**CONTENT OF TERMS OF REFERENCE FOR CONSULTANTS/INDIVIDUAL CONTRACTORS**

**Knowledge Management Contractor for WASH**

1. **BACKGROUND / RATIONALE**

In India, according to the 2017 Joint Monitoring Programme (JMP), approximately 524 million residents still practiced open defecation in 2015, and primarily so in rural areas, where 56% of the population was practicing open defecation. This practice has contributed to nearly 39 million children under five being stunted. Lack of toilets at schools (India has 1.2 million schools) can be particularly detrimental to the potential for gaining a proper education, especially for adolescent girls who require institutional support to practice safe menstrual hygiene management (MHM). 50% of the population doesn’t use safely managed water, according to current Sustainable Development Goal (SDG) indicators. It is also estimated that around 37.7 million Indians are affected by waterborne diseases – such as typhoid, diarrhoea, and cholera – annually, and around 117,000 children under five die of diarrhoea alone; the latter accounts for 13% of all annual deaths of children under five in the country, 22% in the world. Annual, 4,600 mothers die from sepsis and the neonatal mortality rate in India is 25 neonatal deaths per 1,000 live births, according to the 2015 national census.

In order to address these national crises, the Government of India (GOI), has launched multiple campaigns and initiatives. The latest and largest one is the Swachh Bharat Mission (SBM) which aims to reach an open defecation free (ODF) India by 2nd October, 2019. The SBM, an initiative of Prime Minister Shri Narendra Modi, calls for a ’peoples movement’ on sanitation and requires all ministries and autonomous public agencies to make and implement a coordinated Swachhata (‘Clean’) Plan across the country. In addition to supporting the SBM, specifically its rural component called the SBM Gramin (SBM-G), UNICEF is supporting the GOI in implementing key policies through SBM-Urban, focused on developing ‘Garbage Free Cities’, and the Swachh Bharat Swachh Vidyalaya (SBSV)[[1]](#footnote-2), a complementary initiative promoting access to functional toilets and hygiene practices for boys and girls in all schools. The GOI also developed guidelines for health facilities under the Kayakalp campaign, which delineate protocols for cleanliness and infection control at facilities. In addition to SBSV, UNICEF’s support for WASH in institutions will extend to community centres that double as pre-school areas, called anganwadis, and will aim to converge nutrition and WASH interventions targeting mothers and young children. Ministry of Drinking Water and Sanitation has recently reprioritized provision and use of safely managed drinking water in rural areas. This prioritization in turn requires the revision of national guidelines on rural drinking water security and safety. The GoI has also launched ‘Swajal’, which focuses on community managed rural drinking water security and safety.

In addition the continuous programming workplans, COVID-19 has introduced new challenges and opportunities for the WASH programme to expand its purview and help state and national governments prioritize WASH-relevant practices and interventions that mitigate the risk of spreading the illness further. This additional emergency response has become a priority, and while many less urgent programming efforts have been deprioritized, it still has manifested a surplus of communication, guidance and training material.

UNICEF has 15 offices (excluding the Delhi office) in states with high burdens of populations without access to necessary WASH and other health services. These UNICEF offices have been active in supporting relevant state departments in achieving the targets established by the Prime Minister, and in the process have been key partners in generating relevant knowledge products – everything from information, education and communication (IEC) tools to publications to research and evaluation. Given the rate of knowledge generation and production, and the subsequent documentation, it was deemed that installing a systematic procedure for knowledge management would be fruitful in aggregating the products developed by each of the states. In addition, while states have been proficient at documenting success stories, policies, and guidelines, there is a noticeable gap in demonstrating how processes have been put in place i.e. process documentation is often lacking. With more process documentation, other state offices would be able to replicate best practices more efficiently, and there would be greater potential for advocacy and publicity at the national level for SDG-aligned priorities, such as partnership building, sustainable development, etc. A necessity that would be catered to in the role of the consultant would be the focus on building staff capacity to better document processes as they occur, especially that of the female staff on board to ensure that they are better able to represent their work and successes. Finally, the process of knowledge management would require expertise in assisting states and line ministries in providing high-quality review and editing of products developed, to ensure that standards are met and consistently implemented across the board. Doing so would allow for UNICEF to:

