PROCUREMENT NOTICE INDIVIDUAL CONSULTANT PROCUREMENT NOTICE
INTERNATIONAL CONSULTANT Data Center and Information Technology / Software Developer Consultant

PROCUREMENT NOTICE No. IC/UNDP/NEC DATA CONSULTANT/2022/045

Date: 25th April 2022
Country: Liberia

Country: Liberia
Duty Station: Monrovia, Liberia
Description of the assignment: Data Center and Information Technology / Software Developer Consultant
Project name: Elections Support
Duration: 225 working days over a period of 15 months (Monrovia, Liberia & home based (70% in country & 30% remotely)
Modality: Home based
Starting date: Immediate
Contract type: International Individual Contractor
Languages: English

Proposals should be submitted at the following address: by email to bids.lr@undp.org (Please include procurement notice number in the subject area- Data Center and Information Technology / Software Developer Consultant- IC/UNDP/NEC DATA CONSULTANT/2022/045. All bids should be submitted the no later than May 5th 2022 at 12:00 PM (GMT). Any request for clarification must be sent by standard electronic communication to the address or e-mail indicated below: info.lr.procurement@undp.org
UNDP will respond by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.

1. Background

II. Organisational Context

UNDP is committed to long-term, sustainable support to democratic governance, including support to key democratic institutions and processes. In line with its Governance Portfolio and Sustainable Development Goal 16 – Peace, Justice, and Strong Institutions, UNDP supports the National Elections Commission (NEC) in the implementation of its constitutional mandate to plan, manage
and organize elections in compliance with the national legal framework, international standards, and best practices.

UNDP, along with its partners, provides technical and operational support to the NEC to assist in the organization and conduct of all national elections, including the 2023 electoral cycle. The overall objective of the Liberia Electoral Support Project (LESP) 2020 - 2024 is to continue strengthening the electoral institutions and processes. It specifically seeks to apply novel approaches to mark a qualitative difference and further progression in electoral assistance in Liberia, while embarking on the fourth consecutive cycles of electoral support in post-conflict. As an overreaching goal, this cycle should be marked by further enhanced national ownership as well as continued progress towards peaceful, credible, inclusive and transparent electoral processes in Liberia. Consequently, the main strategy of the project is based on a workplan established along broader conceptual areas/outputs of inclusion, transparency, integrity, capacity, and programming for peace.

The NEC Strategic Plan (2018 – 2024) was developed based on lessons learnt from previous elections, consultations with stakeholders, and recommendations provided by electoral observers. Inadequate technical skills of staff, limited capacity building opportunities, and low staff motivation, as well as weak communication between the NEC HQ and the Field, exacerbated by inadequate ICT infrastructure were listed amongst the key challenges by the NEC. Furthermore, voter registration process has been repeatedly a challenge in both 2017 and 2020 election. The NEC has sole responsibility for the preparation of a high-quality voter register. Any failure jeopardise the overall integrity of the electoral process.

With UNDP support, NEC has taken significant steps to improve its voter registration and move towards a more sustainable form or registering the voters. As a result of the feasibility study, NEC will attempt to implement Biometric Voter Registration (BVR) for 2023 elections. In addition to that, ICT systems evolve very quickly compared to the duration of electoral cycles. The limited financial resources but also an improper handling of materials not fully linked to the management policies, as well as inadequate planning for the ICT innovation cycles and their relations to the Electoral Cycle, cause critical vulnerabilities in the NEC ICT and Data Centre Systems. Support is therefore needed to the Data Center, including in ICT infrastructure assessment (servers, licenses, routers, servers and internet configurations, active domains, firewall, etc.); in-House Training for NEC Staff on sustainability and ICT innovation cycles.

In line with UNDP’s digital strategy, the project further intends to build on the benefits of digitization and digitalization where useful, advisable and feasible. While digitalization has been identified as a key factor for impactful implementation of some of the activities spelled out in the project document, as it serves to enhance communication and transparency thereby contributing to inclusion and participation, the project simultaneously acknowledges its pitfalls. The approach will therefore always be two-fold, seeking digital solutions where it adds value, increases cost-effectiveness and enhances efficiency while looking for complementary, country relevant options to ensure no one is left behind. The Project therefore seeks to support NEC in updating existing
databases and developing new databases where feasible and advisable towards streamlining key electoral processes.

Lastly, in line with the integration of youth in electoral processes, and strategy to strengthen national expertise and ownership, LESP envisages to provide NEC Data Center and ICT with support of additional two young professionals with the knowledge of software development. As such, the national software developers will support NEC Data Center, ICT department, as well as research and archives, in implementing digital strategy.

