

Annex 11: Terms of Reference

Workshop for Emergency Management (WEM) for the Emergency Response Team (ERT) roster

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1 Introduction

1.1 Background

1.1.1 Introduction

In 1992, UNHCR initiated a programme to develop a Workshop on Emergency Management (WEM). Over 2,100 participants from UNHCR have since participated in the WEM training. The first workshop of this nature was delivered in 1996 and 64 workshops have been delivered to date.

For the past several years the WEMs have been hosted by civil defence agencies in Norway, Germany and lately in Senegal, hosted by the Senegalese army.

1.2 Statement of Purpose & Objectives

1.2.1 Purpose and objectives

This consultancy will comprise the facilitation of the three (3) Workshops on Emergency Management (WEM) held yearly as well as whenever necessary the review and updating of the current content, methodology and WEM training materials and support to resource persons.

The overall objective of the WEM trainings is to provide colleagues from UNHCR's Emergency Response Team roster and a limited number of external participants/observers with comprehensive training in emergency management in order to improve their attitudinal and technical skills in preparedness and addressing an emergency response in a highly inter-active environment involving also a simulated deployment.

1.2.2 Scope and focus

The primary aim is to prepare UNHCR Emergency Response Team (ERT) roster members and external participants for deployment in emergency preparedness roles or to address displacement or repatriation emergencies. The workshop is highly participatory, focusing on providing practical tips, tools and techniques to equip participants to manage themselves and their role and/or while participating as team members in emergency preparedness activities or managing an emergency response. The WEM training will prepare participants from UNHCR and deployable partners to provide protection and assistance in emergency operations, when locally available resources are non-existent or insufficient.

1.2.3 Workshop details

- Scheduling

Each workshop lasts eleven days and is fully residential.

The courses normally take place in February, June and September of each year.

- Materials utilized:

A combination of visual aids (PowerPoint presentations, video, slides) and handouts as well as various table-top exercises, construction/assembly activities and field-based live simulation scenarios

- Participants:

Maximum 40, including UNHCR colleagues and external participants from deployable partners and other observers.

- Venue:

Traditionally the three workshops are held over 11 days including three nights in a field simulation at training facilities offered by the Norwegian Civil Defence (DSB) and the German Federal Agency for Technical Relief, (THW) and Senegalese Etat-Majeur de l'Armee de Terre (EMAT).

The host country/sponsoring agency may provide the workshop venue, accommodation and board for participants, financial support as well as training facilities and equipment. It may also be responsible for the practical, hands-on training components, e.g. off-road driving, delivery of basic first aid, negotiating techniques in hostile situations, simple logistics, orienteering and use of telecoms.

2 Requirements

2.1 *Tasks and Obligations of the contractor*

Task 1:

- Revise the workshop methodology, content and corresponding material preparation in cooperation with the Global Learning Centre's Emergency Management Training Unit (EMTU);
- Update and improve the overall workshop program;
- Add and integrate technical content modules;
- Develop new materials, case studies or reports for potential inclusion in the program;
- Work with UNHCR and other identified resource persons to prepare workshop modules. This may require special Training of Trainer (ToT) sessions for the WEM resource team in order to ensure coherence between different training sessions and generally improve the quality of the presentations and interactions with participants;
- Annual or as needed consultation visits to UNHCR GLC in Budapest or HQs Geneva as needed;
- Facilitator may be requested to undertake a mission to one of UNHCR emergency operations (accompanied by EMTU/GLC staff) in order to collect and analyse relevant information on actual emergency management practices for its further inclusion in the WEM program.
- Revise the WEM participant manual and resource person's guide, in line with proposed changes;
- Coordinate all components in order to ensure workshop implementation;

Task 2:

- Facilitate up to three residential workshops per year;
- The facilitator will be on-site for the duration of the 11 day workshop in order to ensure the smooth progression of the workshop, incorporation of learning elements and coordination of resources;

Task 3:

- Provide on-going evaluation of the WEM contents;
- A brief evaluation report will be prepared following the completion of each workshop summarizing the participants evaluations and assessing workshop strengths and weaknesses. As needed an annual or otherwise periodic review meeting will be held with relevant personnel of the GLC and UNHCR's Division of Emergency, Security and Supply (DESS) to assess the overall program.

