



INDIVIDUAL CONSULTANCY SERVICES

Date: 30 October 2018

Reference: IC-54994

Country:	Occupied Palestinian Territory (oPt)
Description of the assignment:	External evaluation on the effectiveness of the police accountability system
Programme Name:	<i>Sawasya II</i> : Promoting the Rule of Law in Palestine (2018-2023)
Period of assignment:	20 working days
Duty Station:	Ramallah
Payment terms:	To be made upon validation of deliverables as per ToR

You are cordially invited to submit an application as detailed in this Individual Consultancy (IC) Procurement Notice. Please note & abide by the following submission methodology:

Technical proposal	Financial Proposal
Technical proposal for the referred assignment should be submitted online at http://jobs.undp.ps/	Financial proposal should be sent either via/to e-mail address: quotation.papp@undp.org (If will be sent through Email: File/Email size should not exceed 10 MB in a single email – financial proposal could be sent via multiple emails as needed)
Both the technical and financial proposals should be submitted on or before 11 November 2018 (Jerusalem Time). Both the technical and financial proposals should be submitted by the applicant in order to be considered for evaluation. Late and/or incomplete submissions will be rejected.	

Yours sincerely,



Shehadeh A. Habash
Head of Procurement
UNDP/PAPP



ANNEX I- TERMS OF REFERENCE

I. BACKGROUND AND CONTEXT

The *Sawasya II* programme: Promoting the Rule of Law in Palestine represents the primary programmatic vehicle of the United Nations for advancing the rule of law, integrity, gender justice and human rights in Palestine for the period 2018-2022. Bringing together the main UN entities mandated and invested in these areas in an integrated programme framework (three years, with provision for a further two optional years), *Sawasya II* seeks to elevate the state building enterprise for a progressively functioning and increasingly inclusive State of Palestine that respects, protects and fulfils human rights and gender equality, and promotes development, peace and security.

Under the first phase of *Sawasya* (2014-2018), the programme supported, in collaboration with other international stakeholders including EUPOL COPPS, the Palestinian civil police (PCP) in reinforcing its internal accountability system. Based on an assessment finalized in 2013, the programme supported the PCP in developing a unified complaints system and drafting a disciplinary code to be used by the 3 PCP accountability units (Bureau for Grievances and Human Rights (BGHR), Police Security and Disciplinary Department (PSDD), Inspector General's Office (IGO)). The programme also supported the PCP in developing the job descriptions for the staff of these units, a code of conduct in addition to an electronic complaints system. In 2017, *Sawasya* also supported the opening of a unified complaints office in the Ramallah PCP directorate. This office is centralizing citizens' complaints against the police staff and dispatching them to the relevant PCP accountability unit. In 2017 *Sawasya* also supported the PCP in carrying an assessment focused on the work of the accountability units and ways to strengthen them.

In the framework of *Sawasya II*, the program will continue to support PCP accountability mechanisms mainly by finalizing the internal disciplinary system and in establishing some additional unified complaints offices in some major police directorates in the West Bank (WB). Before supporting the opening of these new offices, the programme is planning to carry out a new study and a beneficiary's survey to assess the effectiveness of the police accountability system and the unified complaints office in Ramallah police directorate. To this end, UNDP is hiring an expert to undertake an assessment of the police accountability system and the unified complain office in Ramallah directorate.

II. DUTIES AND RESPONSABILITIES

The Consultant will perform his tasks, under the supervision of the *Sawasya II* project analyst and Chief Technical Specialist and the counterparts in the PCP. The Consultant's main tasks will be the following:

- Assess the effectiveness of PCP accountability system including complaints handling, disciplinary measures, referral and internal collaboration and repartition of competence between the three PCP accountability units.



- Assess the effectiveness of the unified complaints office in Ramallah police directorate and evaluate the necessity for establishing additional offices in other directorates in the WB.
- Assess the level of implementation and use of the PCP code of conduct as an accountability tool.
- Analyse the linkages of the PCP accountability system with other official accountability systems especially with the PMO.
- Assess the level of implementation of the recommendations included in the 2013 and 2017 police accountability systems assessment studies.
- Assess the beneficiary's satisfaction with PCP complaints system and identify ways to improve its accessibility and PCP complaints unit's communication strategy and relation with CSOs and the public.
- Identify entry points for programme support to PCP accountability system. This should take into consideration factors such as added value, sustainability, effectiveness and the comparative advantage of the programme as the primary UN rule of law programme in Palestine. This should reflect ideas on concrete programmatic areas of support.

III. FUNCTIONS/KEY RESULTS EXPECTED

The expert will be responsible for the following:

- Review all relevant documentation, research and previous assessments related to accountability in the PCP, including the public perception survey data on the PCP (2015 and 2018¹) and the justice and security monitor (2016);
- Develop a work plan that includes comprehensive consultations, surveys and focus group/workshops with the stakeholders and beneficiaries involved in accountability mechanisms.
- Implement the work plan including by
 - interviewing key actors in the PCP and other stakeholders, including UNDP/PAPP, UNICEF and UN Women colleagues, EUPOL COPPS, civil society organisations, beneficiaries; international development agencies, donors/development partners and UN agencies;
 - conducting focus group meetings/workshops with beneficiaries/CSOs.
- Draft a comprehensive report in Arabic and English .

