

## **INTERNATIONAL CONSULTANT FOR DIAGNOSIS OF THE 2022 PULSE SURVEY**

**Reference: IC2022/WSM/023**

### **1. BACKGROUND**

The UNDP Multi-Country Office (MCO) based in Samoa, covers the Cook Islands, Niue, Samoa and Tokelau, and implements the UNDP Subregional Programme Document for the Pacific Island Countries and Territories (2018-22), which is aligned with the 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDGs), and country priorities as reflected in national development plans. In close partnership with the four Governments, UNDP works in collaboration with donors, the private sector, civil society organizations and local communities, academia, media and regional organizations to provide global knowledge and integrated development solutions to development challenges. UNDP promotes a whole-of-society approach to deliver on the ambition of the 2030 Agenda, with greater involvement of civil society actors, emphasis on empowering women, youth and vulnerable groups, and centered on the principle of leaving no one behind.

UNDP conducted the Global Staff Survey (GSS) in 2020, with results shared in 2021. Based on the areas for improvement identified for the Samoa MCO, the office prepared and implemented a detailed action plan in 2021 and 2022. A Pulse Survey was initiated by UNDP earlier this year to track improvement over the 2020 survey for a group of UNDP country offices. The Samoa MCO is now looking for an independent consultant to help management and staff “unpack” and understand the responses to the Pulse Survey and develop a new detailed action plan that addresses the issues that are highlighted in the survey.

### **2. SCOPE OF WORK, RESPONSIBILITIES, EXPECTED OUTPUTS, AND QUALIFICATION OF THE VENDOR**

UNDP Samoa is seeking to contract an experienced consultant to carry out a diagnosis of the 2022 Pulse Survey. Specifically, the consultant is expected to facilitate staff focus group discussions and prepare a report highlighting the issues behind low survey scores and outlining a detailed action plan to address these issues by management and personnel jointly.

The consultant is expected to have a series of small focus group consultations with UNDP personnel to identify the root causes of the issues and work with them to propose potential solutions to address these issues. The consultant will document her/his findings and recommendations in a report, to be shared with personnel and management as the proposed way forward.

The outcome of both surveys will be shared with the consultant once s/he is on board.

#### **Expected Outputs**

UNDP Samoa expects the following main output:

- A diagnostics report providing a thorough analysis of the issues that emerged in the Pulse Survey. The report should include proposed action points and suitable direction for management and personnel to address the actions identified.

### **Expected Duration of Assignment**

The duration of the consultancy is 10 days and will be home based:

- 2 days for proposed work planning
- 3 days of interaction and discussions with all personnel
- 3 days for report preparation
- 2 days for report finalization after feedback.

**Payment Method:** The total amount quoted shall be all-inclusive and include all costs components required to perform the deliverables identified in the TOR. 100% payment will be made upon completion of all the deliverables. The contract price will be fixed output-based price regardless of extension of the herein specified duration.

### **Institutional Arrangement:**

1. The consultant will work under the supervision of the Deputy Resident Representative and in close collaboration with the Resident Representative.
2. The Consultant will be given access to relevant information necessary for execution of the tasks under this assignment.
3. The Consultant will be responsible for providing her/his own workstation (i.e. laptop, internet, phone, scanner/printer, etc.) and must have access to reliable internet connection; and
4. The consultant is expected to be reasonably flexible with his/her availability for such consultations taking into consideration different time zones.

### **Qualification of Consultant**

Proven track record in organizational leadership / management.

### **Educational Qualifications**

- Advanced degree (Master's Degree or equivalent) in Human Resources, Organizational Psychology, Organizational Design or comparable field

### **Competencies**

- Knowledge of and substantial experience in leadership and management development;
- Knowledge of the UN system and in particular UNDP would be an advantage;
- Ability and willingness to work under pressure and with tight deadlines;
- Behavioral competencies appropriate to a multi-cultural environment, including sensitivity and respect for cultural and gender diversity;
- Proven experience of working at a senior level;
- Significant experience in capacity development and training;
- Experience of working on similar projects would be an advantage;
- Theoretical and/or practical knowledge of gender equality and women's empowerment in development programming.

### **Professional Experience**

- Extensive experience (at least 10 years) in leadership and management development;
- Extensive experience with human resource behavior change interventions;

- Extensive experience of carrying out research, data and survey analysis and information collection;
- Excellent analytical, drafting, editing and communication skills in English.

**Language requirement:**

- Fluent in English.

**Evaluation Criteria:**

- Only those applications that are responsive and compliant will be evaluated. Incomplete applications will not be considered;
- Offers will be evaluated according to the Combined Scoring method – where the technical criteria will be weighted at 70% and the financial offer will be weighted at 30%;
- The technical criteria (education, experience, language) will be based on a maximum 70 points. Only the candidates that have achieved a minimum of 49 points from the review of education, experience and language will be deemed technically compliant and considered for financial evaluation;
- Financial score (max 30 points) shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal of those technically qualified;
- Applicant receiving the Highest Combined Score and has accepted UNDP's General Terms and Conditions will be awarded the contract.

Technical Evaluation Criteria (based on the information provided in the CV and the relevant documents must be submitted as evidence to support possession of below required criteria:

1. Advanced degree (Master's Degree or equivalent) in Human Resources, Organizational Psychology, Organizational Design or comparable field (20 points);
2. Extensive experience (at least 10 years) in leadership and management development (20 points);
3. Extensive experience with human resource behavior change interventions (20 points);
4. Extensive experience of carrying out research, data and survey analysis and information collection (15 points);
5. Fluency in English with sound drafting and editing skills (5 points)