

The Strengthening Public Resource Management Project  
(EURoPAF TF Grant #TF0A5324)

**EU Programme for the Reform of Public Administration and Finances**  
(EURoPAF; EU ref.385-741)

**Terms of Reference**  
**Individual Consultant on HRMIS Infrastructure architecture**  
(System infrastructure architect)  
**NACS-IC-09**

## **1. BACKGROUND**

The Government of Ukraine approved the 2016-2020 Public Administration Reform (PAR) Strategy in 2016, which envisages the implementation of a Human Resource and Payroll Management Information System (HRMIS) in civil service and its phased roll out until 2020 (Priority 6, Action 18). The revision of PAR in December 2018 prolong the implementation of HRMIS until 2021.

The HRMIS is called to automate all HR and payroll business process and to become an efficient and transparent tool for human resource and payroll management in public administration institutions of Ukraine. HRMIS (System) will have modules related to personal records of civil servants, payroll calculation, and analytics. The System shall cover all state administration entities at the central, oblast and local level that employ civil servants. The System will be implemented in two phases, the first phase of which is to be completed by mid-2020. Phase I “HRMIS implementation. Pilot project” includes implementation of main part of functionality for 1 000 users for core functions and up to 40 000 users for self - service in pilot civil service bodies at central level. Phase II “HRMIS implementation in central authorities and regional and rayon administrations” includes implementation of functionality envisaged by elaborated in Phase 1 modules and new modules of informational system for 9 000 users for core functions and 250 000 users for self - service in civil service bodies countrywide.

The Strengthening Public Resource Management Project, executed under the Grant Agreement #TF 0A5324 between the World Bank, who acts as an administrator of the grant funds<sup>1</sup> provided by the European Commission on behalf of the European Union under the EC – World Bank Partnership Program for Europe and Central Asia Programatic Single-Donor Trust Fund (EU Program for the Reform of Public Administration and Finances in Ukraine (EURoPAF, EU ref.385-741), and Ukraine,

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<sup>1</sup> These grant funds come from the EU program “Support to comprehensive reform of public administration” (ref. ENI/2016/039-569) supporting the PAR implementation.

supports HRMIS/Payroll implementation activities under the Project's Part A "Strengthening Human Resource Management in Public Administration Institutions" (Project). The National Civil Service Agency (NACS) is Project's responsible implementing agency in part of HRMIS activities.

More information about the project can be found at <http://projects.worldbank.org/P161586?lang=en> .

As a result of the Bidding procedure the Contract for Implementation of Human Resources and Payroll Management Information System for the Phase 1 (hereinafter – HRMIS Contract) has been awarded to the joint venture of the three companies and signed in February 2019 and become effective in the beginning March 2019. The first phase of HRMIS/Payroll implementation shall be completed by July 2020. The scope of the Contract includes (but not limited to) to the development and adaptation of the COTS solution, development of the design and detailed technical specifications, data migration, roll-out and trainings.

The HRMIS Supplier has provided hardware requirements for HRMIS deployment and has to render installation and technical support services for HRMIS system.

NACS is responsible for provision and maintenance of the operating hardware and software infrastructure capable to ensure reliable operation of the HRMIS including inter alia security issues (HRMIS Infrastructure). NACS recently purchased corresponding equipment and installed it in its Datacenter.

Performance of these tasks require strengthening the capacity of respective NACS staff, which include IT specialists, in terms of hardware and software setup and administration.

The Project implementation team consisting of Project manager, Technical supervisor (Techlead), Business analyst and Procurement specialist supports the NACS in HRMIS Contract implementation.

Currently, the NACS is looking for a highly experienced and qualified system infrastructure architect (the Consultant) to the Project implementation team to ensure the HRMIS infrastructure will be setup and maintained in efficient and reliable manner. The Consultant will be contracted through a competitive selection. This TOR defines the purpose, scope and duration of the consulting services required and qualification requirements to the Consultant.

