

National Agency of Ukraine for Civil Service

Project: Public Finance Management Support Programme for Ukraine/ Grant # TF0B6630

Part A. Country-wide Launch of the HRMIS

Part D. Project Management and Implementation Support

TERMS OF REFERENCE

for Consulting Services (Individual Consultant)

Senior IT Infrastructure Technical Advisor

(contract reference: NACS-IC-2/1)

1. BACKGROUND

Ukraine has received financial assistance from the International Bank for Reconstruction and Development and International Development Association (“World Bank”), acting as administrator of the grant funds provided by the European Commission on behalf of the European Union (“Donor”) under the EC - World Bank Partnership Program Part III for Europe and Central Asia Programmatic Single-Donor Trust Fund (TF073423) in an amount of three million eight hundred nine thousand Euro (EUR 3,809,000) (“Grant”) toward the cost of Public Finance Management Support Programme for Ukraine Project. The Letter Agreement regarding the Grant TF0B6630 was signed between the Ukraine and the World Bank on 09.02.2022 (“Letter Agreement”).

The Project is aimed to better manage public resources. This is to be achieved through, inter alia, implementation of Phase 2 of Human Resource Management Information System (HRMIS) as foreseen under Part A “Country-wide launch of the Human Resource Management Information System (HRMIS)” (Project’s Part A). The National Agency of Ukraine for Civil Service (NACS) is responsible for the implementation of Project’s Part A activities. Project’s Part D “Project Management and Implementation Support” covers relevant expenses of the NACS and the Ministry of Economy of Ukraine, another Project’s implementing entity.

The development and implementation of the HRMIS is mandated by the Government’s 2016-2021 and 2022-2025 Public Administration Reform Strategies and other government resolutions¹. European Commission in partnership with the World Bank provides financial and technical support for these activities under technical assistance projects. The implementation of the HRMIS follows a two-phased approach with incremental functional and institutional coverage and enlargement.

Phase 1 of HRMIS covering design and development of HRMIS basic functionalities and limited launching of the system at the central ministerial level was carried out under the Strengthening Public Resource Management Project (Grant Agreement #TF0A5324 between Ukraine and the World Bank financed by EU Program for the Reform of Public Administration and Finances in Ukraine (EURoPAF) during August 2017 - March 2021. NACS procured HRMIS solution through an international bidding as a commercial-off-the-shelf solution that was customized by the vendor in line with NACS’s technical and functional system requirements. As the result of Phase 1, HRMIS has been developed in its core functionalities (*Management of government agencies; Position management; Employee personal file management; Competitive recruitment to civil service vacancies; Length of civil service; Entry to and termination of civil service; Official career; Transfer; Business trip; Working and rest time; Documents; Payroll; Payroll report; Public portal, and Self-service cabinet*)

¹ Concept on HRMIS Implementation with Action Plan (Cabinet of Minister’s Resolution #844 dated December 1, 2017 as amended on May 20, 2020; Cabinet of Minister’s Decree “On Regulation on the HRMIS in Government Institutions” #1343 dated December 28, 2020

and launched in 19 central executives bodies (including territorial ones) covering 20 973 end-users. [The Public Portal](#) provides basic information regarding HRMIS and its current deployment status among government institutions.

Phase 2 of HRMIS implementation covered by the new Public Finance Management Support Programme for Ukraine Project includes: i) functional enlargement of the HRMIS with performance appraisal, development of professional competences, and analysis and reporting modules; ii) country-wide roll-out of the system; iii) end-user training; iv) improvement of policy and methodological framework for HRMIS implementation and use.

HRMIS country-wide roll-out considers two stages. Stage 2a will include public institutions with 100 percent coverage of staff, including civil servants and other staff subject to the Labor Code. Phase 2b should cover the public institutions with mixed staffing (including both civil service employees and other public employees in civil service institutions not regulated by the Law on Civil Service) and will be subject to the Project Steering Committee decision. HRMIS Phase 2 activities are to be completed by May 31, 2023.

