

NETWORK OF ASSOCIATED EXPERTS TERMS OF REFERENCE
Ref. 2010-075-REA

PRACTICE AREA: Knowledge Management Unit

I. CONSULTANCY INFORMATION

Area of consultancy: Graphic Design. Information Technology for Development

Sub-area of consultancy: Graphic Design. Information Technology Development

Duration of assignment: One year, during specific periods subject to UNDP Regional Centre for Latin America and the Caribbean's requirements and needs for the consultancy.

Type of contract: Long-Term Agreement.

Deadline for application: 3rd of August 2010, 12:00 (UTC -5)

Duty station(s): Panama, Panama

II. BACKGROUND

Organizations working for development are increasingly aware of the critical role they play in bridging the gap between development policies and practices. This fact has boosted the general adoption of knowledge management-based strategies to provide ground-breaking development policies. Clear-cut strategies in Knowledge Management help these organisations move towards an interactive and collaborative approach targeting social learning, innovation and capacity development.

In this changing context, the United Nations has put a lot of effort into provided efficient and result-oriented services. In particular, in Latin America and the Caribbean, UNDP's goal in Knowledge Management is to improve development services effectiveness, by means of the expertise and other information assets accumulated by operational units (Country Offices, Regional Practice Areas, etc.), partners (in particular, other UN agencies) and other stakeholders (governments, donors, etc.). In the past, different technological solutions for experience sharing and collaborative work were created to support this process even though they did not reach the expected level of participation.

By the end of 2008, the UNDP Knowledge Management Unit for Latin America and the Caribbean, based in Panama, has undertaken the development and implementation of different desktop and web tools, using Web 2.0 applications as an effective mechanism for the data creation and exchange through open source languages. Technological development facilitates knowledge, data and information sharing among users.

A Unit of Web designers is required to adjust products and tools created by engineers, so as they can be easily utilised by end-users. They will also elaborate popularization pieces and create the graphics

required for the different products built by the Knowledge Management Unit.

III. PURPOSE

1. Development of dissemination material and the graphic images required within deadlines and conditions determined by the contract supervisor, according to the established reception proceedings.
2. Development of implementation material for the design of different web sites or other tools created by the Knowledge Management Unit.
3. Support to the restructuring process of sites and tools graphic design developed by the Knowledge Management Unit.

IV. SCOPE OF WORK

Main activities:

1. Implement within his/her defined activities the use of instructions and rules and the information produced into the magnetic files defined by the supervisor.
2. Participate in meetings and take note of comments, changes and modifications to dissemination products suggested by the contract supervisor.

Products:

1. Dissemination products and related graphics
2. Activity schedule
3. Defining list of requirements
4. Documentation of products or modified material to achieve the contract's terms of reference, submitted in the appropriated format.
5. Support and maintenance of the products developed

V. MONITORING AND APPROVAL OF PRODUCTS AND PAYMENTS

Once UNDP and the expert have signed the LTA, UNDP RSC-LAC, Country Offices or projects will request the provision of services in writing, specifying expected results, duration and location of the consultancy as well as other related aspects. The following will apply to each consultancy:

- A supervisor assigned by the UNDP RSC-LAC, country office or project will monitor every intermediate and final products delivered by the expert. He will inform the expert of any remarks on the product, within five (5) working days after the product has been delivered. The amends or changes will be submitted within the deadline established by the UNDP Regional Centre, country offices or programmes and regional projects and agreed in writing with the expert.
- The associate expert will submit a final report on every agreed work and product in electronic format, or hard copy format if electronic format is not available, within a maximum of ten working days after the last day of each consultancy.

Partial and final payments are subject to supervisor's written approval and acceptance of the products and final report using the Certification for Payment Form submitted by the expert.

VI. METHOD OF PAYMENT

The following will apply to each specific consultancy:

- UNDP Regional Centre or Country Office will pay the expert the amount agreed in the Service Order of each specific consultancy.
- When travel is required, Daily Subsistence Allowances (DSA) according to UN rates for the countries visited, tickets and terminal expenses will also be established in the contract.
- The expert will be paid an air ticket, for the most direct and economical route, irrespective of the duration of the flight, at the beginning of the trip.
- Travelers are entitled to 80% of DSA in advance, at the beginning of each mission, as well as terminal expenses. The remaining 20% will be paid by the end of each consultancy after submitting the voucher for reimbursement of expenses (F10 form) and related receipts and ticket stubs.
- Fee payments are subject to supervisor's written approval and acceptance of the products and of the Certification of Payment Form submitted by the expert.

A Long Term Agreement (LTA) does not entail advanced payment of fees, neither at the contract start date nor at the beginning of each specific consultancy.

It is mandatory to have the contract signed by both UNDP and the expert before starting the job and any trip. Otherwise, both work and trip will rest under the expert's responsibility

VII. DOCUMENTS AND REQUIREMENTS FOR SUCCESSFUL CANDIDATES

1. Documents for the LTA:

- i) Copy of proof of education (PhD, Master's, Bachelor, etc.) and experience requirements.
- ii) Copy of Identification (passport or identity card).
- iii) Copy of medical insurance in force, (international travel and health coverage recommended).
- iv) Certificate of Good Health, stating applicant's fitness for work and travel.
- v) Copy of identification of a beneficiary designed by the expert.
- vi) Signed form to be registered as individual services provider in UNDP system (Vendor).

2. Requirements:

- i) Complete UNDP security courses.
- ii) Obtain security travel authorization to the countries where the services are required, before travelling.
- iii) Fulfillment of the inoculation requirements for the country/countries of work, before travelling, and submission of copy of the corresponding certificates.

VIII. QUALIFICATIONS

- **Education:**

Degree in Graphic Design and specialization related to Graphic Design.

- **Experience:**

At least 3 years of professional experience in the public administration, private organizations or civil society. Please distinguish between printed and Web graphic design.

At least 1 year of experience using different computing tools for Web or graphic design development.

- **Language proficiency:**

Consultants should be able to read in Spanish and English. Written and spoken fluency in Spanish. Written and spoken fluency in English is an asset.

- **Other skills:**

- Sound technical and analytical abilities to organize ideas, structure graphics and presentations and design documents (in Spanish and English).
- Good command of design and animation software.
- Proved interest in development issues
- Availability in the short term.
- Knowledge on international organizations, United Nations System and UNDP is an asset.

DOCUMENTS TO BE ATTACHED TO THE APPLICATION

Qualified candidates who are interested in becoming part of the Regional Centre's Experts Network for the area and sub-area specified in these Terms of Reference must submit the following documents to rc.lac.vacancy@undp.org, with the reference number of the position in the subject line:

1. Application letter, including area and sub-area of work and daily and monthly expected rates, in US\$. Monthly rate must be lower than the amount of a month's total working days at a daily rate.
2. UNDP Personal History form (P-11)
3. Summary of education and experience requirements form.