



## **TERMS OF REFERENCE**

### **FOR INDIVIDUAL CONTRACT**

**POST TITLE:** National Consultant Government Innovation Lab – Main Facilitator

**AGENCY/PROJECT NAME:** UNDP Thailand / Thailand Social Innovation for Development Facility (TSI4D)

**COUNTRY OF ASSIGNMENT:** Thailand

#### **1. PROJECT DESCRIPTION**

In recent years, innovation has become increasingly widespread and has not only resulted in improvements in economic productivity but had a crucial impact on governments looking to move from rigid, rule-based and hierarchical models of administration to more citizen-friendly, transparent and accountable, people-oriented public services. Globally, innovations have made a huge difference in addressing urgent and pressing development challenges such as by responding to climate disasters, by improving avenues to engage citizens in political processes and governance, and by promoting more transparent and responsive governments.

Innovation is not new to Thailand and Asia-Pacific region. To operate in such a dynamic and often challenging context requires foresight, innovative thinking and agile solutions. Recognizing this, it is observed that governments in Thailand are increasingly investing in various instruments to promote innovation for start-up and within their services. All governments need institutions to catalyze innovation and many leaders at national and sub national leaders recognize this and continue to invest in dedicated teams, units and funds to structure and embed innovation methods and practice in government.

While governments have often led pioneering initiatives on innovation and experimenting with nationally constituted models, constraints remain in finding the necessary 'space', frameworks and capacity to take the agenda forward; to be able to engage citizens, non-profits and other partners including the private sector to co-design innovative ideas that benefit from the knowledge of the local context; transforms processes, skills and culture of government, and develop pathways to ultimately achieve wider policy and systems change that affects impact at scale.

UNDP has been working closely with Office of the Public Sector Development Commission (OPDC) together with key ministries and design specialists; Redek, Research and Design service Center of King Mongkut's University of Technology Thonburi, and GLab, Global Study College of Thammasat University, through 7 pilot projects in order to develop capacity of government representatives (iTeam) from key ministries, and study the innovation processes in order to provide Thai government the recommendation report on how to set up the government innovation lab appropriately.

This year, UNDP and OPDC will jointly implement Government Innovation Lab to enhance capacities of civil servants to apply innovation to develop human-center public service. To implement the project, UNDP is looking a national consultant to be a main facilitator of workshops to enhance capacities of government agencies.

## 2. SCOPE OF WORK

### Objective of the Assignment & Scope of Work

The consultant works and plans with UNDP team and OPDC team to understand the context of Government Innovation Lab 2019, identify the scope and agenda to create curriculum for innovation team of government officials (i-Team). The consultant is expected to

- 1) Conduct 2-day Train the Trainers workshop in February for central team and coaches of 5 Government Innovation Lab 2019's pilot projects to overview and create mutual understanding in methodology, framework, and expected output and outcomes in order for the coaches to be able to facilitate the pilots and work with i-Team effectively.
- 2) Conduct capacity building workshop for i-Team on Design Thinking and Service Design as an approach to reform public services at least 4 days during February – September and ensure all stakeholders' engagement and lead to the expected results.

In the workshops, all participants shall understand the proposed approaches by the consultant and be able to conduct the innovation works based on the frameworks and principles the consultant gave.

- 3) Conduct at least 2 days of consultation session for coaches of 5 Government Innovation Lab 2019's pilot projects to update and follow up on the current status of the pilots, share learning experience, problems, and opportunities, as well as give consultation on the appropriate tools and how to adapt them in real-life.

The main facilitator is expected to provide all learning material, tools, and equipment of the workshop for all participants as well as participate in the meetings during February-September.

## 3. EXPECTED OUTCOMES AND DELIVERABLES

The selected consultant is expected to deliver the following outputs

Output/ Deliverable	Output/ Deliverable	Approximate Date of Output
#1	Drafted curriculum with objective, course outline, workshop framework, timeline, methodology, example of tools, and other learning materials	Within February 2019
#2	Conduct 2-day Train the Trainer Workshop and providing necessary tools and presentation.	Within end of February 2019
#3	Conduct at least 4 days of capacity building workshop for i-Team according to framework planned (Design Thinking and Service Design for Public Service) and providing <ul style="list-style-type: none"><li>• Workshop Presentations</li></ul>	Within end of July 2019

	<ul style="list-style-type: none"> <li>• Methodology and tools</li> <li>• Course's handbook, printed tools and other learning materials for all participants</li> <li>• Material for evaluation of i-Team learning.</li> </ul> <p>Conduct at least 2 days of consultation session for coaches of 5 Government Innovation Lab 2019's pilot projects</p>	
#4	<p>Final curriculum with objective, course outline, workshop framework, timeline, methodology, tools, and other learning materials.</p> <p>Report on all the workshops and consultation session conducted with the evaluation of i-Team learning.</p>	Within beginning of August 2019

#### 4. INSTITUTIONAL ARRANGEMENTS

The consultant will work under the guidance of Team Leader/Programme Specialist, Democratic Governance and Social Advocacy Unit, UNDP Thailand and report directly to the Thailand Social Innovation Platform Manager, UNDP Thailand who will review the progress and quality of assignment upon outputs prior to issuance the payment. Review/approval time required to review/ approve outputs prior to authorizing payments is 7 – 10 days.

#### 5.DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL

**Duration:** 20 February 2019 – 30 October 2019 (Maximum of 90 Working days)

**Duty Station:** Bangkok, Thailand,

**Travel:** No travel required

#### 6.DEGREE OF EXPERTISE AND QUALIFICATIONS

##### I. Academic Qualifications:

- Master Degree in design studies, innovation studies, development studies, environmental studies, economics, business administration, or other related fields

##### II. Years of experience:

- At least 5 years of experience in Innovation for Government, Government Labs, Design for Public Services, Design for Governance, Social Innovation
- Experience in innovation programme or related work for a UN agency, a donor organization, or international NGO
- Demonstrated experience in facilitating design and innovation process workshops with governments and public services improvements.

### III. Language:

- Excellent command of English, both spoken and written

### IV. Competencies:

#### **Functional Competencies:**

- Strong facilitation skill among various stakeholders
- Ability to foster the facilitation in a multidisciplinary and bureaucratic government environment
- Strong motivation and ability to work with high-level of government representatives
- Excellent communication and analytical skills
- Strong networking and interpersonal skills

## **7.REQUIRED DOCUMENTS**

Interested individuals must submit the following documents /information to demonstrate their qualification, experience and suitability to undertake the assignment.

- a) **Personal CV**, indicating all past experience from similar projects, as well as the contact details email and telephone number of the Candidate and at least three (3) professional references;
- b) **Letter of Confirmation of Interest and Availability and financial proposal** indicating professional and service fee.

**Incomplete proposals may not be considered.** Proposals that fail to meet the required information as described above will not be considered. The short-listed candidates may be contacted, and the successful candidate will be notified.

## **8.CRITERIA FOR SELECTION OF THE BEST OFFER**

Individual consultants will be evaluated based on the following methodology  
Cumulative analysis

The award of the contract shall 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 set of weighted technical criteria (70%). and financial criteria (30%). Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received by UNDP for the assignment.

Technical Criteria for Evaluation (Maximum 70 points)

Criteria 1 Eg. Relevance of Education – Max 20 points

Criteria 2 Eg. Special skills, Language, etc.- Max 10 Points

Criteria 3 Eg. Relevance of experience in area of specialization (e.g. Design for Public Service)– Max 40 points

Only candidates obtaining a minimum of 70% of the total technical points would be considered for the Financial Evaluation.

## 9. CONSULTANT PRESENCE REQUIRED ON DUTY STATION/ UNDP PREMISES

☐ None

☒ Partial

☐ Intermittent

☐ Full Time

### IF FULL TIME – PLEASE ADD BELOW FOR JUSTIFICATION

The facilitator needs to work closely with UNDP's team. The tasks required frequently discussion, meetings, facilitating the workshop, and summary document.

## 10. PAYMENT TERMS

Consultant must send a financial proposal based on **Lump Sum Amount**. The total amount quoted shall be all-inclusive and include all costs components required to perform the deliverables identified in the TOR, including professional fee, travel costs, living allowance (if any work is to be done outside the IC's duty station) and any other applicable cost to be incurred by the IC in completing the assignment. The contract price will be fixed output-based price regardless of extension of the herein specified duration. Payments will be done upon completion of the deliverables/outputs and as per below percentages:

Output/ Deliverable	Output/ Deliverable	Payment Term
#1	Drafted curriculum with objective, course outline, workshop framework, timeline, methodology, example of tools, and other learning materials	50 %
#2	Conduct 2-day Training of the Trainer Workshop and providing necessary tools and presentation.	
#3	Conduct at least 4 days of capacity building workshop for i-Team according to framework planned (Design Thinking and Service Design for Public Service) and providing <ul style="list-style-type: none"> <li>• Workshop Presentations</li> <li>• Methodology and tools</li> <li>• Course's handbook, printed tools and other learning materials for all participants</li> <li>• Material for evaluation of i-Team learning.</li> </ul> Conduct at least 2 days of consultation session for coaches of 5 Government Innovation Lab 2019's pilot projects	50 %
#4	Final curriculum with objective, course outline, workshop framework, timeline, methodology, tools, and other learning materials.  Report on all the workshops and consultation session conducted with the evaluation of i-Team learning.	

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The consultant will responsible for all expenses related to the assignments including, travel costs, meetings, and publications or any equipment/materials required.

In general, UNDP shall not accept travel costs exceeding those of an economy class ticket. Should the consultant wish to travel on a higher class he/she should do so using their own resources.

In the event of unforeseeable travel not anticipated in this TOR, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and the Individual Consultant, prior to travel and will be reimbursed.

## 11) ANNEXES TO THE TOR