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

**TITLE OF CONSULTANCY: KM Consultant (tools and capacity)**

1. **BACKGROUND / RATIONALE**

For 70 years, UNICEF has been working on the ground in 190 countries and territories to promote children's survival, protection and development. The world's largest provider of vaccines for developing countries, UNICEF supports child health and nutrition, good water and sanitation, quality basic education for all boys and girls, and the protection of children from violence, exploitation, and public health. UNICEF is funded entirely by the voluntary contributions of individuals, businesses, foundations and governments.

The India Country Office (ICO) has recently prioritized the need to improve knowledge management (KM) practices and structures within the office to ensure that UNICEF is maximizing the utility of evidence generated and disseminated by itself and its partners, starting with the lessons learned through the country’s COVID-19 response efforts and transitioning to regular programming KM needs once the response period concludes. The ICO KM efforts include 9 programme and operational teams and 13 state offices

The current COVID crisis is posing an unprecedented threat to populations around the world. In India too, especially vulnerable populations are expected to be adversely affected by the measures being implemented to contain the spread of the COVID-19 virus. The pandemic may be unique now, but it is important to document lessons learned, processes, and challenges so that UNICEF will have an opportunity to reflect on its work post-response and apply the lessons learned to future programming and potential health emergencies. Therefore, the India knowledge management (KM) team has been diligently investing in building staff capacities – specifically those of KM focal points in all programmatic and state offices – to use ECM well and create a compendium of best practices for dissemination to partners

1. **PURPOSE OF ASSIGNMENT**

The consultant will be responsible for strengthening the enabling environment within ICO for promoting efficient knowledge management practices by all ICO staff and consultants with UNICEF identifications. This includes supporting the aggregation of case studies and reports generated as part of the COVID-19 response.

The purpose of this consultancy is to support all business areas throughout UNICEF India’s state and section through the process of content management and building staff capacity for KM tools

**3. OBJECTIVE/S**

This ToR aims to recruit a consultant who can:

* Improve the knowledge management framework and adherence at ICO
* Support state offices and programme teams in developing accessible and viable KM structures customized to their needs/ and KM priorities
* Improve capacities of ICO staff to use relevant and necessary digital tools that contribute towards stronger KM organizational culture and practices
* Coordinate inputs from various programmatic and state offices to develop a compendium of best practices and lessons learned during the COVID-19 response effort

**4. MAJOR TASKS TO BE ACCOMPLISHED**

1. Perform a document inventory of Shared Drives (SDs), SharePoint Libraries, and other file repositories of all sections and states
2. Support states and sections in developing their respective KM guidance notes, in line with the ICO and global KM strategies
3. Implement the KM/ECM-recommended naming convention on existing content
4. Implement the KM/ECM-recommended folder structure on Shared Drives
5. Analyze content with support from the KM team and the local Subject Matter Experts and Content Owners

**Monthly tasks:**

* Create an inventory of shared libraries and site (e.g. SharePoint sites), and other file repositories of all sections and states
* Support states and sections in developing their respective KM guidance notes, in line with the ICO and global KM strategies, which include:
  + Implementing the KM/ECM-recommended naming convention on existing content
  + Implementing the KM/ECM-recommended folder structure on shared drives
  + Analysing content with support from the KM team and the local subject matter experts and content owners to understand shared patterns of filing and accessing data
* Build capacity of ICO staff to effectively use ECM as a platform of the overall KM-enabling environment. Capacity may include a combination of webinars and virtual orientations, hands on support, mentoring and provided feedback to improve capacity on KM.
* Support the compilation of COVID-19 case studies into a compendium reflecting the range of UNICEF’s work, and including reports produced during the response period
* Participate in regional forums and workshops
* Other tasks, as agreed with the supervisor

**5. DELIVERABLES AND DEADLINES**

*Specific service / outputs to be delivered at a specific time as per stated objectives and performance / quality requirements. Must include capacity building deliverables.*

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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 |
| 1 | * A need-based and demand-driven capacity building and handholding support for programmes and state teams * Ongoing support for developing state and programme specific guidance * Manage inventory of libraries and other file management structures * Provide maintenance support for the main India ECM site   Tasks 1-4 | Update in monthly report; monthly tasks to be established at the beginning of each month, on a needs-basis and upon agreement of the supervisors;  Content is mapped and prepared for migration to the ECM solution | 6 months after initiating contract  This is an ongoing activity to be completed during the consultancy period | None  This is a home-based position and does not require travel |
|  | Task 5 | Regular catch-up and collaboration with Programme and State Offices on the design and implementation of KM strategy | This is an ongoing activity to be completed during the consultancy period |
|  | Task 6 | Enhance capacity of ICO staff on the use the ECM as a KM platform; a minimum of 2 training programs to be conducted every week | This is an ongoing activity to be completed during the consultancy period |  |
|  | Task 7 | A compendium of case studies and best practices during the COVID-19 response effort is created to share with external partners | December 31, 2020 |  |
| 2 | Compile case studies and reports into a chronological compendium | A draft of an un-designed compendium, with folders of categorized photos and other materials necessary to design the final product | November 1st | None |

**6. DUTY STATION**

Home-based work; reporting to Delhi office over digital communications*.*

**7. SUPERVISOR**

ICO KM Specialist and Chief of M4R

The KM Specialist will have day-to-day supervision of the Consultant, while the efficacy and outcome, along with the project plans will be jointly overseen by the Chief of M4R and the KM specialist

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

None. This is a home-based position with no travel

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

6 months from the date of contracting, part- time (20 hours a week, with at least one full working day of work each week)

Start date: September 2020 – February 2021

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

* A university degree in information management, computer science, or data related field or equivalent experience
* A minimum of three (3) years of relevant experience working with unstructured or structured information
* Strong attention to detail
* Demonstrated ability to build and maintain work relationships
* Strong interpersonal and listening skills
* Understanding of SharePoint is a must
* Familiarity on ECM and other UNICEF platforms is an advantage
* Ideal to have worked in a similar position before

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

* *This recruitment is proposed to be competitively recruited and the candidate’s CV will be evaluated on the following criteria* 
  + *ECM experience (30%)*
  + *Working in a similar role (20%)*
  + *UNICEF experience (30%)*
* **TOTAL MARKS FOR TECHNICAL PROPOSAL** 65/80 - Candidates who score overall 65 marks and above out of 80 will be considered technically qualified and their financials opened.

**FINANCIAL PROPOSAL - PRICE**

20 point are allocated to the lowest priced proposal, based on day-rate. The financial scores of the other proposals will be in inverse proportion to the lowest price.

* **TOTAL MARKS** 100

**12. PAYMENT SCHEDULE**

Payment will be made on a monthly basis after calculation of the number of hours worked and on the basis of the minimum deliverables

Create the inventory of SharePoint sites and content: within one month

Minimum no. of trainings to be conducted every month: 6

Compilation of the case studies for the compendium: November 30