

Mercy Corps Indonesia

Scope of Work for Consultant

Project/Consultancy Title: Documenting Success Stories/Stories of Changes/ Most Significant Changes from INVEST DM2.0 program implementation

Project Location(s): Jakarta

Finance Department Code:

1. Background:

Mercy Corps Indonesia is part of the global Mercy Corps family, a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries worldwide, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within.

INVEST DM 2.0 (Investing in Human Capital for Disaster Management) program is a collaborative program between the United States Government (through USAID) and the Government of the Republic of Indonesia (through the National Disaster Management Agency, BNPB). INVEST DM 2.0 is designed as a continuation of the USAID/BHA Technical Assistance and Training Team (TATTs) program (2014-2019) and the first phase of the INVEST DM program (May 2019-Jan 2021). The program is focused on the national level, with many interventions expected to be absorbed by the regions. This program directly supports the National Disaster Management Agency (BNPB) in building the capacity of its human resources (bureaucratic reform and capacity building) and national disaster management (PB) capacity through education and training initiatives as well as system and strategy improvements. It is hoped that these initiatives will contribute to the strengthening of local PB institutions and people at key administrative levels who will be better prepared and able to fulfill their mandate to deliver effective and lifesaving PB services.

The approach INVEST DM 2.0 takes is "Building an enabling environment for Capacity Building and Self-Reliance" to enable the GOI and BNPB to recruit, train, sustain, and replace a continual stream of qualified staff to lead the GOI's DRM efforts (prevention, preparedness, response, and recovery). The INVEST DM 2.0 program works with BNPB counterparts and its technical units to deliver advisory support and technical assistance. It is tailored to research, improve and/or support the establishment, implementation, and measurement of organizational development initiatives. This will increase the skills and professionalize the workforce to achieve a high-performance culture. This will be achieved via support to the BNPB reformation agenda for organizational development and change management for civil servants by:

1. Contributing to the organizational capacity development of BNPB's Education and Training Center (Pusdiklat).
2. Assisting the General Affairs and Human Resources Bureau with targeted workforce planning and development initiatives to improve overall personnel management.
3. Facilitating the Pusdalops (EoC) to advance reforms in emergency operation systems and improve coordination of data management and communication.
4. Policy and planning support to the Systems and Strategy department (DSS) to advance BNPB's evolving policy initiatives that improve subnational BPBD lifesaving and preparedness service delivery.

The Theory of Change of the program posits:

IF BNPB, as the national authority in Indonesia responsible for managing disasters and risk, has effective structures, systems, and policies in place to prepare for, respond to, and recover from disasters;

AND IF BNPB has a capacitated workforce equipped with the necessary technical knowledge and tools to realize those structures, systems, and policies, and commits to continuous learning and quality assurance;

AND IF learnings from the sub-national level are utilized at the national level to ensure BNPB is meeting the needs of communities;

THEN BNPB will better mitigate, prepare, and respond to disasters, save lives, and lay the foundation for quick and effective recovery;

BECAUSE durable and targeted education and training investments, augmented with organizational reforms that strengthen people management, well-functioning organizational structures, and systems, that are rooted in better capacity at assessing risk, and supported by the requisite interoperable and public outreach systems, will capacitate BNPB to fulfill its national DM mandate.

Key assumptions underpinning this ToC:

INVEST DM's focus is on one of BNPB's mandates on the provision of human capital development, assuming that increased capacity of human capital (people) will lead to improvement of BNPB.

Most Significant Changes

The Most Significant Change (MSC) technique is a form of participatory monitoring and evaluation, which provides a way to measure intangible qualitative indicators through the systematic collection and analysis of stories provided by program participants and stakeholders.

Qualitative measures of program success can be in the form of success stories or sometimes called the story of changes. These will help identify the achievement and results/impacts of the program. It helps promote sharing evidence-based practices that have shown to be successful in creating the intended changes. This is also part of a mechanism for continuous learning, feedback, and understanding of what works, how, and why.

INVEST DM 2.0 is looking for individual/team consultants/firms to document achievements and results/impacts in the forms of success stories and most significant changes. The aim of this assignment is to conduct in-depth case stories harvesting through written stories to capture the changes. Success stories and most significant changes are also intended to demonstrate the value that INVEST DM 2.0 has added, which demonstrates improved organizational learning and systems that in the mid to long term have the potential to professionalize the workforce and transform BNPBs business culture to that of a high performing agency.

In parallel with this, INVEST DM is commissioning Endline and Evaluation, including Reflection. At a certain stage, the selected consultants will be expected to coordinate with the consultants for Endline and Evaluation to ensure the alignment of the process and the utilization of data, findings, and results from the Endline and Evaluation to inform the capturing and documenting of success stories and most significant changes of the INVEST DM 2.0 program.

