

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

IC-PAP3034/2021 - International Consultancy: Knowledge Management Producer / Project Manager for Online Dialogue for Ocean Challenge Initiative and Ocean Action Hub

Date: 4 Mar 2021

Description of assignment:	Consultative Services for International Consultancy: Knowledge Management Producer / Project Manager for Online Dialogue for Ocean Challenge Initiative and Ocean Action Hub
Project:	Sida-UNDP Strategic Collaboration on Environment and Climate Change: Water & Ocean Governance Theme
Type of Consultancy:	International Post.
Duty Station:	Home Base.
Period of assignment/services:	112 Working Days – over a period of 1 year.
Estimated Starting Date:	16 March 2021 until 15 March 2022
Proposals should be submitted:	Not later than 11 Mar 2021, 17:00 COB (+03:00GMT/ Istanbul Time)

Important Notices:

Proposals should be submitted to the following e-mail address no later than **COB 18th of February 2021 (Istanbul Time: +3 GMT):**

ali.salam@undp.org ; Please note the following:

- **Proposals MUST indicate the Procurement Notice Number (IC-PAP3034/2021) in the e-mail subject line.**
- **Emails sent to the previously mentioned address shouldn't exceed the limits of 25MB.**
- **Request for Clarification:** Any request for clarification must be sent in writing via Email to the procurement officer mentioned in the Procurement Notice. Latest day to receive and respond to inquiries is 4 days prior to closure of the procurement notice; UNDP will provide a written response, via the Procurement Notice web site, without identifying the source of inquiry.

UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture.

Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence.

1. Objective:

The purpose of this procurement exercise is to contract an individual consultant - Knowledge Management Producer/Project Manager - who would support UNDP's work on sustainable development through ocean conservation.

2. Background

The 2nd high-level United Nations Conference to Support the Implementation of Sustainable Development Goal 14 (SDG 14): "Scaling up ocean action based on science and innovation for the implementation of Goal 14: Stocktaking, partnerships and solutions" As one of the key players in the UN Ocean Conference, UNDP BPPS through the Water and Ocean Governance Program launched the Ocean Innovation Hub and the Ocean Innovation Challenge with the intention to serve as a source for innovations leading to actionable, sustainable, replicable, scalable, and potentially transformative improvements in Ocean management for meet the commitments of SDG 14. The first-round open call for proposals focusing on SDG 14 Target 1, marine pollution - was launched in early 2020, and is being finalized in early 2021. Of the 609 original applicants 9 have successfully passed all required steps, including clearance by ACP. These innovations will be implemented for up to 24 months, for a maximum of \$250,000 each. The second round of calls is being launched early 2021 focusing on the sustainable fisheries targets in SDG 14. Future rounds may be determined based on available resources.

To continue the momentum on ocean conservation, and sustainable development through these online platforms, UNDP seeks a Knowledge Management Producer and Project Manager Consultant for Online Dialogues to manage the afore-mentioned platforms. Under the guidance and supervision of Mary Matthews, Ocean Advisor and Project Manager for the Ocean Innovation Challenge, the Image Manager and Concept Promoter KM Producer/Project Manager will have a coordinating role, serving as primary focal point for clients, acting as Project Manager of the initiatives and ensuring internal and external communications, facilitation and client outreach activities are of high quality and serve the objectives of the initiatives as well as the needs of the stakeholders involved.

The Image Manager and Concept Promoter KM Producer/Project Manager will be required to submit a time sheet at the end of each month with the status of engagement. Weekly calls will be held to track progress of deliverables described in the TOR. Payments as per daily rates agreed by the KM will be processed monthly upon approval by the supervisor.

3. Description of responsibilities and specific deliverables:

Through this contract, the consultant will provide support to UNDP BPPS WOGP from 16 March 2021 to 15 March 2022 with the following deliverables:

- Serve as KM producer / project manager for the Ocean Action Hub, and Ocean Innovation Challenge

