

## TERMS OF REFERENCE

### ***Consultant on EPP 3.0 Roll-out Package Development***

<b>CONTRACT MODALITY</b>	Individual Consultancy
<b>DUTY STATION</b>	ISTANBUL Home Based/Remote
<b>DURATION OF CONTRACT</b>	1 Year 9 months

#### **Purpose of Assignment**

UNICEF is implementing the Emergency Preparedness Platform 3.0 (EPP) as a core corporate system to strengthen emergency preparedness and response planning across Country Offices (COs). The global launch of EPP 3.0 is planned for early July.

To support a coherent, structured and scalable global roll-out, UNICEF requires a comprehensive EPP 3.0 roll-out package across the organization with COs, ROs and HQ.

This package will encompass the creation of corporate guidance documents, detailed operational instructions embedded to be within the online platform, the creation of standardized design templates, a training package including a training of Trainers (ToT), the design and delivery of multilingual webinars, support for a global launch event and the establishment of a post-launch helpdesk function.

The purpose of this consultancy is to provide strategic and technical advice in the development and delivery of the package set out above, ensuring that Regional Offices and Country Offices are equipped with authoritative guidance, practical tools, and high-quality training materials to effectively implement and operationalize the EPP in all country offices over the course of the coming two years.

#### **Scope of Work**

Under the supervision of the Emergency Specialist, the consultant will be responsible for the following:

##### **3.1 Development of the EPP Roll-out Package**

The consultant will develop a comprehensive EPP roll-out package, including:

- Guidance on the overall EPP framework design and use
- Detailed guidance on the three EPP core implementation steps
- In-depth guidance on determining Minimum Preparedness Standards (MPS)
- Definitions and operational guidance on Response Phase 1/Response Phase 2
- operational instructions to be integrated and embedded within the EPP platform
- Standardized export templates, including Emergency response plans and Preparedness plans
- Discussion template and guidance to support the integration of Field Offices within the main Country Office EPP structure

##### **3.2 Training and Capacity Building Package**

- Design and develop a comprehensive Training of Trainers (ToT) guidance and training package for Regional Offices to support the roll-out of the platform at regional level
- Participate in person in one ToT testing mission prior to the global launch and facilitate three (3) additional ToT sessions following the launch which may involve international Travel (currently estimated at 5 )

- Design and deliver at least twelve (12) webinars in English, Spanish and/or French for RO and CO focal points

### 3.3 Roll-out, Launch and Helpdesk Support Design

- Provide technical and coordination for the global EPP launch
- Establish and initiate a post-launch helpdesk, including Development of Frequently Asked Questions (FAQs), Standardized responses and user guidance, Clear procedures for escalation of technical and operational issues
- Coordinate closely with Headquarters and Regional Offices to ensure consistency of guidance, messaging and implementation readiness across regions

Work Assignments Overview	Deliverables/Outputs	Delivery deadline (in weeks/months) and input days to complete the deliverable
EPP Roll-out Package development	<p><b>Deliverable 1</b></p> <p><b>Complete EPP roll-out package:</b></p> <ul style="list-style-type: none"> <li>• <b>Submission of a comprehensive EPP framework guidance document (approximately 40 pages)</b> outlining the overall EPP framework, implementation steps (including overview, risk analysis, preparedness and response phases), MPS components, preparedness good practices, and integration with field office operations.</li> <li>• <b>Submission of a standardized template package</b> including twenty (20) refined export templates for key EPP planning tools (e.g., Preparedness Plan, Emergency Response Plan, Supply Plan, and MPS-related plans).</li> </ul>	<p>1 June 2026 – 8 weeks</p> <p>24 days</p>
EPP Platform Content Integration	<p><b>Deliverable 2</b></p> <p><b>Finalized operational guidance adapted for platform use:</b></p> <ul style="list-style-type: none"> <li>- <b>Submission of a compiled guidance document</b> containing 25 user-oriented task-based instructions integrated into the EPP platform.</li> <li>- <b>Submission of workflow</b></li> </ul>	<p>19 June 2026 -9 weeks</p> <p>10 days</p>

	<p><b>alignment documentation</b> detailing 50 EPP steps and concept definitions aligned with platform workflows.</p> <ul style="list-style-type: none"> <li>- <b>Submission of an indicator</b></li> </ul> <p><b>guidance document</b> providing instructions for 31 EPP MPS indicators.</p>	
Training of Trainers (ToT) Package Design	<p><b>Deliverable 3</b></p> <p><b>Submission of a ToT guidance document and facilitator notes</b> outlining the methodology, training flow, and instructions for trainers.</p> <ul style="list-style-type: none"> <li>- <b>Submission of a complete training package</b> including training agenda, presentation slides, practical exercises, and case studies.</li> <li>- <b>Submission of regional adaptation guidance</b> outlining recommendations for adapting the training content and delivery for different regional contexts.</li> </ul>	<p>1 June 2026 -8weeks</p> <p>10 days</p>
ToT Testing and Refinement	<p><b>Deliverable 4</b></p> <p><b>Mission summary reports</b> for the delivery of two in-person ToT testing missions, documenting activities conducted, observations, and key findings.</p> <ul style="list-style-type: none"> <li>-<b>Submission of a consolidated feedback and lessons learned report</b> summarizing inputs from the ToT testing missions and identifying areas for improvement.</li> <li>- <b>Submission of a revised ToT training package</b> incorporating feedback and recommendations from the testing phase.</li> </ul>	<p>31 July 2026-12 weeks</p> <p>20 days</p>
Post-launch ToT Support	<p><b>Deliverable 5</b></p> <p><b>Submission of delivery training session reports for three (3) additional ToT sessions,</b></p>	<p>1 November 2026-32 weeks</p> <p>24 days</p>

