**Consultancy Title:** Digital Transformation Consultant

**Duty station:** Beirut - Lebanon

**Duration of assignment:** Seven Months

**Contract type:** Consultancy

**Starting date:** January 7th, 2020

***Expertise France***

Expertise France (EF) is a public agency created on 1st January 2015 under the supervision of the French Ministries of Foreign Affairs and Economy and Finance with a strong inter-ministerial vocation. EF offers program engineering and technical assistance by developing and implementing international cooperation actions worldwide. EF operates in various fields of development and institutional cooperation including safety and security reform, public health, human rights, strengthening of institutions and NGOs and governance. Carrying out large-scale, multi-stakeholder programs, EF can ensure the cooperation between individuals, teams and institutions with very different statuses, cultures and specialties, and has acquired a sound experience in administrative and financial management of large-scale international programs. [www.expertisefrance.fr](http://www.expertisefrance.fr)

1. **PROJECT BACKGROUND**

Lebanon is home to one of the most vibrant and dynamic civil societies in the Middle East. Lebanese NGOs work on vital social and technical issues, ranging from social cohesion to reforestation, through programs that promote long-term development and humanitarian relief. Lebanese civil society organizations are very dynamic; ambitious, new organizations regularly rise to meet new crises while established CSOs switch between thinking long term and resolving periodic crises, such as the ongoing Syrian Crisis, the COVID-19 pandemic, and the more recent Beirut Port Explosions

However, Lebanese NGOs’ reliance on international donors and INGOs for funding means that most local NGOs suffer from a structural weakness and their agility is not entirely sustainable. This weakness hinders their growth and hampers the development of a robust national civil society that can reliably play a key role in crisis prevention and management.

In 2016, the international community agreed to make a “Grand Bargain” in order to increase development-assistance efficiency and bridge the widening financing gap between humanitarian and development needs. Donors and aid providers made a commitment to the "localization of aid", meaning that they will channel a larger share of international aid funding to national and local responders. This will reposition local NGOs at the centre of humanitarian actions, improve the sustainability of their actions, and ensure that crisis-response actions meet local needs.

The **Shabake Project** was designed in the framework of the localization of aid agenda and the need to strengthen Lebanese NGO capacities so that local recipients can take the lead in responding to crisis.

The project aims to help local and international Lebanese non-governmental organizations (NGOs) become lasting, key players in mitigating and ameliorating the effects of the Syrian refugee crisis on Lebanon and the subsequent crises that have emerged in the current context in Lebanon, including the COVID-19 pandemic and the Beirut Port Explosions.

The NGO partners selected for the Shabake project are comprised of 7 local NGOs, each of whom will receive support in developing their organizational and technical capacities. They will also have an opportunity to put their new institutional changes into practice via a humanitarian project that reduce vulnerabilities. In addition, each NGO partner will be invited to meet and directly interact with donors, aid providers, and public authorities working in the development-aid ecosystem.

To this end, the Shabake capacity-reinforcement project is divided in three main component parts:

1. Building on the strengths, assets, capacities, and skills of the local Lebanese NGOs
2. Having each NGO partner implement a crisis-response project to reduce vulnerabilities.
3. Improving and/or integrating the participation of NGO partners in the development-aid ecosystem.

The first component of the Shabake project aims at supporting select Shabake NGO partners in the development of their organizational and technical capacities through general and tailored support activities. The activities can range from basic trainings, to coaching, content and policy development, system set up, and advising. At the core of this effort is that they are participatory in nature, and that the NGO partners are deeply engaged with the experts assigned to develop the required deliverables.

1. **CONSULTANCY DESCRiption**

Expertise France is seeking the services of a consultant(s) to provide capacity development support in the area of digital transformation and data management to a select Shabake NGO partner. The consultancy aim is to integrate digital technology in all aspects of the organization and its programs, and to capacitate staff on its implementation.

For this task, the consultant will be working with designated focal points, both at the NGO receiving the service and the Shabake project Manager at Expertise France throughout the duration of the consultancy. Experts and companies can apply individually or in consortium with the application to be submitted by the lead applicant.