The NACS, to strengthen its implementation capacity and ensure efficient execution of HRMIS's Phase 2, will contract, through a competitive selection, a group of individual consultants - technical and HRMIS support specialists, as well as specialists on project management and fiduciary procedures – to NACS's project implementation team. Currently, the NACS is looking for a highly experienced and qualified senior IT Infrastructure technical advisor (the Consultant) to safeguard, strengthen and maintain the HRMIS infrastructure in safer, efficient and reliable manner. This Terms of Reference (ToR) defines the purpose, scope and duration of consulting services required and qualification requirements to the Consultant.

2. OBJECTIVE

The main objective of this assignment is to provide NACS with the services for safeguarding, strengthening, optimization and predictive stable maintenance of the HRMIS Infrastructure and assist in capacity building of the NACS required in implementing and long-term maintaining of the HRMIS in the civil service.

3. SCOPE OF SERVICES

The scope of services to be provided by the Consultant (Senior IT Infrastructure Technical Advisor) shall cover the following key directions and include but not limited to:

- Provide technical advice on the safeguarding of HRMIS infrastructure and data, and the strengthening of back-up systems in the emergency situation;
- Analysis and assessment of the technical documentation of Phase 1, conducting inventory of the purchased equipment and software;
- Conduct assessment of working state of the infrastructure equipment and software installed in time of Phase 1 implementation and make recommendations for improvement. Analysis of the state of technical support for the equipment and software and make recommendations for improvement;
- Conduct assessment of the IT infrastructure built within Phase 1 and make recommendations on any improvements needed to meet the goals and objectives of the Project;
- Analyze a variety of existing and emerging HRMIS application infrastructure requirements, perform risk analysis, and provide the infrastructure leadership;

- Assess/quantify risk vs. cost with the ability to balance the likelihood/impact of real threats with costs of mitigation;
- Review the high-level design as it pertains to load balancing infrastructure and changes;
- Analysis and validation of requirements, designs, and other project documentation;
- Develop technical requirements for tender documentation, and provide support for bidding procedures of IT goods and services;
- Interaction with technical and functional departments of NACS as well as with Suppliers and integrators in development of infrastructure requirements and resolution of IT incidents and problems;
- Update and provide framework for maintaining IT Policies and Procedures;
- Development and control of initial maintenance of overall NACS logical and physical architecture of the hardware and telecommunication systems, complexes and networks related to the HRMIS maintenance.

Capacity building

- Review and update the training program developed under Phase I for the NACS staff related to the HRMIS infrastructure administration and maintenance taking into account current knowledge and experience of the NACS's staff and develop the training materials;
- Capacity building of the NACS staff on HRMIS infrastructure through onsite training, guidance for robust long-term HRMIS operation and maintenance.

4. DURATION AND PLACE

Services under this assignment are expected to be provided during the period from July 1, 2022 through May 31, 2023. A probation period will apply for the first three months. Subject to unsatisfactory performance of the Consultant during the probation period the contract may be terminated.

The Consultant shall provide his/her services on a full-time basis.

The Services shall be provided to NACS remotely and/or directly in the office in Kyiv, only if security conditions permit.

The level of remuneration and payment modalities will be defined upon negotiations with the selected individual.

Upon a need in further services and availability of appropriate resources and legal grounds, and provided the Consultant's satisfactory performance, the scope of services as foreseen in the Section 3 of the ToR may be revised and/or the assignment can be extended further upon the mutual written agreement between the NACS and the Consultant.

5. REPORTING AND IMPLEMENTATION ARRANGEMENTS

Consultant shall keep records of the time spent on this assignment (worksheet) and report to the NACS's Project Coordinator through monthly reports. These reports in form and details agreed with the Client shall cover brief description of the tasks performed by the Consultant during the reporting period and results achieved, and to be submitted in 5 working days after the end of the reporting period. Consultant's reports approved by the NACS's Project Coordinator provide the base for payments to the Consultant for services provided.