* **Better advocate for children’s rights at a national level** - gathering relevant data from the states in a timely manner will allow for UNICEF to better understand the changing landscape of the country, especially during a time when there is an increase in requests for knowledge management support from the states to the Delhi office
* **Coordinate with the Government and partners efficiently** – The Ministry of Drinking Water and Sanitation, in collaboration with the World Bank, has launched a ‘Google of sanitation’ called Swachh Sangraha, on which it is gathering all published documents related to SBM; the UNICEF KM consultant would be the focal point who would collaborate with the Ministry in ensuring that all UNICEF-supported documents are uploaded and are being tagged accurately, on a regular basis
* **Better support states in developing high quality products –** by understanding each states’ needs (through the aggregation of their data and products), the Delhi and ROSA offices will be better able to cater to relevant needs for peer reviewing, editing, and publishing nationally and internationally
* **Assess UNICEF’s contributions to the programme** – the data will be aggregated by thematic areas, and will be analyzed by the types of products being developed and supported by request of the Ministry; this will allow us to better appreciate how our time, budget, and plans are being utilized at the state and Delhi offices
* **Avoid redundancies** – many states are already producing materials that other states would find useful (once translation and some cultural context is accommodated for), and a centralized knowledge management database would allow states to easily access each other’s materials for adaptation, instead of initiating similar work from the ground up
* **Be efficient –** by avoiding redundancies, saving time by better learning from each other’s best practices, and better understanding how our time is being utilized across the country, we will be able to become efficient and reduce number of commitments that take away time from other priority actions
* **Better empower female staff –** the KM consultant would be responsible for regular follow-up with all staff to ensure that products are being developed and disseminated appropriately, and will pay special attention to the gender-dynamics at play within the WASH team to ensure that the female staff members are given the space and support to develop and display their respective work and successes

1. **PURPOSE OF ASSIGNMENT**

The main purposes of this consultancy would be to support the WASH team’s Knowledge Management Focal Point in instituting a knowledge management framework regularly, and facilitate communication with and dissemination of materials with the state offices and between them.

**3. OBJECTIVE/S**

* Enable state offices and Delhi to regularly utilize the developed knowledge management database, and ensure that all offices are contributing products in a timely manner to the database, with the support of the supervising WASH Specialist
* Support literature review efforts necessary to build out emerging WASH thematics such as climate resilient WASH, urban WASH and new work under existing flagship programmes, such as Swachh Bharat Mission and Jal Jeevan Mission
* Support coordination of visibility events between WASH and communications teams, to ensure that key WASH events and achievements are highlighted appropriately
* Assist 15 states in peer reviewing and editing knowledge products designated for publishing at the national or international levels, including coordinating with ROSA office on documents that will be authorized to be shared internationally, on the topics of sanitation, water supply, and WASH in institutions
* Support WASH programme’s COVID-19 related response efforts and subsequent documentation of outputs and outcomes
* Assist Delhi office in editing, reviewing, and categorizing products coordinated at the national level, such as multi-state analyses, yearly reviews, etc.
* Develop monthly bulletins capturing highlighted achievements of UNICEF and partners over the course of the month before; coordinate with regional and HQ offices to disseminate achievements across multiple channels
* Coordinate with relevant line ministries to share knowledge management products systematically between UNICEF and the ministries in question

**4. MAJOR TASKS TO BE ACCOMPLISHED**

Overall, the consultant will be supervised by the WASH Knowledge Management focal point in the WASH section, and will be supporting the focal point in developing and disseminating key KM products that will assist states in coordinating their efforts in supporting the central flagship programmes, at the state level.

More specifically, the consultant will be supporting the following tasks:

* Review knowledge management database, clean the data on a regular basis, and create a schedule for data aggregation and dissemination from/to relevant offices and stakeholders
* Submit monthly bulletins to the UNICEF WASH Network, and consistently follow-up on submitted products to capture evidence of product usage by relevant government entities
* Review data collected through knowledge management database bi-weekly and edit the entries to help easily analyse division of labour for various themes of products
* Produce monthly reports on data aggregated, what follow-ups are required, and how the data can be utilized by the states and Delhi office
* Support state offices in developing first drafts of key knowledge products, with close supervision from the WASH Knowledge Management Focal Point and other team members
* Support the WASH Knowledge Management Focal Point in developing catalogues of knowledge products on a quarterly basis
* Support creation of other products, including for addressing COVID-19, such as literature reviews, annual catalogues and compendiums, website briefs, etc. As required across the year
* Quality assurance workshops provided on a quarterly basis to all WASH staff and associated consultants, under the supervision of the WASH Knowledge Management Focal Point
* WASH highlights published on relevant social media outlets for key advocacy days and events

**5. DELIVERABLES AND DEADLINES**

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| **S. No.** | **Major Task** | **Deliverable** | **Specific delivery date/deadline for completion of deliverable (please mention as date/no. of days/month)** | **Estimated travel required for completion of deliverable (please mention destination/ number of days)** |
| **1 – 11.5** | As listed in the section on major tasks and objectives | Monthly report capturing work completed, to be submitted with an invoice | End of each month | Max of 5 trips, of 5 days each (total of 25 days) |

**6. DUTY STATION**

The consultant will be required to work from home for the next few months, but report to the supervisor(s) based in the New Delhi office. Consultant maybe asked to come to the office for a few days a week starting mid-2022 pending updating of safety protocols.

