**Terms of Reference**

|  |  |
| --- | --- |
| **Position** | Local Consultant to provide IT software and hardware services |
| **Type of the contract** | SSA Consultant |
| **Duty Station** | Chisinau, Moldova |
| **Application Deadline** |  |
| **Duration:** | December 2022 – December 2023 (up to 12 days per month) |
| **Supervision:** | Operations Manager/ICT Focal Point, UN Women Moldova CO, Chisinau |

1. **Background**

UN Women, grounded in the vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security.

The work of UN Women in Moldova is guided by its new Country Strategic Note 2023-2027, aligned with the UN Sustainable Development Cooperation Framework for Moldova (2023-2027), UN Women Global Strategic Plan, National Programs and Strategies and aims to contribute to the gender-responsive implementation of the 2030 Agenda for Sustainable Development. The Strategic Note focuses on four main areas: 1) Ending Violence against Women; 2) Women’s Leadership and Governance; 3) Women’s Economic empowerment and 4) Humanitarian and Peace development nexus and UN Coordination on GE.

Since March 2022, in the context of the war in Ukraine and refugee crisis, UN Women implements several initiatives aimed to support Government, local authorities and civil society organizations with response efforts to immediate humanitarian needs of women and girls and efforts focusing on GBV services and protection.

UN Women Moldova Country Office intends to hire a local Consultant to provide IT software and hardware services.

**II.** **Objective**

The objective of this Consultancy is to provide high quality ICT support on hardware and software maintenance. The main responsibilities of the Individual ICT Consultant are, in close cooperation with the Regional and HQ ICT sections, to provide UN Women Moldova with consultancy services while improving the ICT infrastructure which shall include but not limited to: Hardware, Software, Data base, IT trainings and ICT capacity development activities. The Consultant will be tasked to ensure the all-time compliance of the Country Office with the corporate ICT standards and requirements.

III. Duties and Responsibilities:

The following duties and responsibilities are indicative and subject to further detailing through specific requests to be made during the contract duration.

Working under the overall supervision of the Operations Manager and ICT Focal Point, the consultant is expected to provide consultancy services for the below listed activities which might require full time presence in the office:

1. **Provide IT support:**
* Provide daily on-site support on the usage of software and hardware to the UN Women Moldova office;
* Provide remote ICT support, using Teams and Zoom;
* Troubleshoot on operational IT problems, provide assistance in finding solution;
* Provide IT support in organization of events at external locations as necessary;
* Assist in preparation of specifications and configurations for purchasing of computer equipment and/or expendable materials.
1. **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 UN Women managers);Ensure installation of corporate operating system, in-house software and related upgrades;
* Assist users in setup of installed software, upgrading of operating system and antivirus software on a timely and regular basis;
* Support the users in backing up and restoring data as well as virus detection, removal and prevention;
* Perform other specific technical functions, including changing of hardware electronic components (disks, memories, networking wiring, power sources etc).
1. **Support network administration and security:**
* Respond to office needs regarding network access;
* Implements IT related security measures as per guidance from the office;
* Assist in troubleshooting and monitoring of network problems;
* Perform other specific technical functions, including replacement of network equipment (switches, access points etc.)
1. **Provide administrative support:**
* Maintain the inventory and stock of supplies and spare parts;
* Provide other ICT support as required by the office.
1. **Informational Security Compliance certification**
	1. Monitoring and follow up actions related to quarterly InfoSec compliance report
	2. Response to incidents raised by HQ InfoSec team

**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 UN Women office;
* Quality of work and timeless of outputs.

**IV. DELIVERABLES, AGAINST ESTIMATED TIMEFRAMES:**

 Deliverables will be based on monthly reports.

|  |  |  |
| --- | --- | --- |
| Deliverable | Implement action | Payment instalments  |
| Successful troubleshooting of software and hardware problems related to users’ computers | December 2022-2023 | In installments, based on the number of days worked |
| Successful troubleshooting of printing problems  |
| Successful troubleshooting of network problems |

Payments will be made in installments after the work is reviewed and approved by the Operations Manager and the relevant CO staff.

The time needed to complete all works will be agreed with the Operations Manager prior to being carried out. The Consultant needs to fill out a breakdown of the tasks performed, as per the to detail the work that was completed and will be paid based on the number of days worked.

**Duration of the assignment**

The total duration of the contract is tentatively planned for up to 12 calendar months starting from 15 December 2022 with the possibility of extension subject to the positive performance and funds availability.

**Management arrangements**

Organizational Setting: The ICT Consultant will work under direct supervision of the UN Women Operations Manager and guidance of ICT Focal Point

**Travel**

No travels are envisaged under the current assignment. In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between UN Women and the ICT Consultant, prior to travel performance evaluation

Consultant’s performance will be evaluated against such criteria as: timeliness, responsiveness, initiative, communication, accuracy, and quality of the products delivered.

Financial arrangements

Payment will be disbursed monthly, upon submission and approval of deliverables and timesheets with actual days worked and certification by the Operations Manager that the services have been satisfactorily performed.

