

TERM OF REFERENCE (ToR)**GENERAL INFORMATION**

Services/Work Description:	National Consultant for Knowledge Management Technical Adviser for Ethiopian Reconciliation Commission (ERC)
Project/Program Title:	Governance and Democratic Participation Programme
Post Title:	Knowledge Management Technical Adviser
Consultant Level:	Level B - Specialist
Duty Station:	Addis Ababa, Ethiopia
Duration:	Five months
Expected Start Date:	Immediately after signing the contract

I. BACKGROUND / PROJECT DESCRIPTION

In 2018, Ethiopia undertook a serious reform following the coming to power of Prime Minister Dr. Abiy Ahmed. The Prime Minister has taken a number of legal and administrative reforms in the country. The establishment of the national reconciliation commission under the proclamation no. 1102/2018 is one of these significant decisions of the Prime Minister.

The ERC is an independent commission is mandated to reconcile the lingering disagreements and different societal, ethnic and political conflicts between Ethiopians. The Commission determines the cause and dimension of repeated gross violation of human rights and suggests realistic recommendations aligned with the Federal Constitution, regional and international agreements. The Commission has three years of mandate out of which one year is dedicated to preparation and strategic plan development as well as the installation of necessary infrastructure for reconciliation, data gathering and further investigation.

The ERC was formally established in February 2019 consisting of 41 prominent individual members appointed by the parliament upon recommendation of the Prime Minister. The Commissioners are voluntary and serve on a part-time basis. The commission has also organized itself in to five main standing committees and the chairs of these committees constitute the executive committee of the reconciliation added up with the chair and vice chair of the commission appointed by the parliament upon recommendation of the Prime Minister. The five committees are 1) public communications, education and relations committee; 2) documentation of public submissions committee; 3) truth and complaints investigation committee; 4) reconciliation committee; and 5) administrative and partnership committee. The secretariat is headed by a Chief Executive Officer, who reports to the Chairperson of the Commission, oversees the day to day running of the Commission's activities. The Secretariat is structured into seven departments and units aligned to its core mandate. Heads of the departments will form a part of the Secretariat. They report to the Chief Executive Officer, who in turn reports to the Commission. To date however, the ERC only has been granted budget for the

Chair, deputy Chair and a few administrative officers. It is crucially lacking the means for the human resources needed to staff its seven departments who are responsible for moving the daily work of the five standing committees forward.

Over the past months, the ERC has held a series of consultations in view of developing its reconciliation strategy. Having a clear strategy would greatly help the Commission to have a clear set of priorities, roadmap for implanting them, as well as the basis for mobilizing the resources and expertise it needs to jump start its work. It would be instrumental for the Commission to start delivering tangible progress on truth and reconciliation issues that would then help to build trust, confidence, subsequently acceptance and legitimacy of the ERC to achieve its mandate. In this regard, a clear reconciliation strategy as well as capacity building of its secretariat staff and commissioners on transitional justice and reconciliation would help ensure that the Government of Ethiopia's policies on peace and reconciliation take hold and limit the risk of social conflict – particularly around the electoral period.

To ensure the successful implementation of the above-mentioned vision and initiatives, the Ethiopian Reconciliation Commission, with financial and technical support from UNDP-Ethiopia, is seeking to recruit a Knowledge Management Technical Adviser on a short-term basis who will be stationed in the Ethiopian Reconciliation Commission Secretariat. The UNDP support fall under our ongoing Governance and Democratic Participation Programme.

II. OBJECTIVES OF THE CONSULTANCY

The main objectives of the consultancy are to support the ERC with a short-term injection of technical capacity to develop and maintain its Database system, standards operating procedures for data collection, management and storage, as well as a training manual for ERC knowledge management.

The Knowledge Management Technical Adviser will be responsible for setting up and maintaining the ERC's Database system for collecting testimonies and gathering evidence, co-drafting the standard operating procedures for data collection management and storage (jointly with the International Technical Experts Transitional Justice and Reconciliation).

III. Functions / Key Results Expected

Summary of Key Functions:

The appointed consultant will be involved in establishing and maintaining the ERC's Database system for collecting and storing evidence emanating from its investigations.

He/She will be under the supervision of the Data Gathering and Analysis Standing Committee and have an administrative reporting line to the UNDP Governance and Capacity Development Team and closely working with UNDP Peacebuilding and Reconciliation Advisor.

The Knowledge Management Technical Adviser will undertake the following key activities:

- 1) Develop and maintain the ERC's Database system for collecting and storing evidence emanating from investigations.
- 2) Developing SOPs for collecting and recording information into the Database.
- 3) Developing a basic training curriculum for the data collection, recording and information management procedures in of the ERC.

