

TERMS OF REFERENCE

Reference	PN/FJI/003/20
Location	Suva, Fiji
Application deadline	28 January 2020
Type of Contract	Individual Contractor (LTA)
Post Level	International Consultant
Consultancy Title	Knowledge Management and Communications Consultant
Languages required:	English
Duration of Initial Contract:	100 days (From February 2020 to June 2020)

BACKGROUND

The UN Capital Development Fund (UNCDF) makes public and private finance work for the poor in the world's 47 least developed countries. With its capital mandate and instruments, UNCDF offers “last mile” finance models that unlock public and private resources, especially at the domestic level, to reduce poverty and support local economic development. UNCDF's financing models work through two channels: financial inclusion that expands the opportunities for individuals, households, and small businesses to participate in the local economy, providing them with the tools they need to climb out of poverty and manage their financial lives; and by showing how localized investments—through fiscal decentralization, innovative municipal finance, and structured project finance—can drive public and private funding that underpins local economic expansion and sustainable development. By strengthening how finance works for poor people at the household, small enterprise, and local infrastructure levels, UNCDF contributes to SDG 1 on eradicating poverty and SDG 17 on the means of implementation. By identifying those market segments where innovative financing models can have transformational impact in helping to reach the last mile and address exclusion and inequalities of access, UNCDF contributes to a number of different SDGs.

Launched in 2008, Pacific Financial Inclusion Programme (PFIP) is jointly administered by the UN Capital Development Fund (UNCDF) and the United Nations Development Programme (UNDP) and receives funding from the Australian Government, the European Union and the New Zealand Government. The Programme operates in Fiji, Papua New Guinea, Samoa, Solomon Islands, Tonga and Vanuatu.

Our objective is to increase the number of low-income Pacific Islanders who adopt formal financial services. PFIP achieves this objective by supporting financial service providers to innovate with products and services for mass market customers, supporting governments to create an enabling policy environment for financial innovation, and empowering consumers.

PFIP has funded more than 40 projects with financial service providers who have innovated with technology and products, enrolling over two million customers in services such as agency banking, mobile wallets, micro insurance, micro loans, remittances and savings groups.

To ensure the capturing and sharing of lessons learned in the final year of the current programming phase, the Programme is looking for a Knowledge Management and Communications Consultant to manage these activities during the temporary absence of the programme's Knowledge Management Specialist.

DUTIES AND RESPONSIBILITIES

The consultant will be contracted for the following activities:

Capture and disseminate lessons learned:

- Assisting in the finalization of knowledge management and communications products that are currently in production;
- Manage the further development and implementation of the pipeline of new knowledge management and communications initiatives;
- Identification and development of storylines for publications and substantive articles to be published on web and in other media;
- Assist in the packaging of a summary of key insights of the programme into publications, with a supporting dissemination plan;
- Draft and disseminate programme updates, such as blogs, press releases, impact stories related to programme activities;
- Manage the programme's website;
- Manage the programme's social media channels;
- Identification and synthesis of best practices and lessons learned directly linked to programme goals and activities;
- Manage the programme's KM and Communication activities and events;
- Monitor and evaluate the use and effectiveness of media materials and share results and findings.

Rebranding:

- Manage UNCDF's rebranding in the Pacific;
- Support UNCDF's Global KM and Communications team to implement the new branding guidelines;
- Using the guidelines from UNCDF's global KM and Communications team, develop a rebranding plan tailored to the Pacific context, taking into account the specific requirements and expectations of the various stakeholders.

Expected Outputs and Deliverables:

- Inception report, outlining a detailed deliverable planning broken down per month;
- Rebranding plan for UNCDF in the Pacific;
- Monthly KM and Comms Progress Report, outlining the key activities and outputs delivered during that month as well as an updated planning from the inception report for the following months.

Institutional Arrangement

- The Consultant will report to the PFIP Programme Manager.
- The Consultant will provide feedback to PFIP by engaging via weekly meetings (or more frequently if necessary) with the PFIP Programme Manager.

Individuals applying, if successful, have the option to sign an Individual Contract in their personal capacity or a Reimbursable Loan Agreement (RLA) which shall be signed by the individual's employer or company/firm.

Timeline and duration

PFIP will contract the Knowledge Management and Communications Consultant on an LTA for 100 days over the period from February to June 2020.

Month	No. of Call Offs
February 2020	5
March 2020	22
April 2020	20
May 2020	21
June 2020	22
Total	100

Duty Station

- Suva, Fiji.