4. Specific Activities:

4.1. General tasks:

- Under the supervision of and in close coordination with the **Ocean Advisor**, contribute to the implementation and updating of the overall Communications Strategy for the Ocean Innovation Challenge, as well as oversee the implementation of specific social media campaigns for the following: current and future calls for proposals for the OIC, and promote results of the ongoing round of Innovation Challenges
- Liaise with web developers/service providers in updating and maintaining the Ocean Action Hub (OAH) and the Ocean Innovation Challenge (OIC) websites, ensuring that any content and forms (e.g., application form), results, documents, announcements, etc. are accessible and error-free
- Manage the content of the OAH and OIC websites and social media accounts by crafting new messages and uploading fresh content and relevant news, resources, documents, events, videos, innovative initiative, funding opportunities, online discussions, etc. related to SDG 14 implementations from reliable sources
- Monitor web traffic and content engagement using Google Analytics, OAH members list and MailChimp
- Promote the OIC and OAH widely via social media and relevant networks, partners and contacts, e.g. academia, in partnership with UNDP communications colleagues
- Facilitate communication with applicants and awardees by monitoring incoming inquiries and feedback and referring to the FAQs and/or channeling questions to the relevant officer to solicit an appropriate response
- Coordinate with each of the successful innovators to ensure harmonization of messages, timing of releases, adherence to UNDP branding rules, and coordinate promotional efforts with each of the innovators throughout their project lifespan
- Collect, refine and disseminate all lessons learned to ensure that these are captured as the OIC evolves, including facilitating webinars, online interviews, and press releases as needed
- Coordinate OIC/OAC and, as needed, relevant WOGP communications efforts across UNDP with relevant UNDP Country Offices, Regional Hubs, and other UNDP areas, including NCE, Private Sector, and Innovations
- Ensure that all OIC and OAH materials, including those created by innovators align with UNDP Branding policies

- Support the Ocean Advisor/OIC in development of communications and knowledge management materials presentation, as needed
- As designated, participate in UNDP BPPS/WOGP events and, when required, provide support in organizing events
- Additional WOGP and OIC related communications work as agreed with supervisor

4.2. Ocean Innovation Challenge (OIC):

- Lead the dissemination of the results of the final selection process for each round of OIC Awards, including in the OIC website, social media and other outreach methods
- Coordinate with final awardees to prepare informational/promotional materials for launch of subsequent rounds
- Finalize the announcement and relevant webpages and forms, in coordination with the web developers, and launch the call for proposals on the OIC for other SDG 14 targets.
- Respond to Ocean Innovation Challenge applicants – respond to questions and enquiries on the application process and progress, supporting applicants in their applications and follow-up, promoting participation in the 2nd challenge on sustainable fisheries, and future calls, and providing updates to OIC applicants via newsletter.
- Collect and refine all lessons learned for call for proposals from second and subsequent rounds
- Draft future rounds of OIC application form for finalists
- Monitor applications received and OIC web traffic, providing statistics, maintaining (extracting and cleaning) listing of applications and merging scores as reviewed
- Prepare press release and social media messages to announce the OIC Innovation winners and to promote the launch of the sequent sub-rounds of OIC Call for Proposals.
- Monitoring applications received and OIC web traffic, providing statistics, maintaining (extracting and cleaning) listing of applications and merging scores as reviewed

4.3. Ocean Action Hub (OAH):

- Manage the OAH social media accounts (Twitter, Instagram, LinkedIn, and Facebook) and share SDG14 related news, craft messages to build audience and awareness of SDG14 in order to support implementation and connect stakeholders
- Work with the web developers to refine and refresh the Ocean Action Hub webpage as needed

5. Deliverables and payments:

The Consultant will be responsible for producing the below deliverables. These deliverables are changeable subject to UNDP approval, in case unexpected incidents take place in the project, such as delay of the project or change of project scope, due to reasons uncontrollable by the Consultant.

Deliverable	Location	*Duration	Payment percentage
1. Implemented and updated communications strategy for OIC and OAH	Home Base	12 WD	10.71%
2. Updated OIC and OAH websites with developers		20 WD	17.86%
3. Prepared public promotions for IOC Awardees information and progress		20 WD	17.86%
4. All social media platforms of OIC and OAH updated to ensure message continuity		20 WD	17.86%
5. Updated web-based application form for subsequent round of OIC Calls for proposals and lessons learned captured		5 WD	4.46%
6. Confirmation that all Ocean Innovators adhere to UNDP branding protocols		5 WD	4.46%
7. Lessons learned collected and refined for continual improvements		5 WD	4.46%
8. Applications received and OIC and OAH web traffic		5 WD	4.46%

are monitored providing statistics, maintaining (extracting and cleaning) listing of applications and preparations for merging scores once reviewed		
9. OIC advancements promoted and OIC Quarterly Newsletter developed and distributed	6 WD	5.36%
10. Coordination with OIC Innovators to support communications efforts in line with the communications SOP	5 WD	4.46%
11. Implementation and regular updating of the communications strategy for OIC and OAH	4 WD	3.57%
12. Coordination within UNDP CoP for Communications to promote OIC/OAH work at national, regional and international levels	5 WD	4.46%
Total of 112 WD		100 %
*Kindly note that the number of days overlap, as some deliverables' durations overlap.		
*Payment is made through 12 months duration.		