- 4) Deliver a training on data collection, recording and information management for data collectors and ERC staff members.

Specific deliverables:

- Functional and secure ICT data base for collecting and storing evidence and testimonies emanating from ERC investigations.
- Standard Operating Procedures manual for collecting and recording information into the data base.
- Basic Training curriculum for the data collection, recording and information management procedures of the ERC.
- Deliver a training on data collection, recording and information management for data collectors and ERC staff members.

Partners support and coordination:

- Collaborate with the Technical Experts Transitional Justice and Reconciliation hired by UNDP to support the ERC to develop the data base and SOPs, training curriculum and to deliver the training.
- Collaborate with the Regional Councils, Regional Security Bureaus and Regional Culture Centers.
- Collaborate and share non-confidential data with UNDP.

Knowledge Management:

- Develop and maintain ERC ICT data base.

IV. Impact of Results

The key results of the consultant are expected to have an impact on the overall work of the Ethiopian Reconciliation Commission by establishing its Database system that will allow it to carry out its investigations, collect testimonies and ultimately provide reparations. As such, the consultant's professional input should result in improved operational capacity of the ERC to initiate the phase of collection of testimonies and investigations into past crimes.

V. Competencies

Corporate Competencies:

- Demonstrates integrity by modelling the UN's values and ethical standards;
- Promotes the vision, mission and strategic goals of UNDP;
- Displays cultural, gender, religious, race, nationality and age sensitivity and adaptability;
- Treats all people fairly without favouritism.
- Understands Ethiopian Government Policies and strategies and demonstrate value to the same.
- Promote the vision mission strategic goals of the ERC and demonstrate integrity by modelling the ERC values.

Core Competencies:

- Creates new and relevant ideas and leads others to implement them;
- Models high professional standards and empowers team members to innovate and deliver;
- Understands personal and team roles, responsibilities and objectives;
- Gains trust of peers, partners, and clients by demonstrating substantive and technical abilities including presenting authoritative advice to partners and other stakeholders.

Functional/ Technical Competencies:

- Hands-on experience in designing, development and implementing Database systems and Database security

- Web content designing and management skills
- Knowledge of information architecture and software development lifecycle
- Hands-on experience in Microsoft SQL server, My SQL, .Net framework, PHP, Java, Drupal, C++ C# and workflow development. Knowledge of Oracle and Phyton is an asset.
- Knowledge of Windows Server Operating Systems and Windows batch scripting. Knowledge of Unix is an asset
- Information Management experience in large organizations
- Expertise in designing and implementing secure corporate ICT systems.
- Skill in preparing design specifications, functional documentations and users manuals
- Experience in training and coaching usage of ICT Systems in a corporate context.
- Proven ability to conceptualize, innovate, plan and execute ideas, as well as to impart knowledge and teach skills;
- Problem solving, conceptual thinking and analytical skills
- Seeks new knowledge and passionate to be at the forefront of something new and exciting
- Ability to apply information
- Excellent oral and written communication and reporting skills
- Willingness to travel as and when required;
- Effective and energetic team player, with the ability to work in a multidisciplinary and multicultural environment;
- Strong self-motivation and innovative skills, with capacity to work independently and meet deadlines.

Client Orientation:

- Ability to anticipate and manage the needs and interests of multiple stakeholders and balance often contradictory expectations from national partners;
- Works towards creating an enabling environment for a smooth relationship between the clients and service providers.

Analytical Abilities:

- Knowledge of ICT data base software;
- Capacity to assess scope of request for advisory services, prepare detailed TORs, regular brief and engage and support a variety of technical consultants; assess quality of services provided by technical consultants and make recommendations as might be required

Partnership and Networking:

- Strategic thinking, leadership and organizational skills
- Engages and fosters strategic partnerships with other stakeholders and UN agencies, funds and programs;
- Shares UNDP knowledge and activities (at UN and other venues)

Innovation, Outreach and Communication:

- Communicates within and at large, participates in peer communities and engages substantively;
- Makes the case for innovative ideas, documenting successes and building them into the design of new approaches and tools;
- Demonstrates effective presentation and report-writing (both in English and Amharic), and strong analytical and strategic skills.

Gender and Institution Development:

- Demonstrates knowledge of systems and tools for gender mainstreaming;
- Applies gender dimension to strategic and/or practical situations, including analysis of projects from a gender perspective;

- Demonstrates knowledge of Women's Rights and Political participation/empowerment issues and concepts and applies these in strategic and/or practical situations.