	<p>documenting facilitation provided, key discussion points, participant engagement, and implementation observations.</p> <p><b>Submission of updated training materials</b> reflecting feedback and lessons learned from the ToT implementation.</p>	
Webinar Design and Delivery	<p><b>Deliverable 6</b></p> <p><b>Submission of webinar delivery reports for up to twelve (12) webinars</b> conducted in English, Spanish and/or French, summarizing session content, participation, and key discussion points.</p> <p>-<b>Submission of webinar recordings and supporting reference materials</b> used during the sessions.</p>	<p>31 December 2026-36 weeks 26 days</p>
Global Roll-out and Launch Support	<p><b>Deliverable 7</b></p> <p><b>Submission of a launch invitation package</b> including email invitation content, promotional flyer for the launch event, and compiled mailing list.</p> <p>-<b>Submission of two (2) briefing notes and talking points</b> prepared for the global launch event.</p> <p>- <b>Submission of one (1) presentation deck (PowerPoint) with accompanying speaker notes</b> for the launch event. - <b>Submission and coordination of the EPP video trailer</b>, including the finalized video file and supporting coordination with relevant teams.</p>	<p>30 June 2026 -12 weeks</p>
Helpdesk Establishment and Support	<p><b>Deliverable 8</b></p> <p><b>Submission of an FAQ repository</b> compiling frequently asked questions and guidance related to the EPP platform.</p>	<p>15 September 2026-22 weeks 60 days</p>

	<p>- <b>Standardized response guidance document</b> providing approved responses and user guidance for common queries.</p> <p>-<b>Escalation and issue-resolution procedures document</b> outlining steps for handling and resolving user issues.</p>	
Helpdesk after the Launch	<p><b>Deliverable 9</b></p> <p><b>Submission of a monthly technical query log and response tracker</b> documenting coordination between HQ and Regional Offices (ROs), including responses provided to up to sixty (60) technical queries per month and a record of additional queries logged for follow-up.</p>	<p>15 January 2027-38 weeks 40 days</p>

**Payment Schedule:**

Payment will be made on submission and acceptance of deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant.

**Important Notes**

- Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.
- The selected candidate is solely responsible for ensuring that the health insurance (and visa if applicable) required to perform the duties of the contract are valid for the entire period of the contract. Selected candidates are subject to confirmation of fully vaccinated status against SARS-CoV-2 (Covid-19) with a World Health Organization (WHO)-endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.
- UNICEF offers reasonable accommodation for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment.

**QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ COMPETENCIES  
(CORE/TECHNICAL/FUNCTIONAL) / LANGUAGE SKILLS REQUIRED FOR THE ASSIGNMENT**

- Minimum requirements: Master's degree (or Equivalent) in the following: Emergency Management, Disaster Risk Reduction, International Development, Humanitarian Studies, Public Policy, International Relations, Public Health, Development Studies, or a related field.
  - Advanced knowledge of emergency preparedness and response programming, including preparedness planning, Minimum Preparedness Standards, and phased response approaches for UNICEF –
  - Demonstrated experience designing and operationalizing preparedness and contingency planning frameworks at global, regional and/or country level –
  - Proven experience translating policy and strategic frameworks into practical, field-level operational guidance –
  - Experience supporting or leading global or multi-regional roll-outs of platforms, tools or corporate frameworks
  - Familiarity with capacity strengthening approaches, including Training of Trainers models and adult learning methodologies
  - Experience working with or for UN agencies, international NGOs or humanitarian coordination bodies is strongly preferred
  - Proven ability to produce high-quality technical documentation, including SOPs, guidance notes, training materials and templates
  - Experience developing standardized tools and templates for planning, reporting and decision-making
  - Strong facilitation and presentation skills, including delivery of webinars and in-person trainings –
  - Experience contributing to or supporting helpdesk or user support mechanisms, including development of FAQs and troubleshooting guidance
  - Excellent written and verbal communication skills
  - Strong coordination and stakeholder-management skills
  - Ability to work independently while managing multiple deliverables under tight timelines
  - High attention to detail and quality assurance
  - Fluency in English (written and spoken) **is required**
  - Working knowledge of Spanish and/or French **is required**
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