

Terms of Reference (TOR) for Software Engineer OIMT/CIAS unit Individual Contractor (IC)

A. Project Title

Application Development and SharePoint Online Support

B. Project Description

OIMT/CIAS uses a number of web-based tools in management and provision of Green Energy solutions and ICT services and support to Country Offices. Over the years, the bespoke eStore and ICT Registry systems have become critical in efficient service delivery and support to Country Offices by OIMT/CIAS. With evolving Country Office needs and dynamics within the organization, it has become necessary to dedicate a resource, on a long-term basis, to support software development requirements on the two systems as they evolve, in order to meet demand. Among other critical tasks, ICT Registry migration to the corporate SharePoint Online platform, and modifications to the eStore constitute the major tasks to be carried out under this project. An overview of the areas to be attended to is as follows:

- **eStore** – used by Country Offices to place orders for managed services and the complete workflow of order placements. The eStore has greatly improved the cost recovery procedure by cutting down on transaction time, increasing transparency, enhancing invoice payment to vendors, optimizing cost reconciliation and reporting, among other benefits.
- **Country Office ICT Profile** – this is a repository of all pertinent information on ICT systems in each Country Office. The collected information is used regularly in offering ICT support, and in informing ICT strategies and roadmap for corporate systems. OIMT, as part of compliance with ISO certification, strives to continuously improve its offerings to clients, and thus, the more information about Country Offices we have, the better we can improve services and products for them.
- **ICT Index** – the ICT index is used mainly to monitor compliance of Country Offices with ICT corporate standards and best-practices. Plans are in progress to expand and improve the index in order to achieve greater gains from the system.
- **Country Office Green Energy Profile** – this section of Country Office profile captures all green energy related information of an office. A number of other tools have since been developed and plans are to have all data consolidated onto one platform and serve the different stakeholders across the organization
- **Reports and Dashboards** – a number of pre-defined reports and dashboards have been developed covering all the identified needs to date. However, requirements for different types of reports have constantly arisen and, thus, need a skilled resource to fulfil the need.

C. Scope of Work

The Software Engineer is required to play a leading role in identifying customer needs, crafting implementation plans, and carrying out the actual development/coding and/or modification of existing systems. OIMT/CIAS clientele covers all UNDP Country Offices (around 150 across the 5 regional bureaus) and a number of other UN agencies, in cases of multi-agency tenancy (UN House). The tasks should exhaustively cover the bullet points reflected in section **B** above and ensure the following are undertaken to achieve success:

- **Customer Requirements:** review the current Cost Recovery process and use of the eStore vis-à-vis

customer requirements in order to identify areas of improvements;

- **Implementation Plan:** create the necessary implementation plan and roadmap and communicate with relevant stakeholders;
- **Migration Plan:** for system(s) to be migrated, assess the current system and compile a comprehensive plan to cover all required aspects;
- **Testing Strategy:** define milestones at which different aspects will be tested and approved for next phases to start. However, independent aspects should be scheduled parallel to cut down on dependencies to the best extent possible. Testing should include user testing by a few selected COs;
- **Training and Webinar:** conduct at least one internal and at least two global webinars on completion of major modules and/or where significant modifications have been carried out, to ensure all parties are conversant with the platform. This should also be used to collect feedback for possible further adjustments;

Importance: Limited internal technical capacity for the current .NET platform on which the ICT Registry is developed poses a risk of losing access to the whole system and, thus, losing the data. Migration to SharePoint Online will enhance support capacity from internal resources and eliminate the risk of loss of the system. Therefore, success of the migration project is very critical for sustenance of the online tools for CO support and enhanced cost recovery management. On the other, the eStore has become a significant system in management of service delivery to Country Offices. Failure to sufficiently address all the needs may adversely impact on OIMT ability to support Country Offices more efficiently.

