PEACE, PROSPERITY AND
REGIONAL INTEGRATION

TERMS OF REFERENCE

CONSULTANCY TO DEVELOP A HOLISTIC KNOWLEDGE MANAGEMENT SYSTEM FOR PREVENTIVE DIPOMACY AND MEDIATION

1. INTRODUCTION

The IGAD region stretches over an area of 5.2 million km2 that comprises of countries from the East and Horn of Africa region including; Djibouti, Eritrea, Ethiopia, Kenya, Somalia, South Sudan, Sudan and Uganda. As part of the effort to deliver its mandate, IGAD has devoted considerable resources and energy towards peace, security, stability and regional integration.

In 2012 IGAD established the Mediation Support Unit (MSU) to undertake mediation efforts and provide support to mediation interventions in order to mitigate violent conflicts. The MSU works on conflict prevention through preventive diplomacy and mediation, strengthening the capacities of member states in conflict prevention, peace building and mediation. This entails working with a wide network of organizations and experts in order to effectively respond to conflict situations as they arise as well as mitigate the recurrence of conflicts.

IGAD plays a vital and central role in mediating conflicts and peacebuilding in the Greater Horn of Africa. Over the years, IGAD played an important role in resolving the conflict in Sudan between the north and the south that resulted in the achievement of the Comprehensive Peace Agreement (CPA). As the custodian of the Peace Agreement, IGAD rolled out several peacebuilding initiatives to promote peace and stability in the region.

Additionally, the organization spearheaded the resolution of conflict in Somalia. It facilitated and supported the formation of the transitional federal government. Consequently, IGAD supported the initiatives of the TFG to promote peace and security. IGAD through its specialized mission to Somalia, facilitated Dialogue and reconciliation in Somalia, among different regions, with the aim to promote peace and stability.

Recently, IGAD was involved in mediating the conflict in South Sudan that resulted in the signing of the Revitalized Agreement on the Resolution of the Conflict in South Sudan (R-ARCSS). As a front runner of the mediation efforts, IGAD with its partners' have concerted their efforts to facilitate peace talks and negotiations among different stakeholders, including political parties, civil society organizations, faith-based organizations and women blocs.

IGAD in its efforts to oversee the implementation of the peace agreement has created a platform for dialogue and negotiations between the stakeholders to the Agreement on the Resolution of Conflict in South Sudan.

2. BACKGROUND AND PURPOSE:

Since its revitalization in 1996, IGAD has been involved in conflict prevention, resolution and mitigation of emerging and evolving security threats in the region. IGAD plays a vital and central role in mediating conflicts and peacebuilding in the Greater Horn of Africa. Over the years, IGAD played an important role in resolving the conflict in Sudan between the north and the south that resulted in the achievement of the Comprehensive Peace Agreement (CPA). As the custodian of the Peace Agreement, IGAD rolled out several peacebuilding initiatives to promote peace and stability in the region.

As a Regional Economic Community, IGAD has been disseminating information on agricultural developments, environmental issues, economic and social development, and peace, security and humanitarian affairs. It is observed that the efforts of the region, and those of IGAD are not well document and readily available to the regional research mechanisms. It is also noted that documentation is done in form of annual report which is hardly published for public consumption.

The Mediation Support Unit has conducted ascertainment of lessons learned in the South Sudan Peace Processes. The Unit plans to undertake an assessment of best practices and lessons learned from the Sudan Peace Talks and the implementation of the Comprehensive Peace Agreement. MSU as well plans to evaluate the documentation of the Somalia Peace processes and the implementation of the Djibouti Peace Processes.

It is imperative to have all these information documented and digitally stored on an accessible website for research and learning purposes.

3. ROLE AND RESPONSIBILITY OF THE CONSULTANT

The Consultant is expected to develop the following functional and nonfunctional requirements;

a) Carry out a rapid assessment of the available IGAD platforms, and see how the MSU Portal/Content Management System to consistent and integrated with the existing Content Management System.

b) Develop a digital web-pages that outlines MSU's background, vision, mission and objectives. The user interface should follow the IGAD communication branding guideline and should be user friendly.

c) Develop a function repository for publishing digitally produced documents by the Mediation Support Unit in regards to Preventive action and Mediation. The repository, should

- o **Responsive:** The design and development should respond to the user's behavior and environment based on different screen size, platform and orientation.
- o Have the ability to tag, classify document and specify meta data based on the administrator need.
- o The function should accept various types of file formats (JPGE, PDF, and multimedia and other related formats).
- o Permit to upload acceptable file size.

d) Create professional portfolios of the IGAD Roster of Mediators (a database of Roster Members). The database interface should be flexible to manage the parameters from the back end that is necessary to create the professional portfolio list.

e) Create linkages with other internal and external websites to promote preventive diplomacy and mediation.

f) Establish a mechanism to share the knowledge products via a social media (e.g. Twitter, FB) platform for promoting regional preventive action.

g) Ensure the site has a mechanism to secure the site elements by installing and configuring security component / module /plugins.

h) Allow administrators to manage site users in a flexible manner.

