

SECTION 3: TERMS OF REFERENCE (TOR)

GENERAL INFORMATION

Services/Work Description:	International Consultancy Firm to Generate a public debate on national reconciliation and receive public feedback for supporting the Ethiopian Reconciliation Commission (ERC)
Project/Program Title:	Governance and Democratic Participation Programme
Duty Station:	Home Based
Type of the Contract:	International NGO / Foundation
Duration:	40 working days distributed over 4.5 months
Expected Start Date:	Immediately signing the contract agreement

I. BACKGROUND / RATIONALE

In 2018, Ethiopia undertook a serious reform following the coming to power of the Prime Minister Dr. Abey Ahmed. In addition to lifting the state of emergency; 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 achievements of the Prime Minister.

The Ethiopian Reconciliation Commission (ERC) was formally established in February 2019 consisting of 41 prominent individual members appointed by the parliament upon recommendation 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 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.

Over the past months, the ERC has held a series of consultations in view of developing its communication strategy. Strategic communication is key to ensure government institutions successfully communicate their policies to citizens and involve them in the decisions that affect their lives. It helps building trust, confidence, subsequently acceptance and legitimacy of the ERC to achieve its mandate. As the ERC implements its communication strategy, it is important that the Commission has the means to gather feedback from the Ethiopian public on a regular basis about the national reconciliation process and about the public's expectations for addressing past grievances. In this regard, in addition to outward communication from the communication to the public, there is a need a for a feedback loop from the public to the commission. Particularly during COVID-19 times, this feedback loop should be through the use of media and telecommunication to gather quick feedback on given topics and to provide a quick analysis of opinion trends to the ERC.

In order to support the ERC to develop and test the technological solutions for such a feedback loop, UNDP Ethiopia seeks to hire a team of interdisciplinary experts on governance, media and social change experienced in evidence to action programming methodologies.

To ensure the successful implementation of the above-mentioned vision and initiatives, UNDP Ethiopia, is seeking to recruit a Team of International Consultants with expertise in social research, methods, data and technology tools for public dialogue on a short-term basis who will be working remotely while COVID-19 restrictions remain in place, but should be disposed to travel to Addis Ababa for a short mission if those are lifted during the period of the consultancy. The UNDP support fall under our ongoing Governance and Democratic Participation Programme.

II. OBJECTIVES OF THE SERVICE / WORK

The main objectives of this consultancy assignment are to provide technical support to the ERC for it to get feedback on from the Ethiopian public about their expectations for a national Truth and Reconciliation process, and about the work of the ERC.

III. SCOPE OF THE SERVICE / WORK

The Team of International Consultants with expertise in social research, methods, data and technology tools for public dialogue will support UNDP and the ERC to pilot a new means (radio-talk show and SMS polling analysis) for public debate and opinion polling around the national reconciliation and transitional justice issues.

IV. EXPECTED OUTPUTS / DELIVERABLES

The team of international consultants in public dialogue will be responsible for the following deliverables:

- Developing a radio talk-show about National Reconciliation on a popular radio station in Addis Ababa broadcasting in Amharic with wide/national coverage.
- Set up a toll-free call-in / SMS line for listeners to take part in the talk-show and respond to SMS-polls.
- Provide a technical solution for receiving and analyzing the SMS-polls.

V. METHODOLOGY / APPROACH OF THE SERVICE (WORK)

- a. The team of international consultants in public dialogue should first review the ERC strategy and communication strategy documents and virtually meet with the ERC to agree on the content and sequencing of the radio-talk shows.
- b. Then, the team of international consultants in public dialogue should virtually meet, and regularly exchange information, with the National Reconciliation Experts and the Strategic Communication Technical Adviser in the ERC secretariat and the Team of Technical Experts on Transitional Justice and Reconciliation hired by UNDP to support the ERC to get familiarized with Transitional Justice and Reconciliation best practices and lessons learnt.
- c. After which, the team of international consultants in public dialogue should develop a partnership with a popular radio station in Addis Ababa to develop a series of radio-talk shows to be aired from October to November 2020.