D. Expected Outputs and Deliverables

Deliverables/Output	Estimated Duration	Target Dates	Review & Approvals
Development on the eStore			
• Make modifications on functionalities of the existing modules to meet all basic requirements of the system	Q4 2019	Contract Duration	Administration and Finance
• Implement improvements on the system to achieve efficiency and user-friendliness	Q1 2020	Contract Duration	Administration and Finance
• Develop new modules to expand use of the system and to address identified requirements	Q2 2020	Contract Duration	Administration and Finance
Migration of ICT Registry to SharePoint			
• Create database in SP for all data currently in the ICT Registry	30% by Q1 2020	Contract Duration	Global ICT Specialist
• Create user-interfaces similar or better than current ones to enhance user experience	20% by Q1 2020	Contract Duration	Global ICT Specialist
• Migrate ICT Registry database to SharePoint	10% by Q1 2020	Contract Duration	Global ICT Specialist
Projects Tracking System & Inventory Management System			
• Build dashboards and tracking systems for all service lines where applicable	Q1 2020	December 2019	Global ICT Advisor
• Enhance the in-house SharePoint-based Inventory Management System	Q4 2019	November 2019	Administration and Finance
Modifications on the OIMT/CIAS Intranet			

<ul style="list-style-type: none"> Align Service Line pages with guiding principles (consistency, layout, etc.) and make any necessary improvements (layout, user-friendliness, etc.) 	Q1 2020	March 2020	Global ICT Advisor
<ul style="list-style-type: none"> Assist in crafting strategies to keep the content up to date and monitor usage by Country Offices 	Q1 2020	February 2020	Global ICT Advisor
Any other duties as may be assigned by the supervisor			
<ul style="list-style-type: none"> Conduct global webinars for local team and ICT Managers Any other tasks aligned with core tasks or having indirect impact on the core tasks 	Project Duration	Ongoing	Administration and Finance

Notes: Deliverables listed above are not necessarily achieved in sequential order but spread over the contract duration

E. Institutional Arrangement

- On a day to day basis, the Contractor will be working with and directly reporting to the Finance and Administration focal point;
- The Global ICT Advisor has the overall responsibility to guide the both the Finance and Administration focal point and the Contractor;
- Progress reporting will be done every Tuesday in the weekly meetings and more frequent on an ad hoc basis with the direct supervisor.

F. Duration of the Work¹

The duration of the contract is 12 months (counting only working days) starting from 01 May 2019, with a possibility of extension.

G. Duty Station

The duty station for this contract is Copenhagen and duties will be carried out on a fulltime basis in the OIMT/CIAS office premises (UN City, 51 Marmorvej, 2100 Copenhagen)

H. Qualifications of the Successful Candidate

- Master's Degree in an ICT related field with at least 2 years of exposure to a similar environment;
- Knowledge of SharePoint, Power BI, MySQL, ASP.NET, PHP, and Photoshop
- UN experience will be an added advantage.

I. Scope of Price Proposal and Schedule of Payments

- Payment will be monthly but based on a daily US\$ fee paid at the prevailing UN rate.
- The assignment should be implemented during working days, except weekends and official UN holidays.

¹ The IC modality is expected to be used only for short-term consultancy engagements. If the duration of the IC for the same TOR exceeds twelve (12) months, the duration must be justified and be subjected to the approval of the Director of the Regional Bureau, or a different contract modality must be considered. This policy applies regardless of the delegated procurement authority of the Head of the Business Unit.

J. Criteria for Selection of the Best Offer

In addition to minimum requirements, the following will be used to select the best candidate for consultancy:

70% out of 100%

- Performance in oral interviews for shortlisted candidates (Shortlisting based on desk review of submitted documents);
- Brief description of approach to the assignment (Motivation letter);

30% out of 100%

- Proposed price level (daily fee in US\$)

To apply, send the following documents, completed and signed, to oimt.procurement.cph@undp.org :

a) *CV or Duly signed P11 Form*, b) *Brief Description of Approach to Work (Motivation)* and c) *Confirmation of Interest and financial proposal*

K. Approval

This TOR is approved by:

Signature



Name and Designation Gerald Demeules – Global ICT Advisor

Date of Signing

02 04 2019