# TERMS OF REFERENCE (TOR)

# Title: Tender for Outsourced ICT Service Provider for UN/UNDP office.

# Project Description:

# Outsourced ICT Service Provider will function as local information technology department on an outsource basis. That means that they will have the overall responsibility for all aspects of work related to information and communications technologies.

# The Service Provider will ensure that three major objectives are achieved:

1. UNDP office is positioned as a center of excellence on ICT among the UN agencies, providing direct support or strategic advice to other UN agencies, partners and government bodies;
2. Efficient and cost-effective management of information and promote knowledge sharing through the use of knowledge-based systems, including Portal and Knowledge Networks; and
3. Optimal use of information and communications technologies (ICT), both hardware and software, to enhance quality of services to internal and external “clients” and to streamline work processes in utilizing ATLAS, UNDP’s implementation of PeopleSoft/Oracle Enterprise Resource Planning system (ERP).

# Scope of Services, Expected Outputs and Target Completion

The Service Provider will provide two integrated levels of ICT Services: ICT Manager and ICT Associate

## Responsibilities of ICT Manager

### General ICT Management

* Supervise and manage the Country Office Information Management Unit and introduce new ICT tools to improve delivery and efficiency of the office
* Formulation and implementation of business-driven actionable ICT road map for the office based on the corporate Information Management Plan, ICT Roadmap and Regional ICT Strategy, including:
  + Adherence to the established corporate ICT standards, policies and guidelines
  + Implementation of business continuity and disaster recovery plan and processes
  + Evaluation and recommendation of new technologies based on business requirements and propose tools and methods for improving effectiveness
  + Identifying strategic goals for UNDP human resource development in ICT and management of regular assessment and training to achieve those goals
* Supervise the preparation and regular updating of IT-related guidelines and documents such as business continuity plan, disaster recovery plan, ICT infrastructure and training plans
* Assist the DRR-Operations, Operations Manager and the Learning Manager in developing training plans for CO staff and provide training where needed
* Liaise with Regional ICT Coordinator, Regional Bureau , UNDP ICT Manager network, Bureau of Management and relevant vendors/service providers to assist in ensuring high quality of ICT services are provided to the “clients”
* Ensuring the most reliable and secured network and desktop environment, including hardware, software and productivity tools, for the office through optimized design, planning and use of best practices
* Determine priorities for acquisition of equipment and services through preparation of a strategic procurement plan and guidelines

### Strategic Management

Assistance to the Deputy Resident Representative/Operations Manager

* Ensure compliance with corporate information management and technology standards, guidelines and procedures for the unit's technology environment
* Identify and implement information management practices that enhance the CO’s effectiveness
* Oversee the implementation and usage of UNDP corporate applications and advise on potential improvements in respect of reporting, accessibility of the information and further integration
* Participate in the office's business process re-engineering activities, strategic planning meetings and ensure that business needs drive IT solutions, related to corporate resource management
* Supervise and/or contribute to task forces on ICT and business processes as appropriate, and
* Advise on the use of ICT for strengthening UNDP's capacity in delivering its services with an emphasis on speed, efficiency and accountability.

### Knowledge Management and Knowledge Sharing

* Represent the CO in ICT Managers network and UNDP ICT community meetings and discussions (e.g., ICT Manager and other IT groups and task forces)
* Exchange information and share best practices and experiences on applications and tools with ICT Managersand the RBIMs (where applicable)
* Liaise with the Office of Information Management and Technology (OIMT) staff for resolution of problems/questions that cannot be resolved by the local or regional technical-support teams
* Participate, where needed, in assigned country office’s ICT for Development initiatives

### Budget and Resource Planning

* Plan and manage budget for the ICT support activities including ensuring timely payment of invoices
* Participate in the recruitment of ICT staff and/or selection of ICT solutions vendors
* Plan and manage ICT support resources including selection and engagement of external vendors and contractors where necessary

### Psychological and/or Attitudinal Traits

* High standards of integrity
* Results-oriented
* Well-developed personal skills of professionalism, personal discipline, and impartiality
* Flexibility and openness to learn and develop personally as well as professionally
* Adaptability to constantly changing office leadership
* Commitment to customer service: willingness and capacity to resourcefully meet internal and external customer needs promptly
* Effective communication and interpersonal skills - sufficient to effectively elicit IT information from users, train users in technical procedures/design, and document IT related procedures
* Ability to work as part of a team, sharing information and coordinating efforts within the team and the office community
* Ability to maintain highest level of confidentiality with regard to the information being processes, stored or accessed by the network and user activities conducted across the network
* Commitment to gender equality
* Ability to use discretion and mature judgment
* Initiative and resourcefulness