4. QUALIFICATIONS AND EXPERIENCES REQUIRED:

a) The qualified candidate should have at least a minimum of a University Master's Degree in; Computer Science, Information Technology, Knowledge Management, and/or Communications

b) At least 5-10 years' experience in knowledge management and developing websites.

c) Good comparative knowledge and understanding of, digital media, digital communication and knowledge management

d) Good knowledge of the mediation efforts within the IGAD region together with extensive knowledge on mechanisms for information sharing.

e) Solid understanding of the concepts of user experience, user interface design principles and conceptual design.

f) Expert knowledge in HTML, PHP, CSS and JavaScript.

g) Experience with scripting languages such as Python and Perl

h) Knowledge of Bootstrap, jQuery and AngularJS.

i) Knowledge and experience of Content Management Systems, particularly WordPress and Joomla

j) Strong understanding of data modeling and storage

5. SKILLS AND COMPETENCIES REQUIRED

a) Website development skills; (web developer skills)

b) Excellent Analytical skills;

c) Computer literacy;

d) Excellent drafting and reporting skills; and

e) Excellent communication and interpersonal skills.

6. DELIVERABLES:

a) An inception report highlighting methodology of work with clear work plan

b) A holistic digital knowledge management system/CMS as the main depository for MSU

c) A full functional database to manage a Roster Members embedded into the platform

d) A full functional document repository to published documents with all the required elements.

e) Well tested and functional website for the MSU which is running under the subdomain name.

f) Technical support and advice on knowledge facilitation; knowledge sharing, knowledge generation, knowledge documentation and knowledge utilization.

g) Establish a linkage with known social media .

7. LANGUAGE REQUIREMENT:

Proficiency in English is required. Knowledge of French language would be an added advantage.

8. LOCATION OF SERVICE DELIVERY

The selected consultant will work from their duty station and when required to Djibouti, IGAD HQ

9. TIME-FRAME

The assignment will be phased over a period of three (3) weeks and will be undertaken in the phases outlined below. Background documents will be provided to enable the successful candidate to develop a design specifications, which will be implemented upon approval.

A. Phase 1: Design Phase,

The successful consultant will be expected to undertake intensive discussions with the Director of the Mediation Support Unit (MSU), and the IGAD Program Manager-Information and Communication and Knowledge Management team.

The successful candidate will be required to define the Content Management System required for the portal based on the functionality required. i.e.

- Flexible presentation of featured content
- Smooth user-interaction (simplified navigation, fluid scrolling, easy viewing and downloading documents).
- Ensure the site is responsive and visible using differ devices properly (Mobile Phone, IPad, Desktop computers)
- Visually enhanced, mobile responsive content presentation
- Printer friendly pages
- Full integration with social networks and feeds from relevant websites
- Presentation in English and French
- Easy and intuitive administration of user levels and content

B.   Phase 2: Demonstration and testing phase

A first prototype of the web portal will be created, presented and shared with all implementing partners for their review and feedback. In addition, a test group made up of different stakeholder typologies will be used to test and provide feedback for further improvements to the portal.

C.   Phase 3: Finalization and roll out phase

Based on the feedback received, the portal will undergo further improvements. The final portal will be presented for approval to the Director of the Mediation Support Unit.

10. HOW TO APPLY

Interested individuals should submit the following:

a) Proposed creative direction (creative ideas and suggestions are encouraged)

b) Cover letter stating how the individual meets the selection criteria in the TOR

c) Description and portfolio of previous experience on similar projects: name of project/clients; project duration or contract duration (start to end); scope of work - brief description of tasks and achievements

d) Detailed work plan for all phases of the assignment

e) Brief presentation of the team, with CVs and functional responsibilities of the key people to be engaged in the assignment. Where CV of associates are used signed letters of availability for the assignment must be attached.

f) Three references (with contact information) from previous assignments

All applications should be sent to: procurement@igad.int and cc abdullahi.busuri@igad.int

Deadline for applications: 7th February 2021