- d. This collaboration period will constitute the preparatory phase during which the team of international consultants in public dialogue will develop the methodology and technical tools for the radio-talk shows and SMS-polls.
- e. Hereafter, the team of international consultants in public dialogue will collaborate with the radio station, the ERC and UNDP to roll out the series of talk shows, SMS-polls, feedback the results of the polls and analyse their significance.

VI. LOCATION, DURATION AND TIMEFRAME OF THE WORK /DELIVERABLES/OUTPUT

- a. The team of international consultants in public dialogue will work remotely from their homes/offices and liaise with partners through online videoconferencing services (e.g. Zoom, Skype, WhatsApp etc).
- b. During the course of implementation of the activities, should COVID-19 domestic travel and meeting restrictions be lifted by the Government of Ethiopia, the team of international consultants in public dialogue would be expected to travel to Addis Ababa at least once for a presentation of the results of the pilot phase.
- c. The preparatory work, radio-talk shows and SMS-polls should take place over a 4.5 months period between September 1st and December 15th 2020.

This consultancy assignment will be home-based. Should COVID-19 domestic travel and meeting restrictions be lifted during the course of implementation, travel to the Addis Ababa may be required.

No.	Deliverables	Implementing Partners (IP)	Location and Action to be Undertaken	Duration (approx.)
1	Inception report that will include a template for the weekly reports, a workplan, the methodology and technical tools to be used for the radio-talk shows and SMS-polls as well as the selected of Radio Station in Addis Ababa broadcasting in Amharic with wide/national coverage for airing the shows.	ERC / UNDP	Home based / Desk Review	5 working days
2	Weekly reports summarizing the outcome the previous week's radio talk-show and SMS polls as well as the agreed themes and questions for each weekly radio talk-shows and SMS polls following technical coordination meetings with the ERC/UNDP/Radio Station	ERC / UNDP / Radio Station	Addis Ababa / Technical Coordination	4 working days
3	Roll out of radio talk-shows, SMS polls, and production of analytical reports (8 in total 1 per week for two months)	ERC / UNDP	Addis Ababa / workshop and dialogue series curriculum	25 working days
4	Presentation to the ERC, donors and partners on the outcome pilot project	ERC/ UNDP	Virtual presentation	3 working days
5	Final narrative and financial report	ERC/ UNDP	Addis Ababa / report writing	3 working days
Total Working Days				40 working days

VII. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

- a. The team of international consultants in public dialogue will functionally report to the ERC's PR and Awareness Raising Standing Committee. Administratively, they will report to the UNDP Governance Team Leader. For technical implementation of their activities the team of international consultants in public dialogue primary focal points will be the Chair of the ERC and the UNDP Peacebuilding and Reconciliation Adviser.
- b. The team of international consultants in public dialogue will be required to report weekly by email on the previous week's radio talk-shows, the analysis of the SMS-polls, the themes for the following week's radio talk show and the poll questions.
- c. A final narrative report detailing the outcome of radio talk shows and SMS polls, the challenges encountered, and recommendations for scaling up the pilot activity will be submitted at the end of the assignment. The narrative report will be accompanied by a detailed financial report.
- d. The team of international consultants in public dialogue will be required to take part in bi-weekly technical coordination meetings with other ERC staff and consultants hired by UNDP to support national reconciliation efforts.
- e. UNDP will provide the software license for videoconferencing (e.g. Zoom).

VIII. PAYMENT MILESTONES AND AUTHORITY

Prospective Service Provider will indicate the cost of services for each deliverable in **US dollars** when applying for this consultancy. The Proposer will be paid **based on the effective UN exchange rate (in case of other currency denomination), and** only after **approving authority** confirms the successful completion of each deliverable as stipulated hereunder. In accordance with UNDP rules, the lump sum contract amount to be offered should consider the **professional fee inclusive of travel, living allowances, communications, taxes, out of pocket expenses, and other ancillary costs.**

A winning Proposer shall then be paid the lump sum contract amount upon certification of the completed tasks satisfactorily, as per the following payment schedule:

Payment Schedule (Payment trenches)	Deliverables or Documents to be Delivered	Approval should be obtained from:	Percentage of Payment
1 st Installment	Inception Report	ERC Justice and Reconciliation Standing Committee / UNDP Peacebuilding and Reconciliation Advisor	30%
2 nd Installment	After the submission of the 4 th weekly report.	"	40%
3 rd Installment	After the submission of the 5-8 weekly reports and the final narrative and financial reports	"	30%

IX. MINIMUM ORGANIZATION AND CONSULTANCY TASK FORCE REQUIREMENTS

9.1 Minimum Organization Requirements

- a. The successful Service Provider would be a multidisciplinary Team of individual consultants comprised at minimum of a: Team Leader/programme manager, Associate Consultant/programme officer/research analyst, Associate Consultant/media specialist, Associate Consultant/Software Engineer;
- b. The Team Leader and Associate Consultants should have experience implementing similar projects in the Horn of Africa and be part of an NGO, Foundation, or Academic Institution that in-house has a combination of programme management, governance and peacebuilding, media for social change, ICT and quantitative data analysis technical expertise.
- c. The Team Leader and Associate Consultants should have experience in facilitating training workshops and working with media outlets remotely – ideally also using videoconferencing tools.

The multi-disciplinary team should at minimum comprise members with the following educational qualifications; experience and competencies:

9.2 Team Leader / Programme Manager

Academic Qualification:

- At least Master's degree in International Relations, Political Science, Development Studies, Conflict Studies or related fields.

Experience:

- A minimum professional experience of 4 years in managing development, governance, and research programmes in Sub-Saharan Africa, preferably the Horn of Africa and ideally Ethiopia.
- Experience and good track record in project cycle management;
- Experience working with media outlets to design Behavior, Attitude and Practice change content.
- Experience in donor and partner engagement – with governments and the UN would be a net advantage.
- Experience in managing teams to deliver projects in a timely manner.
- Experience in narrative and financial reporting.
- Experience in budget management and M&E.

Competencies:

- Ability to provide general leadership and direction to the study/research analysis and report writing;
- Ability to work under pressure and to deliver in a timely manner without compromising quality standards;
- Excellent research and advocacy skills relating to Governance, Peacebuilding and Reconciliation;
- Strong organizational skills;
- Strong communication skills;
- Excellent writing and presentation skills in English.
- 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
- 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.

9.3 Associate Consultant / Programme officer/Research assistant

Academic Qualification:

- At least Bachelor's degree in International Relations, Political Science, Sociology, Development Studies, Conflict Studies or related fields.

Experience:

- A minimum of 5 years of proven experience of working in the Horn of Africa on Governance and Accountability programmes.

- Experience managing project implementation.
- Experience working with media outlets.
- Experience in data management and analysis.

Competencies:

- Ability to undertake technical policy-focused research related to _____;
- Ability to work under pressure and to deliver in a timely manner without compromising quality standards;
- Strong communication skills;
- Strong presentation and facilitation skills;
- Excellent writing and presentation skills in English.
- 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
- 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.

9.4 Associate Consultants / Software Engineer

Academic Qualification:

- A minimum of a University Master's Degree in Computer Science, ICT, database systems, or a relevant area with at least two years of work experience, or a combination of a Bachelor's degree in the same with at least four years of work experience.

Experience:

- A minimum of 2-4 years of professional experience, depending on academic qualification, in setting up and managing data pipelines to support data collection efforts.
- Experience analyzing data for behavior, attitude and practice change programmes.
- Experience working in the development sector, ideally in the Horn of Africa.

Competencies:

- Ability to work under pressure, with a group of UN agencies, and to deliver in a timely manner without compromising quality standards;
- Strong presentation and facilitation skills;
- Excellent writing and presentation skills in English.
- 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
- 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.

