



TERMS OF REFERENCE – Individual Contract for Development of Conflict Early Warning and Early Response System (ICT/Systems Developer)

Summary

Title	Strengthen the mandate of the National Peace and Reconciliation Commission to develop mechanisms for early detection of areas of potential conflicts and disputes, and to take appropriate preventive measures;
Purpose	(i) To develop a web-based Conflict Early Warning Early Response System for the National Peace and Reconciliation Commission
Location	Harare
Duration	90 days
Start Date	September 2020
Reporting to	NPRC Point Person and GPBU Team Leader UNDP
UNDP Project and activity codes	Building Trust and Confidence in Zimbabwe's Transition Output 2 Activity 2.8

Background and Rationale

The National Peace and Reconciliation Commission (NPRC) is constitutionally mandated to develop mechanisms for early detection of areas of potential conflicts and disputes, and to take appropriate preventive measures. Considering this, the Commission has taken steps to set up a Conflict Early Warning and Early Response (CEWER) system which will help to inform coordinated national responses to conflicts. As the Commission takes strategic steps towards the development, operationalization and institutionalization of the system as a tool to support effective action where conflicts that affect our society are detected and require action, it seeks the services of an ICT Consultant to develop a web based system for the NPRC's CEWER system.



The National Peace and Reconciliation Commission is established in terms of section 251 of the Constitution of Zimbabwe and has a mandate to promote national peace, reconciliation and conflict prevention. One of its functions in terms of section 252 of the Constitution of Zimbabwe is to develop mechanisms for early detection of areas of potential conflicts and disputes, and to take appropriate preventive measures.

The role of the National Peace and Reconciliation Commission

The National Peace and Reconciliation Commission (NPRC) is constitutionally mandated to develop mechanisms for early detection of areas of potential conflicts and disputes, and to take appropriate preventive measures. Considering this, the Commission has taken steps to set up a Conflict Early Warning and Early Response (CEWER) system which will help to inform coordinated national responses to conflicts. As the Commission takes strategic steps towards the development, operationalization and institutionalization of the system as a tool to support effective action where conflicts that affect our society are detected and require action, it seeks the services of an experienced ICT Consultant to develop the CEWER system

Through the “Building trust and confidence in Zimbabwe’s Transition” Project support is provided to the NPRC with the overarching objectives to contribute to confidence building in Zimbabwe’s transition through a broad-based approach around three inter-linked output areas: 1) Promoting citizen engagement with emphasis on promoting the meaningful engagement of women and youth; (2) Improved dispute resolution services and social protection systems design in marginalized and at-risk communities; and (3) Support the National Peace and Reconciliation Commission to partner with State institutions, CSOs, FBOs, Women and Youth Organisations in line with its Strategic Plan.

A variety of state and non-state institutions, including government ministries, CSOs and international cooperation agencies, produce assessments and reports on the prevailing peace context in the country. The National Peace and Reconciliation Commission, however, offers a special perspective. Due to its nature as an independent state body with a mandate for peacebuilding, national healing and reconciliation, the commission provides a unique reading of country context; one that puts at the center of the analysis issues of conflict prevention,



management and transformation as one of the key outputs. NPRC has a clear role in achieving these goals.

Considering the above, UNDP seeks to support the NPRC in the development of the Conflict Early Warning and Early Response System for the country.

Purpose and Objectives of Consultancy

OVERALL PURPOSE

To Strengthen the mandate of the National Peace and Reconciliation Commission by developing a Conflict Early Warning and Early Response System, to be able to identify conflict before it escalates and mitigate harm.

SPECIFIC OBJECTIVES

The specific objectives are to

- a) Analyse local, regional and international Early Warning Systems and propose models to customise to the Zimbabwean context;
- b) Design and develop a functional technical Conflict Early Warning and Early Response System for the Commission's approval and adoption;
- c) Advise the Commission on appropriate fittings and technical specifications of IT components required for the CEWER system;
- d) Develop user guidelines on inputting, processing, referrals, feedback and responses generated from the CEWER system;
- e) Conduct Trainer of Trainers training on the use of the CEWER system.

Methodology

The consultancy will be carried out in six stages:

1. The consultant will draft an inception report, outlining and comprising of an in-depth desk review and analysis of existing systems on the continent that incorporates regional and international best practice and to analyse and propose models to customise to the Zimbabwean context; the proposed system and system requirements and the pros and



cons of the system, methodology, work plan, relevant policies, relevant stakeholders to be consulted, and will present this at an inception meeting.