All analytical and methodological documents the Consultant will prepare within the scope of the assignment during the reporting period shall be attached to his/her relevant monthly reports. The Team Leader will review and comment the documents produced by the Consultant, including reports, before these are submitted to the NACS`s Project Coordinator.

The Consultant shall prepare reporting and other documents in a format and details satisfactory to the NACS, in Ukrainian and English (as the case may need), in two copies, in a printed form and electronically. However, during the martial law in force, all reporting and other documents may be submitted only electronically. The texts of electronic documents shall be submitted in Word or PDF formats.

The Consultant shall work under the guidance of the Team Leader and in close coordination with all NACS project implementation team. The Head of NACS IT Department will supervise overall performance of the Consultant. The Consultant shall closely cooperate with the HRMIS Supplier and relevant civil service bodies and report directly to the NACS`s Project Coordinator.

In the absence of the Team Leader, his defined above duties are performed by the Head of NACS IT Department, unless otherwise specified by the NACS`s Project Coordinator.

Any comments and/or claims to the Consultant with regard to the provided services should be expressed by the NACS in writing not later than within 7 working days from the date of submission of the reporting documentation by the Consultant. In case the comments and claims from the NACS are missing then the services of the Consultant shall be considered as approved.

All documents concerning provision of the services under this ToR prepared by the Consultant during the assignment shall be subject to discussions with the NACS`s officials responsible for implementation of the Project.

The Consultant shall be responsible for all expenses he/she incurs in relation to rendering the services and not provided by the NACS as indicated below.

6. CLIENT`S INPUT

The NACS shall, within its competence, provide the Consultant with all necessary support to enable the Consultant to fulfill this assignment. In particular, in the course of the assignment the NACS will provide the Consultant with the following:

- i) regulated access to the Project and HRMIS contract related documents, and other task-related information materials as will be required;
- ii) access to NACS`s premises and systems;
- iii) a workplace in the office with computer, access to internet, printer, photocopier, and scanner, consumables and stationery;
- iv) contact persons of Project`s stakeholders.

7. QUALIFICATION REQUIREMENTS

The Consultant shall meet the following core qualifications criteria:

Mandatory requirements:

- Master`s Degree in Computer Science / IT / Computer engineering / Automated Control Systems (or equivalent);
- At least 10 years` experience in system design and system architecture (preparing concepts, solutions, specifications, planning, budgeting, monitoring and control of implementation);
- Experience in at least 3 IT projects' implementation in leading positions;

- Experience in infrastructure design of at least 3 IT systems including computing equipment, data storage systems, enterprise corporate networks, virtual infrastructure, infrastructure software;
- Work experience in at least 1 international IT project implementation;
- Fluent Ukrainian;
- Written and spoken English (at least Intermediate level).

Desirable requirements:

- Work experience in IT projects implementation for public entities (e.g. governmental agencies) shall be considered an advantage;
- Experience in implementing projects related to cyber security shall be considered an advantage;
- Practical skills in administering of wide range IT systems shall be considered an advantage.

The CV and cover letter (statement of interest) shall be submitted together with information confirming applicant's experience in the areas specified in this section, as well as reference letters detailing the results of the projects implemented. The NACS may at its discretion invite the potential Consultant to the interview to prove Consultant's relevant skills.

The selection of the consultant will be performed in accordance with the Bank's "[Procurement Regulations for IPF Borrowers](#)", dated November 2020.

Interested applicants should submit their CVs in Ukrainian at the following e-mail address: d.lukianov@nads.gov.ua with mandatory copy to hrmis_zagal@nads.gov.ua, indicating the subject of the letter: "TF0B6630: NACS-IC-2/1: Senior IT Infrastructure Technical Advisor". The deadline for submission of CVs is 18:00 on 20.06.2022.