X. CRITERIA FOR SELECTING THE BEST OFFER

Upon the advertisement of the Procurement Notice, qualified Consultancy Firm is expected to submit both the Technical and Financial Proposals. Accordingly; the firm will be evaluated based on Cumulative Analysis as per the following conditions:

- Responsive/compliant/acceptable as per the Instruction to Bidders (ITB) of the Standard Bid Document (SBD), and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. In this regard, the respective weight of the proposals are:

- a. Technical Criteria weight is 70%
- b. Financial Criteria weight is 30%

XI. LOGISTICAL SUPPORT

List logistical support the Requesting Unit will offer to prospect Service Provider such as:

- The UNDP Governance and Capacity Building Team will ensure that the Consultancy Firm receives access to the [ECA/RSCA Compound in Addis Ababa, Ethiopia](#). When required and feasible, the Firm will be provided with **workspace and phone/internet access within UNDP**.

XII. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating proposals whose contents are uniformly presented and to facilitate their comparative review, a Service Provider advised to use a proposed Table of Contents. Hence, your Technical Proposal document must have at least the preferred content as outlined in the respective RFP Proposal Submission Form.

XIII. CONFIDENTIALITY AND PROPRIETARY INTERESTS

The consultants shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy or the Government without prior written consent. Proprietary interests on all materials and documents prepared by the consultants under the assignment shall become and remain properties of ERC and UNDP. This assignment will be administrated by the United Nations Development Programme (UNDP), and all relevant UNDP rules, policies and procedures will apply.

XIV. ANNEXES TO THE TOR (if any) otherwise to be cancelled out

Existing literature or documents that will help Offerors gain a better understanding of the project situation and the work required should be provided as annex/es to the TOR, especially if such literature or documents are not confidential.

PROPOSED STANDARD TECHNICAL PROPOSAL EVALUATION CRITERIA

Herewith please find the **Standard Technical Proposal Evaluation Criteria** along with respective allocated weight template for Requester's subsequent review. As per the relevance of the proposed criteria it can either:

- a. Redistributed the allocated weight;
- b. Delete specific criteria if you find it irrelevant or less relevant; or
- c. Replace with new criteria along with corresponding allocated weight

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1	Expertise of Firm / Organization	30%	300
2	Proposed Methodology, Approach and Implementation Plan	40%	400
3	Management Structure and Key Personnel	30%	300
TOTAL		100%	1000

Technical Proposal Evaluation (FORM I)	
Expertise of the Firm / Organization	Points Obtainable

1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing	50
1.2	General Organizational Capability which is likely to affect implementation - Financial Stability - Loose consortium, Holding company or One firm - Age/size of the firm - Strength of the Project Management Support - Project Financing Capacity - Project Management Control	90
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.)	15
1.4	Quality assurance procedure, warranty	25
1.5	Relevance of: - Specialized Knowledge - Experience on Similar Programme / Projects - Experience on Projects in the Region - Work for UNDP/ major multilateral/ or bilateral programmes	120
SUB TOTAL		300
Technical Proposal Evaluation (FORM II)		
Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the task?	30
2.2	Have the important aspects of the task been addressed in sufficient detail?	25
2.3	Are the different components of the project adequately weighted relative to one another?	20
2.4	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?	55
2.5	Is the conceptual framework adopted appropriate for the task?	65
2.6	Is the scope of task well defined and does it correspond to the TOR?	120
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	85
SUB TOTAL		400
Technical Proposal Evaluation (FORM III)		
Management Structure and Key Personnel		
3.1	Team Leader /Programme Manager General Qualification Suitability for the Project	
	- International experience	25
	- Training experience	20
	- Professional experience in the area of specialization	45
	- Knowledge of region	30
	- Language qualification	20
SUB TOTAL		140
3.2	Associate Consultant/Programme Officer/Research Assistant General Qualification Suitability for the project	
	- International experience	15
	- Training experience	15
	- Professional experience in the area of specialization	45
	- Knowledge of the region	25
	- Language qualification	20
SUB TOTAL		120
3.3	Associate Consultants /Software Engineer General Qualification Suitability for the project	

- International experience	5
- Training experience	5
- Professional experience in the area of specialization	10
- Knowledge of the region	10
- Language qualification	10
SUB TOTAL	40
SUB TOTAL - KEY PERSONNEL	300
Aggregate	1000