2.2 Other responsibilities of the contractor

- Producing the training materials (colour printing, copying and binding the participant and resource persons' manuals) and transporting of the manuals to the training location unless arrangements are made to print participant/resource persons' manuals locally;
- The selected contractor will cover the facilitator's own economy class travel (as approved by GLC EMTU) and any necessary accommodation and meal costs arising in the immediate dates just before or following the fully residential workshop.
- Submit receipts for travel expenditures for the workshops as well as the preparatory missions if requested (to be invoiced separately). The company will therefore not be responsible in any way for payments to hotels/training centres other than own travel costs.

2.3 Responsibilities of UNHCR (GLC)

- Assume full responsibility for the content and related materials for participants and resource persons;
- Select the training location and undertake all necessary liaison with the location (bookings, arrangements for rooms, meals);
- Ensure transport to participants and UNHCR resource persons;
- Provide for the accommodation and meals of the facilitator during a residential workshop.

2.4 Other important points

- Deliverables

A written evaluation report of the current course content and full copies of all training materials including recommendations will be produced. The report will be discussed with GLC and other relevant sections at Headquarters and form the basis for future adjustments to the course.

A written evaluation report will be produced after each workshop containing recommendations for improvements, as necessary.

Timeframe: 30 days following conclusion of the workshop

- Proposed period of contract:

3 years extendable with further 1+1 year

- Presentation of Offer

Offers must clearly state and include a detailed breakdown of activities, timeframe and costs. The attached form should be used.

- UNHCR reserves the right to cancel any proposed workshop; in this event the contractor will be apprised as early as possible

3 Content of the Technical Offer

3.1 Company Qualifications

A description of your company with evidence of your company's capacity to perform the services required, including:

- Company profile, registration certificate and last audit reports;
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates;
- Three or more letters of reference, with contact information and supporting proposals for learning activities or exercises
- Familiarity with humanitarian standards and indicators (Sphere) and with UNHCR's Emergency Handbook (www.emergency.unhcr.org) - for information purposes

3.2 Proposed Services

- A sample training agenda conforming to adult learning techniques and modalities with examples of interactive exercises;
- A no more than 8 minute video highlighting core Sphere guidance with regard to emergency WASH standards.

3.3 Personnel Qualifications

- A copy of the company organigram;
- Qualifications/CV of each individual proposed for facilitation and training development (please highlight language skills especially relating to capacity in delivering English, French, Spanish, Russian and Arabic)

3.4 Vendor Registration Form

If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex 12).

3.5 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex 13) and including it in your submitted Technical Proposal.

4 Evaluation

4.1 Technical Evaluation

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score.

| | Technical Evaluation Criteria | Max Rating |
|--------------------------|--|------------|
| Company qualifications | <ul style="list-style-type: none"> Service provider has proven and relevant knowledge, experience and familiarity in the field of Emergency and/or Security training related consultancy services. | 10 |
| | <ul style="list-style-type: none"> Service provider has knowledge, experience and familiarity with the international humanitarian system, UNHCR operations, and the UN security system, including UN and UNHCR policies, practices and operating norms | 15 |
| | <ul style="list-style-type: none"> Service provider has demonstrated experience and ability to conceive and organize training, produce materials and provide facilitation at highest quality standards, especially the development and management of interactive exercises and complex field simulations, and conduct evaluations and surveys. | 5 |
| Proposed Services | <ul style="list-style-type: none"> The proposal for training and workshop facilitation is conceived using relevant methodologies and facilitation approaches prioritizing intellectual openness, learning, mutual respect, exchange of information and network-building applicable also in complex political and/or cross-cultural environments | 35 |
| Personnel Qualifications | <ul style="list-style-type: none"> Service Provider has diverse personnel of different cultures and language skills (English, French, Spanish, Russian and Arabic) with demonstrated knowledge and experience in the subject matter treated in the workshops or events, in addition to the personal qualities, cross-cultural skills and technical ability to implement such initiatives. | 5 |
| | | 70 |

The passing score of the Technical Evaluation is 40 out of 70 points.

5 Key Performance Indicators

5.1 Performance Evaluation

UNHCR expects to monitor the performance of the selected supplier.

Emphasis will be on the quality of the final report and provided clear inputs to assist UNHCR in the delivery of Emergency Workshops.