



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: **19 February 2020**

Country: Republic of Moldova

Description of the assignment: Consultant to provide IT software and hardware related services to UNDP Moldova and UN Agencies

Project name: UNDP Moldova Country Office

Period of assignment/services: 6 months during March 2020 - August 2020

Proposals should be submitted **online by pressing the "Apply Online" button**, no later than **04 March 2020**.

Requests for **clarification only** must be sent by standard electronic communication to the following e-mail: valentin.turcan@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 United Nations Partnership Framework for Sustainable Development 2018-2022, fully aligned with national priorities and the country's commitment to pursue the European vector and achieve the Sustainable Development Goals.

UNDP Moldova overarching goal is to promote sustainable and inclusive growth by combining support to governance and policy reforms, and climate change with targeted assistance to the country's most vulnerable communities.

In order to support UNDP and 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 ITC services, and have decided to join efforts for entering into an IC with qualified IT consultant to provide ITC and software development/maintenance Services.

UNDP Moldova has been selected to organize and conduct the process for identifying qualified IT consultant 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 an IC with qualified IT expert for an initial period of one year, with possibility for extension.

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

The scope of the work includes provision of consultancy services on ITC related issues and software development/maintenance. The main responsibility of the Individual Consultant (IC) is to provide UNDP and UN Agencies with consultancy services while improving the IT infrastructure, which shall include but will not be limited to: Hardware, Network, Software, Database, IT Training and IT Capacity Development activities.

Specific expectations from the IC will be articulated in the service requests to be made by UNDP and 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

I. Academic Qualifications:

- Secondary education
- Additional certification in ICT related fields is an asset.

II. Years of experience:

- Minimum 3 years of relevant working experience in the areas of end-users support, support to management of hardware and software platforms, relevant office equipment, knowledge of Windows-based packages/applications, office software and other generic applications, network administration with experience in computer networking - TCP/IP, routing, switching, knowledge of the design, implementation and maintenance of information and telecommunications systems and services or other relevant areas;
- Experience with Microsoft Server or another network operating system would be an asset;
- Working experience with any enterprise class Cisco network equipment support and configuration would be a strong asset.

III. Competencies:

- Great ability to identify solutions and troubleshooting for computer software/hardware and systems in general;
- Ability to work and communicate in a team environment with good problem solving and organizational skills;
- Working knowledge of English, fluency in Romanian and Russian languages;

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.

UNDP Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic 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:

- (i) Explaining why they are the most suitable for the work;
- (ii) Provide a brief methodology on how they will approach and conduct the work (if applicable);

2. Financial proposal;

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

5. FINANCIAL PROPOSAL

- Contracts based on daily fee

The financial proposal will specify the daily fee, travel expenses and per diems quoted in separate line items, and payments are made to the Individual Consultant based on the number of days worked.

Travel

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources.

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:

- Secondary education
- Minimum 3 years of relevant working experience in the areas of end-users support, support to management of hardware and software platforms, relevant office equipment, knowledge of Windows-based packages/applications, office software and other generic applications, network administration with experience in computer networking - TCP/IP, routing, switching, knowledge of the design, implementation and maintenance of information and telecommunications systems and services or other relevant areas;

The short-listed individual consultants will be further evaluated based on the following methodology:

Cumulative analysis

The award of the contract shall 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 – 60% (300 pts);

* Financial Criteria weight – 40% (200 pts).

Only candidates obtaining a minimum of 210 points would be considered for the Financial Evaluation.

Criteria	Scoring	Maximum Points Obtainable
<u>Technical</u>		
Additional certification in ICT related fields is an asset	Yes/No – 30 pts	30
Minimum 3 years of relevant working experience in the areas of end-users support, support to management of hardware and software platforms, relevant office equipment, knowledge of Windows-based packages/applications, office software and other generic applications, network administration with experience in computer networking - TCP/IP, routing, switching, knowledge of the design, implementation and maintenance of information and	(3 years – 40 pts, >3 years – 60 pts)	60

telecommunications systems and services or other relevant areas;		
Experience with Microsoft Server or another network operating system would be an asset;	<i>Yes/No – 40 pts</i>	40
Working experience with any enterprise class Cisco network equipment support and configuration would be a strong asset.	<i>(each year of such work – 5 pts, up to 20 pts)</i>	20
Belonging to the group(s) under-represented in the UN Moldova and/or the area of assignment	<i>(no – 0 pts., to one group – 5 pts., to two or more groups – 10 pts.).</i>	10
Interview (demonstrated above mentioned technical knowledge and experience; communication/ interpersonal skills; initiative; creativity/ resourcefulness)	<i>(100 – demonstrated technical knowledge and experience; 30 – communication/ interpersonal skills; 10 – initiative; 10 – creativity/resourcefulness)</i>	140
Maximum Total Technical Scoring		300
Financial		
Evaluation of submitted financial offers will be done based on the following formula: $S = F_{min} / F * 200$ S – score received on financial evaluation; Fmin – the lowest financial offer out of all the submitted offers qualified over the technical evaluation round; F – financial offer under consideration.		200

Winning candidate

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

ANNEXES:

ANNEX 1 – TERMS OF REFERENCES (TOR)

ANNEX 2 – INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS