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**PAN AFRICAN VETERINARY VACCINE CENTRE
CENTRE PANAFRICAIN DES VACCINS VETERINAIRES
AU-PANVAC**

Debre Zeit, ETHIOPIA P. O. Box 1746 Telephone : 251 11 433 8001 Fax : 251 11 433 8844
E-mail: aupanvac@africa-union.org

REQUEST FOR EXPRESSIONS OF INTEREST (EOI)

SERVICE PROVISION

RECEPTIONIST/TELEPHONE OPERATOR

AUPANVAC/LIPC/005.23

Date: November 2023



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Terms of Reference

Receptionist/Telephone Operator

1. Background

The livestock sector has consistently played a major role in poverty reduction and food security and considered as one of the main contributors towards the attainment of the Millennium Development Goals (MDGs).

The African Union Pan African Veterinary Vaccine Centre (AU-PANVAC) is the AU technical Centre responsible for "promoting the availability of safe, effective and affordable veterinary vaccines in Africa.

In the implementation of its mandates, AU-PANVAC plays a critical role in the enhancement of quality of veterinary vaccines in Africa and their adequate utilization by producers in the field and in supporting national and regional diagnostic laboratories to access needed reagents and enhance their diagnostic capacities.

AU-PANVAC has been given additional responsibility by the African Union Head of States as Rinderpest Holding Facility. Accordingly, AU-PANVAC established the Pan African Continental Vaccines Bank for keeping Emergency Preparedness Rinderpest Vaccines. In line to this, AU-PANVAC have procured Two Million Doses of Rinderpest Vaccine and stored as emergency preparedness stock for distribution to AU Member State in case of any future outbreak. Furthermore, AU-PANVAC has collected all essential biological reagents for the production of rinderpest vaccine from AU Member States laboratories and stored at its high security Bio-Safety Level 3 Laboratory which can also be provided to AU Member States Laboratories for production of the rinderpest vaccine when the need arises.

2. The Pan African Continental Vaccine Bank

It is paramount important to recognize that the current structure of AU-PANVAC did not consider the additional responsibility of Rinderpest Holding Facility, thus there is a need to put place the required human resources for the operation of the Pan African Continental Vaccine Bank. Consequently, AU-PANVAC is intending to procure a service provider - receptionist who can handle the communications activities of the Pan African Continental Vaccine Bank for the period of six months while the proposed structure of AU-PANVAC is in the process of reviewing by the concerned authority.

3. Objectives of the work

The aim of the Pan African Continental Vaccine Bank is to hold emergency preparedness rinderpest vaccine stock for AU Member States.

4. Scope of the Work

The service provider shall perform the following duties:

1. Facilitate the communication between AU-PANVAC and AU Member States in connection to rinderpest vaccine
2. Maintain appropriate records of rinderpest vaccine and essential biological reagents
3. Liaise with and update AU Member States Laboratories
4. Prepare overall report on the vaccine bank activities
5. Assist the secretary on the overall activities of AU-PANVAC

5. Specific Tasks

The service provider will deliver the following specific tasks:

- Handle telephone, fax and mail communications
- Perform registration of vaccine and essential biological reagents and update the record
- Receive request and update AU Member State Laboratories
- Perform activity report on vaccine bank activities

- Assist the secretary on the overall activities of AU-PANVAC
- Perform any other related duties as required by the Director of PANVAC.

6. Deliverables

The service provider shall deliver a monthly activity report related to the scope and tasks carried out.

7. Timeline

The assignment shall be for a period of six (6) months beginning 1st January 2024.

8. Duty Station

- a. The service provider will be based at the Pan African Veterinary Vaccine Centre (AU-PANVAC), Bishoftu, Ethiopia.

9. Service provider fee and schedule payments

- a) The service provider will be paid a monthly lump sum of USD 1,470.00 (One Thousand, Four hundred and Seventy United States Dollars only) for the assignment. This amount includes all of the service provider's fees, reimbursables and profits as well as any tax obligation that may be imposed on the service provider. It excludes travel costs and daily subsistence allowance, when the service provider is required to travel on official mission, which will be fully paid for by the AU-PANVAC in line with the relevant Guidelines and procedures.
- b) Payments will be based on outputs/deliverables specified in the TOR and upon certification of satisfactory work by the Supervisor. The payment will be made on monthly basis subject to submission of satisfactory report by the service provider and acceptance of the same by the Client.

10. Qualification and Experience of the Service Provider

- I. Candidates must hold at least a Certificate of High School complete.
- II. Works with minimal guidance and supervision in the operation of basic office management;
- III. Adds value to team-based activities;
- IV. Demonstrates integrity, a collaborative spirit, a sense of achievement, and in past experiences;
- V. Languages: Fluency in English (required); French, Arabic and Portuguese (desired).
- VI. Good knowledge of the AU policy making processes, prospects, and challenges will be an added advantage

11. Evaluation and Qualification criteria

For evaluation of the submission the following criteria will be applied:

Technical proposal evaluation points		
1	General Education, Qualification and General training	30
2	Experience relevant to the Assignment	60
3	Understanding of the assignment	10
	Total	100

12. Language Requirements

Applicants must be proficient in English or French. Advanced Knowledge of one more or several other working languages would be an added advantage.

13. Contract Management Reporting

The contract will be managed by the African Union Pan African Veterinary Vaccine Centre (AU-PANVAC). The Service provider will report on its activities to the Senior Veterinary Vaccine Officer (AU-PANVAC).

14. Invitation

AU-PANVAC now invites eligible Individual Service provider to express their interest in providing the Services. Interested candidates must provide information demonstrating that he/she has the required qualifications and relevant experience to perform the Services. Any clarification requests shall be addressed to the email address hereunder

Documents required

- a) Cover letter
- b) CVs

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

15. Address for delivery of Expression of Interest and Clarification requests

Expressions of Interest must be delivered by email to the address below not later than 15:00 hours local time, on Tuesday 05 December 2023.

The email subject shall clearly state the title of the assignment and procurement number.

**PAN AFRICAN VETERINARY VACCINE CENTER AFRICAN UNION
COMMISSION (AU-PANVAC)**

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