2. The results of this exercise will be set out in an initial draft guide. The guide will be utilized in the development of the alpha version of the CEWER system.
3. Presentation and review of the alpha (dummy) version of the system by the NPRC and relevant stakeholders with observations and recommendations made by the stakeholders to be utilised in refining the system.
4. Presentation and review of the beta version of the system by the NPRC and relevant stakeholders with observations and recommendations made by the stakeholders to be utilised in refining the system in anticipation for the live launch.
5. Launching of the system for use by the NPRC.
6. Training of the NPRC Secretariat on how to use the system.

Roles and Responsibilities

- **NPRC and UNDP** will oversee and guide the consultant. The consultancy will be directly managed by the NPRC focal person and UNDP Human Rights Specialist with support from the UN Peacebuilding inter-agency technical team.
- The NPRC focal person will be responsible for convening, coordinating and supporting the assessment in close collaboration with UNDP and other relevant stakeholders.
- UNDP will be responsible for convening, coordinating and supporting the capacitation and development processes in close collaboration with the Peacebuilding Technical Coordination Unit.
- Consultant needs to comply with global and local PSEA (Protection from Sexual Exploitation and Abuse) guidelines and standards.



Expected Deliverables

The time frame for the entire consultancy should not exceed 3 months (90 days).

Stage	Deliverable	Items Covered/Included	Time Frame (90 days in total)	Payment Schedule
1.	<i>Inception Report</i>	- workplan, methodology and data collection tools		
2.	<i>Inception Meeting (1/2 day)</i>	- Facilitation of inception meeting, including presentation of inception report - Documentation of discussions and outcomes	7 days from signing the contract	First payment (20%)
3.	Presentation of the alpha version of the system to the NPRC and Relevant Stakeholders (the consultant will also be expected to present the alpha version for assessment by stakeholders)	- Incorporation of stakeholder input into the system - Soft copy of the assessment report incorporating all stakeholders' comments, fully formatted, edited and finalised to a professional printable standard; - Hard copy of the report	30 days from Stage 2	2nd payment (20%)



4.	Presentation and review of the beta version (incorporating comments made in stage 3) of the system by the NPRC and relevant stakeholders	- Validation of beta system by NPRC and national partners, UNDP and Peacebuilding technical team and relevant stakeholders	14 days from Stage 3	3 rd Payment (20%)
5.	Deployment and Live Launch of the System	- Deployment of the System on the NPRC ICT Network	14 Days from Stage 4	4 th Payment (20%)
6.	Training	- Inhouse training on use of the system	14 days from Stage 5	5 th payment (20%)

Payment Terms

Payment is linked to deliverables as per table below:

Deliverables	Amount
Inception Report/inception workshop	20%
Presentation of Alpha (Dummy) Version	20%
Presentation of Beta Version	20%
Live Launch of the CEWER System on NPRC Platform	20%
Training of NPRC Secretariat	20%
Total	100%

Note that final payment to a contractor is dependent on the satisfactory completion of deliverables.



Reporting

The consultant/CSO/Educational Institution will meet frequently with the NPRC and UNDP to discuss progress updates. *Ad hoc* meetings may be convened as per need.

The consultant will submit the following reports:

1. An **inception report** : within 7 days from the signing of the contract, the consultant should submit an inception report that details assessment work plan//Detailed document outline/Details on Methodology to be followed/Bibliography of policy and other documents reviewed/People contacted and met (if any)/Proposed budget to carry out assessment/Quality assurance and risk management strategies/Referral protocol for respondents in situation of risk.
2. A **Mid-Contract** report: Within 45 days from the signing of the contract, indicating progress made in the development of the system
3. A **final** report: Within 90 days from the signing of the contract a final report that incorporates comments and changes by relevant stakeholders shall be submitted. The text of the report and annexes should be illustrated, as appropriate together with a User Operations Manual. The consultant is expected to produce candid, uncompromising, high quality reports, containing well evidenced findings and clear conclusions and recommendations. The manual will be written in clear, crisp language, understandable to an informed lay reader.

