

Consultancy for Induction to IFRC Operations Training – Working remotely

The German Red Cross (GRC) in collaboration with the IFRC Surge Learning Team is looking for a consultant to adjust and revise training content for the online Induction to IFRC Operations training taking place between September and October 2022. All work will take place remotely.

The main objectives are:

To contribute to executing the agreed recommendations regarding the course content and associated materials in coordination with the Surge Learning Team, the Surge units, the Subject Matter Experts (SMEs) and other relevant stakeholders.

Please see the Terms of Reference (ToR) for further information.

Interested candidates are kindly invited to submit their application documents in English by 19th August 2022, 10 am Berlin/Geneva time to surge@drk.de.

GRC Terms of Reference (ToR) for Consultancy for Induction to IFRC Operations Training

Work to be conducted remotely

German Red Cross

Please contact GRC Surge Unit surge@drk.de should you have questions

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1. Background

The IFRC surge mechanism is accountable, fit for purpose and an important part of the global disaster response system. It deploys the right people and services to the right place at the right time - always as locally as possible, as internationally as necessary. Global surge services include Rapid Response, Emergency Response Units and Heads of Emergency Operations.

Through their surge mechanism, the IFRC helps to build the capacity of National Society staff and volunteers and supporting disaster preparedness initiatives.

Induction to IFRC Operations training has been designed with the overall objective to create a performance change in the IFRC Rapid Response Personnel by enabling individuals to navigate the IFRC system as a responder in an international emergency operation.

The rationale behind Induction to IFRC Operations training is:

- To ensure the IFRC surge system is able to deploy the right people to the right place at the right time
- To provide equal access to joining the Rapid Response network & equitable opportunities based on merit
- To ensuring those supporting the operation know how to apply IFRC policies and procedures
- To implement the new competency-based approach to Rapid Response learning and development

The Induction to IFRC Operations training has recently been piloted and evaluated by the IFRC Surge Learning Team. Based on the evaluation, the content and materials for the course will now be revised before the training of the 2nd cohort of participants in September / October 2022. The German Red Cross supports the IFRC's efforts in adjusting and organizing the training.

2. Description of intended project

The Induction to IFRC Operations training is a fully online learning programme consisting of a combination of self-paced, independent learning, group work, and facilitated meetings that bridge the most critical knowledge gaps.

Long-term intended objectives

- To develop and roll out a competency-based online learning experience
- To develop a library of job aids to aid deployed personnel when dealing with IFRC policies and procedures
- To build a pool of trained tutors and facilitators to support the learning

GRC – Team International Cooperation

- To provide training material translated into the four RCRC official languages
- A roll out and decentralization of the training by interested regions and National Societies

Expected output

- Implementing lessons identified from previous training courses
- Preparatory work with other tutors, Subject Matter Experts (SMEs) and Surge Learning Team during early September in order to prepare for the next iteration of the course

Process & Methodology

Following lessons learned and recommendations made after the first phase, this project will involve the stakeholders as much as feasible in the development process, with the aim of having a final product that takes into account everyone's expectations, experience and ideas. The project builds on existing resources and training, and links to other Rapid Response initiatives, such as Operational Toolkit.

3. Facilitation

3.1 Responsibilities and duties

The revision of course content and the training will be fully carried out online.

Consultant

The consultant is expected to amend the existing course material and concept to be in line with recommendations collected during the previous Induction to IFRC Operations trainings.

3.2 Timetable

The timeline and estimation of working days is tentative, and presented as a maximum of working days. GRC will only cover the actual working days justified by the consultant.

Description and estimation of time	Maximum of working days available
Detailed analysis and definition of the adjustments required for the revised version of the Induction to IFRC Operations training regarding content (6 days)	Maximum of 20 days
Execution of the adjustments agreed in coordination with Surge Learning and Surge teams, the learning development company, and any other relevant stakeholders (14 days)	
Total Maximum	20 working days

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The consultancy will be compensated by a day rate of 350 EUR (up to a maximum of 8.500,00 € including VAT).

4. Reporting

The consultant is expected to produce a brief summary of implemented changes to the course.

5. Quality and ethical standards

The consultant should take all reasonable steps to ensure that the training is designed and conducted to respect and protect the rights and welfare of participants and that it is legitimate, conducted in a transparent and impartial manner. Therefore, the training should be implemented adhering to standards of the IFRC, who are used in evaluations but apply equally to all other types of exercises with beneficiaries (See footnote¹). The information revealed during the training has to be safeguarded, respecting existing data security rules, to protect the rights of the individual. The consultant has no right to share or publish internal information coming up during the exercise.

6. Consultant Profile

The consultant should meet the following criteria:

Obligatory:

- Knowledge and experience in adult education
- At least 5 years of RCRC experience
- Previous participation or facilitation of IFRC Training
- Experience in delivering the Induction to IFRC Operations training
- Excellent oral and written English language skills (C1)

Preferable

- Knowledge/experience in mentoring

¹ Utility (usefulness and used); Feasibility (realistic and cost efficient); Ethics and legality; Impartiality and independence (unbiased, taking into account all stakeholder views); Transparency; Accuracy (appropriate methods used for correct data collection and analysis); Participation (meaningful involvement of stakeholders if appropriate / feasible); Collaboration (with key stakeholders to improve ownership, legitimacy and utility).

7. Application and selection procedure

Interested consultants should submit their dossier before August 19th 2022 10 am Berlin/Geneva time to surge@drk.de including:

- Curriculum Vitae
- List of international (emergency) deployment experience
- Brief implementation plan outlining the process steps

The objective of the selection criteria is to assess whether the tenderer has the professional capacity to perform the contract.

Tenderer must have a proven record of

- Knowledge and experience in adult education (20 %)
- At least 5 years of RCRC experience (20 %)
- Participation or facilitation of IFRC Training (10 %)
- Experience in delivering the Induction to IFRC Operations training (40 %)
- Excellent oral and written English language skills (C1) (10 %)

The Tenderer must submit all required documents. Alternative offers are permitted and must be marked as such. The binding period is four weeks after receipt of the offer.

The following evaluation scheme will be applied:

- 0 points = not fulfilled
- 1 point = insufficiently fulfilled
- 2 points = sufficiently fulfilled
- 3 points = satisfactorily fulfilled
- 4 points = well fulfilled
- 5 points = optimally fulfilled

Based on the given possible evaluation levels, the quality is evaluated for each award criterion as follows:

$(\text{Points achieved} \times \text{Factor } 20) \times \text{Percentage weighting} = \text{Quality points}$

The bidder with the highest overall score will be awarded a consultant contract.

8. Procurement procedure

8.1 Procedure type

The procurement is handled via an open tender.

8.2 Deadline of submission

Deadline of submission is August 19th 2022, 10 am Berlin/Geneva time.

9. Annex

- Declaration of Conformity and Rules of Conduct

Declaration of conformity

- according to procurement procedures for humanitarian actions -

The candidate

name/company

address

represented by

representative's name

address

assures that **none** of the following points apply:

- a) The candidate or company are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
- b) The candidate has been convicted of an offence related to his professional conduct by a judgement which has the force of *res judicata*.
- c) The candidate has been guilty of grave professional misconduct proven by any means which the contracting authority can justify.
- d) The candidate has failed to fulfil obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which he is established, with those of the country of the contracting organisation or those of the country where the contract is to be carried out.
- e) The candidate has been the subject of a judgement that has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the German Red Cross or European Union's financial interests.
- f) The candidate has been declared to be in serious breach of contract for failure to comply with his contractual obligations pursuant to another procurement procedure or grant award procedure financed by the German Red Cross or European Union's budget.

The Contractor shall respect environmental legislation applicable in the country where the services have to be rendered and internationally agreed core labour standards, e.g. the ILO core labour standards, conventions on freedom of association and collective bargaining, elimination of forced and compulsory labour, elimination of discrimination in respect of employment and occupation, and the abolition of child labour.

The candidate also guarantees access to the relevant financial and accounting files and documents as well as other project related information and company registration data for the purpose of financial checks and audits or due diligence testing conducted by

- the European Commission,
- the European Anti-Fraud Office (OLAF),
- the European Court of Auditors and
- by chartered accountants / consultants / auditors commissioned by the German Red Cross or the relevant donor.

Furthermore he confirms to work together with above mentioned parties when contacted directly. The refusal to share requested data and documents may lead to disqualification from tender processes and cancellation of closed contracts.

place, date

signature

RULES OF CONDUCT

for staff and volunteers of the German Red Cross on mission for

- **the INTERNATIONAL COMMITTEE OF THE RED CROSS (ICRC)**
- **the INTERNATIONAL FEDERATION OF RED CROSS AND RED CRES-
CENT SOCIETIES (FEDERATION)**
 - **the GERMAN RED CROSS (GRC)**

As staff and representatives of the German Red Cross, we are personally and collectively responsible for upholding and conforming with the highest standards of ethical and professional conduct. All staff and representatives of the GRC shall therefore, at all times and in all circumstances, refrain from acts of misconduct, and respect the Fundamental Principles of the Red Cross Movement and the dignity of those whom the Red Cross aims to assist.

The regulations outlined below apply to all delegates, their dependents accompanying them, local staff, volunteers and consultants deployed within the scope of a relief operation or programme or project of the above-mentioned organization. For convenience, all such persons will be referred to as “field personnel” for the purposes of this document. Field personnel going on mission with the ICRC or the Federation, as the case may be, will be requested to sign a binding Code of Conduct similar to these Rules. All field personnel is expected to behave accordingly, both on duty and in private, and to practise working methods that will build public confidence. Field personnel is expected to be available for action beyond usual working hours, particularly during emergencies. All field personnel must be permanently aware of the fact that any impropriety on their part may have negative consequences for many human beings.

The components of the Red Cross Movement often act in situations of war, internal disorder or other emergencies. Working in such circumstances can expose field personnel to physical danger that should not be underrated. All field personnel must therefore exercise moderation, keep a certain discipline and strictly follow the security rules established by the Red Cross organization in charge of current operation or programme.

Since the Red Cross is a purely humanitarian organisation, its credibility and acceptance among the international community depend essentially on the respect of the Fundamental Principles and the amount of trust which governments will put in these Principles. Red Cross field personnel on mission must therefore at all times and under all circumstances, whether on duty or not, refrain from saying or doing anything that might be perceived to violate the Fundamental Principles, particularly those of Impartiality and Neutrality.

Likewise, family members staying with field personnel in a country of assignment must not contravene the Fundamental Principles, particularly those of Impartiality and Neutrality, whether in word or deed.

The Fundamental Principles of the International Red Cross and Red Crescent Movement

unanimously adopted by the XXth International Red Cross Conference in Vienna, October 1965

Humanity

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality

In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.

Independence

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary service

It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity

There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality

The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

The undersigned pledges himself / herself

1. to respect and promote the Fundamental Principles of the Red Cross and Red Crescent Movement (humanity, impartiality, neutrality, independence, voluntary service, unity and universality);

