Terms of reference

Consultancy services for the review and development of

EMPHASIS Knowledge Sharing and Information Management System

Background:

EMPHASIS (Enhancing Mobile Populations' Access to HIV and AIDS Services, Information and Support) project is a unique example of regional programming of CARE International in the region. The "BIG" funded EMPHASIS project operates in Nepal, India and Bangladesh and aims to reduce vulnerability of mobile populations (particularly women) to HIV infection across selected cross border regions within India, Bangladesh and Nepal. The project is implemented with the support of local partners by CARE office in Bangladesh, Nepal and India. A regional secretariat office hosted by CARE Nepal provides overall direction and management of the project.

Continuous learning and knowledge sharing are key strategy for the improvement of the project quality and effectiveness. The project intends to create a stimulating learning environment for the staff and partners. Sharing and learning also support the dynamics to overcome challenges and to seek effective solutions.

EMPHASIS Knowledge Sharing and Information Management System (KSIM) is under construction. Main components of this system are: the M&E system of the project, the learning sites, the research/study findings, and the Consultative Regional Advisory group. Designed with a strong research component (different pieces of study throughout the lifetime of the project), EMPHASIS has already generated information and interesting knowledge. Dissemination channels have already been put in place. However, there is a need to strengthen the KSIM system and to ensure the systematization of the collection, treatment and dissemination of information.

Objectives of this system are: a/ building the knowledge of the team and external stakeholders on migration and HIV related issues; b/ ensuring evidence based decision making at the project level; c/ promoting and applying best practice in the implementation of the project; d/ informing advocacy at policy level.

Objectives of the consultancy services

Review and strengthen EMPHASIS KSIM system and develop implementation plan to generate and exchange knowledge effectively and efficiently within the project team and beyond.

It should help the project team collectively to:

- Make Emphasis work more relevant, effective and accessible;
- Compare experiences with other HIV projects in the region and draw out common issues and challenges;
- Avoid repeating past mistakes and highlight good practice;
- Make lesson-learning, and thereafter capacity-building, a conscious and habitual process within a team;
- Improve the project intervention through information sharing, and revising strategy of intervention as and when required

Roles and responsibilities of the consultant

It is expected that the consultant will formalize and articulate the different components of the KSIM system and will propose to the team a "user-friendly" system highlighting clear roles and responsibilities.

He/she will identify the gaps in the process of information/knowledge sharing and recommend improvements of the system;

He/she will prepare a description of the KSIM system taking into account progress made so far in the project in terms of monitoring and evaluation system, research, newsletters, progress reports, websites, Ning and learning sites;

He/she will ensure that external information / knowledge generated through external stakeholders/other HIV projects and studies on migration feed into the KSIM system of the project;

He/she will develop tools needed for effective implementation of the KSIM system as well as a mechanism to monitor and evaluate it. Beyond the data collection tools of the M&E system, tools may indeed be required for systematization of the transmission of information;

He/she will formulate clear roles and responsibilities of the team members in the KSIM system as well as outline competency requirements for staff to roll out KSIM system;

He/she will provide a brief report explaining the process of designing the KSIM system, references used and recommendations that highlight activities that require immediate and urgent attention.

Methodology:

The methods used for developing / finalizing KM system:

- Review of literature, existing Knowledge Management materials and processes developed;
- Carry out knowledge audit or mapping;
- Interact with the Regional Secretariat and the country teams;
- Orient /sensitize the team on their roles and responsibilities explaining the incentives to embrace knowledge sharing as part of their core behaviors

Role and Responsibilities of CARE:

- Provide project documents and adequate time for orientation, discussion and clarification;
- Provide materials developed so far related to KSIM;
- Facilitate meetings and interaction with the project teams;
- Provide and arrange logistics support as identified with the consultant.

Expected outputs

- Document describing the KSIM system, the articulation of the various components, underlining the timelines and the different roles and responsibilities of each stakeholder/team member;

- Tools for KSIM system implementation;

- Proposition of a roll-out plan;

- Quick report explaining the main step in the design process as well as the priority tasks for the implementation and roll out of the KSIM system.

Expected outcomes

The consultant – by designing and proposing options to strengthen the KSIM system - will contribute to the implementation of a systematized information sharing process.

Indicative Time frame

Beginning of the contract: ASAP.

20 working days in Kathmandu

Qualifications

The consultant completed a Master's degree in relevant field such as Information management, Development studies. Previous experience in knowledge management system design and roll-out required.

CARE contact person

The Consultant will report to the Senior Project Director of EMPHASIS project.

Logistic support

Travel, per diem (as per CARE USA policy) and accommodation needs as identified in collaboration with the consultant will be covered by EMPHASIS. Consultant will be responsible for all the other cost related to the consultancy.

Next Steps:

Interested candidates are requested to submit:
- *Expression of Interest (EOI) with Budget*
- *Filled Vendor Profile with signatures, you may dow load clicking here -*

vendor profile

Also,

- *If an individual: Curriculum Vita, Identification card (passport, citizen ship or equivalent) and Permanent Account Number (PAN) or VAT number*
- *If an institution or company is applying: Company registration document, and Permanent Account Number (PAN) or VAT number*

Please send these documents to: np-procurementunit@atl.care.org

The deadline for submission of is 21st of February 2012 at 17:00 Nepal Standard time.