**V. Competences and Qualifications:**

**Core Values:**

* Cultural Sensitivity and valuing Diversity
* Integrity
* Professionalism

**Core Competencies:**

* Awareness and Sensitivity Regarding Gender Issues
* Ethics and Values
* Accountability
* Self-management and emotional intelligence
* Creative Problem Solving
* Effective Communication and Information Sharing
* Continuous Learning and Knowledge Sharing
* Work in teams
* Leading by Example

Please visit this link for more information on UN Women’s Core Values and Competencies: <https://www.unwomen.org/sites/default/files/Headquarters/Attachments/Sections/About%20Us/Employment/UN-Women-values-and-competencies-framework-en.pdf>

**Functional Competencies:**

* Very effective at multi-tasking;
* Ability to work under pressure and within limited time frames;
* Consistently approaches work with energy and a positive, constructive attitude;
* Ability to work in an independent manner and organize the workflow efficiently.

**VI. Qualifications:**

**Education:**

* Secondary Education in ICT
* Additional certification in ICT related fields.

**Experience:**

* Minimum 3 years of relevant working experience in the areas of end-user’s support. Support to management of hardware and software platforms, relevant office equipment.
* Knowledge of Microsoft Operating systems (Windows 10 and 11), 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 the information and telecommunications systems and services or other relevant areas;
* Working experience with any enterprise network equipment support and configuration would be a strong asset.
* Experience working with SharePoint
* Experience with international organizations will be an asset.

**Language:**

* Working language of English and Russian, fluency in Romanian.

**Application procedure:**

The following documents should be submitted as part of the application:

* Cover letter to include a brief overview in English (unedited text) about which of your previous experiences makes you the most suitable candidate for the advertised position.
* P11 with experience in similar assignments; can be downloaded at  [[**UN Women Personal History Form**](https://www.unwomen.org/sites/default/files/Headquarters/Attachments/Sections/About%20Us/Employment/UN-Women-P11-Personal-History-Form.doc)](https://www.unwomen.org/sites/default/files/Headquarters/Attachments/Sections/About%20Us/Employment/UN-Women-P11-Personal-History-Form.doc%2C)and signed copy should be submitted.

**Evaluation of applicants:**

Consultants will be evaluated using a cumulative analysis method taking into consideration the combination of qualifications and financial proposal. Contract will be awarded to the individual consultant whose offer has been evaluated and determined as:

1. Responsive/compliant/acceptable, and
2. Having received the highest score out of below defined technical and financial criteria.

Only candidates obtaining a minimum of 49 points in the technical evaluation would be considered for financial evaluation.

Cost under this method of analysis is rendered as an award criterion, which will be 30% out of a total score of 100 points.

Evaluation of submitted offers will be done based on the following formula:



**Technical Evaluation (70%)**

| # | **Criteria for technical evaluation** | Scoring | Max. points |
| --- | --- | --- | --- |
| 1 | Secondary Education | Bachelor’s degree – 10 pts | 10 |
|  | Specialized certifications in ICT fields | No – 0 ptsYes – 10 pts | 10 |
| 2 | At least 3 years of relevant working experience in the areas of end-user’s support. | 3 years - 10 ptsEach subsequent year – 5 pts | 20 |
| 3 | Network administration with experience in computer networking -TCP/IP routing, switching, knowledge of the design implementation and maintenance of the information and telecommunications systems and services or other relevant areas; | NO-0 ptsYes-10 pts | 10 |
| 4 | Knowledge of Microsoft Operating systems (Windows 10 and 11), applications, office software and other generic applications. | NO-0 ptsYes- 10 pts | 10 |
| 5 | Experience working with SharePoint will be considered an asset | NO-0 ptsYes- 5 pts | 5 |
| 6 | Experience of work with International Organization including United Nation will be considered an asset.  | NO-0 ptsYes- 5 pts | 5 |
|  | **Maximum total technical scoring:** |  | **70** |

**Financial Evaluation (30%) – max. 30 points:**

The maximum number of points assigned to the financial proposal is allocated to the lowest price proposal. All other price proposals receive points in inverse proportion. A suggested formula is as follows:

p = 30 (μ/z)

Using the following values:

p = points for the financial proposal being evaluated

μ = price of the lowest priced

proposal z = price of the proposal being evaluated

### **Annex I: Price Proposal Submission Form**

**To:** United Nations Entity for Gender Equality and the Empowerment of Women

**Ref:** Local Consultant to provide IT software and hardware services

Dear Sir / Madam,

I, the undersigned, offer to provide professional consulting services to UN Women within the scope of the referred Assignment.

Having examined, understood and agreed to the Terms of Reference and its annexes, the receipt of which are hereby duly acknowledged, I, the undersigned, offer to deliver professional services, in conformity with the Terms of Reference.

My maximum total price proposal for the assignment is given below:

|  |  |
| --- | --- |
| **Deliverable** | **MDL, All inclusive** |
| **Full Day Fee** |  |
| **Half Day Fee** |  |

I confirm that my financial proposal will remain unchanged. I also confirm that the price that I quote is **gross**, and is inclusive of all legal expenses, including but not limited to social security, income tax, pension, etc., which shall be required applicable laws.

I agree that my proposal shall remain binding upon me for 30 days.

I understand that you are not bound to accept any proposal you may receive.

[Signature]

Date:

Name:

Address:

Telephone/Fax:

Email: