INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Post Title:	Individual Contract (IC) – Specialist in digital transformation and media
Starting Date:	01 September 2020
Duration:	200 working days for over period of 10 months (until 30 June 2021)
Location:	Home based
Project:	Global Project for Electoral Cycle Support II

CONTEXT/BACKGROUND

The Regional Electoral Support Project for the Middle East and North Africa (MENA) is part of the Global Project for Electoral Cycle Support (GPECS), which is UNDP main instrument for contributing to the formulation and implementation of the electoral policy. The GPECS consists of country, regional, global and gender components that sustainably support policy development, knowledge management and programme support and that use a process-driven approach rather than an event-driven one. In particular, the GEPCS adopts an electoral cycle approach –as opposed to election day- looking at the electoral process over time, while also seeking to integrate electoral assistance into a wider framework of democratic governance and peacebuilding, as well as to engage with different actors throughout the cycle. The overall goal to which GPECS contributes is towards deepening democracy and accelerating human development.

The regional component of the GPECS is carried out with the support of the Swedish International Development Agency (SIDA). Its overall aim is to improve accountability, participation and representation in the electoral and political processes in the Arab States by raising awareness and enhancing knowledge and capacity on elections and broader democratic governance topics throughout the region, as well as supporting civic engagement. The project provides expanded technical assistance to institutions, electoral stakeholders, and civil society on electoral issues. Some of the partners the project engages with include the newly established Arab Electoral Management Bodies (ArabEMBs) and the Electoral Affairs Department of the League of Arab States.

Social media has exploded around the world in the past decade, massively impacting the spread of information and fast becoming a leading source of information and news for most people and especially young people. Elections around the world were not immune to this explosion of information across the web, and social media are increasingly influencing the conduct of elections and determining their results by publishing fake news, hate speech and targeted content in order to influence voter options.

This growing use of social media presents new challenges and opportunities for electoral management bodies worldwide.

UNDP and EMBs in the Arab region have started to focus on these topics, in this context The Organization of Arab Electoral Management Bodies (ArabEMBs) and the UNDP Regional Electoral Support Project have organized a regional conference titled "Role of the Media in the Enhancement of the Fairness and Credibility of the Electoral Process", during this conference several recommendations to deal with social media were proposed.

Also The High Audiovisual Authority in Tunisia (French acronym HAICA) and The UNDP Tunisia Electoral Assistance Project (TEAP) have launched initiatives of fact checking and monitoring of social media during electoral periods.

Considering all that precedes, the UNDP Regional Electoral Support Project in collaboration with the UNDP Electoral Assistance Project in Tunisia would like to support Electoral Management Bodies (EMBs) in Arab region to build a strategy for social media management both in its positive and potentially negative manifestations, by implementing the recommendations of the aforementioned conference at regional level, and by trying to share Tunisian experience and initiatives as well as best practices at the global level.

SCOPE OF WORK AND DELIVERABLES

While finalizing the deployment of Tunisian fact checking and social media analysis initiatives and based on the UNDP experience in Tunisia, the mission target is to build a common approach and vision between the electoral administrations in Arab region on social media management, the main elements to be considered are:

- Development of a strategy for social media monitoring in Arab region
- Development of a reference guide to support electoral administrations in:
  - Optimal use of social media in raising awareness, educating and reaching stakeholders (including the media).
  - Develop methodologies and units for social media monitoring and analysis.
  - Define hate speech, characterize and classify terms and contents of hate speech used across the web space
- Development of electronic platforms at regional level in collaboration with ArabEMBs, to support electoral administrations to fight fake news and to analyze social media content, also to conduct studies on several electoral topics in the region such as the presence of hate speech during electoral periods.
- Increase the capabilities of electoral administrations and training their specialists on the techniques used to analyze social media content.
- Explore the possibility and the feasibility of conclusion of a memorandum between the Arab EMBs and the companies owners of social media platforms (Facebook, google, twitter, etc.) to support Arab electoral administrations in monitoring sources of financing of web pages used in electoral campaigns and/or that inciting violence.

EXPECTED OUTPUTS AND DELIVERABLES

The Specialist in Digital transformation and Media is responsible for the following:

1- Coordinate with the focal points of Arab EMBs to elaborate a social media strategy during electoral periods,

2- Development of the regional handbook of fact checking and analysis of social media.

3- Finalize the deployment of Tunisian fact checking and social media analysis initiatives (platforms, trainings, etc.)

4- Adaptation, configuration and implementation of the social media analysis platform at regional level;

5- Training specialists from Arab EMBs on the techniques used to analyze social media content (Platform, social media tracking, etc.);

6- Contribute to the organization of conferences and/or workshops related to media, fact checking, social media analysis and elections;

7- Manage the different ongoing ICT projects launched by TEAP;

8- Lead the ICT team of TEAP working on the different ongoing projects.

9- Contribute to the administrative and financial monitoring of TEAP, and to its narrative and financial reporting;

10- Contribute to the development of strategic and conceptual notes destined to TEAP donors, partners, etc.

Deliverables/Outputs	Target date	Review and Approvals Required	Payment terms
-Draft of the first part of the regional fact checking and social media analysis manual (hereinafter called the regional manual) (introduction and literature review, etc.) - Finalization of the implementation of the fact checking platform in Tunisia (including the web portion destined to the public) - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.	30 Sep 2020	UNDP Regional Policy Specialist and Regional Advisor	10%
- Draft of the second part of the regional manual (fact checking methodology and techniques.) - Finalization of the first phase of development of the platform (hereinafter	31 Oct 2020	UNDP Regional Electoral Policy Specialist	

called the platform) for analysis and monitoring of social media. - Consult with ArabEMBs committee and executive board - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.			10%
- Draft of the third part of the regional manual (analysis and monitoring of social media methodology and techniques.) - Finalization of the second phase of development of the platform for analysis and monitoring of social media at the national level. -- Consult with ArabEMBs committee and executive board - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.	30 Nov 2020	UNDP Regional Electoral Policy Specialist	10%
- Draft of the fourth part of the regional manual (practical cases, recommendations and conclusions.). - Finalization of the development of the Artificial Intelligence and automatic natural language interpretation for the platform. - Consult with ArabEMBs committee and executive board - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.	30 Dec 2020	UNDP Regional Electoral Advisor	10%
- Finalization of the regional manual (compilation, consolidation, review and graphic design)	31 Dec 2021	UNDP Regional Electoral Policy Specialist	

- Conduct needed research for case studies and consult with ArabEMBs committee and executive board - Implementation of the platform of monitoring and analysis of social media at Tunisian national level. - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.			10%
- Adaptation and configuration of the platform at regional level. - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.	28 Feb 2021	UNDP Regional Electoral Policy Specialist	10%
- Implementation of the platform at regional level. - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.	31 March 2021	UNDP Regional Electoral Policy Specialist	10%
-Training specialists at regional level on the techniques used to analyze social media through the platform. (Phase 1) - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.	30 April 2021	UNDP Regional Electoral Policy Specialist	10%
-Training specialists at regional level on the techniques used to analyze social media through the platform. (Phase 2) - Conduct a study at regional level through the platform, on hate speech during electoral period (phase 1) - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.	31 May 2021	UNDP Regional Electoral Policy Specialist	10%

- Conduct a study at regional level through the platform, on hate speech during electoral period (phase 2) - Management of ongoing ICT projects and contribution to administrative and financial monitoring of TEAP.	30 June 2021	UNDP Regional Electoral Policy Specialist	10%
Total			100%

INSTITUTIONAL ARRANGEMENT

- The individual is required to exhibit his or her full-time commitment with the UNDP Regional Electoral Advisor;
- S/He shall perform tasks under the guidance of the UNDP Regional Electoral Policy Specialist;
- The supervision will include approvals/acceptance of the outputs as identified in previous sections. The supervisor will approve the deliverables/outputs for payment upon their technical clearance by the Regional Communication Advisor;
- The individual is expected to liaise and collaborate in the course of performing the work with other consultants, stakeholders and UN colleagues;
- S/He will report to and consult with the UNDP Regional Electoral Advisor on regular and needed basis at any period throughout the assignment. Reports shall be prepared by the expert on the basis of specific requirements;
- The individual is required to maintain close communication with the UNDP Regional Electoral Advisor on regular and needed basis at any period throughout the assignment in order to monitor progress. In the event of any delay, S/He will inform UNDP promptly so that decisions and remedial action may be taken accordingly. Delays that would affect the flow of the collaborative work and the delivery of outputs on schedule will lead to termination of contract. Should UNDP deem it necessary, it reserves the right to commission additional inputs, reviews or revisions, as needed to ensure the quality and relevance of the work.

DURATION OF THE WORK

The duration of the work is 200 working days for over period of 10 months (till 30 June 2021)

DUTY STATION AND TRAVEL PLAN

- Home based
- The consultant is expected to travel in accordance with needs identified during the implementation phases based on political situation and security conditions. The below table is indicative of probable travels within the Arab Region and others:

County	*Duration*	*Number of Missions*	*No. of Round Economy Tickets*
Amman	5 working days	2	2 Round trip Tickets Home based / Amman / Home based

- Consultant shall provide the Reimbursable Lump Sum of travel cost with breakdown. UNDP will process the payment upon actual receipts provided for tickets (should not exceed the unit price

provided in the financial offer) and boarding passes/passport stamps (entry and exit) for each travel;

- Unit price for tickets should be provided on most direct economic class (business and first-class airfare are not permitted as per UNDP rules and regulations);
- Payments will be made upon satisfactory completion required deliverables and submitting Certificate of payment (COP) confirmation of UNDP of satisfactory performance;
- Individual Consultants are responsible for ensuring they have vaccinations/inoculations when travelling to certain countries, as designated by the UN Medical Director. Consultants are also required to comply with the UN security directives set forth under https://dss.un.org/.

QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL CONTRACTOR

I. Academic qualification:

Master degree in computer science, Administration or related field.

II. Work Experience:

- At least 7 years of professional experience in innovation management and/or digital product development at a senior level
- Knowledge in electoral systems and processes in the Arab region and experience in managing huge digital media projects
- Electoral experience in administrative management and financial analysis in Arab region, with international organizations and/or with national Electoral Management Bodies (EMBs)

III. Language Requirements

- Proficiency in both written and oral English and Arabic.

IV. Key Competencies

o *Corporate*
- Demonstrates integrity and fairness, by modeling the UN/UNDP's values and ethical standards;
- Promotes the vision, mission and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

o *Functional*
- Solid experience in facilitation high level meetings;
- Background knowledge about the SDGs, United Nations and UNDP;
- Demonstrates ability in conducting creative-thinking and innovation learning events;
- Good teamwork and interpersonal skills;
- Flexibility and ability to handle multiple tasks and work under pressure;
- Excellent computer skills especially Word, Excel and Power Point, Email;

o *Leadership*
- Demonstrated ability to think strategically and to provide credible leadership;
- Demonstrated intellectual leadership and ability to integrate knowledge with broader strategic overview and corporate vision;
- Demonstrated flexibility in leadership by performing and/or overseeing the analysis/resolution of complex issues;
- Strong managerial/leadership experience and decision-making skills with proven track record of mature judgments;
- Ability to conceptualize and convey strategic vision from the spectrum of development experience.

- o *Managing Relationships*
    - Demonstrated well developed people management and organizational management skills;
    - Excellent negotiating and networking skills with strong partnerships in academia, technical organizations and as a recognized expert in the practice area;
    - Strong resource mobilization and partnering skills and ability to accept accountability for management of large volume of financial resources.

- o *Managing Complexity*
    - Ability to address global development issues;
    - Substantive knowledge and understanding of development cooperation with the ability to support the practice architecture of UNDP and inter-disciplinary issues;
    - Demonstrated substantive leadership and ability to integrate knowledge with broader strategic, policy and operational objectives;
    - A sound global network of institutional and individual contacts.

