

**AFRICAN UNION**

**الاتحاد الأفريقي**



**UNION AFRICAINE**

**UNIÃO AFRICANA**

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## **Terms of Reference**

**for**

**CONSULTANCY SERVICES FOR JUNIOR KNOWLEDGE  
MANAGEMENT CONSULTANT**

**AUC/CIDO/C/001**

*September 2019*

## 1. Background

The CIDO Directorate is designed to serve as a catalyst to facilitate the involvement of African peoples in Africa and around the world in the affairs of the AU. CIDO has two divisions, the Civil Society Division and the Diaspora Division.

The role of civil society engagement within the framework of the African Union is very vital in playing a key role in the popularization and implementation of AU policies and programmes at various levels. The civil society division of CIDO as the competent unit over the years has been working with the various technical departments of the Commission to engage CSO's on multi sectorial issues on the socio economic and political agenda of the continent.

The Diaspora Division seeks to implement the diaspora agenda as per the global African Diaspora Summit. In doing so the division works to support diaspora- for –development (D4D) priorities by building the capacity of African governments responsible for diaspora engagement, establish Diaspora networks to better connect the diaspora and the continent to promote the social, political and economic development of the African continent. youth to offer services, which promote the social, political and economic development on the African continent.

## 2. Objectives

Responsible for developing, supporting and facilitating knowledge and information management related to the work of CIDO, including documentation of all key activities and learning points and producing knowledge products accordingly in order to facilitate replication of good practices and learning;

## 3. Scope of the assignment

The main duties and responsibilities of the Junior Knowledge Management Officer are:

### A. Strategy

- Develop a knowledge management and communication strategy that enhances current means of culling knowledge from the programme, considers innovative types of knowledge products, and broadens the means of dissemination in support of the program's goals, in consultation with the Head of Diaspora and the Director of CIDO.

- Work with broader knowledge management infrastructures so as to determine how best to position AU and its Civil Society and Diaspora programmes and relations.
- Work closely with DIC department in maintaining a communication platform that follows AU guidelines and messaging
- Establish working relationships with counterparts outside CIDO and develop ideas for collaborations on knowledge management platforms, and communities of practice.

## **B. Operation**

- Conduct initial research on industry standards for KM measurement to inform the design of the directorate's performance measurement, and develop tailored metrics for monitoring and measuring CIDO's performance;
- Identify and recommend suitable tools and mechanisms to collect the data necessary for KM monitoring, such as including detailed research, concise policy briefs, PowerPoints, journalist stories etc.
- Engage with AU organs and departments working with non-state actors for the purposes of compiling data for research on good practices on AU Knowledge Management to apply to CIDO
- In consultation with the KM unit, conduct marked research to assess which tools are suitable to support data collection and analysis in support of proposed metrics, and make recommendations on most suitable tools to procure
- In consultation with the KM unit, Identify and recommend suitable tools and mechanisms to collect the data necessary for KM monitoring
- In consultation with the KM unit, and CIDO provide content from CIDO to be utilized in the existing platforms and tools of the AUC
- Support in providing content to support internal and external communication activities in regard to the initiative, including blog posts, tweets and any other communication materials identified in the initiative

## **4. Deliverables / Reports and Schedules**

25% Prepare brief research report with overview of industry good practices in KM measurement;

25%: Prepare framework of proposed KM metrics for the African Union along with rationale and strength/weaknesses;

25%: Prepare list of tools and mechanisms required to collect necessary data for monitoring proposed KM metrics;

25%: Provide content, and display content utilizing the different tools in the AU in addition to other tools that will help reporting on indicators on an ongoing or annual basis

## **5. Duration of Assignment**

The Consultant will be expected to work within a period of 6 months from October 2019- March 2020

## 6. Consultancy Fee

The African Union shall pay the consultant a fixed sum not exceeding USD\$36,000.00. This amount includes all the consultant's fees, profit, any tax obligation that may be imposed on the consultant and reimbursable costs. The reimbursable could include travel tickets and DSA to Addis Ababa for at least two trips related to the inception phase of the assignment and verification phase of the final reports / deliverables.

The total amount for the consultancy US\$36,000.00 based on the following calculation:

- 25% upon Preparing brief research report with overview of industry good practices in KM measurement;
- 25%: upon Preparing framework of proposed KM metrics for the African Union along with rationale and strength/weaknesses;
- 25%: upon Preparing list of tools and mechanisms required to collect necessary data for monitoring proposed KM metrics;
- 25%: upon Providing content, and display content utilizing the different tools in the AU in addition to other tools that will help reporting on indicators on an ongoing or annual basis

## 7. Governance and Support by the African Union

The African Union is respectfully expected to

1. Provide office for the consultant during the time of his duties
2. Pay the Consultant his/her consulting fee after completion of consultancy.

## 8. Qualification and Experience of Consultant

The consultant should meet the following requirements:

### Qualifications and skills

- University degree in social sciences, communications and knowledge management
- Proficiency in one of the AU official languages is a must. Knowledge of a second language would be an added advantage
- Strong analytical and writing skills, and excellent in reporting

### Specific Professional experience

- (3-4) years of professional experience in development, communications, legal, public policy and other related issues.
- Have experience in Monitoring and Evaluation of the products for better

- Knowledge management and sharing.
- Experience in working groups, conferences and other knowledge sharing Events.
- Work experience in developing countries.
- The ability to work independently and take the initiative in a cross-cultural Environment.
- Experience in publication and online outreach, including websites etc

## 9. Evaluation and Qualification criteria

The African Union Commission now invites eligible **Individual Consultants** to indicate their interest in providing the Services. Interested candidate must provide information demonstrating that he/she has the required qualifications and relevant experience to perform the Services.

For evaluation of the expressions of interest the following criteria will be applied:

- a) General Education Qualification (15 points)
- b) Experience Related to the Assignment (55 points);
- c) Technical approach and methodology (20 points)
- d) Work plan (10 points)

Interested candidates are requested to submit the following documents for AUC's consideration as an attachment to the CVs:

- a) Technical Proposal on:
  - understanding and interpretation of the TOR
  - methodology to be used in undertaking the assignment
  - time and activity schedule
- b) Financial proposal, **FIXED RATE = US\$36,000.00**

Further information can be obtained at the address below during office hours 8:00-13:00hrs and 14:00-17:00 hours Local Time.

Proposal must be delivered in a written form to the address below not later than 15:00 hours local time, **15<sup>th</sup> October 2019**

**African Union Commission,  
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OR  
[Tender@africa-union.org](mailto:Tender@africa-union.org)**