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Resilient nations.*

TERMS OF REFERENCE

Job Title: Consultant to provide IT software and hardware related services to UNDP Moldova and UN Agencies

Type of Contract: Individual Consultancy

Duty Station: Chisinau, Moldova

Expected duration of assignment: 6 months during March 2020 - August 2020

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 OBJECTIVE AND SCOPE

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.

3 DUTIES AND RESPONSIBILITIES OF THE INDIVIDUAL CONSULTANTS (IC)

As noted in Section 2, UNDP and UN Agencies (hereinafter “Requestor”) will mobilize individual consultants (IC) on an Individual Consultancy basis. The following duties and responsibilities are ***indicative*** and ***subject to further detailing*** through specific service requests to be made by Requestor during the course of the contract duration.

Within the scope of the Assignment; the IC is expected to provide consultancy services for the below listed activities, which requires full time presence in the office:

I. Provide IT support to the end-users:

- Provide daily on-site support on the usage of software and hardware to the UN agencies end-users;
- Provide remote ICT support to the end-users;
- Troubleshoot on operational IT problems, provide assistance in finding solutions;
- Provide IT support in organization of events in the shared premises and external locations, as necessary;
- Assist in preparation of specifications and configurations for purchasing of computer equipment and/or expendable materials.

II. Monitor and control effective functioning of the ICT hardware and software:

- Monitor the use of ICT equipment, organize for periodic maintenance, routine repair and/or replacement (as necessary and in consultation with the corresponding UN agencies managers) of hardware electronic components;
- Assist in the installation of commercial software, in-house software and related upgrades;
- Assist in upgrading of operating systems and antivirus software on a timely and regular basis;
- Support the users in backing up and restoring their data, as well as in virus detection, removal and prevention;
- Perform other specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.).

III. Support network administration and security:

- Respond to end-user needs regarding network access;
- Implements IT related security measures as per the guidance from the CO;
- Assist in troubleshooting and monitoring of network problems;
- Perform other specific technical functions, including replacement of network equipment (switches, access points, etc.).

IV. Provide administrative support:

- Maintain the inventory and stock of supplies and spare parts;
- Provide other ICT support as required by the supervisor.

Performance Indicators for evaluation of results:

- Quality end-user support and advice to the staff;
- ICT equipment and LAN maintained operational and in good working conditions;
- End-users computers protected from virus attacks;
- Quality ICT support given to agencies/projects events;
- Quality of work and timeliness of outputs.

4 DUTIES AND RESPONSIBILITIES OF THE UNDP

UNDP will provide all relevant background documents. Requestors – UN Agencies will provide physical facility for the work of the IC, as required (e.g. working space, computer, printer, telephone lines, internet connection etc.). The expert will work within the premises of the Requestor. Requestor will facilitate meetings between the IC and other stakeholders, as needed.

5 DELIVERABLES, AGAINST ESTIMATED TIMEFRAMES

5.1 Deliverables

The Assignment will include final deliverables, which will be defined in the specific service requests to be made by UN Agency to the IC.

Deliverables will be based on monthly reports.

Deliverables:

<i>Deliverable</i>	<i>Implementation timeframe</i>	<i>Payment tranche</i>
<i>Successful troubleshooting of software and hardware problems related to user's computers</i>	<i>month 1 – month 6</i>	<i>In tranches, based on the number of days worked</i>
<i>Successful troubleshooting of printing problems</i>		
<i>Successful troubleshooting of network problems</i>		

5.2 Performance evaluation

Contractor's performance will be evaluated against timeliness, responsibility, initiative, accuracy, and overall quality of the delivered products.

5.3 Payments

Payment terms and conditions will be specified in the service request. Payment terms and conditions along with the daily fee rate (indicated in the contract) and number of days invested (***not to exceed maximum number of days indicated above***) will be the basis of payment to the IC. Payments will be made against submission of the deliverable(s) in the service request by the IC and approval of such deliverables by the UNDP Head of ICT Unit.

6 REQUIRED QUALIFICATIONS

The required qualifications and/or experience are presented below:

Education:

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

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 systems would be an asset;
- Working experience with any enterprise class Cisco network equipment support and configuration would be a strong asset.

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.