COMPETENCIES

Innovation:

- Adapts idea to context;
- Creates independently;
- Collaborates and integrates ideas consistently;

Communication:

- Strong interpersonal and communication skills;
- Listens to develop awareness for client needs;
- Advocates, in written form able to convince others of key ideas;
- Proactively identifies, develops and discusses solutions for internal and external clients, and persuades management to undertake new projects or services;
- Builds trust in interactions with others, facilitates partnerships;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;

Delivery:

- Anticipates constraints in the delivery of services and identifies solutions or alternatives;
- Strong analytical, reporting and writing abilities skills;
- Ability to plan, organize, implement and report on work;
- Ability to work under pressure and tight deadlines;
- Proficiency in the use of office IT applications and internet in conducting research;
- Excellent presentation and facilitation skills;
- Demonstrates integrity and ethical standards;
- Positive, constructive attitude to work;

- Demonstrates openness to change and ability to manage complexities, and resolve problems;
- Focus on impact and results;
- Approaches work with energy and a positive, constructive attitude and responds positively to feedback; and
- Committed to teamwork.

REQUIRED SKILLS AND EXPERIENCE

Educational Qualifications:

- A minimal Bachelors' degree in International Development, International Relations, Social Sciences, Communications, Literature or related discipline or the equivalent experience.

Experience

- Minimum 4 years of experience in knowledge management, communications or marketing position, preferably managing the creation of content for development programmes;
- Minimum of 1 year of experience in projects with financial inclusion and/or digital finance and solid working knowledge of concepts in financial inclusion and digital finance, including mobile money and other technologies is required;
- Ability to work efficiently and effectively with project members in various locations and from multiple organisations, including remotely writing and revising publications;
- Ability to integrate different experiences, methodologies, and approaches from a diverse range of stakeholders, organisations, and technical experts from multiple sectors;
- Familiarity with the SDGs;
- Experience working with organizations active in the space of innovations in digital finance, such as UNCDF, IFC, CGAP, ADB, GSMA etc or a similar type of organization is desired.

Language requirements

- Fluency of English language is required.

Price Proposal and Schedule of Payments

Consultant shall quote an all-inclusive Daily Fee for the contract period. The term "all-inclusive" implies that all costs (professional fees, communications, consumables, etc.) that could be incurred by the IC in completing the assignment are already factored into the daily fee submitted in the proposal. If applicable, travel or daily allowance cost (if any work is to be done outside the IC's duty station) should be identified separately. Payments shall be done on a monthly basis based on actual days worked, upon verification of completion of deliverables and approval by the IC's supervisor of a Time Sheet indicating the days worked in the period. The primary contacts for reporting for this TOR shall be the PFIP Programme Manager.

In general, UNDP shall not accept travel costs exceeding those of an economy class ticket. Should the IC 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, DSA and terminal expenses should be agreed upon, between the Programme Manager and the Individual Consultant, prior to travel and will be arranged by PFIP.

Award Criteria

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%) = 100%.

Technical Criteria for Evaluation (Maximum 70 points) [Please add/adjust the below criteria and points awarded to each as necessary]

- Criteria 1: Education: Bachelor's degree in Social Sciences, International Development, Communications, Literature or equivalent. Max 5 points
- Criteria 2: Minimum 4 years of progressively responsible experience in knowledge management, communications or marketing positions, preferably managing the creation of content for development programmes. Max 20 Points
- Criteria 3: Minimum of 1 year of experience in projects with financial inclusion and/or digital finance and solid working knowledge of concepts in financial inclusion and digital finance, including mobile money and other technologies is required. Max 20 points.
- Criteria 4: Demonstrated experience in branding, communications and experience in overseeing graphic design and video production as well as organizing events. Max 20 points
- Criteria 5: Familiarity with UNDP, the UN system and the development partners and donor community working on financial inclusion (e.g. CGAP, IFC, GSMA, Gates Foundation etc) Max 5 points

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

Documentation required

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

- **Letter of Confirmation of Interest and Availability** using the template provided in Annex II.
- **Personal CV or [P11](#)**, 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.
- **Technical proposal**, including a) a brief description of why the individual considers him/herself as the most suitable for the assignment and b) a portfolio of at least 4 different examples of different types of written publications where he/she was the lead author (e.g. blogs, focus notes, press releases etc);
- **Financial proposal**, as per template provided in Annex II. Note: National consultants must quote prices in United States Dollars (USD).

Annexes

- Annex I - [Individual IC General Terms and Conditions](#)
- Annex II – [Offeror's Letter to UNDP Confirming Interest and Availability for the Individual IC, including Financial Proposal Template](#)

Proposal Submission

- All applications must be clearly marked with the title of the consultancy (Knowledge Management and Communications Consultant) with reference (PN/FJI/003/20) and submitted by 28 January 2020 (New York Time) via e-tendering under Event ID 0000005173.
- For further information concerning this Terms of Reference, please contact UNDP Pacific Office by email: deepak.naicker@undp.org

Incomplete applications will not be considered, and only candidates for whom there is further interest will be contacted.

Women applicants are encouraged to apply