



**INDIVIDUAL CONSULTANT PROCUREMENT NOTICE**  
**National Consultant – Coordinator for the Toll-Free service for grievance handling and information sharing**

**Date:** 01 August 2017

**Reference No.:** UNDP/PN/32/2017

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**Country:** Nepal

**Description of the assignment:** To oversee the operations and coordinate with respective agencies to seek appropriate responses and two operators to receive and respond to the calls. The Coordinator will guide providing of responses to the queries within stipulated time and simultaneously develop a FAQ database by compiling the most frequent queries.

The Coordinator should take a lead role in the overall management of the activity and the management of the operators in the later phase including reporting, documenting and updating the status regarding the reconstruction, the general information of the caller and their queries and most importantly share the updates and liaise with the relevant government agencies, HRRP, UNDP, UN Common feedback Project and other NGOs, INGOs and different stakeholders who are directly or indirectly linked to reconstruction activities.

**Project/Agency name:** Comprehensive Disaster Risks Management Programme (CDRMP)/UNDP

**Period of assignment/services (if applicable):** 3 months from September 2017 onwards

**No. of Consultant Required:** One

**Duty Station:** Kathmandu, Nepal

Proposal should be submitted at the following address: **Procurement Unit, UNDP (Ref.: UNDP/PN/32/2017– Coordinator for the Toll-Free service for grievance handling and information sharing)**, UN House, Pulchowk, Lalitpur, Nepal by email to [procurement.np@undp.org](mailto:procurement.np@undp.org) no later than **5:00PM on 11 August 2017**. Proposals received after the deadline shall not be considered.

Written inquiries must be submitted to the email: [query.procurement.np@undp.org](mailto:query.procurement.np@undp.org) mentioning Procurement Notice Ref: UNDP/PN/32/2017 (UG), on or before 5:00PM, 06 August 2017. UNDP shall respond to the inquiries through a bulletin posted in UNDP Website: <http://www.np.undp.org/content/nepal/en/home/operations/procurement.html>. Inquiries received after the above date and time shall not be entertained.

Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

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## **1. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED WORK**

As per the Procurement Notice, detailed Terms of Reference (Annex I), General Condition of Contract for the services of Individual Contractors (Annex II), P11 Form (Annex III) and Offeror's Letter to UNDP (Annex IV).

Please submit your application at the following email address: [procurement.np@undp.org](mailto:procurement.np@undp.org)

## **2. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS**

### **I. Education:**

- A Master's degree in architecture/engineering/social science or any other related fields.

### **II. Experience:**

- At least five (5) years of related work experience.
- Experience of working with the government agencies in the related field is desired.
- Experience of working in the field of reconstruction post disaster will be an added advantage.

### **III. Other competencies:**

- Excellent command on spoken and written Nepali and English.

### 3. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSAL

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

#### 1. Proposal:

To be included as part of the proposal:

- A cover letter explaining your suitability for the work (300 words or under);
- A brief methodology on how you will approach and conduct the work (1000 words or under)

#### 2. Financial proposal:

Financial Proposal indicating a lumpsum fee. Please see section 5. GUIDANCE FOR FINANCIAL PROPOSAL. *(DSA and transport cost will be borne by UNDP for mission in the field, if any).*

#### 3. UN Personnel History (P11) Form (attached as Annex III).

##### Note:

- a. Applicants of 62 years or more require full medical examination and statement of fitness to work to engage in the consultancy;
- b. The candidate has to be an independent consultant (If the candidate is engaged with any organization, the organization employing the candidate will be issued with a Reimbursable Loan Agreement (RLA) to release the employee for the consultancy with UNDP).
- c. Due to sheer number of applicants, the procurement unit will contact only competitively selected consultant.
- d. This application system allows uploading only one file per application; we therefore, recommend to upload the completed P11 Form. If the applicant wishes to include additional information, they may be attached to the P11 form.

### 4. GUIDANCE FOR FINANCIAL PROPOSAL

#### • Lump sum contracts

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including travel, per diems, and number of anticipated working days).

##### Travel;

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station. In general, UNDP does not accept travel costs exceeding those of an economy class ticket. Should the IC wishes to travel on a higher class he/she should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

#### 4. EVALUATION

Individual consultants will be evaluated based on the following methodologies:

##### **Cumulative analysis**

*When using this weighted scoring method, the award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:*

- a) responsive/compliant/acceptable, and*
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.*

*\* Technical Criteria weight; 70%*

*\* Financial Criteria weight; 30%*

**Only candidates obtaining a minimum of 49 points (70%) in the technical evaluation would be considered for the Financial Evaluation.**

<b>Criteria</b>	<b>Weight</b>	<b>Max. Point</b>
<u>Technical</u>	70%	70
<b>Criterion A:</b> <ul style="list-style-type: none"><li>Experience of working in reconstruction/post disaster situation</li></ul>	20%	20
<b>Criterion B:</b> <ul style="list-style-type: none"><li>Experience of coordinating/working with the government agencies in the related field</li></ul>	20%	20
<b>Criterion C :</b> <ul style="list-style-type: none"><li>Experience of working in/dealing with the communities</li></ul>	20%	20
<b>Criterion D:</b> <ul style="list-style-type: none"><li>Program Handling and Good Management skills and experience of data management/record keeping</li></ul>	10%	10
<u>Financial</u>		
<ul style="list-style-type: none"><li>Lowest financial proposal</li></ul>	30%	30

**Contract will be awarded to the technically qualified consultant who obtains the highest combined score (financial and technical).** The points for the Financial Proposal will be allocated as per the following formula:

$$\frac{\text{Lowest Bid Offered} *}{\text{Bid of the Consultant}} \times 30$$

\* "Lowest Bid Offered" refers to the lowest price offered by Offerors scoring at least 70% in technical evaluation.

**\* The method of evaluation is a desk review of P11. Please highlight in the P11 form major report you have prepared.**

**ANNEX**

**ANNEX 1- TERMS OF REFERENCES (TOR)**

**ANNEX 2- GENERAL CONDITIONS OF CONTRACT FOR THE SERVICES OF INDIVIDUAL CONSULTANT**

**ANNEX 3-P11 Form**

**ANNEX 4- Confirmation of Interest and Submission of Financial Proposal**

## **Annex I**

### **UNITED NATIONS DEVELOPMENT PROGRAMME Comprehensive Disaster Risk Management Programme (CDRMP)**

#### **Terms of Reference**

##### **Coordinator for the Toll-Free service for grievance handling and information sharing**

Duty Station: National Reconstruction Authority (NRA), Kathmandu

Duration: 3 months

Contract Modality: Individual Consultant

Project Title: UNDP's Comprehensive Disaster Risk Management Programme

Expected Date: September 2017

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

In the aftermath of the earthquake of 25th April 2015, MoHA figures indicate casualty of 8,979 with 199 people still missing, while PDNA notes that the number of houses fully or partially damaged exceed 7,50,000 in all the 14 most affected districts. Till date, 761,532 beneficiaries have been enlisted by the National Reconstruction Authority as eligible grant of which 594,150 have already received the first tranche. At the same time 207,861 grievances have been registered by the people seeking response from National Reconstruction Authority.

The situation after removal of construction debris at site depicts that there is tendency of repairing the house or reconstructing the house using Build as Usual practices. The house owners in rural areas are eager to rebuild their houses at the earliest. The available masons lack knowledge and experience in conventional methods of re-strengthening the houses. Many of these techniques are explained in existing NBC, but they are unaware of this. Hence, in order to build back better shelters/ housing, we need to emphasize on quick delivery of earthquake resistant advisory support to these masons/house owners.

The April 2015 earthquake exposed the high vulnerability of rural poor in most of the 31 affected districts. With recovery and reconstruction activities poised to commence shortly, the biggest risk is that unless specific measures are initiated aimed at the poor, vulnerable and marginalized households, they may end up rebuilding pre-existing vulnerabilities.

## 2. Context

Comprehensive Disaster Risk Management Programme (CDRMP) approved by the Government of Nepal (GoN) in 2011 aims to build capacities of the government for effective implementation of National Strategy for Disaster Risk Management (NSDRM) through an integrated package. The programme contributes for UNDAF (2013-17) outcome 7 - People living in areas vulnerable to climate change and disasters benefit from improved risk management and are more resilient to hazard-related shocks.

