Formalized procedure to tender for Regional Coordination Services for QUDRA 2 Project - Based in Amman

Invitation to tender launched in an open tender procedure in accordance with Article 1° art R. 2124-2 of French Public Procurement Code

TECHNICAL SPECIFICATIONS

Document no. 1
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1. About CFI and the QUDRA program

CFI is the French media development agency, mainly funded by the French Ministry for Europe and Foreign Affairs, responsible for implementing public aid policy in the media sector in developing countries. CFI works alongside players operating in the media industry (TV, radio, written press, social media), whether state-owned or private owned as well civil society organizations. CFI is currently involved in around thirty projects that fall within three major programs: Media & Pluralism, Media & Enterprise and Media & Development.

In the frame of a multisectoral program implemented by a German, Spanish and French consortium, CFI is contracted as an implementing partner to improve a direct access to information for both Syrian refugees and vulnerable host communities in Jordan and Lebanon. The goal of the project is to produce and disseminate information flow to the Syrian beneficiaries and host communities in both countries, particularly regarding protection and legal aid. This will imply to design, set-up, and run a services-oriented information collection system across both countries, and disseminate information through different channels.

This program will run from September 2019 to August 2022.

2. Tasks and responsibilities

CFI needs an operator to provide specific services of regional coordination in Jordan and Lebanon (plan and coordinate operational procedures (administrative, financial, procurement, human resources) and systems and devise ways to streamline processes), being carried out in Amman (Jordan).

The duration of the contract is twenty-eight (28) months, until 31st August 2022.

This operator will be reporting to the Direction of the CFI Department for the Mediterranean Region and Asia. The operator is expected to visit CFI HQ in France regularly during the contract.

The operator will have common interfaces with:

- The program’s consortium member’s representatives (EF in priority, GIZ, AECID, staff) and with local stakeholders.
- CFI HQ (Director of the CFI Department for the Mediterranean Region and Asia, Administration/Finance/Accounting services).

The regional coordination program under which the operator’s services are procured, is managed by CFI’s HQ. As such, CFI’s HQ:

- Takes part in the definition of the program’s objectives and validates the main aspects of the project;
- Validates any strategic commitment towards main project’s partners, specifically consortium members’ and EU representatives.
Service description:

A. Providing services of supervision of the overall CFI regional project in Jordan and Lebanon (i.e. ensure its implementation and monitoring in accordance with the project proposal and annexes, and with EF and CFI procedures):

- To ensure the project’s objectives, results, activities, and targets are achieved. This mainly implies:
  - delivering an information sharing channeling vital service-based information for the Syrian refugees and host communities in the 2 targeted countries;
  - distributing vital service-based information for the Syrian refugees and host communities via various communication channels;
  - ensuring service-based information are narrated into clear and understandable messages to the Syrian refugees and host communities and continuously updated;
  - bringing his/her input in the revision of results, activities, and targets to adapt to the changes of the operational context if need be, taking into account the existing global project’s framework and EU/EF guidelines;

- To ensure human, financial, logistic resources are well managed and allocated to contribute to the project’s success;

- In coordination with CFI HQ, to set up the activities and ensure their implementation in accordance with the project proposal, the validated budget, the work plan, and CFI contractual commitments with EF;

- To elaborate and/or fine-tune project’s implementation and monitoring tools (schedule, detailed action plan, logical framework, procurement plan, budget) and update them in close coordination with CFI HQ, in accordance with the project development and progression;

- To keep CFI Director updated on a weekly and monthly basis regarding activities implemented;

- To ensure a good communication flow regarding the project’s progress on the ground;

- To regularly conduct field visits in both countries to make sure the activities are being implemented properly;

- To capitalize on knowledge developed during the project (contribution to communication documents, annual reports, etc. if need be);

- Budget and financial management:
  - The operator is responsible, with the help of the local admin/fi officer, of managing and monitoring local expenses in the country of affectation which he/she will monthly send to CFI HQ along with corresponding receipts;
  - The operator supervises the 2 national project managers in doing the same;
  - The operator is responsible of authorizing expenses in Jordan and Lebanon according to the project budget and expenses’ approval grid.

B. Providing services of coordination and management of the project’s team and resources as well as CFI offices in Lebanon or Jordan:

- To participate in the selection of local project team;

- To supervise and manage team members under his/her responsibility (priorities’ management, absences’ follow-up, etc.);
- To ensure the project staff complies with CFI and EF procedures;

- The operator is responsible of all aspects related to the regional coordination office: finance, local regulations, office organization charts, and logistics, in line with CFI/EF procedures;

- To guarantee the respect of the countries’ legislation and administrative regulation.

C. **Providing services of representation of CFI and coordination with consortium members** (firstly EF – Expertise France, GIZ - Deutsche Gesellschaft für Internationale Zusammenarbeit and AECID - Spanish Agency for International Development Cooperation), EU representatives, national authorities, international organizations and regional stakeholders through regular missions if need be:

- To represent CFI and ensure good relations with the project partners, organizations, and authorities in Jordan and Lebanon, and ensure that representation and good relations are well maintained;

- To take part to all meetings organized by the authorities and project’s consortium members, partners;

- To ensure necessary agreements with Jordanian and Lebanese authorities for the activities’ implementation, to elaborate and formalize, and send them to CFI HQ for validation;

- To validate any strategic commitment towards main project’s partners, specifically consortium members’ representatives with CFI HQ in Paris.