Teambuilding:

- Works effectively with diverse groups of professionals towards common goals;
- Able to manage different personalities and motivate others while ensuring team coordination and spirit;
- Able to work under pressure; and
- Able to work both independently and within teams;

VI. Required Qualifications

Education:

Advanced university degree (Master's degree) in Information and Communication Technologies, Information and Knowledge Management, or related fields of study;

Experience:

A minimum of at least ten years of relevant work experience, with at least five years in a senior role in the ICT sector.

- A minimum of 7 years of experience with a proven professional record in working on the development and management of ICT Databases.
- Experience with ICT Database software.
- Experience in developing SOPs and training non-IT staff to operate an ICT data base.
- Experience in liaising and engaging different stakeholders in a complex environment and in managing partners expectations;
- Experience in designing and implementing, capacity building initiatives
- Experience working within a UN agency and/or other international organizations would be added advantage,
- Experience in the use of computers and office software packages, including experience in handling web- based management platforms and systems; and
- Familiarity with web publishing and interactive social media

Language requirements:

Fluency in English and Amharic.

VII. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

The IC will be based at the Ethiopian Reconciliation Commission Secretariat. Functionally, s/he will be reporting to the supervision of the Data Gathering and Analysis Standing Committee. Administratively s/he will report to the Governance Team Leader within UNDP. The IC will be required to closely coordinate with the Peacebuilding and Reconciliation Adviser within UNDP.

VIII. DURATION OF THE ASSIGNMENT¹

The engagement of the IC will be for five months.

¹ The IC modality is expected to be used only for short-term consultancy engagements. If the duration of the IC for the same TOR exceeds twelve (12) months, the duration must be justified and be subjected to the approval of the Director of the Regional Bureau, or a different contract modality must be considered. This policy applies regardless of the delegated procurement authority of the Head of the Business Unit.

IX. CRITERIA FOR SELECTING THE BEST CANDIDATE

Applicants are expected to submit their CVs, Academic credentials, Work Certifications; and any other relevant credentials.

Qualified Individual Consultants (ICs) are expected to submit both the Technical and Financial Proposals. The technical proposal should include how the IC will deliver the expected key deliverables listed below. The financial proposal should be all-inclusive, showing how the IC's proposed rate by deliverables and spread over 5 months.

The following criteria will be followed in selecting the best candidate.

Criteria	Weight	Max. Point
Technical Competence (based on Credentials and technical proposal)	70%	
Criteria a. [Experience and skills mix]		20
Criteria b. [Methodology for undertaking assignment]		40
Criteria c. [Motivation]		10
Financial (Lower Offer)	30%	
Total Score	Technical Score (70%) + Financial Score (30%)	

X. ETHICAL CONSIDERATIONS, CONFIDENTIALITY AND PROPRIETARY INTERESTS

- The consultant needs to apply standard ethical principles during the course of the assignment. Some of these must deal with confidentiality of interviewee statements when necessary, refraining from making judgmental remarks about stakeholders.
- The consultant shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy service without prior written consent by the contracting authority. Proprietary interests on all materials and documents prepared by the consultants under this assignment shall become and remain properties of the ERC and UNDP.

XI. DELIVERABLES

- A short monthly brief report on progress be submitted to the Governance and Capacity Development Team Leader through the Peacebuilding and Reconciliation Advisor within UNDP.
- Functional and secure ICT data base for collecting and storing evidence and testimonies emanating from ERC investigations.
- Standard Operating Procedures manual for collecting and recording information into the data base.
- Basic Training curriculum for the data collection, recording and information management procedures in of the ERC.

XII. PAYMENT TERMS

- Payment will made on **monthly basis** based on the report certified by the Commission and submitted to and accepted by UNDP.

XIII. ANNEXES TO THE ToR

- Existing literature or documents that will help Offeror 's gain a better understanding of the assignment and the work required would be provided as annex to the ToR, especially of such literature or documents are not confidential.

XIV. HOW TO APPLY

Interested consultant with required qualification and experience must submit their applications **through:**

<https://etendering.partneragencies.org> UNDP/ETH10/Event ID: **ETH1633**

XV. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

Interested consultants should submit cover letter expressing their interest and outlining their qualification and motivation for the consultancy together with CV and brief proposal on the methodology and approach for the assignment to the UNDP.

TECHNICAL PROPOSAL COVER PAGES

Cover Page

Cover Letter

SECTION I. TECHNICAL PROPOSAL SUBMISSION FORM

- 1.1 Letter of Motivation
- 1.2 Proposed Methodology
- 1.3 Past Experience in Similar Consultancy and/or Projects
- 1.4 Implementation Timelines
- 1.5 List of Personal Referees
- 1.6 Bank Reference

SECTION II. ANNEXES

Annex a. Duly Signed Offeror's Letter to UNDP Confirming Interest and Availability (use the template hereto)

Annex b. Duly Signed Personal CV's