UNDP/CDRMP has been engaged in several initiatives to support safer reconstruction aiming to address the last mile connectivity issues facing the owner-driven reconstruction in the earthquake affected districts. Contributing towards post-earthquake recovery and reconstruction efforts, UNDP has mobilized internal resources to promote safer construction practices especially in rural areas of few of the 14 most affected districts. The housing reconstruction support identifies major five intervention areas: (i) House Reconstruction piloting, (ii) Outreach to communities/households on safer construction practices, (iii) Cluster Planning and economically weaker sections housing, (iv) Piloting innovations with reconstruction MIS and debris upcycling, (v) Printing and dissemination of IEC materials.

## 3. Rationale:

The outreach activities have been implemented as part of UNDP's Comprehensive Disaster Risk Management Programme (CDRMP) in close coordination and oversight of NRA, MoUD and MOFALD. The main objective of the outreach activities is to contribute for adoption of safer construction practices and ease understanding of procedures to fulfill government's requirement by the house owners affected by 2015 earthquake.

Acknowledging the importance of strengthening public awareness and knowledge on safer construction technology, a TOLL FREE service for grievance handling and information sharing has been established at NRA, with support from UNDP. It aims to empower affected people and communities through information to engage actively in reconstruction. The specific objective of the toll free is **to strengthen access of the rural communities to information on safe construction practices** through use of TOLL FREE number hosted by NRA. Communities can pose their queries regarding housing reconstruction, which may cover the areas of technical, financial, social as well as facilitation aspects. Similarly, toll free system provides a platform for the people to submit their grievances and issues people are facing on ground during reconstruction such as building materials, construction practices, release of grant, availability of human resources, etc. that need to be addressed by the concerned authorities. Therefore, a toll-free service not only disseminate information, but also take queries, grievances and address them with the best possible response. As NRA has the authority and capacity to coordinate with the line agencies,

private sector and public as well, establishment of Toll-Free at NRA will help in expansion of this service to serve as many people and cater to varieties of queries with regards to reconstruction.

#### 4. Implementation:

NRA has brought the Toll free service in operation since June 2017. A toll-free number is hosted at NRA to respond to the queries from the people on different aspects of reconstruction. The toll-free help desk has been established with necessary logistics like PBX System and telephone lines in coordination with Nepal Telecom (NTC) and NCELL. The toll-free numbers are activated and its availability and functions has been disseminated.

As reconstruction is progressing and Toll free service has been well received by the people across 31 earthquake affected districts; as it has been successful in responding over 1100 queries from the date of its commencement, it will further be extended for 3 months until Dec 2017.

The key attributes of the toll-free system are:

- Affected communities/house owners can pose a number of questions including technical assistance, grievances, and governance issues, etc.
- In the initial phase, the calls will be recorded with caller's phone number, and the full-time staff will coordinate with respective agencies to seek appropriate responses. The callers will be responded in the fixed number of days.
- In the later phase, a user friendly system will be developed with FAQs corresponding to the possible queries and the desk staff will respond to the caller immediately or within assured time during office hours.
- For any query during off-office hours, caller's number will be recorded. A voice message will be given to the caller with assurance of response in the specified time.
- The toll number also provides information on different events like training, campaign, etc. for timely information dissemination.

The toll-free has a **Coordinator** to oversee the operations and coordinate with respective agencies to seek appropriate responses and two operators to receive and respond to the calls. This TOR is for the position of the Coordinator will guide providing of responses to the queries within stipulated time and simultaneously develop a FAQ database by compiling the most frequent queries.

The Coordinator should take a lead role in the overall management of the activity and the management of the operators in the later phase including reporting, documenting and updating the status regarding the reconstruction, the general information of the caller and their queries and most importantly share the updates and liaise with the relevant government agencies, HRRP,



UNDP, UN Common feedback Project and other NGOs, INGOs and different stakeholders who are directly or indirectly linked to reconstruction activities.

