TERMS OF REFERENCE

Title: National Consultant – IT Personnel Support
Type of Contract: Contract for Consultant
Location: Bangkok, Thailand
Contract duration: 1 July 2020 to 30 October 2020 (88 working days)

I. 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.

Under the direct guidance and supervision of the ICT Associate, the service provider shall support the execution of IT services and processes consistent with UN Women’s ICT rules and regulations. The service provider also works in collaboration with programme and operations staffs to successfully deliver IT services.

II. SCOPE OF WORK AND SPECIFIC TASKS

The consultant is expected to provide IT support for UN Women Regional Office for Asia and the Pacific, both inside the office and outside the office (ie. at meeting/workshop) upon request.

The consultant shall provide activities as following;

Daily service:
- Ensure all the UN Women Regional Office for Asia and the Pacific’s servers are connected to UN Women’s remote and local network and the service is ready to use;
- Ensure all the UN Women Regional Office for Asia and the Pacific’s servers, network and all other equipment are in good condition;
- Ensure the internet connectivity is up and ready for UN Women users access to internet;
- Check UN Women computer/laptop or server on antivirus log and remove viruses or malware if found;
- Make sure that the network printers are accessible from the workstations;
- Ensure effective operation of office cloud storage, including but not limited to the office’s corporate one-drive, and regularly back up cloud data on backup media.
Troubles-shooting:
- Provide on-site software and hardware (including IP Phone and printers) troubles-shooting, existing software upgrade and new software installation when Client’s required. Be responsible for reinstalling software in case of break-down. Do not setup software without license unless required by Client. Scan/clean virus for Client monthly and/or on Client’s request;
- Restore the server operating system and configuration, restore data from backup tape, In case of emergency;
- Check and keep the software and hardware of network system in working order (include server and workstation), solve the problem from any emergency condition of Client. In case of emergency, response to Client’s call within 2 working hours.

Maintenance:
- Update patch files for the Server, Computer, laptop, printer, network equipment and all other relevant equipment;
- install the new Windows image, configure the BitLocker, and join Azure AD;
- configuration of MS Office 365, MS ATP, MS In-Tune, and OneDrive for Business;
- check Client’s system at least once a month. The check work includes network, hardware, software, backup, and anti-virus upgrade;
- Provide a pro-active approach to protect the network from risks such as unauthorized access of the network or sensitive data and information;
- Provide information on IT inventory to the Client to enable them to perform better systems planning and decision-making.

The consultant will report to the ICT Associate of UN Women Regional Office for Asia and the Pacific and may also work closely with the Programme Teams and Operations Team at the UN Women Regional Office for the Asia and Pacific, as and when needed.

III. DURATION OF ASSIGNMENT AND DUTY STATION
The time required for the consultancy is estimated at 88 working days within the period of 4 months from 1 July 2020 – 30 October 2020

Location: United Nations Building, 5th Floor. Rajdamnern Nok Avenue, Bangkok 10200 THAILAND.

IV. DELIVERABLES, TIMELINE AND SCHEDULE OF PAYMENT

<table>
<thead>
<tr>
<th>No.</th>
<th>Tasks</th>
<th>Deliverables</th>
<th>Target Delivery Date</th>
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<tbody>
<tr>
<td>1</td>
<td>Daily service</td>
<td>Monthly IT Activity Report – July 2020.</td>
<td>31 July 2020</td>
</tr>
<tr>
<td></td>
<td>Troubles-shooting</td>
<td>Timely and effective IT personnel and support services, troubleshooting and maintenance services for July 2020</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td></td>
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<tr>
<td>2</td>
<td>Daily service</td>
<td>Monthly IT Activity Report – August 2020.</td>
<td>31 August 2020</td>
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<tr>
<td></td>
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<td>Timely and effective IT personnel and</td>
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V. THE QUALIFICATIONS AND EXPERIENCE

Education:
- Completion of University degree or diploma in Information Technology, Computer Sciences, Engineering or any other related fields education is required.

Experience:
- At least 4 years of work experience in IT support services (software and hardware, networks services) is required;
- Hands-on experience in troubleshooting, networking, hardware and software maintenance;
- Experience in the usage of computers and office software packages (MS Work, Excel, Power Point, etc.);
- Knowledge of customer service principles and practices;
- Knowledge of computers, basic programming and relevant software applications;
- Previous working experience in or with UN/NGO is an asset;
- Able to work under challenging circumstances with minimum supervision;
- Work experience in IT support services for multi-national organizations, inter-government organizations, business companies, and the United Nations Agencies is an advantage.

Language:
- Good command of English, both written and spoken.

VI. EVALUATION

A proposal is selected on the basis of cumulative analysis; the total score is obtained by combining technical and financial attributes.

A two-stage procedure will be utilized in evaluating the proposals; the technical proposal (CV, P11, letter of interest) will be evaluated with a minimum pass requirement of 70% of the obtainable 100 points assigned for technical proposal. A proposal shall be rejected at this stage if it fails to achieve the minimum technical threshold of 70% of the obtainable score of 100 points prior to any price proposal being opened and compared. The financial proposal will be opened only for candidates whose technical proposal

<table>
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<tr>
<th>Week</th>
<th>Service</th>
<th>Report</th>
<th>Date</th>
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| 3    | Daily   | Monthly IT Activity Report – **September 2020**.  
- Timely and effective IT personnel and support services, troubleshooting and maintenance services for **September 2020** | 30 September 30 |
| 4    | Daily   | Monthly IT Activity Report – **October 2020**.  
- Timely and effective IT personnel and support services, troubleshooting and maintenance services for **October 2020** | 30 October 2020 |
achieved the minimum technical threshold of 70% of the obtainable score of 100 points and are determined to be compliant. Non-compliant proposals will not be eligible for further consideration. The total number of points ("maximum number of points") which a candidate may obtain for its proposal is as follows:

Technical: 100 points (weight: 70%
Financial: 100 points (weight: 30%) Total number of points: 200 points

**Evaluation of financial proposal:**
In this methodology, 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 formula is as follows:
\[
p = y \left( \frac{\mu}{z} \right)
\]
Where:
p = points for the financial proposal being evaluated
y = maximum number of points for the financial proposal
\(\mu\) = price of the lowest priced proposal
z = price of the proposal being evaluated

The contract shall be awarded to the proposal obtaining the overall highest score after adding the score of the technical proposal and the financial proposal.

**Evaluation of technical proposal (CV, P11, letter of interest):**
The technical proposal is evaluated and examined to determine its responsiveness and compliancy with the requirements specified in this solicitation documents. The quality of each technical proposal will be evaluated in accordance with the following technical evaluation criteria and the associated weighting (total possible value of 100 points):

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Points obtainable</th>
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<tbody>
<tr>
<td>1 Education</td>
<td>20</td>
</tr>
<tr>
<td>2 Experience</td>
<td>70</td>
</tr>
<tr>
<td>3 Language</td>
<td>10</td>
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\[
[70\%] \text{ of } 100 \text{ pts} = 70 \text{ pts needed to pass technical}
\]

A proposal shall be rejected at this stage if it fails to achieve the minimum technical threshold of 70 of the obtainable score of 100 points for the technical proposal.

**Submission of Application:**
Interested applicants are requested to submit documents listed below to UN Women via email: hr.bangkok@unwomen.org and cc s.bussarakummanee@unwomen.org
- Updated CV and P.11
- Proposed lump sum professional fee

Deadline of submission: **10 June 2020**