TERMS OF REFERENCE

Project Name: Smart Government II Project, Mongolia
Project Number: P176631
Terms of Reference: Consultancy service for Training and Events Coordination to support and manage initiative dedicated to narrowing the digital divide prevalent among seniors in underserved communities

Reference Number: 3.1.2.4-1

Date:

A. BACKGROUND

Through the World Bank's support, The Smart Government II Project aims to improve the usability and efficiency of online public services to citizens and businesses and to increase digital skills and digital-enabled jobs.

The Smart Government II Project has five components that collectively contribute to building a whole-of-government approach for public services and public sector transformation, and the development of Mongolia's digital economy:

Component 1:   Enabling Environment for Digital Transformation: strengthens digital-related policies, regulations, and institutional frameworks, manages change and stakeholder engagement, and promotes online citizen engagement/participation.

Component 2:   Transforming Digital Government: improves the usability and efficiency of digital public services, upgrades the national and disaster recovery data centers, and strengthens the Cybersecurity Incidence Response Team (CIRT) and security of state registration data.

Component 3:   Growing the Digital Economy: enhances digital skills training for civil servants and citizens, creates 3,000 digital-enabled jobs for youths, and supports small and medium enterprises (SMEs) in adopting digital solutions.

Component 4:   Project Management Support: provides technical and operational assistance for project management, including financial management, procurement, environmental and social risk management, grievance redress mechanisms, and monitoring, reporting, and evaluation.

Component 5:   Contingent Emergency Response: ensures the provision of immediate response to an eligible crisis or emergency as needed.

The Smart Government II Project will be implemented by the Ministry of Digital Development and Communications (MDDC) as well as identified beneficiary agencies under the Project. The MDDC as the lead implementing agency will be responsible for overall implementation, fiduciary, Environmental, and Social Framework (ESF) compliance for the Project.

Under component 3, Digital literacy for Citizens subcomponent stands for implementing a catalytic digital literacy program to provide basic and needed digital skills for targeted groups of citizens.

The Digital Literacy for Senior Citizens initiative as part of subcomponent 3.1 is dedicated to narrowing the digital divide prevalent among seniors in underserved communities nationwide.

Highlighting the findings from the UNDP's 2022 study, which identifies senior citizens as the most vulnerable group facing digital disparities, underscores the necessity for tailored interventions to facilitate their access to fundamental digital services. The successful implementation of this vital digital literacy initiative for seniors holds the potential to foster equitable digital development throughout the country.

B. OBJECTIVE

The Digital Literacy for Seniors subcomponent is seeking a qualified consultant to support and manage events and trainings dedicated to narrowing the digital divide prevalent among seniors in underserved communities nationwide.

The primary objective of the subcomponent is to offer personalized guidance on a one-to-one or one-to-few basis to seniors, empowering them with crucial digital skills. The selected consultant will play a pivotal role in managing the training and events coordination by conducting training sessions for students, engaging senior participants, orchestrating events, reporting to the Senior consultant, and coordinating various project-related activities in collaboration with stakeholders.

C. SCOPE OF WORK

The consultant will be responsible for the following key activities:

Task 1: Manage Student Training

1.1. Organize training sessions for student volunteers based on the curriculum with assistance from the project consultants.
1.2. Assist student volunteers, seniors, and other key beneficiaries during training.
1.3. Provide ongoing support and guidance to students to enhance their teaching skills.

Task 2: Event Coordination

2.1 Plan and coordinate events that facilitate 1-to-1 or 1-to-few interactions between students, and seniors.
2.2 Secure event venues, equipment, and necessary resources.
2.3 Ensure that events run smoothly and efficiently.
2.4 Facilitate payment settlements in coordination with the PIU.

Task 3: Management and Coordination

3.1 Collaborate with other team members during the project management process
3.2 Manage logistics such as transportation, catering, member items, and event materials.
3.3 Coordinate with volunteers and vendors to ensure a seamless experience.

Task 4: Assist in the recruitment of 100 tertiary Students to provide digital literacy for 1,000 seniors (above the age of 50)

4.1 Assist in the development of a recruitment strategy to attract tertiary students and youth interested in volunteering for the sub-project.
4.2 Assist in the coordination of outreach and promotional activities to engage potential student volunteers
4.3 Assist in the selection and onboarding process of student volunteers

D. DELIVERABLES

The consultant is expected to deliver the following:

1. Inception report with a detailed Work Plan.
2. A detailed event plan and survey templates for participants.
3. Mid-term report 1 on detailed event logistics and documentation.

4. Mid-term report 2 on student volunteer event outcomes.
5. Mid-term report 3 on successful training sessions for seniors.
6. Final report on event management and coordination, participant feedback, outcomes as well as lessons learned.

E. REQUIRED QUALIFICATIONS

Education: A bachelor's degree in related fields such as business administration, and management.

Experience:

- At least 3 years of event management experience, preferably with experience in education or community engagement projects.
- Demonstrated ability to recruit and manage volunteers.
- Sufficient understanding of the digital challenges faced by seniors.
- An understanding of the importance of inclusivity and accessibility in digital education.

Language skills: Fluency in Mongolian and Proficiency in English.

Other skills:
- Strong organizational, coordination as well as reporting skills.
- Excellent communication and interpersonal skills to engage both students and seniors effectively.

F. SUPERVISION AND REPORTING

The consultant will report to the beneficiary agency (MDDC) on activities set in the Scope of Work. In addition to the reports required it is his or her obligation to report all significant project events to the PIU.

G. CONTRACT DURATION

The consultancy is expected to commence immediately upon selection of the consultant and the duration of the assignment is for 8 months.

H. INSTITUTIONAL ARRANGEMENTS

The Senior consultant at the beneficiary (MDDC) shall assist the consultant for performing the assignment. The consultant is responsible for ensuring his/her workspace and amenities for the duration of the assignment.

If you possess the above qualifications, please submit the following documents via email to khulan@smart.gov.mn:
1. Cover letter indicating why she/he considers her/himself suitable for the position.

2. Detailed CV highlighting relevant skills/experience.

3. Copy of diplomas or certificates; and,

4. Two (2) reference letters from the previous two employers **no later than 3:00 PM, April 08, 2024.**

The submitted documents will not be returned to the applicants. Please note that incomplete applications will not be considered for evaluation. Only selected candidates will be contacted. Address for submission of Expression of Interest: Ms.Khulan, Procurement Specialist, Smart Government II project, #301, 6th sub-district, Sukhbaatar district, Ulaanbaatar.