The other details relevant to this activity are as follows:

- The toll-free operation will have direct linkage with the other programs as well as mobile clinics (video vans) which are currently mobilized in some of the affected districts. General issues or queries which are raised in toll free communications needs to be noted and responses shared with other organizations working on outreach through eg.: radio programs which can also disseminate common information needs. The mobile technology clinics will at the same time publicize the existence of the toll-free number.
- All the information and queries received through toll free number should be documented properly.
- The FAQs should be updated frequently and should be shared with different stakeholders who are directly or indirectly linked to the safer construction initiatives.

## **5. Required Qualification/ Experiences:**

### **Education:**

- A Master's degree in architecture/engineering/social science or any other related fields.

### **Experience:**

- At least five (5) years of related work experience.
- Experience of working with the government agencies in the related field is desired.
- Experience of working in the field of reconstruction post disaster will be an added advantage.

### **Language:**

- Excellent command on spoken and written Nepali and English.

## **6. Scope of Work:**

1. The Coordinator based at NRA needs to establish close linkages and liaise with relevant government agencies (DUDBC, MOUD, MOFALD, NPC among others), UN and International organizations, non-government organizations, HRRP and other stakeholders who are directly or indirectly linked to the safer construction initiatives to:

- a. update on a daily basis possible queries and their responses
  - b. seek responses to queries that are not yet updated in the FAQs
  - c. collect and update on daily basis relevant information e.g., training opportunities/ trained masons list/ trained engineers lists, orientation sessions etc.
2. The Coordinator should prepare the FAQs and their respective answers on technical, non-technical and facilitation aspects in close coordination with the respective line agencies for the effective implementation of the activity.
3. The Coordinator should ensure that queries of the callers are addressed immediately or within stipulated time during office hours. For any queries outside of office hours, the Coordinator supports liaison with technical service provider for toll free to ensure that calling number is recorded and an automatic voice message conveys that the response will be provided within the stipulated time.
4. The Coordinator should directly/guiding operators collect the response to queries from relevant sources and ensure that responses are provided within stipulated time.
5. The Coordinator should report to the UNDP/CDRMP and NRA on a weekly basis summarizing the progress, relevant issues and measures adopted.

## **7. Core and functional Competencies:**

- Demonstrates commitment to the UN mission, vision and values.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.
- Effective oral and interpersonal communication skills with staff at various levels of the organization with clarity and concision
- Experience of leading and working in a team, interest and experience of working in multi-cultural environment
- Professional and self-driven attitude
- Strong understanding of the local context (district/regional)
- Strong skills on documentation and report writing
- Self-motivation and ability to recommend options for resolution of issues
- Strong service orientation
- Consistent approach toward work with a positive and constructive attitude

- Knowledge of and familiarity with the UNDP project operations would be an advantage

## 8. Key Deliverables, Timeline and Payment Schedule

**Note:** The incumbent should report to the UNDP/CDRMP and NRA on a weekly basis summarizing the progress, relevant issues and measures adopted. Before releasing any payment, the project team will ensure and verify the deliverables in terms of their quality, contents/quantity, and timelines. EECDRM Unit of UNDP Nepal will oversee and provide feedback as and when required.

Deliverables	15 days	End of 1 <sup>st</sup> months	End of 2 <sup>nd</sup> months	End of 3 <sup>rd</sup> months	Payment schedule
Submission of Inception report on approach/understanding of job responsibilities with detail workplan, compilation of daily/weekly records, responses provided and FAQs.					10%
Submission of Monthly Report on compilation of daily/weekly records, responses provided and FAQs with database.					30%
Submission of Monthly Report on compilation of daily/weekly records, responses provided and FAQs with database.					30%
Submission of Monthly / Final Report on detail workplan, compilation of complete database and final FAQs.					30%

## 9. Monitoring and Reporting

The Individual Consultant should work in close consultation with the CDRMP team under the overall guidance of Programme Manager and supervision of Senior Project Officer, NBC-RSLUP, and update progress on regular basis. Monitoring & Evaluation (M&E) will be conducted regularly by the UNDP.

The IC should ensure that there will be no changes in either the technicality or the timing of key deliverables. In any unavoidable circumstances, the IC should inform the situation so that right decisions can be taken on time. The IC should bear equal responsibility for monitoring of tasks under this assignment, focusing on the collection of queries, seeking response and feedback from the stakeholders. Feedback from the stakeholders and the CDRMP team should be incorporated into the revision of the deliverables.