1
15%	Upon the successful submission of deliverable 2
10%	Upon the successful submission of deliverable 3
15%	Upon the successful submission of deliverable 4
10%	Upon the successful submission of deliverable 5
15%	Upon the successful submission of deliverable 6
10%	Upon the successful submission of deliverable 7
15%	Upon the successful submission of deliverable 8

## EVALUATION

Individual consultants will be evaluated based on the following methodologies:

### Cumulative analysis:

- When using this weighted scoring method, the award of the contract should 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. The technical evaluation will include an interview.
- Technical Criteria weight; 70%
- Financial Criteria weight; 30%

Only candidates obtaining a minimum of 50 out of 70 in the technical evaluation would be considered for the Financial Evaluation.

Criteria	Weight	Max. Point
<u>Technical</u>	70%	


Bachelor's degree or equivalent in computer science, management information system, computer information system and business administration or a related field is required <i>(15 points)</i>  Master's degree or equivalent in computer science, management information system, computer information system and business administration or a related field is required <i>(20 points)</i>		20 points
At least 7 years of experience in managing software projects using multi-tier architecture, Web and mobile presentation layers, and scalable solutions.		20 points
At least 7 years of experience in the field of information technology innovation, digital strategies, organizational management, change management, and administration in international and multicultural institutions.		10 points
At least 7 years of relevant experience in designing, developing, and implementing digital solutions to an organization's (either public or private sector), business challenges, with demonstrated application of new technologies.		10 points
Demonstrated ability to collaborate with different teams including but not limited to strategic planning, IT, communications, partnerships, operations, human resources, etc.		5points
Project Management certification and/or Audit certification.		5 points
<b><u>Financial</u></b>	30%	
<b>Financial Proposal</b>		30 points

**IX. DOCUMENTS TO BE SUBMITTED**

Interested persons are invited submit the following documents/information to be considered:

1. Offeror's letter, as per the attached form
2. Personal History Form (P-11), including 3 references
3. Technical proposal
  - i. Explaining why they are the most suitable for the work
  - ii. Providing a brief methodology (not more than 3 pages) on how they would approach and conduct the work.
4. Financial proposal in accordance with the attached schedule

**Please submit above information no later than 29 April 2021, at 18:00 hrs (Jordan time) by email to: [ic.jo@undp.org](mailto:ic.jo@undp.org) with subject: "Digital Transformation Individual Consultant".**

Incumbent (if applicable)		
	Signature	Date
Name		
Supervisor		
Name:	<i>Sally Elmaleh</i>	
	Signature	Date
Chief Division/Section		
		
Name:		
Sara Ferrer Olivella	Signature	Date