**Consultancy Title:** Information Management and Internal Communication Consultancy.

**Duty Station:** Beirut, Lebanon.

**Contract Type:** Consultancy.

**Starting Date:** April 20th, 2024.

**Duration:** 3 months.

# 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. Expertise France is the French public agency for international technical assistance.

EF designs and implements cooperation projects addressing skills transfers between professionals. The agency also develops integrated offers, assembling public and private expertise in order to respond to the partner countries' needs. With a business volume of 148 million Euros, a portfolio of over 500 projects in 100 countries, and 63,000 days of expert missions every year, Expertise France promotes French and European development policy goals.

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 cooperation between individuals, teams and institutions with very different statuses, cultures and specialties. EF has acquired sound experience in administrative and financial management of large-scale international programs. [www.expertisefrance.fr](http://www.expertisefrance.fr).

# Project Background

The multiple crises that have impacted Lebanon for several years have led to a serious deterioration in the standard of living of the population and increased the risks of economic, social, and political instability in the country. With the start of the Syrian crisis in March 2011, more than one million people had to seek refuge in Lebanon. This influx of refugees has had significant human, social, economic, and political repercussions and has weakened the structures of assistance to fragile populations. The last couple of years have been marked by the collapse of the economy, the October 2019 protests, the COVID-19 pandemic, and the explosion of the Port of Beirut. This accelerated succession of economic and social humanitarian crises has led to a dramatic increase in poverty levels among displaced populations and vulnerable host communities.

In the spring of 2021, the World Bank estimated that the economic and financial crisis hitting Lebanon would be among the ten, and probably the three most serious crises in the world since the middle of the 19th century. The banking sector has ceased lending operations and is no longer attracting deposits, and the Lebanese pound (L.L.) continues to lose value with soaring inflation.

Local NGOs play an essential role in crisis contexts in Lebanon, through their proximity to the most vulnerable populations and their presence in the most affected areas of the country. Their activities contribute to improving access to basic services in a context of saturation of public services. They also play a key role in strengthening social cohesion in the face of the growing risk of communal tensions.

Six years after the signing of the “Grand Bargain” on aid localization, aimed at repositioning local actors at the center of humanitarian action, the role of local NGOs in the aid ecosystem in Lebanon still needs to be strengthened, and strengthening their capacities remains a major lever for the sustainability of crisis response actions in the country. Lebanese NGOs must therefore be supported in strengthening their management capacities, technical skills, and sectoral specialization to assert themselves as effective and relevant actors in the response to current crises.

# Shabake 2 Project

The Shabake 2 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 crises generally and to the Syrian-refugee crisis in Lebanon specifically. It follows the implementation of the Shabake 1 Project which was implemented from 2019 to 2022.

The Shabake 2 project is part of the Peace and Resilience Fund – Minka Middle East, which aims to contribute to the response to the consequences of the Syrian crisis, and to act on the prevention and management of the protracted crisis in Lebanon. In addition, the intervention with a dynamic Lebanese civil society makes it possible to concretize the interventions under the "localization of aid" within the framework of the "Grand Bargain" of the 2016 World Humanitarian Summit.

The overall objective of the project is to strengthen social cohesion and support peace and stability by accompanying local NGOs in their key crisis management role and providing sustainable support to vulnerable host communities and Syrian refugees.

It aims to strengthen purpose-driven, technically sound, and locally rooted NGOs to support their abilities in weathering the crises as they arise, gaining greater financial autonomy and contributing to Lebanon's recovery. An emergency response component, funded by the Crisis Centre (CDCS) of the French Ministry of Europe and Foreign Affairs (MEAE), is included in the program, which makes it possible to articulate different French emergency and development instruments as part of a comprehensive approach to support Lebanese CSOs.

### Project sub-objectives:

* **Sub-objective 1 (SO1):** to enable NGOs to be trusted partners in the implementation of vulnerabilities-reduction projects and thematic actions.
* **Sub-objective 2 (SO2):** To support local NGOs in their efforts to efficiently respond to the emergency situations and ongoing crises in Lebanon.
* **Sub-objective 3 (SO3):** To enhance technical and organizational capacities of partner NGOs for an improved localization of aid for the benefit of vulnerable populations.

# Consultancy Description and Scope of Work

Expertise France is seeking the services of an expert to build the capacities of one of its local partners: the Kayany Foundation. The expert shall possess experience in working on LNGOs’ structures, and data management.

Kayany aims at promoting social and education support in Lebanon and operates in the Bekaa region. Providing support to the most vulnerable (the Lebanese host and Syrian refugee communities alike), the organization is looking to build a data management system in addition to finding systematic ways to smoothen and improve their information flow and internal communication within teams, and across departments and programs.