2. Objectives of the consultancy

As outlined above, the consultancy has three objectives:

1. Enhance understanding of the value that INVEST DM 2.0 has added.
 - Different views of stakeholders around the INVEST DM 2.0 program

- Changes (Story of Changes) experienced by BNPB as a result of the program implementation.
- 2. Explore/document how these changes demonstrate or are being leveraged and adopted by BNPB to inform policy and best practice that illustrates (emerging) evidence of effective change management.
- 3. Contribute to internal learning and reflection
 - Based on the perspectives of BNPB how can the program be enhanced and improved

3. Scope of Work:

The proposed scope of work is outlined below. The consultant team should propose a detailed methodology to complete the task effectively and efficiently in reference to, but not limited to, the given outline.

1. Working agenda and description of the methodology, including data collection and analysis methods
2. Literature review: a review of relevant program documents (e.g. consultant reports, annual reports, knowledge documentation, communication materials) as well as success stories collected during the implementation.
3. Consultation meeting with relevant BNPB and INVEST DM 2.0 staff, Consultants will present the result of their literature review and list out the potential cases for the success story collection.
4. Preparation of slides presentation that shows the methodological approach, and detailed interaction/interviews for information collection.
5. Development of tools/instruments for data collection and analysis.
6. Conduction of MSC activities or other relevant methods, such as field visits/interviews for meeting relevant people, individuals, and stakeholders, observations, and preparation of stories. Through collective discussion with BNPB and INVEST DM 2.0 team, the proposed cases will be selected and agreed upon.
7. The stories should capture how the individuals/groups/organizations have changed (where applicable) and learned for future improvement.
8. Writing bilingual 4-5 Success Stories or Story of Changes representing different themes/outcomes including cross-cuttings (GEDSI) by capturing the impacts, benefits, and changes, in the individuals/groups and BNPB's organizational technical counterpart units, the story should:
 - Enhance understanding of the value that INVEST DM 2.0 has added
 - Contribute to internal learning and reflection and improvement for future initiatives.
9. Submission or Presentation of the initial draft for incorporation of feedback.
10. Submission of a revised version to INVEST DM 2.0 Program.
11. Submission of the final version of success stories (English and Indonesia) along with data and documentation of the process (high-quality photos, video).

4. Duration

A total of 12 days of equivalent time is estimated for this consultancy work from:

15 September – 30 October 2022.

5. Consultant Deliverables:

The Consultant shall deliver to INVEST DM 2.0 the following deliverables:

1. Methodology including data collection and analysis methods and instruments and work plan
2. Desk review of relevant program documents
3. 4-5 Final Stories in English and Indonesia with high quality photos
4. Activity completion report

The Consultant will report to:

INVEST DM 2.0 Sr. KM, research and communication specialist, Sr. MEAL specialist

The Consultant will work closely with:

BNPB and INVEST DM 2.0 team. Close supervision and support will be provided by INVEST DM 2.0. The selected Consultant is expected to engage in day-to-day communication with INVEST DM 2.0 and BNPB. The selected Consultant shall maintain an effective working relationship and consolidate the methodology to ensure that BNPB thoroughly understands the work.

INVEST DM 2.0 will facilitate communications throughout the contract period and shall actively participate in the coordination, oversight, and implementation of this work. This may include adjustments in implementation as deemed necessary by INVEST DM 2.0.

6. Required Experience & Skills:

- Extensive technical expertise in story documentation with some experience in DRR, Organizational Capacity development, Workforce development, GEDSI, and other relevant sectors.
- Advanced degree in social science or humanities or other relevant subjects
- Must have an evaluation background with a minimum of 5 years of experience in, research, monitoring, and evaluation using MSC or other relevant methods, preference for having an in-depth understanding of the Theory of Changes and Organizational Changes.
- Demonstrated expertise, skills, and experience working within government institutions, such as ministries/state institutions/regional government.
- Demonstrated skills in the development of case stories (consultant should submit a sample copy of stories/communication materials development work done in the past).

7. Application submission:

Prospective candidates shall email (a) detail CV of consultant (s); (b) proposed methodology, workplan, and budget to complete the assignment within the required timeframe; (c) a sample of previous work in the same or related area written in English and or Indonesia. The consultant can send a similar work proving his writing and understanding capacity in both languages, to procurement@id.mercycorps.org with subject "Documentation of Success Stories and MSC" no later than August 6th, 2022.

Only candidates who meet the required qualifications and experiences will be contacted.

CV and price quotation to procurement@id.mercycorps.org with subject "**Documentation of Success Stories and MSC**" no later than **August 6th, 2022**. Only candidates who meet the required qualifications and experiences will be contacted.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening, and evolving to become more diverse, equitable, and inclusive than we are today.

Equal Employment Opportunity

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination based on race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status, or any other protected group in the locations where we work.

Safeguarding & Ethics

Mercy Corps Indonesia team members are expected to support all efforts toward accountability, specifically to our stakeholders and to international standards guiding international relief and development work, while actively engaging communities as equal partners in the design, monitoring, and evaluation of our field projects. Team members are expected to conduct themselves professionally and respect local laws, customs, and MCI's policies, procedures, and values at all times and in all in-country venues.