6. Time and Method of payment:

- Payment shall be provided upon satisfactory completion of the deliverables outlined in section 4. **Specific Activities** and 6. **Deliverables and payments** and, upon submission and acceptance of a report mentioned above.
- Payment requests submitted by the consultant must be certified by the supervisor(s) specified below and, accompanying payment invoices.
- Payments are to be made within 30 days from receipt of invoice.
- For each payment a certification of payment needs to be signed and approved by the direct supervisor attached to it explaining the accomplishment of the tasks.
- The payments will be made based on the actual number of working days and subject to UNDP procedures.
- Reimbursement costs/ travel costs will be paid on the basis of actual expenditure and should not exceed the approved amount in the contract calculation sheet.
- A written approval from the respective project manager will be required to facilitate consultant's travel on official mission.

7. Key Performance Indicators during implementation of Services:

Overall, the Consultant's performance will be evaluated based on the following key criteria:

- **Planning and Organizing skill:** Identify priority activities and assignments; allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; Uses time efficiently.
- **Communication skill:** Speaks and writes clearly and effectively; Listens to others, correctly interprets messages from others and responds appropriately; Asks questions to clarify, and exhibits interest in having two-way communication; Tailors language, tone, style & format to match the audience; Demonstrates openness in sharing information & keeping people informed.
- **Client Orientation skill:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; Establishes and maintains productive partnerships with clients by gaining their trust and respect; Meets timeline for delivery of product or services to client.
- **Quality of deliveries:** Professional skill required for delivering outputs will be assessed.
- Satisfactory and timely completion of tasks and submission of the deliverables within the provision of above explained deliverables and outputs.
- Upon signing of the contract, a detailed work plan will be prepared by the experts with activities, outputs and performance indicators and to be agreed with the supervisor as implementation follow ups and performance yardsticks.

8. Reporting:

The Consultant will report to the Ocean Advisor / OIC Manager.

9. Travel Plan:

No Travel is required in this assignment.

10. Time Line:

- The Consultancy service will be required for 112 working days.
- The Consultant shall be paid for fees for the worked number of days, the work week is based on 35 hours, i.e. on a 7 hour working day, with core hours being between 9h00 and 18h00 daily, based on work plan/agreed deliverables and satisfactory performance.
- The consultancy assignment is Home Base only.
- The contract commencement date is aimed to be by 16 March 2021 till 15 March 2022.

11. Competencies:

Corporate Competencies

- Demonstrates commitment to UNDP's mission, vision and values.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

Functional Competencies

- Development and operational effectiveness
- Ability to perform a variety of specialized tasks related to results management, including support to design, planning and implementation of programme, managing data, reporting.
- Ability to provide input to business processes re-engineering, implementation of new system, including new IT based systems
- Good knowledge of results based management and performance indicators
- Strong written and verbal communication skills in English, with an excellent understanding of structure and form of official UN documentation;
- Excellent organizational skills and proven ability to deliver projects within assigned deadlines;
- Excellent interpersonal skills and objectivity;
- Experience working collaboratively in a team structure in a multicultural environment.

Leadership and Self-Management

- Focuses on result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Remains calm, in control and good humored even under pressure
- Demonstrates openness to change and ability to manage complexities.

Knowledge Management and Learning

- Shares knowledge and experience

12. Facilities:

a) Office Facility:

- UNDP will Not provide any office facilities during this assignment.
- The consultant is expected to bring his/her laptop with him/her.
- Consultant is expected to come well-equipped with his/her own technological solutions (i.e. roaming mobile, personal email address).

b) Office Supplies and Printing Facilities: UNDP will not provide any office supplies during this assignment.

c) Communication Facilities: The consultant will be responsible to secure the required internet connectivity during this assignment.

