

## SECTION II: SCHEDULE OF REQUIREMENTS

### RFQ/2024/55206 - PROVISION OF ICT CONSULTING SERVICES

#### 1. PROJECT OVERVIEW

The Office of the Secretary-General's Envoy on Technology (OSET) is seeking to engage a vendor to provide a dedicated team of IT personnel for an initial period of 3 months, with the potential for extension for up to 3 months. The contract agreement shall be administered by UNOPS.

This engagement is aimed at enhancing the Office's IT development capabilities to support our ongoing and future projects, particularly in the area of Digital Public Infrastructure (DPI). This document outlines the scope, objectives, requirements, and conditions of the engagement.

#### 2. SCOPE OF WORK

The vendor shall provide a team consisting of **three (3) personnel** with the following expertise:

- **1 x ICT Systems Support/DevOps Engineer:** Responsible for setting up, managing, and automating software development operations and processes. This includes continuous integration, continuous delivery (CI/CD), cloud services management, and infrastructure monitoring.
- **2 x ICT Innovation Support:** one is responsible for designing and improving the user interface and experience of software products. This includes conducting user research, creating wireframes, designing user interfaces, conducting usability testing, providing interactive prototypes for early validations. The other is responsible for developing front-end and back-end components of digital products. This includes writing code, integrating APIs, working with databases, and ensuring the performance and scalability of applications.

The team shall be tasked directly by OSET and work collaboratively with existing resources. For example, this may include daily meetings virtually to let the team plan out its work and identify any obstacles that could impact that work.

**The team will support OSET up to 528 hours (176 hours per person) per month**, depending on requests from the programme managers working with the team. The vendor will provide a monthly time sheet, outlining how many hours were provided and will be paid accordingly to utilization.

#### 3. DURATION AND TERMINATION OF THE CONTRACT

The duration of the initial contract shall be 3 months, commencing from the date of the agreement, with an option to extend this agreement up to an additional 3-month increments, subject to mutual agreement between OSET and UNOPS.

#### 4. PAYMENT TERMS

Payment will be made monthly, based on the delivery of agreed milestones and satisfactory performance.

The vendor is expected to provide detailed invoices reflecting the work completed in each month.

## **6. INTELLECTUAL PROPERTY RIGHTS**

All intellectual property developed during the course of the engagement shall be the sole property of OSET, and the vendor agrees to transfer any such rights accordingly.

## **7. Minimum qualifications for the vendor**

- 3 years of experience with a proven track record providing IT systems support, including website and application development is required.
- 2 years of experience with a proven track record working with international organisations or national governments is required.
- Previous experience working with the UN system is an advantage.
- Previous experience working with clients in a multilingual setting is an advantage.
- Previous experience working in remote collaboration and diverse timezones is an advantage.

## **8. Minimum qualifications of the required consultant**

### **For One (1) ICT Systems Support/DevOps Engineer:**

- 3 years of experience working as ICT systems support, including a skillset in system administration, documentation, and monitoring is required.
- Experience working with Cloud systems as Amazon Web Services (AWS)
- Previous experience working with the UN system is considered an advantage.
- Knowledge of English is required.
- Knowledge of French and Arabic is considered an advantage.

### **For two (2) ICT Innovation Support:**

- 3 years of experience as ICT Innovation Support, including a skillset in UX/UI design, usability testing, integrating APIs and knowledge of Angular and Python frameworks is required
- Previous experience working with the UN system is an advantage.
- Knowledge of French and Arabic is considered an advantage.

## **9. Maintenance**

The vendor shall provide technical maintenance, including security updates and patches, to ensure the delivered products remain secure and compliant with current ICT standards for a period of 6 months following final delivery acceptance. This maintenance covers technical requirements and security-related updates only, excluding functional upgrades which are governed by the timeframes specified in section 3.