

Posting Title : Expert Contractor to Upgrade the IRMCT Electronic Document and Records Management System (EDRMS)
Department/ Office : International Residual Mechanism for Criminal Tribunals
Location : Hybrid (Remote with some in-person)
Posting Period : 11 April 2025 - 17 April 2025
Job Opening number : 25-International Residual Mechanism for Criminal Tribunals-256776-Individual Contractor

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Duties and Responsibilities

The International Residual Mechanism for Criminal Tribunals (IRMCT or "Mechanism") requires the services of an expert contractor to support the upgrade of Open Text (OT) Content Manager 10.1 to OT Content Manager (CM) 24.4 or latest version at the time of upgrade.

The Mechanism is the successor of the International Criminal Tribunal for the former Yugoslavia ("ICTY") and the International Criminal Tribunal for Rwanda ("ICTR"). It was established by Security Council Resolution 1966 on 22 December 2010. It has two branches, in Arusha and The Hague, which began functioning on 1 July 2012 and 1 July 2013 respectively. The Mechanism is currently using the Electronic Document Records Management System (EDRMS), OT Content Manager (CM) version 10.1, which is no longer supported by the vendor, OpenText. To ensure that its active records are managed efficiently, effectively and economically, to meet accountability requirements and fulfil stakeholder expectations, the Mechanism would like to upgrade from OT Content Manager 10.1 to Content Manager (CM) 24.4 or latest version at the period of upgrade.

The Mechanism requires the services of an expert contractor for the upgrade of the EDRMS, OT Content Manager 10.1. The consultant must have expertise and experience in upgrading OT Content Manager 10.1 and its associated applications.

Deliverables

The contractor will manage, provide expert advice and conduct the EDRMS upgrade with support from Mechanism staff. This includes, but is not limited to the following activities:

- Upgrading, all IRMCT instance(s) of OT Content Manager 10.1, its datasets and document stores to CM 24.4 or latest version at the time of upgrade.
- Testing that the Content Manager (CM) 24.4 or latest version is functioning properly after the upgrade.

- Successful completion of the EDRMS upgrade to CM 24.4 or latest version at the time of upgrade.

The contractor will provide the following deliverables within the specified timeframe and will be paid on the successful completion of the deliverables:

Deliverables

Deliverable 1: Provide a clear and structured plan for the upgrade which shows all anticipated activities, their timelines including risk assessment and mitigation.

Deliverable 2: Conduct a thorough and detailed assessment of the existing Open Text Content Manager technical infrastructure and recommend a best pathway for the upgrade from CM 10.1 to CM 24.4.

Deliverable 3: Manage and perform Open Text Content Manager upgrade in the test environment including: o conduct test upgrade from the current OT Content Manager 10.1 to Content Manager 24.4, or latest version at the time of upgrade, in the test environment, o provide support with testing, recoding and re-compilation (where required) of custom integrations setting up and testing of client installation packages

Deliverable 4: Manage and perform EDRMS upgrade in the production environment including: Conduct production upgrade from the current OT Content Manager 10.1 to Content Manager 24.4, or latest version at time of upgrade. Conduct the content index rebuild and configuration. Support the client deployment. Support the testing of custom integrations. Support the testing of all Content Manager 24.4 modules, or latest version, including Web Client, Workflow and Space Management modules. Support, guide and advise Mechanism staff during the upgrade and with post-migration activities. Document the upgrade process, highlighting activities undertaken, outcomes and any outstanding issues in a closing report

Deliverable 5: Successful completion of upgrade on production environment and on all Mechanism datasets: Acceptance and checking of successful upgrade on all EDRMS instances across Mechanism branches

Deliverable 6: OT Content Manager Training: o User Training o Application and Systems Administrator Training

Deliverable 7: Handover, evaluation and closure of EDRMS Upgrade, Project closure report, Lessons learned meeting and report, Handover and closure of project work to Mechanism Project Manager

Work Location

Hybrid: The individual contractor will work remotely as well as on-site at the premises of the Mechanism in The Hague, The Netherlands. The individual contractor may communicate

whilst off-site with Mechanism staff by electronic mail, telephone and videoconference. The software upgrade is required to be completed onsite.

Expected duration

April-September 2025

Result of Service

Upgrade of all IRMCT instance(s) of Open Text Content Manager 10.1, its datasets and document stores to Open Text Content Manager 24.4 or latest version at the time of upgrade.

Qualifications/special skills

A first-level university degree in information science, information systems, computer science, archival, or related field is required.

A minimum of ten (10) years of progressively responsible experience in planning, design, development, implementation and maintenance of computer information systems or related area is required.

Having a minimum of seven years in EDRMS systems deployment and EDRMS system business is required.

Having a proven record of upgrading the EDRMS OT Content Manager to later OT Content Manager versions is required.

Language

English and French are the working languages of the Mechanism. For the post advertised, fluency in English is required.

NOTE: "Fluency" equals a rating of "fluent" in all four areas (read, write, speak, understand) and "Knowledge of" equals a rating of "confident" in two of the four areas.

Additional Information

Total Remuneration: USD 14,000

Payment will be made based on the successful completion of deliverables:

Deliverable 1 - 10% - Submission of Project Documentation

Deliverable 2 - 10% - Completion of assessment and best pathway for the upgrade from CM

10.1 to CM 24.4 recommended

Deliverable 3 - 20% - Successful completion of upgrade in Staging/Test environment

Deliverable 4 - 30% - Successful completion of upgrade in Production environment

Deliverable 5 - 10% - Acceptance check done and successful upgrade of EDRMS confirmed

Deliverable 6 - 10% - Submission of training manual and completion of training sessions

Deliverable 7 - 10% - Submission of project closure report, lessons learned report and handover conducted.

Travel Details: All travel costs will be borne by the contractor.

United Nations Considerations

The United Nations shall place no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. (Charter of the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment.

As per UN policy, Consultants and Individual Contractors may not apply for or be appointed to any position in the Professional or above categories and for positions at the FS-6 and FS-7 levels in the Field Service category within six months of the end of their current or most recent service. This restriction does not apply to associate experts (Junior Professional Officers) appointed under the Staff Rules.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.