## **2. OBJECTIVE**

The objective of this assignment is to provide NACS with the services for efficient setup, 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 (System infrastructure architect) shall cover the following key directions and include but not limited to:

- Analyze a variety of existing and emerging HRMIS application infrastructure requirements, perform risk analysis, and provide the infrastructure leadership;
- Prepare the high level design as it pertains to load balancing infrastructure and changes;
- Review, revise and supervise implementation of the policies and procedures that safeguard information systems and data from malicious, unauthorized or unintentional breach, loss, availability or performance degradation, or other compromise of computing assets;
- 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;
- Analysis and validation of requirements, designs, and other project documentation;
- Interaction with technical and functional departments of NACS as well as with Suppliers and integrators;
- Provide project wide security alerts to known vulnerabilities;
- Assess/quantify risk vs. cost with the ability to balance the likelihood/impact of real threats with costs of mitigation;
- Develop and provide framework for maintaining IT Policies and Procedures;
- Coordinate data security log reviews in a timely manner and report on findings and make recommendations for improvements;

*Capacity building*

- Elaborate the training program 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. QUALIFICATION REQUIREMENTS**

The Consultant shall meet the following core qualifications criteria:

*Qualification and skills*

- At least Bachelor's Degree or equivalent in Computer Science / IT / Computer engineering or similar

*Professional experience*

- At least 10 years' experience in system design and system architecture, particularly for public entities (e.g. governmental agencies)
- Experience implementing secured IT platforms in at least 5 projects.
- Experience in preparing the infrastructure for and obtaining the positive opinion of the Complex system of information protection in at least 2 projects

- Fluent in English and Ukrainian

*Optional requirements*

- Experience in software development and business analysis is an advantage
- Experience in designing high-loaded IT systems serving at least 5 thousand users and 1 TB data base in at least 3 projects is an advantage

submitting CV and cover letter (statement of interest), Consultants shall provide i) information confirming their experience in the areas specified in this section, as well ii) reference letters detailing the results of the projects implemented. The NACS may at its discretion invite the potential Consultant to an interview to get prove of Consultant`s skills and qualifications.

## **5. DELIVERABLES AND REPORTING**

During the Project implementation, the Consultant shall prepare at least monthly reports describing the services provided and results achieved. 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 regular report.

All reports shall be submitted to and approved by the NACS`s Project Coordinator. The Project manager and Head of NACS IT Department will supervise performance of the Consultant. The technical leader will review and comment the documents produced by the Consultant, including reports, before these are submitted to the NACS`s Project Coordinator. The Project Coordinator shall, within five (5) days after receipt of the Report, either approve the report, or notify the Consultant in writing of any deficiencies, to be corrected by the Consultant. The Consultant has to eliminate the deficiencies and re-submit the Report within 5 working days.

The Consultant shall prepare reporting and other documents in a format and details satisfactory to the NACS, in Ukrainian and English as required, in two copies, in a printed form and electronically. The texts of electronic documents are submitted in Word or PDF.

Each Report, submitted by the Consultant should be accompanied by the certificate of transfer-acceptance of the provided consulting services.

Any reporting document made under the Contract shall not be shared by the Consultant with third parties without prior written agreement from the NACS. The Consultant shall follow the conditions of confidentiality with regard to performance of all work under this ToR and the respective Contract to be signed with the NACS.

## **6. PLACE, DURATION OF THE ASSIGNMENT, AND REMUNERATION**

The Consultant is expected to provide the services in the city of Kyiv starting from November 2019 and through July, 31<sup>th</sup> 2020, unless agreed differently through amendments to the contract.

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.

Given the nature and magnitude of the Project, the Consultant is expected to have a part time dedication under a time-based contract. The total estimated Consultant`s efforts to perform the assignment is not more **90** business days. Remuneration and payment modalities will be defined upon negotiations with the selected individual. The payment for the Consultant`s services will be made based on the Consultants reports and time sheets accepted by the NACS and against submitted invoices.

## **7. PROCEDURE OF WORK**

The Consultant shall work closely with the Technical leader as well as all NACS project team and report directly to the NACS`s Project Coordinator. The Consultant shall closely interface with the HRMIS Supplier and relevant civil service bodies.

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 5 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 and services of the Consultant under this ToR shall be continued without additional coordination with the NACS.

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

In case of need and upon agreement between the NACS and the Consultant, the Consultant`s scope of services as foreseen in the Section 3 of the ToR and estimated efforts could be revised through relevant written amendments to the Contract provided the Consultant`s satisfactory performance and availability of appropriate resources.

## **8. 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 provides the Consultant with

- i. regulated access to Project and HRMIS contract related documents, and other task related information materials as will be required; and
- ii. access to the NACS`s systems and premises.