¹ Sawasya II is currently supporting the PCBS to carry a public perception survey focused on measuring the satisfaction, awareness and trust of the Palestinian public of the justice and security institutions. Part of the survey is focused on the PCP accountability system and complaints offices



IV. DELIVERABLES

- Presentation of the work plan in advance of the assignment to Sawasya II and stakeholders in the PCP.
- Survey questionnaires must be developed in close consultation with Sawasya II and PCP.
- In coordination with the Sawasya II, to submit a detailed site visits list with dates and time, and the list of staff that needed to be interviewed.
- Present the initial finding to Sawasya upon the conclusion of the analysis and prior to issuing the draft report and recommendations
- Prepare a final report in Arabic and English (electronic version, a printed copy) that includes the following:
 - Study Title.
 - Contents.
 - Terminology.
 - Executive Summary of not more than two pages describing key recommendations in Arabic and English.
 - Methodology used and main challenges.
 - Study results with the desired outputs.
 - Recommendations summary for intervention on the short and long-term.
 - Annex of interviews questions and survey

V. PAYMENT TERMS

Deliverable	Length	Approval	Payment
Draft report in Arabic and English	15 working days	Sawasya II CTS	70%
Final report in Arabic and English and Arabic	5 working days	Sawasya II CTS	30%

VI. COMPETENCIES

Corporate Competencies

- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favouritism
- Excellent analytical and organisational skills



Functional Competencies

- Demonstrates strong oral and written communication skills
- Builds strong relationships with clients and external actors
- Demonstrates ability to manage complexities
- Communicates effectively with staff at all levels of the organisation
- Acts with tact and diplomacy
- Proves outgoing and comfortable in handling external relations at all levels
- Demonstrates compelling communication skills and cross-cultural effectiveness
- Possesses the ability to convey difficult issues and positions to senior officials and counterparts

VII. EXPERIENCE AND QUALIFICATION REQUIREMENTS

Education

- At least a Master's Degree in law, human rights, social sciences or other related fields

Experience

- At least 10 years of progressive experience working in the field of rule of law.
- At least 1 previous experience in the field of M&E
- At least 3 previous experience in the field of research or preparation of assessment.
- At least 2 previous experience working on accountability in the security/police sector.
- Proven record in high quality English writing;
- Familiarity with the UN/UNDP system and UN joint programmes is an advantage.

Languages

- Fluency in English and Arabic

VIII. APPLICATION PROCEDURE

Qualified candidates are requested to submit the following documents:

- Curriculum vitae or P11 form including past experience in similar projects and contact details of referees;
- Proposed methodology to achieve the tasks included in the ToR (not more than 5 pages)
- Submit a sample of one similar work (capacity and needs assessment report).
- Financial Proposal: the financial proposal is all-inclusive and shall take into account various expenses incurred by the consultant while fulfilling its mission (e.g. transportation cost...).

Individual consultants will be evaluated based on a cumulative analysis taking into consideration the combination of the applicants' qualifications and financial proposal.



Only those candidates who will obtain min. 70 points for the technical evaluation will be assessed for the financial proposal evaluation.

Individual Contractor (IC) will be evaluated based on **Cumulative Analysis**. The respective weight of the proposals are:

- Technical Criteria weight; **[70%]**
- Financial Criteria weight; **[30%]**

Criteria	Weight	Allocated Points
<u>Technical competence</u>	70%	
<p>Level of Expertise:</p> <ul style="list-style-type: none"> • Criteria 1: At least a University Degree in in law, human rights, social sciences or other related fields <ul style="list-style-type: none"> - Master 5 points - PHD 10 points • Criteria 2: At least 10 years of progressive experience of progressive experience working in the rule of law field <ul style="list-style-type: none"> - 10 years 5 points - 11 to 15 years: 10 points - More than 15 years: 15 points • Criteria 3: At least one previous experience in the field of M&E: <ul style="list-style-type: none"> - 1 experience 5 points - 2 to 3 10 points - More than 3 15 points • Criteria 3: At least three previous experience in the field of research, or preparation of need assessment: <ul style="list-style-type: none"> - 3 experiences 5 points - 4 to 5 10 points - More than 5 15 points • Criteria 4: At least two previous experience working on accountability in the security/police reform: <ul style="list-style-type: none"> - 2 experiences 5 points - 3 to 4 10 points - More than 4 15 points 		60

United Nations Development Programme

Programme of Assistance to the Palestinian People

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Methodology To what degree does the methodology demonstrate the applicant's ability to complete this assignment?		15
Sample of Written Work To what degree does the sample of similar capacity and need assessments report demonstrate the applicant's ability to complete this assignment?		15
<u>Financial</u>	30%	
TOTAL SCORE Technical Score * 70% + Financial Score * 30%		

UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidentiality.

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ANNEX

INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS

Available on

<http://www.ps.undp.org/content/papp/en/home/operations/procurement.html>