2. to pay due respect to the religious beliefs, customs and habits of the population of the country of assignment, and to conduct himself / herself accordingly;
3. to observe strictly the laws and regulations of the country of assignment, including those concerning security, illegal drugs, traffic rules and currency exchange. Delegates who knowingly contravene such laws and regulations cannot expect any support from the Red Cross.
4. to enquire on the rights and obligations deriving from the legal status of the relevant Red Cross delegation in the country of assignment and to observe strictly the corresponding obligations;
5. to respect and to promote respect for the emblems of the Red Cross and Red Crescent;
6. never to use or to have in his / her possession weapons or ammunition at any time;
7. to denounce sexual abuse and sexual harassment, unauthorised physical or psychic pressure, neglect or harassment by any delegate, particularly among beneficiaries, as gross misconduct. All forms of sexual activity with children (persons under the age of 18) are forbidden as a matter of principle, even where this would seem to be in line with local custom, and will cause immediate dismissal of the delegate concerned. Misestimation of a person's age will by no means protect a delegate from sanctions. Any exchange of money, employment, goods or services for sex, sexual favours or other forms of humiliating, degrading, compromising or exploitative behaviour are forbidden;
8. to dress in a manner appropriate to the assignment, avoiding any impression of military status and to refrain from wearing Red Cross and Red Crescent insignia when not on official duty (except a lapel pin) unless security regulations require otherwise
9. to abstain from undertaking any public, professional or commercial activities outside of those specified in the delegate's Job Description or Mission Instructions without permission from GRC HQs
10. to refuse, courteously but with determination, any financial or material gifts or promises of such gifts or other advantages (particularly of sexual nature) except for the token presents which are customarily offered;
11. not to commit the Red Cross financially unless officially authorized to do so
12. to administer the entrusted funds and relief supplies with precision and diligence and to be prepared to account for the use of funds and other resources at all times
13. to use working equipment provided by the GRC (eg. smartphones, laptops, etc.) exclusively for business purposes. Their private use is not allowed;
14. to keep GRC HQs, the Federation or the ICRC informed of his/her activities and movements at all times, and not to leave the country of assignment or to take local leave without having obtained formal permission
15. to be prepared, should the circumstances require, for transfer to another Red Cross assignment, subject to its compatibility with his/her qualifications

16. to return, at the conclusion of the mission, all Red Cross material and equipment including identity cards and insignia of the Red Cross issued to him/her unless agreed otherwise
17. to observe discretion during the assignment and in relation to anything he/she may witness when carrying it out, including during the period following the assignment;
18. to avoid making references to political and military situations in the country or region of assignment in official or private communications, such as conversations, telephone calls, radio messages, letters, telefaxes or e-mails unless authorised to do so;
19. to refrain from sharing any information with the media, delivering lectures, giving interviews, handing out or publishing written reports or research findings resulting from a mission or handing out photos, slides, films or other electronic data carriers related to a mission without having a general or specific authorization of GRC HQs to do so (cf. Mission Instructions). This applies during the period following the assignment, too;
20. to follow the instructions of the Head of Delegation and GRC HQs, particularly when security is concerned. If a delegate or an accompanying family member fails to observe the above rules, the Head of Delegation will have the authority to arrange for an immediate repatriation of the person concerned.

Disciplinary procedures

In the event of any violation of these Rules of Conduct, the staff member shall be informed in writing of the allegation(s) made against him/her and shall be given appropriate time to respond to such charges (normally ten (10) working days in the case of misconduct, but an extension of these terms may be agreed if appropriate). The human resources department of GRC HQs may take appropriate disciplinary decisions upon receipt of the staff member's comments.

Delegates who are accompanied by family members are fully responsible for their acts during his/her mission. All accompanying family members must sign the Rules of Conduct (except for children under 14 years of age). If a family member violates the Rules of Conduct, GRC HQs has the right to order the family member's repatriation and to hold the delegate responsible.

GRC HQs reserve the right to claim reasonable compensation for damages and costs arising from any violation of the Rules of Conduct. This includes the costs of a return journey to Germany or any other place of residence. Such steps taken under these disciplinary procedures will not preclude further administrative and legal action.

If field personnel develops suspicions regarding violations of the Rules of Conduct, they have the duty to report such suspicions through the proper channels or, if this is considered inappropriate, directly to the persons in charge at GRC HQs.