Under the direct supervision of the LESP Chief Technical Adviser (CTA), and in close collaboration with the NEC Data Center and Information Technology Directors, the Data Center and Information Technology / Software Developer Consultant (hereinafter ‘the Consultant’) will support the development of the below listed systems/solutions for use by the NEC, leading to the 2023 General Election. The key pillars of the consultancy should include support to NEC in (a) Software Development and Support; (b) ICT infrastructure readiness and procurement renewal/innovation cycle; (c) preparation of the key processes related to the upcoming electoral cycle; (d) effective communication on the technical processes within the NEC and to the electoral stakeholders; (e) inclusion of Magistrate offices into planning and training, greater decentralisation of digitalisation support (where applicable), and (f) knowledge transfer for staff of NEC Data Center to effectively maintain these systems after the conduct of the 2023 General Elections.

TASKS AND RESPONSIBILITIES:

- Review of Data Center Operational Plan and related regulations, procedures, and policies;
- Assessment of existing Data Center and ICT infrastructure for 2023 General Election, including in the Magisterial offices;
- Development of the procurement renewal / innovation cycle strategy, including Magisterial offices;
- Design systems for use by other Sections of the NEC in collaboration with Data Center and NEC Technical Team as part of the digitalisation strategy;
- Develop database solutions using Microsoft .NET Technology and the C# Programming Language and other Integrated Development Environments (IDEs);
- Provide Expert support to Voter Registration Process for the 2023 Elections (possible in close collaboration with Biometric Voter Registration Consultant);
- Supervise interns to the Data Center / ICT and ensure knowledge transfer to the NEC and national counterparts;
- Provide daily support to the Data Center and any other tasks as may be deemed necessary during the course of the assignment.
<table>
<thead>
<tr>
<th>S/No:</th>
<th>Systems/Solutions</th>
<th>Responsible NEC Sections</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Electronic Records Archiving Platform</td>
<td>Research &amp; Archive (R&amp;A)/ T&amp;P /Data Center (DC)/Field Coordination (FC)/Admin</td>
</tr>
<tr>
<td>2.</td>
<td>Temporary Staff Recruitment Platform for BVR &amp; 2023 Elections</td>
<td>Human Resources (HR)/DC/Field Coordination (FC)/Training and Programs (T&amp;P)</td>
</tr>
<tr>
<td>3.</td>
<td>Data Center Staff Management Platform</td>
<td>DC/HR</td>
</tr>
<tr>
<td>4.</td>
<td>Election Logistics Management System</td>
<td>Logistics/DC/FC/Ops</td>
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<tr>
<td>5.</td>
<td>Political Party /Observers Accreditation Platform</td>
<td>Political Affairs (P.A)/DC/Legal</td>
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<tr>
<td>6.</td>
<td>Candidates Nomination Platform</td>
<td>P.A/FC/DC</td>
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<tr>
<td>7.</td>
<td>Complaints &amp; Appeals Management Platform</td>
<td>Legal/Hearing/FC</td>
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<tr>
<td>8.</td>
<td>E-Day Reporting Platform / field communication application</td>
<td>FC/PA/DC</td>
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</tbody>
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IV. Deliverables

The deliverables expected throughout and at the end of the consultancy are the following:

<table>
<thead>
<tr>
<th>Deliverables [Products]</th>
<th>Timeline</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workplan/implementation plan with timeline for deliverables submitted</td>
<td>One (1) Month</td>
<td>10%</td>
</tr>
<tr>
<td>Data Center Operational Plan reviewed and updated [Approved Operational Plan]</td>
<td></td>
<td></td>
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<tr>
<td>Assessment of existing Data Center infrastructure for 2023 General Election concluded [Report]</td>
<td>Two (2) Months</td>
<td>10%</td>
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<tr>
<td>Assessment of the existing infrastructure of magistrate offices, including training needs [Report]</td>
<td></td>
<td></td>
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<tr>
<td>Procurement renewal / innovation cycle strategy developed, and training conducted [Strategy and training report]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronic Records Archiving Platform developed, and training delivered</td>
<td>One (1) Month</td>
<td>10%</td>
</tr>
<tr>
<td>Temporary Staff Recruitment Platform for voter registration &amp; 2023 Elections and training delivered</td>
<td>Three (3) Month</td>
<td>15%</td>
</tr>
<tr>
<td>Project Description</td>
<td>Duration</td>
<td>Percentage</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Data Center Staff Management Platform developed, and training delivered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Election Logistics Management System developed, and training delivered</td>
<td>Two (2) Months</td>
<td>10%</td>
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<tr>
<td>E-Day Reporting Platform / field communication application developed, and training delivered</td>
<td>Three (3) Months</td>
<td>15%</td>
</tr>
<tr>
<td>Final trainings for the NEC staff, and Magistrate offices where applicable, conducted, and knowledge products transferred</td>
<td>One (1) Month</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>15 months</td>
<td>100%</td>
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</table>

* The consultant will set up the exact schedule / workplan with the NEC Data Center upon signature of the contract including in and out of country support.