1. **OBJECTIVE AND SCOPE OF WORK**

The objective is to improve the data management capacities of one of the Shabake NGO partners, in turn lending to more effective and efficient organization systems and processes, and ultimately enhanced program outcomes. Below is a breakdown of the scope of work for this task:

**Task: Conduct an assessment of digital transformation needs, develop and implement a digitization plan and relevant tools, and provide coaching to staff for 1 NGO partner (NGO size: approximately 15 full time staff)**

* In close consultation with relevant departments and senior management, conduct an assessment of digital transformation needs (including database management) for the organization, its programs and systems
* Produce a full organizational assessment report for data management and the conversion of organizational data assets to a digital sphere, including recommendations for necessary software.
	+ Based on the recommendations, the beneficiary organization will contract a service provider to purchase the necessary software and install it
* Develop a digital transformation plan + tools (tech/software team, solutions, design)
* Provide coaching to relevant staff on the implementation plan, software use and associated tools once a month over 6 months (6 sessions)
* The assessment, plan, coaching and associated materials are to be delivered in English with the use of Arabic as necessary
1. **KEY TASKS AND DELIVERABLES**
* Assessment conducted and delivered, complete with findings and recommendations
* Digital transformation plan and tools developed and approved by the organization
* Necessary software set up and staff coached on the plan and tools.
1. **TIMELINE AND LOCATION OF THE CONSULTANCY**

The total duration of the consultancy is 15 days over a period of 6 months

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| **Task**  | **Deliverable** | **Time of Implementation** | **Location** |
| **Introductory meeting** with recipient NGO and EF team to discuss the workplan | * Detailed workplan for is in place
 | Following contract signature | Beirut/ Online |
| **Main Task** | * Assessment report is produced
* Digital transformation plan + tools are set
* Staff are coached on the plan and tools
 | 7 months –January 2021 -July 2021 | Tripoli/ Online |

1. **ROLES AND RESPONSIBILITES**

**Consultant:** The Consultant will be responsible for designing and delivering the following:

* Conducting required inception meetings with the NGOs receiving the service
* Setting a detailed workplan for the tasks
* Collaborating closely with the NGO partners on the deliverables outlined above
* Participating in coordination and follow-up meetings as needed.
* Respecting the agreed timeline.
* Submitting all deliverables as agreed and with respect to the timeline

**Expertise France:** Expertise France will contract the consultant and will be responsible for the overall management of the Consultant including:

* Developing and finalizing the terms of reference and contract
* Along with the NGO partners, reviewing and approving all expected deliverables with the Consultant
* Supporting the Consultant in connecting and meeting with the NGOs receiving the service
* Overall monitoring of the assignment activities and the delivery of milestones.
1. **QUALIFICATIONS**
* Degree in knowledge management, information management systems or related field
* Minimum 7 years’ experience in developing resource and data management systems, guidelines, and tools for non-governmental organizations
* Demonstrated technological knowledge and experience in using a range of standard IT software and data base applications
* Excellent understanding of data administration and management functions (collection, analysis, distribution etc.)
* Experience in working with sensitive and confidential data
* Strong local knowledge and comprehensive understanding around capacity building programs
* Professional working knowledge of Arabic and English is compulsory
* Ability to conduct the required activities online in case of a government-issued general mobilization
* Extensive experience in managing and implementing consultations
* Ability to work in a participatory approach with a certain flexibility
* Professional commitment and ability to work under pressure.
* Ability to communicate, negotiate and adapt to work requirements.
* Integrity, respect and responsibility.
1. **HOW TO APPLY**

Please send your application to : info-shabake@expertisefrance.fr

The application must include:

* Expression of interest materials
	+ For Companies
		- Annex I – complete Legal entity form including MOF registration and VAT number
		- Annex II – complete financial identification form
	+ For Individuals (freelance consultants)
		- Annex II – complete financial identification form
		- MOF registration number
* Technical offer (for all experts involved, whether companies or individual applicants)
	+ Expert CVs
	+ Annex III – Methodology and chronogram - covering all tasks listed in the tender
	+ Daily rate Exc. VAT (to be specified in the application email and to include communication and transportation costs)

The deadline for application is **Monday 7th of December 2020**

1. **Payment conditions**

Monthly payments according to the progress of work (following the level of completion that will be done by the consultant and approved by Expertise France)

Invoices for interim payment shall be accompanied by a time sheet or any other document in accordance with the requested services.

Expertise France make the payment within 30 days from receipt of the invoice.