D. **Providing services of reporting and communication:**

- To coordinate reporting related activities in Jordan and Lebanon by liaising with the national project managers and ensure the good quality of reports in line with the donor’s standards, guidelines, and deadlines;

- To ensure there is a good communication and visibility of the project in the two countries;

- To ensure the donors’ visibility;

- To write a final report at the end of the mission.

E. **Providing services of coordination of the flow of information regarding security situation in Lebanon, and Jordan, and in link with EF, of CFI’s premises security in Lebanon and Jordan:**

- To analyze potential risks and threats on the team members’ security and on CFI activities on the ground (information collection and analysis, networking with local actors);

- To inform team members and CFI HQ of potential issues related to security, and manage this on a daily basis;

- To brief team members regarding security and monitor accordingly their practices (ensure they comply with CFI/EF procedures);

- To ensure briefing of team members according to any specific security guidelines from the HQ.
F. To contribute to the development of CFI activities in the region:
- To take part to discussions related to CFI strategy in the region if needed, in close cooperation with CFI HQ, which can lead to writing or input project documents/proposals.

3. Experiences and Competences:

The operator has to be experienced in carrying out international humanitarian/development projects preferably EU-funded, or at least having worked in the humanitarian/development field on refugees and/or information sharing and management for minimum 8 years.

The mission also requires:
- Experience/knowledge of the Arab countries;
- Experience/knowledge in the media/journalism field;
- High capacity to adapt to changing environments and contexts;
- Strong analytical and practical problem-solving skills;
- Very good inter-personal and writing skills;
- Experience in team management and cross-cultural management leadership;
- Excellent skills in coordination with the relevant actors (communication and representation);
- Experience in budget monitoring and accounting (basic), logistics is desirable;
- Proficient in computers (Windows, spreadsheets, Word, Excel) and interest for online platforms/applications;
- Sense of integrity and responsibility;
- Valid international driving license preferred.
- Relevant educational background in communication, journalism, media-related project/media platform management, project’s management, international relations, international law, political sciences.
- Language skills:
  - English: full professional proficiency
  - Arabic: highly appreciated
  - French: highly appreciated.

4. Conditions

The operator will travel throughout the countries covered by the program (Jordan and Lebanon) at least once a month.

The operator will also travel to the CFI headquarters at least once a year.

**Type of contract:** Public contract of services.

**Targeted candidates:** services’ operators.

The contract will be signed for 1 year, automatically renewed on a yearly basis up to the end of the project, on 31<sup>st</sup> August 2022.
5. Termination, collateral and transfer of the contract

5.1. Receivership or compulsory liquidation

The parties agree that in the event that the operator goes into receivership or compulsory liquidation, the contract shall be terminated ipso jure after a period of one month from the date of a letter sent by registered post with acknowledgement of receipt.

This shall not entitle the operator to any compensation.

If it is established that there is a risk that the operator’s business may be liquidated, the operator shall take all necessary steps to provide CFI with the computer codes required for operation of the equipment and software supplied, as well as any developments that may have been made in accordance with the guarantee of future-proofing.

5.2. Termination

5.2.1. Termination of the contract
Without prejudice of the right, for CFI, to terminate the contract for reasons of public interest, in the event of a breach of contract by the operator, CFI will be fully within its rights to terminate the contract, fifteen (15) clear days after sending a registered letter with acknowledgement of receipt, without prejudice to any action that may be taken for damages.

CFI may provide for the performance of the service at the service provider’s expense and risk, either in the event of non-performance by the latter of a service that, due to its nature, cannot be delayed, or after formal notice has been given by registered letter with acknowledgement of receipt to provide the service within eight (8) days and this has proved unsuccessful. Any increase in expenses in relation to market prices resulting from performance of the services at the service provider’s expense and risk shall be borne by the service provider.

5.2.2. End of the contract term
The contract shall end, except in cases covered by Article 5.2.1, at the end of its term, 3 years after its notification to the operator.

5.3. Collateral and transfer of contract
No transfer of the contract is authorized.

6. Legal disputes

Except in the event of interim proceedings, the parties undertake to seek an amicable solution in the event of any legal dispute or disagreement between them before considering referring the case to a court of any kind.

To this end, any disagreement between the operator and CFI must be the subject of a complaint report drawn up by the parties, which must be communicated within thirty days from the date on which the disagreement arose.

The parties shall then have two (2) months in which to respond to this complaint. If the disagreement persists after this amicable procedure, the parties may commence litigation.
The contract concluded between CFI and the operator shall be subject to the provisions of public law.

The language of this contract is English.

Any translation is provided for information purposes only and has no contractual value. In the event of any conflict between the two versions, only the English version of the contract documents shall prevail.

Any dispute relating to the implementation or breach of the contract shall be referred to the Tribunal administratif de Paris.

Approved by the company

Approved by the representative of CFI

Chief Executive Officer

Mr Marc Fonbaustier

[Place]

Issy-les-Moulineaux

[Date]

[Date]

Stamp and signature

Stamp and signature