13. Qualifications and Requirements:

A. Education:

- Post-graduate University Degree in International Development, Knowledge Management, Communication, or related area, or equivalent relevant experience combined with a first degree.

B. Work Experience:

- 10 years of previous knowledge management experience working with international organizations, required;
- Experience in communications and knowledge management work with environmental field is required, experience in water or ocean specific areas is a strong asset;
- Familiarity with UNDP's functions, previous KM efforts, desired;
- Experience with managing and facilitating large scale international consultations, online discussions and dialogues, required;
- Experience providing service to a wide range of stakeholders both within and outside the UN system, desired;
- Strong working experience of knowledge management and collaboration and demonstrated use of social networking platforms for professional purposes, required;
- Demonstrated knowledge of emerging desktop and web technology, content management systems, social networking, and collaboration tools in organizational environments, required;
- Proven experience with managing webinars and live streaming events, including video editing, required;
- Proven experience in international or multiple countries is required;
- Experience with management and oversight of international and interdisciplinary teams is required; and,
- Broad knowledge of the UN system in general, desired.

C. Language:

- Fluency in English language is a Must.

14. Documents to be included when submitting the Proposal:

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

A. Technical Proposal: (which will include the following):

- Signed **Template Confirmation of Interest and Submission of Financial Proposal –Annex 1 attached.**
- A **letter** explaining why he/she considers him/herself the most suitable candidate for the work.
- **Personal CV** including past experience in similar projects and **at least 3 references.**
- **Please provide links to at least two knowledge platforms, e-learning products, and other knowledge management products that you produced/created/managed. Failure to meet this requirement will lead to automatic disqualification of application**

B. Financial proposal:

The financial proposal will specify the daily fee, travel expenses and per diems quoted in separate line items, and payments are made to the Individual Consultant based on the number of days worked. *Annex 1 attached*

Important note: the consultant is required to specify the daily fee in his proposal.

C. Travel:

All envisaged travel must be included in the financial proposal. This includes all travel to join duty station/ repatriation travel. In general, UNDP does 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 his or her own resources.

Furthermore, Individual Consultant who is at the duty station at the time of hire is ineligible for travel to join, and who remain at the duty station after contract completion is ineligible for repatriation travel.

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.

15. Selection Criteria:

The award of contract will be made to one individual consultant whose offer has been evaluated and determined as being:

- a) Responsive/compliant/acceptable, and
- b) Achieving the highest combined score (financial and technical).

Only candidates obtaining a minimum of 70 points will be considered for the Financial Evaluation.

<i>Criteria</i>		Max. Point 100	Weight
Technical	<p>Criteria: relevance and responsiveness of candidate's past experience, Qualification based on submitted documents:</p> <ul style="list-style-type: none"> • 10 Years of previous knowledge management experience working with international organizations (15 points). • Experience in communications and knowledge management work with environmental fields (20 points). • Experience with managing and facilitating large scale international consultations, online discussions and dialogues (15 points). • Strong working experience of knowledge management and collaboration and demonstrated use of social networking platforms for professional purposes (15 points). • Demonstrated knowledge of emerging desktop and web technology, content management systems, social networking, and collaboration tools in organizational environments (7 points). • Proven experience with managing webinars and live streaming events, including video editing (7 points). • Proven experience in international or multiple countries (7 points). • Experience with management and oversight of international and interdisciplinary teams (14 points). 	100 Points	70%
Financial	<u>Lowest Offer / Offer*100</u>		30%
Total Score = (Technical Score * 0.7 + Financial Score * 0.3)			

Weight Per Technical Competence	
5 (outstanding): 96% - 100%	The individual consultant/contractor has demonstrated an OUTSTANDING capacity for the analyzed competence.
4 (Very good): 86% - 95%	The individual consultant/contractor has demonstrated a VERY GOOD capacity for the analyzed competence.
3 (Good): 76% - 85%	The individual consultant/contractor has demonstrated a GOOD capacity for the analyzed competence.
2 (Satisfactory): 70% - 75%	The individual consultant/contractor has demonstrated a SATISFACTORY capacity for the analyzed competence.
1 (Weak): Below 70%	The individual consultant/contractor has demonstrated a WEAK capacity for the analyzed competence.

Annexes:

Annex 1 – Template Confirmation of Interest and Submission of Financial Proposal.

Annex 2 – Individual Consultant General Terms and Conditions.