**7. SUPERVISOR**

WASH Specialist

**8. OFFICIAL TRAVEL INVOLVED (ITINERARY AND DURATION)**

Travel might be required to any of the 13 state offices, starting April 2022, subject to COVID-19 safety protocols

**9. ESTIMATED DURATION OF CONTRACT (PART TIME / FULL TIME)**

This is a full-time contract that will last 11.5 months (April 2022 – March 2023)

**10.** **QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ COMPETENCIES (CORE/TECHNICAL/FUNCTIONAL) / LANGUAGE SKILLS REQUIRED FOR THE ASSIGNMENT (Please use as applicable)**

**Required Experience and Skillset:**

* University degree in related fields (e.g. social sciences, public health, environmental sciences, development, programme management) with specialized knowledge on water, sanitation, and hygiene programming and research in India, as well as demonstrated expertise in qualitative and quantitative research and writing
* Excellent written and communication skills in English, as well as presentation skills are MANDATORY for this position; **applicant will be requested to submit a writing sample in English**
* Proven ability to edit, proofread, and design knowledge products (e.g. annual reports, assessments, presentations, etc.) and maintain high-quality editorial standards
* At least two years of working in fields relevant to public health, environmental sciences, social work, or social development, with demonstrated familiarity with the field
* Proven ability to advocate effectively with national state and district level officers of counterpart and other departments; experience working with governments is an advantage
* Ability to use computer software (i.e. MS Office including MS Access Database, G-Suite products, Adobe InDesign), do fundamental macros and C++ coding, and easily manoeuvre internet-related tasks is highly desired.

**Desired Experience and Skillsets:**

* Experience in large-scale data management is highly desired
* Expertise with using Microsoft SharePoint, OneDrive, Teams, etc. in office settings
* Previous experience in organizing large-scale events such as seminars, meetings, conferences (both offline and virtual), managing logistics, and developing supporting material
* Previous experience working with UN or bilateral agency will be an advantage
* Experience in conducting capacity building workshops on documentation, writing, research and communication
* Experience in developing research products such as peer reviewed journal publications
* Ability to manage and maintain knowledge databases (on SharePoint, YouTube, Google Drive, and external platforms) and facilitate cross learning so that stakeholders have access to cutting-edge knowledge resources

**Possible Physical Labour Involved in Completing Work for this Position:**

* **Note that the UNICEF Delhi office has a ramp at its entrance for additional accessibility**
* Working at the office a few days a week (space will be granted on the first floor if necessary or other working alternatives can be negotiated)
* Photocopying, printing, etc.
* Travel involved on flight, in car, etc. to various state offices (can be negotiated)
* Attending offline meetings and moving between office rooms for discussions, etc. and carrying necessary work tools (e.g. laptops, notebooks) for taking notes
* Maintaining stock of the section’s library (consisting of knowledge products in tangible form such as event standees, posters, coffee-table books, publications)

**11. TECHNICAL EVALUATION CRITERIA (WITH WEIGHTS FOR EACH CRITERIA)**

* The technical evaluation will be split as follows:

1. Technical proposal highlighting the relevant experience and products developed, with 1) Max 2-page cover letter on relevant past experience and a CV/resume and 2) a sample of the most relevant written knowledge product developed within the past six (6) months.
   1. Relevant experience and outputs **(45 marks)**
   2. Writing sample that is relevant (within WASH, health or social development sectors), demonstrates analytical or critical thinking skills, and is of high quality **(30 marks)**
2. Financial bid **(25 marks)**

Candidates who score 50 marks or above on the technical proposal will have their financial bids considered

**12. PAYMENT SCHEDULE**

Payment will be on a monthly basis, against receipt of monthly progress report and assigned deliverables.

1. As part of the SBSV, UNICEF is supporting an annual inter-school competition called the Swachh Vidyalaya Puraskar (SVP) which awards schools for meeting specific sanitation and hygiene standards; the awards are issued using a unique verification system that has potential for scalability to other arms of the sanitation programme [↑](#footnote-ref-2)