



## TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

### National Consultancy for Enterprise Content Management/ Document Management

#### 1. **Background:**

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. UNICEF Mongolia is starting its new five-year Country Programme in 2023 with the following five Outcomes adopting the framework of the Global Strategic Plan:

Outcome 1: Health and Nutrition Development

Outcome 2: Education

Outcome 3: Child Protection

Outcome 4: WASH and Climate Change

Outcome 5: Social Inclusion and Evidence

The Mongolia Country Office (MCO) is a pilot office for the Global Knowledge Management (KM) Strategy (Mid-term) with the objectives to increase knowledge sharing across programmes and grow the capacity to manage the knowledge effectively within the Office. Following the guidelines under the UNICEF KM Global Strategy Priority 4, the MCO aims to introduce the KM elements to the Office to ensure that the basic governance, resources, and use of technology are in place to enable the MCO to do KM effectively in the long term. One of the specific tasks include more effective use of the Enterprise Content Management (ECM).

UNICEF introduced ICTD (Information Communication Technology Division) -led ECM project is delivering a policy-compliant digital working environment where staff gained access to mobile-friendly cloud-based tools and systems. During the last years, numbers of training and engagement efforts were carried out across all offices and divisions to support adoption of these new tools and systems, and guide offices on content migration and information architecture. However, there is still need to support ongoing adoption and usage in DIGITAL workplace that using Microsoft Sharepoint as a tool/platform for document management system in MCO

#### 2. **Purpose of Assignment:**

Under the direct supervision of the Deputy Representative (P4), the consultant will be responsible for development of the office wide document management system to provide technical solution, expertise to strengthen programme effectiveness, knowledge management, evidence generation by mapping the structure and content, and monitoring the usage for evaluation purpose. The consultant will also work closely with the ICT Officer (NOA) for Information Security and governance framework of UNICEF.



To organize the MCO sharepoint portal in close coordination with the office KM working group for Collaboration and Communication purpose as per the guiding principles and office needs.

**3. Scope of Work:**

- Review and familiarize with the UNICEF ECM policy and procedures and KM Global Strategy
- Develop the new SharePoint structure in accordance with the MCO KM strategy
- Link the existing files with accurate file categories
- Conduct training to UNICEF MCO staff on the full function of SharePoint and the new structure
- Develop a Standard Operation Procedure for the improved knowledge management system.

**4. Programme Area and Specific Project Involved:**

To support MCO with KM strategy to improve programme delivery and office operation.

**5. Contract duration (start and end date): 3 months**

**6. Type of engagement: Full-time, office based**

**7. Deliverables, Timeframe and Payment Schedule:**

- Familiarization with UNICEF Information Technology Security Policy, KM Global Strategy, ECM policy and procedures, terminology;
- Explore and present current sharepoint collaboration site, submit the roadmap for further development;
- Develop the new SharePoint structure in accordance with the MCO KM strategy;
- Identify files and documents to link the existing files with accurate file categories
- Create user friendly collaboration site based on new endorsed structure
- Conduct training to UNICEF MCO staff on the full function of SharePoint and the new structure
- Develop a Standard Operation Procedure for the ECM.
- other development and improvement activities to enhance the ECM collaboration site.



The consultant will be paid upon the presentation and acceptance of the satisfactory monthly progress report with the completion of key deliverables.

#### **8. Project Management:**

Direct supervisor: Deputy Representative  
Frequency of performance review: Monthly

#### **9. Qualifications and requirements:**

- a. Minimum qualifications required: /Masters degree on Computer Science, University degree or MS certified certificate. Sharepoint 2007/2010/2013 and framework skills, CSOM, JSOM, SSOM, Hosted App, development and implementation of business logic in web applications and front-end development skills.
- b. Relevant working experience : Have created/managed Sharepoint sites/ webparts, document libraries. Have experience in Sharepoint solution development and implementation/administration/ governance policies and management strategies.
- c. English proficient and good communication skill

#### **Nature of 'Penalty Clause' to be Stipulated in Contract:**

UNICEF reserves the right to withhold the consultancy fee in the case that the deliverables are not submitted on schedule or do not meet the required standard. Copyright and ownership of all documents produced will remain with UNICEF.

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**Note: (text should be added to all ToRs)** Individuals engaged under a consultancy or individual contract will not be considered "staff members" under the Staff Regulations and Rules of the United Nations and UNICEF's policies and procedures, and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.