- o *Knowledge Management and Learning*
    - Ability to strongly promote and build knowledge products;
    - Promotes knowledge management in UNDP and a learning environment in the office through leadership and personal example;
    - Seeks and applies knowledge, information and best practices from within and outside of UNDP;
    - Provides constructive coaching and feedback;
    - Demonstrates a strong capacity for innovation and creativity in providing strategic policy advice and direction.

SCOPE OF PRICE AND SCHEDULE OF PAYMENTS

All proposals must be expressed in a daily unit rate/day fees must be "all-inclusive". Please note that the terms "all-inclusive" implies that all costs (professional fees, communications, consumables, etc.).

Payments will be made based on completion of deliverables as per table and schedule above. Followed by the submission of the relevant Certification of Payment (CoP) duly certified as well as confirmation of satisfactory performance of achieved work.

Travel cost shall be paid when travel take place. 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 upon UNDP IC rules and regulations.

DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

Interested individual consultants must submit the following documents/information to demonstrate their qualifications. Candidates that fail to submit the required information will not be considered.

a) **Duly accomplished Letter of Confirmation** of Interest and Availability using the template provided by UNDP;

b) **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;

c) **One-page methodology** describing the approach used to complete the assignment**;**

d) **Financial Proposal** that indicates the all-inclusive total contract price, supported by a breakdown of costs, as per template provided. The terms "all-inclusive" implies that all costs (professional fees, travel costs, living allowances, communications, consumables, etc.) that could possibly be incurred are already factored into the final amounts submitted in the proposal. If an Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the Offeror must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.

Interested candidates shall submit above documents to the Job Advertisement Website: **https://jobs.undp.org/cj_view_jobs.cfm** as one document not later than **25 July 2020.**

Interested candidates can find Procurement notice, letter of confirmation of interest and availability and P11 http://procurement-notices.undp.org/

Please do not submit financial proposal in this stage. Financial proposal shall be requested from Candidates who are considered technically responsive only

EVALUATION

Step I: Screening and desk review:

Individual consultants will be evaluated based on the following methodology.

Applications will be screened and only candidates meeting the following minimum criteria will progress to the pool for shortlisting:

- Master's degree in computer science, Administration or related field.
- At least 7 years of professional experience in innovation management and/or digital product development .
- Proficiency in both written and oral English and Arabic.

Shortlisted Candidates will be then assessed and scored against the following evaluation criteria noting that an interview will be conducted to the shortlisted candidates.

Technical evaluation Criteria - max 100 points (Weighted 70):

- Master's degree in computer science, Administration or related field. (10 points).
- Knowledge in electoral systems and processes in the Arab region and experience in managing huge digital media projects (30 points);
- Electoral experience in administrative management and financial analysis in Arab region, with international organizations and/or with national Electoral Management Bodies (EMBs) (30 points)
- A methodology describing the approach used to complete the assignment; (20 points).
- Proficiency in both written and oral English and Arabic. (10 points)

Financial Criteria - 30% of total evaluation

For those offers considered in the financial evaluation, the lowest price offer will receive 30 points. The other offers will receive points in relation to the lowest offer, based on the following formula: (Pl / Pn) * 30 where Pn is the financial offer being evaluated and Pl is the lowest financial offer received.

Step II: Final evaluation

The final evaluation will combine the scores of desks review, and financial proposal with the following weights assigned to each:

Individual consultants will be evaluated based on the **cumulative analysis** methodology (weighted scoring method), where the award of the contract will be made to the individual consultant whose offer has been evaluated and determined as:

- Responsive/compliant/acceptable; and
- Having received the highest score out of a pre-determined set of technical and financial criteria specific to the solicitation.

Technical Criteria weight: [70%]

Financial Criteria weight: [30%]

Only Individual Consultants obtaining a minimum of 49 points (70%) on the Technical Evaluation would be considered for the Financial Evaluation.