### Network & Desktop Support

* In the absence of ICT Management Associate, provide support to end users in terms of troubleshooting network and desktop problems and monitor usage and performance

### Special Requirements

* Advanced ability to understand the goals, strategies and business processes of an international, information-oriented organization and to provide the necessary strategic leadership to enable the organization to most effectively harness the power of automated information systems in achieving its mission
* Ability to manage the design, evaluation, development, implementation, training and user support for information systems and applications in a complex global environment, and
* Extensive knowledge of design, development and implementation of computerized information systems (in a variety of activities and processes, including management information, administration, electronic communication and networking, databases, networked materials repositories, and office automation).

## Responsibilities of ICT Associate

### Assistance to the ICT Manager

* + Ensure compliance with corporate information management and technology standards, guidelines and procedures for the office’s technology environment
  + Identify and implement information and technology management practices that enhance the CO’s effectiveness

### Network & Desktop Support

* Undertake network design, security, planning and management of local and wide area network infrastructure and facilities. Provide support for communications equipment such as PBX where applicable.
* Optimize and maintain country office’s network infrastructure, including its wide area connections, to provide a stable, secured and responsive environment
* Troubleshoot network and desktop problems and monitor usage and performance
* Ensure that the UNDP desktop and network resources are protected from malicious virus attacks and deploy countermeasures in the event of attacks
* Propose tools and methods for improving effectiveness
* Inform users of facilities and services available and advise staff of environmental changes
* Maintain measures in place for business continuity and disaster recover processes and procedures including backup and restore of both server and local storage facilities
* Liaise with the UNDP ICT Managers, Regional ICT Coordinator, Regional Bureau, ICT Manager network, Bureau of Management and relevant vendors/service providers when technical backstopping or advise is required
  + Collaborate with ICT Managers, other ICT Management Associates and the Office of Information Management and Technology (OIMT) staff in the installation of commercial and in-house developed software and related upgrades
  + Install and relocate hardware and service equipment as required
  + Manage problem solving and support and assistance for use of technology

### Messaging and Directory Support

* Ensure reliable, high-availability and effective electronic messaging, calendar and directory facilities at the Country Office
* Ensure up-to-date and accurate directory content information including regular synchronization with the corporate directory
* Implement and maintain security measures, including virus scanner and content management software
* Maintain, update and enforce UNDP Email policies as necessary
* Review, analyze, recommend and implement hardware and software upgrades as necessary for capacity planning and load balancing

### Asset Management

* Maintain an up-to-date inventory of the CO software, hardware and stock of supplies and spare parts for the CO
* Maintain a library of reference materials, develop procedures for usage, and provide related information to staff
* Plan and request for procurement, process component deliveries and installations

### Training

* Help ICT Manager, Operations Manager and Learning Manager in developing training plans for CO staff
* Identify and train the designated alternate technical support staff or line staff to act as a backfill
* Coordinate arrangements for briefings and demonstrations (of corporate and user-developed systems) and coordinate external training sessions, and
* Keep abreast of current technology through formal and self-study, trade publications, and professional activities.

### Intranet Content Management

Act as Intranet Assistant responsible for keeping intranet contents up to date on the CO intranet site with the following functions:

* Ensure that the intranet site meets the standards set out in the Intranet guidelines
* Update and maintain Country Office intranet pages and contents
* Work with information providers of the organizational unit and will be responsible for ensuring quality and timeliness, and
* Interact with other ICT managers, intranet managers and HQ resources with a view to sharing information, experience and new ideas.

### Interaction with Other Units

* + Jointly with the ICT Manager to represent the CO in ICT Management network and UNDP ICT community meetings and discussions (e.g., ICT Manager and other IT groups and task forces)
  + Exchange information and share best practices on applications and tools with ICT Management Associates from other countries, Regional and global ICT Managers(where applicable)
  + Liaise with the Office of Information Management and Technology (OIMT)staff for resolution of problems/questions that cannot be resolved by the local or regional technical-support teams, and
  + Assist, where needed, with the ICT for Development initiatives

# Institutional Arrangement

Under the guidance of the Deputy Resident Representative (O) or Operations Manager (OM), the Service Provider is responsible for daily technical support for users of information management tools and technology infrastructure in the country office as well as providing strategic advice relating to ICT matters to the office management.