**For each database / software solution, the Consultant is required to review / support drafting of relevant procedures and regulations, prepare a guide on how the system is used, prepare guide for external stakeholders (where applicable).

***The eventual contract and relevant payments to the consultant will be based on the above deliverables and the corresponding % of lump sum amount, to be paid within 30 days upon satisfactory completion of deliverables and due invoice/s received from the consultant.

V. Impact of Results

The result will support Governance Portfolio Output area 3.1 Strengthened electoral framework (laws, policies, institutions, and processes) for inclusive, transparent and peaceful conduct of elections, through strengthening institutional capacity and accountability of the NEC. To ensure sustainability, capacity building and knowledge transfer component is strengthened, notably in more specialized and advanced areas of electoral operations, such as data center and ICT, to ensure retention of qualified staff and stronger institution. The Project will further aim to decentralize the assistance as much as possible to build greater capacity of NEC Magisterial Offices.

VI. Recruitment Qualifications
**Education:**
Bachelor's Degree in Information and Communications Technology; computer science, or other related field or relevant professional certificates demonstrating similar level of education.

**Experience:**
- Minimum of eight (8) years of experience in enterprise software development and database design
- Minimum of 5 years of professional experience in elections or governance work
- Demonstrated Experience in developing electoral software (voter registration and similar) for electoral management bodies
- Demonstrated experience in Programming with Microsoft .NET Framework and the C# Language and other flexible development tools
- Demonstrated experience in creating, configuring, administering and maintaining Microsoft SQL Server databases
- Experience in implementing effective data security for sensitive systems
- Experience in Capacity Building, training and communication
- Previous experience working with international electoral assistance providers will be an asset
- Fluency in English, very good oral and written communication skills
- Demonstrated experience in creating, configuring, administering and maintaining Microsoft SQL Server databases
- Experience in implementing effective data security for sensitive systems
- Experience in Capacity Building, training and communication
- Previous experience working with international electoral assistance providers will be an asset
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- Fluency in English, very good oral and written communication skills

**Key competences:**
- **Professionalism:** Is results-oriented and committed to excellence. Is conscientious and efficient in meeting commitments, observing deadlines and achieving results; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Demonstrates adaptability to change and willingness to engage in continuous learning. Responds positively to critical feedback and differing points of views.
- **Innovation:** Ability to make new and useful ideas work. Create new and relevant ideas and leads others to implement them.
- **Leadership:** Ability to persuade others to follow.
- **Planning and Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently. Demonstrated understanding on sustainable institutional development.
- **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors’ language, tone, style and format to match audience. Ability to communicate to a wide range of actors, including decision makers and members of the civil society and the private sector will be an asset.
- **Teamwork:** Is able to work effectively as part of a multidisciplinary team to achieve organizational goals; takes leadership when appropriate; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even
when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

- **Delivery**: Ability to get things done. Critically assesses value and relevance of existing policy / practice and contributes to enhanced delivery of products, services, and innovative solutions

**Languages:**
Excellent written and spoken English

Evaluation of candidates:

Evaluation criteria refers to Expertise, skills, qualifications, knowledge and value for money, involving the following specifics:

- Technical expertise (required experience and knowledge for assignment)
- Relevant regional or country specific knowledge
- Academic qualifications (relevant academic qualifications in line with the ToR).

Candidates will be scored and ranked accordingly as per compliance with technical criteria, and fee.

UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture. Qualified female candidates and individuals from minority groups, indigenous groups and persons with disabilities are encouraged to apply. All applications will be treated with the strictest confidence.

3. Personal CV including experience in similar projects and at least 3 references

a) **Financial Proposal**

The financial proposal shall specify an all-inclusive daily fee. Payments will be made to the Individual Consultant based on specific and measurable deliverables as specified in the TOR upon completion of all deliverables.

b) **Evaluation**

Individual consultants will be evaluated based on the following methodologies:

**Cumulative analysis**

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

* Technical Criteria; 70 points

* Financial Criteria; [30 points]

Only candidates obtaining a minimum of 70% of the maximum points would be considered for the financial evaluation

The technical revision of CVs will consider the following criteria:

1. Relevance of Academic Qualifications -15pts
2. Professional Experience in similar projects - 20pts
3. Appropriateness of proposed methodology for the requirement - 25pts
4. Adequacy of Competencies and Skills for the Assignment - 20pts
5. Interview – 20pts

ANNEXES

ANNEX 1 - TERMS OF REFERENCES (TOR)

ANNEX 2 - INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS

ANNEX 3 – OFFEROR’S LETTER TO UNDP CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT