



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 16 June 2017

Country: Republic of Moldova

Description of the assignment: Consultants to provide ICT software and/or ICT hardware related services on Framework basis to UNDP Moldova and other UN Agencies

Project name: UNDP Moldova and other UN Agencies

Period of assignment/services: One year, with possibility for extension for two additional years

Proposals should be submitted by pressing the "Apply Now" button no later than 2nd July, 2017.

Requests for **clarification only** must be sent by standard electronic communication to the following e-mail: olga.driga@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 applicants.

1. BACKGROUND

United Nations Development Programme (UNDP) works in some 170 countries and territories, including the Republic of Moldova, helping to achieve the eradication of poverty, and the reduction of inequalities and exclusion.

UNDP helps countries to develop policies, leadership skills, partnering abilities, institutional capabilities and build resilience in order to sustain development results.

UNDP programme in Moldova is guided by the Country Programme Document, and the UN-Moldova Partnership Framework "Towards Unity in Action" for 2013-2017 and its Action Plan, which is in line with the priorities of the Government of Moldova.

In a rapidly changing global environment, the work of UNDP and the broader UN family aligns with the new national development vision, Moldova 2020, and sector strategies. UNDP Moldova's country programme for 2013-2017 has three major focus areas:

1. Inclusive growth;
2. Effective governance;
3. Climate change, environment and energy.

In order to support UNDP and other UN Agencies' needs, as well as the needs of their projects and partners operations, the UN Agencies in the Republic of Moldova are procuring fairly a large volume of ICT services, and have decided to join efforts for entering into a Long Term Agreement with qualified ICT consultants to provide ICT and software development/maintenance Services on Framework basis.

UNDP Moldova has been selected as the Lead Agency to organize and conduct the process for identifying qualified ICT consultants on behalf of the following UN Agencies in Moldova: IMF, WHO, IOM, UNHCR, UNFPA, UNAIDS, UNICEF, UN Women, OHCHR, EBRD. UNDP Moldova, on behalf of the UN Agencies listed above, envisages entering into Long Term Agreement with qualified ICT experts for an initial period of one year, with possibility for extension for two additional years.

2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

The scope of the work includes provision of Framework-based consultancy services on ICT related issues and software development/maintenance. The main responsibility of the Individual Consultant(s) (IC) is to provide UNDP and other UN Agencies with consultancy services while improving the ICT infrastructure, which shall include but will not be limited to: Hardware, Network, Software, Database, Accessibility, Disaggregated Data Collection, Audio/Visual equipment, ICT Training and ICT Capacity Development activities.

The consultancy services will be provided on a demand-driven basis (upon request), home-based, being a part-time engagement.

Specific expectations from the IC will be articulated in the service requests to be made by UNDP and other UN Agencies during the course of the contract.

For detailed information, please refer to Annex 1 – Terms of Reference.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

The required qualifications and/or experience are presented below:

Education:

- Bachelor's Degree in computer sciences, software development, ICT system design, programming or other closely related field;
- Additional certification in ICT related fields is an asset (internationally recognized).

I. Experience for Consultants applying for software related activities:

- At least 5 (five) years of professional working experience in ICT field;
- At least 3 (three) years of experience in planning, design, development, implementation and maintenance of information systems or related area;
- Experience as a mentor/trainer in the ICT field;
- Experience in web technologies;
- Experience in software development lifecycle;
- Experience in developing Terms of Reference/Technical Specifications or other solicitation documents for software procurement

II. Experience for Consultants applying for hardware and network related activities:

- At least 5 (five) years of professional working experience in ICT field;
- At least 3 (three) years of experience in configuration, installation, maintenance of ICT hardware, audio/visual equipment and network equipment and solutions;
- Experience in providing solutions and troubleshooting for hardware equipment;
- Experience in developing Technical Specifications or other solicitation documents for hardware, audio/visual and network equipment procurement.

Competencies:

- Ability to identify solutions and troubleshooting for computer software/hardware and systems in general;
- Sensitivity of the web/software/hardware accessibility issues and understanding of ways to insure web /software/hardware accessibility for persons with different types of disabilities and linguistic minorities;
- Ability to work and communicate in a team environment with good problem solving and organizational skills;
- Knowledge of English, Romanian and Russian languages for the purposes of the assignment;
- Knowledge of one or more additional languages relevant for Moldova, including Bulgarian, Gagauzian, Romani, Ukrainian or sign language is an asset;
- Proven commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.

The UN Moldova is committed to workforce diversity. Women and men, persons with different types of disabilities, LGBT, Roma and other ethnic, linguistic or religious minorities, persons living with HIV, as well as refugees and other non-citizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply.

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

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

1. Proposal: explaining why they are the most suitable for this position;
2. P11 form, including past experience in similar projects and the contact details of at least 3 reference persons;
3. Financial Proposal – indicating the proposed daily fee rate in US dollars;
4. Completed Annex 3 with clear indication of the category of services to be provided.

5. FINANCIAL PROPOSAL

The Financial Proposal should be fixed and “all-inclusive”. This means that all costs (professional fees and other related costs such as communication, insurance, etc., if any) are included in the daily fee. The financial proposal submitted by the applicants shall remain in effect for the period of 3 years of LTA.

Travel

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

6. EVALUATION

Initially, individual consultants will be short-listed based on the following **minimum qualification criteria**:

- Bachelor's Degree in computer sciences, software development, ICT system design, programming or other closely related field;
- At least 5 (five) years of professional working experience in ICT field;
- At least 3 (three) years of experience in:
 - ✓ planning, design, development, implementation and maintenance of information systems or related area - **for Consultants applying for software related activities**;
 - ✓ configuration, installation, maintenance of ICT hardware, audio/visual equipment and network equipment and solutions - **for Consultants applying for hardware and network related activities**.

The short-listed individual consultants will be further evaluated based on the following methodology:
The award of the contract shall be made to the individual consultants whose applications have been evaluated and determined as:

- a) responsive/compliant/acceptable, and
- b) lowest financial offer.

* Technical Criteria –300 pts;

Only candidates obtaining a minimum of 240 points would be deemed responsive/compliant/acceptable.

I. Experience for Consultants applying for software related activities:

| Criteria | Scoring | Maximum Points Obtainable |
|--|---|---------------------------|
| Technical | | |
| Bachelor's Degree in computer sciences, software development, ICT system design, programming or other closely related field; | Bachelor's degree – 15 pts. MA – 20 pts. | 20 |
| Additional certification in ICT related fields is an asset (internationally recognized) | ICT certification – each 5 pts up to max 15 pts. | 15 |
| At least 5 (five) years of professional working experience in ICT field | 5 years – 20 pts., each additional year 5 pts, up to max. 50 pts. | 50 |
| At least 3 (three) years of experience in planning, design, development, implementation and maintenance of information systems or related area | 3 years – 15 pts., each additional year 5 pts, up to max. 30 pts. | 30 |
| Experience as a mentor/trainer in the ICT field | Each year of such experience 5 pts, up to a max. 15 pts. | 15 |
| Belonging to the group(s) under-represented in the UN Moldova and/or the area of assignment* | (no – 0 pts, to one group – 10 pts, to two or more groups – 20 pts) | 20 |
| Interview | <ul style="list-style-type: none"> - Experience in software development lifecycle (up to 30 pts.) - Experience in developing Terms of Reference/Technical Specifications or other solicitation documents for software procurement (up to 45 pts.) - Knowledge in web technologies (up to 30 pts.) - Sensitivity of the web/software accessibility issues and understanding of ways to insure web /software accessibility for persons w2oith different types of disabilities and linguistic minorities (up to 15 pts.); - Ability to work and communicate in a team environment with good problem solving and organizational skills (up to 15 pts.) - Knowledge of English, Romanian and Russian or more additional languages relevant for Moldova (English, Romanian and Russian or other relevant language – 3 pts. each, up to max 15 pts.) | 150 |
| Maximum Total Technical Scoring | | 300 |

II. Experience for Consultants applying for hardware and network related activities:

| Criteria | Scoring | Maximum Points Obtainable |
|--|--|---------------------------|
| Technical | | |
| Bachelor's Degree in computer sciences, software development, ICT system design, programming or other closely related field; | Bachelor's degree – 15 pts. MA – 20 pts. | 20 |
| Additional certification in ICT related fields is an asset (internationally recognized) | ICT certification – each 5 pts up to max. 15 pts. | 15 |
| At least 5 (five) years of professional working experience in ICT field | 5 years – 20 pts., each additional year 5 pts, up to max. 50 pts. | 50 |
| At least 3 (three) years of experience in configuration, installation, maintenance of ICT hardware, audio/visual equipment and network equipment and solutions | 3 years – 15 pts., each additional year 5 pts, up to max. 45 pts. | 45 |
| Belonging to the group(s) under-represented in the UN Moldova and/or the area of assignment* | (no – 0 pts, to one group – 10 pts, to two or more groups – 20 pts) | 20 |
| Interview | <ul style="list-style-type: none"> - Experience in providing solutions and troubleshooting for hardware equipment/network (up to 50 pts.); - Experience in developing Technical Specifications or other solicitation documents for hardware and network equipment procurement (up to 40 pts.); - Sensitivity of the hardware accessibility issues and understanding of ways to insure hardware accessibility for persons with different types of disabilities and linguistic minorities (up to 20 pts.); - Ability to work and communicate in a team environment with good problem solving and organizational skills (up to 25 pts.) - Knowledge of English, Romanian and Russian or more additional languages relevant for Moldova (English, Romanian and Russian or other relevant language – 3 pts. each, up to max 15 pts.) | 150 |
| Maximum Total Technical Scoring | | 300 |

Winning candidate

The winning candidate will be the candidate, who has accumulated the highest aggregated score (technical scoring + financial scoring).

* Under-represented group in the area of assignment (IT industry) are women. Under-represented groups in UN Moldova are persons with disabilities, LGBT, ethnic and linguistic minorities, especially ethnic Gagauzians, Bulgarians, Roma, Jews, people of African descent, people living with HIV, religious minorities, especially Muslim women, refugees and other non-citizens.

ANNEXES:

ANNEX 1 – TERMS OF REFERENCES (TOR)

ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS

ANNEX 3 - CATEGORY OF SERVICES