The Service Provider must be competent in the technical aspects of information and communication systems – implementation, support, training, capacity planning and effective management. The Service Provider should ensure high availability of the technology environment and ICT systems and maintain measures to continuously monitor the availability. The Service Provider is also responsible for the review and advice on the use of new technologies that will enhance the assigned office’s productivity and delivery. Additionally, the Service Provider is responsible for designing, maintaining and managing the country office’s Intranet Web sites and their contents in collaboration with the respective UNDP business units..

# Duration of the Work

* Full-time support during standard UN Azerbaijan work hours
* Absence coverage of ICT Associate and ICT Manager

# Location of the Work

* Onsite support at the central UN office by ICT Associate
* Remote or ad-hoc onsite support by ICT Manager
* On-demand additional support inside or outside of the UN office for events or projects that require additional ICT Support
* Off-site network monitoring

# Qualifications of the Service Provider and Team Members

## Qualifications of the Service Provider

* + Minimum five years of experience in a local IT market
  + Experience with UN and other international organizations is preference
  + Back-end specialists for network monitoring
  + Excessive support personnel for absence coverage or additional support
  + Partnership with global IT vendors, such as Microsoft and Cisco, is preference

## Qualifications of the ICT Manager

The ICT Manager will be a professional with training and experience in management information systems. Important prerequisites for the successful applicant are:

* Post Graduate University degree, preferably in Information Systems, Information Management, Computer Science, Engineering, Business Administration or related discipline,
* Cisco Certified Network Engineer (CCNE) and Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Professional (MCP) would be an asset
* Minimum five years of IT related work experience. Preferably with an international organization
* Excellent track record with the preparation and carrying out of communications and technology enhancement plans at the organizational level
* Experience with supervision of technical staff implementing new information technologies at the organizational level
* Experience with the use of Project management methodology, such as PRINCE2 would be a strong asset
* Experience with the use of IT management methodology, such as ITIL v3 would be a strong asset
* Excellent interpersonal skills with demonstrated ability to work collaboratively across cultures, disciplines and institutions
* Excellent working experience with increasing responsibility in:
  + Personal Computer technology
  + Microsoft Windows Server and Desktop Operating Systems
  + Microsoft Office Productivity Tools
  + Microsoft Exchange mail system
  + Microsoft SharePoint portal system
  + Microsoft Office Communicator messenger system
  + Microsoft ISA/TMG proxy/VPN system
  + Microsoft SMS deployment system
  + Microsoft OM monitoring system
  + Linux-based firewall systems
  + Cisco-based router and/or PBX systems
  + Symantec BackupExec backup system
  + Use of industry standard hardware/software, and
  + Telecommunications facilities
* Good knowledge of UNDP’s technology environment and computer systems an advantage
* Knowledge and experience with development assistance and/or the work of the United Nations is an asset

Language: Fluent oral and written communication skills in English in addition to Azeri and Russian with strong ability to write clearly, concisely and convincingly.

## Qualifications of the ICT Associate

* + Secondary education with specialized and information technology training: Microsoft Certification (MCP), Cisco Certification (CCNP)
  + Cisco Certified Network Engineer (CCNE) and Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Professional (MCP) would be an asset
  + Minimum of five years working experience in:
* Microsoft Windows Network Operating System
* Internet Information Server and SunONE Messaging & Directory Server or Microsoft Exchange Server
* Internetworking devices administration such as Routers and Switches
* Use of industry standard hardware/software
* Telecommunication facilities, including VSAT technology, and Internet-based services and wide area connectivity
* Experience in programming and training an asset
* Excellent working experience in:
  + Personal Computer technology
  + Microsoft Windows Server and Desktop Operating Systems
  + Microsoft Office Productivity Tools
  + Use of industry standard hardware/software
  + Telecommunications facilities (PBX, Video Conference, etc.)
  + HTML and web development tools
* Excellent interpersonal skills with demonstrated ability to work collaboratively across cultures, disciplines and institutions
* Training experience in the fields of information management and software is an asset
* Knowledge and experience with development assistance and/or the work of the United Nations is an asset
* Good knowledge of UNDP’s technology environment and computer systems an advantage

Language: Fluent oral and written communication skills in English in addition to Azeri and Russian with strong ability to write clearly, concisely and convincingly

## Schedule of Payments:

The contract will be Long-term agreement with duration 2 years with additional 1 year of possible extension and the contract price will be a fixed output-based price. The payment will be done on a monthly base upon successful performance and/or the contractors regular reports.

Note: The scope of works in general includes day-to-day ICT/helpdesk/networking support to the office with about 52 computers , around 10 servers and related IT equipment.

The support of 2 ICT personnel: ICT Manager (off site 24/7)support and ICT Associate (on site 5 days in a week, 8 hour per day)

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