Evaluation Criteria

TECHNICAL PROPOSAL		POINTS
1.	OVERALL RESPONSE - Demonstrated understanding of requirements, objectives and deliverables. - Demonstrated understanding of scope, including ability to perform the work assignments articulated in this ToR. - Adequacy of the technical plan demonstrated through the overall concord between RFP requirements and the Proposal submitted. - Demonstrated understanding of ICT and Web Based Systems Development	10



	- Overall clarity and completeness of the Proposal	
2.	PRESENTATION OF TECHNICAL PROPOSAL TO TECHNICAL EVALUATION PANEL. - Quality, delivery and effectiveness of presentation of the Technical Proposal with emphasis on the methodology and other relevant details to the Technical Evaluation Panel.	20
3.	STRATEGY/METHODOLOGY - Quality of proposed approach/methodology. - Quality of proposed Implementation Plan, i.e. how the consultant will undertake and execute each stage, with proposed project Schedules	20
4.	QUALIFICATIONS Structure, qualifications, experience and skills of consultant to undertake this assignment	25
5.	Evidence-supported TECHNICAL CAPACITY with supporting documents - Assessment of the consultant to be based on documents and other information submitted with this proposal - Range and depth of relevant experience in conducting similar projects including experience in Systems Development. - Sample report and of previous systems developed. - References of clients for whom the consultant has carried out similar work. (UNDP may contact references for feedback)	25
	Sub-Total Technical Proposal:	100

1.	FINANCIAL	
	Financial Assessment/review will include: - Overall Price.	30



	<ul style="list-style-type: none"> - Cost benefit comparison related to number and quality of personnel in the Proposal who will execute the assignment and plan to monitor implementation (quality of staff). - Completeness of the Financial Proposal (ensure that all costs, including professional fees, costs of travel, salaries, insurance, etc. are included in the price offered). - Payment terms/schedule of payment proposed. - Timeline proposed. - Period of validity of Proposal. 	
	Sub-Total Financial Proposal:	30
	TOTAL MARKS	130

Expected background and Experience

Consultant/CSO/Educational Institution should have the following qualifications and skills/ within their team:

Qualifications	
Education:	<ul style="list-style-type: none"> a) A minimum of an Advanced Degree in an Information and Communication Technology related field; b) Post-Graduate qualification in peacebuilding is an added advantage
Experience:	<p>The Consultant, in addition to the educational qualifications is expected to demonstrate experience and expertise in the following:</p> <ul style="list-style-type: none"> a. Minimum of 5 years' experience in system development and design of programs; b. Experience in using peace building and conflict related indicators to develop interactive systems; c. Experience in facilitating learning and training, including ToT for new users of the system; d. Knowledge of Zimbabwean peace architecture and history.
Language Requirements:	<ul style="list-style-type: none"> a) Fluency in both written and spoken English b) Knowledge of at least two local languages preferable



General Conditions: Procedures and Logistics

The consultant/CSO/educational institution is expected to work from their own premises.

All costs pertaining to presentation of the study methodology and other elements of the Technical Proposal to the Technical Evaluation Panel, travel or field visits related to preparation of the Proposal, travel related to Negotiations/Technical discussion and other pre-award activities are to be borne by the Institution/Contractor and should not be included in the Financial Proposal submitted.

For the entire period of this project/contract all travel (international and within Zimbabwe) related to any contract emerging from this RFP, including all travel for consultations and discussions, meetings for planning and execution of potential works, travel to target towns etc. will have to be borne by the Institution/Contractor and must be included in the Financial Proposal submitted. The Institution/Contractor is responsible to make all relevant travel arrangements, including Visa, hotel, transportation and other relevant costs.

UNDP may, as a courtesy, facilitate through the provision of a letter of certification that travel is related to this project/contract, provide/indicate names of hotels/guest houses used by UN, but all arrangements are the responsibility of the Institution/Contractor, both financially and action-wise.


Policy both parties should be aware of:

- UNDP has a zero-tolerance policy towards sexual exploitation and abuse.
- Members of the contracting company are not entitled to payment of overtime. All remuneration must be within the contract agreement.
- No contract may commence unless the contract is signed by both UNDP and the Contractor.
- The data and information collected during this data is under the sole and full ownership of the UNDP and the United Nations Secretary Generals Peacebuilding Fund and the National Peace and Reconciliation Commission.
- No member of the contracting company may travel prior to contract signature.



- Members of the contracting company will not have supervisory responsibilities or authority on UNDP budget.
- Contracting company will be required to sign the Health statement for consultants/Individual contractor prior to taking up the assignment, and to document that they have appropriate health insurance, including Medical Evacuation.

Prepared by:

Name: Takunda Wilson Make
Title: UNV Project Officer - Peacebuilding
Signature: 

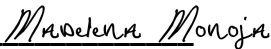
Date: 26-Jul-2020

Endorsed by:

Name: Tafadzwa Muvingi
Title: Team Leader - Governance and Peacebuilding Unit
Signature: 

Date: 27-Jul-2020

Endorsed by:

Name: Madelene Monoja
Title: Deputy Resident Representative - Programmes
Signature: 

Date: 27-Jul-2020