## Key Tasks and Deliverables

The consultant, an expert in working on LNGOs’ structures and Data Management, especially within the Lebanese humanitarian sector, will work with Kayany on the following:

* **Phase 1:** Build an internal database to store data and information from project reports, logframes, research deliverables, and more) to be accessible for all departments.
* **Phase 2:** Create an internal communication system and structure across teams, departments, and programs.
* Prepare a final project report.

## Roles and Responsibilities

### The Consultant

* Closely coordinate with Expertise France regarding the activities to be implemented.
* Ensure regular communication with both Kayany and Expertise France throughout the capacity strengthening process.
* Validate with Expertise France the material prior the capacity building process.
* Assess Kayany’s data management process through meeting the concerned staff and departments (senior management, project managers, HR, and database).
* Assess Kayany’s Organigram to understand its structure.
* Create an online structure (software, website, or online drive) which will be used by Kayany to store all their data in a systematic and organized manner, to be easily accessible for all their staff.
* Create an internal communication system based on an online software to be used through the creation of groups based on a vertical and horizontal system, which will help clarify and boost internal communication between teams, departments, and programs.
* Prepare a final project report laying out all the process (from meetings, activities, and deliverables).

### Expertise France

Expertise France will contract the consultant and through the project management team will oversee:

* Developing and finalizing the terms of reference and contract.
* Reviewing and approving all expected deliverables with the consultant.
* Supporting the consultant in connecting and meeting with Kayany as relevant.
* Overall monitoring of the assignment activities and the delivery of milestones.

## Qualifications

* Degree in Business Administration, Human Resources, Data Management, or any other related major.
* Minimum of 5 years of experience in Human Resources and Data Management.
* Minimum of 7 years of proven experience working with LNGOs in the humanitarian sector.
* Great knowledge of NGO Structure, NGO Management/Processes, and Data Management.
* Strong local knowledge and comprehensive understanding around capacity building programs and experience in delivering soft skills training.
* Professional working knowledge of Arabic and English is compulsory.
* Extensive experience in delivering the requirements mentioned.
* Ability to communicate, negotiate and adapt to work requirements.

# Applications

Applications are to be sent to the following email address: [lebanon.procurement@expertisefrance.fr](mailto:lebanon.procurement@expertisefrance.fr) under the title: **Information Management and Internal Communication Consultancy.**

### For Companies

* Annex I – complete Legal entity form including MOF registration and VAT number.
* Annex II – complete financial identification form.
* Annex III – sworn statement
* Methodology and chronogram (covering all tasks listed in the tender).
* Detailed CVs for all experts involved.
* Financial Offer (detailing the daily rate).
* Workplan (estimated time for delivering the consultancy).
* A portfolio of similar experiences.

### For Individuals (freelance consultants)

* + Annex II – complete financial identification form.
* Annex III – sworn statement
* Methodology and chronogram (covering all tasks listed in the tender).
* Detailed CV.
* Financial Offer (detailing the daily rate).
* Workplan (estimated time for delivering the consultancy).
  + MOF registration number.
  + A portfolio of similar experiences.

***The deadline for application is April 15th, 2024.***

# Bids Comparison

The selection of the consultant(s) is based on the proposal’s economic viability (***Criterion 1 – Price of the Services***), the soundness of the workplan (***Criterion 2 – Technical Offer***) and deliverables and the consultant’s portfolio (***Criterion 3 – Experience***).

Bids will be assessed separately in accordance with the following criteria by awarding a score up to the maximum number of points per criterion as set out below:

|  |  |
| --- | --- |
| **Sub-criteria for assessing the technical quality** | **Points** |
| Proven professional experience related to working on Internal Structures with Local or International NGOs, international organizations or agencies, or state institutions. | **15** |
| Proven professional experience related to Data Management with Local or International NGOs, international organizations or agencies, or state institutions. | **15** |
| Extensive knowledge of the Lebanese context, especially in terms of the humanitarian sector, in addition to understanding NGO structures, processes, and management. | **10** |
| Methodology presented and timeframe for completing the mentioned assignment. | **15** |
| Portfolio of similar experiences. | **10** |
| **TOTAL** | **65** |

*The remaining 35 points are attributed to the financial offer.*

# Payment Conditions

The payments will be divided upon completion of the required tasks.

* **25%** upon **contract signature**.
* **25% upon completion of the first phase of deliverables and submitting a consultancy report** detailing all deliverables (activities and annexes) validated by Shabake 2 team management for the first partner.
* **50% upon completion of deliverables and submitting the final consultancy report** detailing all deliverables (activities and annexes) validated by Shabake 2 team management for the first partner.