TERMS OF REFERENCE FOR A CVE CONTRACT SERVICE TO MAINTAIN AND ADMINISTRATE THE GLOBAL CVE WEB PORTAL CONTENT


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1. BACKGROUND INFORMATION

1.1. Partner country

United Arab Emirates (UAE)

1.2. Contracting Authority

Hedayah

1.3. Current situation

Hedayah is the International Centre of Excellence established to serve as the premier international institution for capacity-building, dialogue and communications, and research and analysis to counter violent extremism (CVE) in all of its forms, in support of long-term, global efforts to prevent and counter terrorism.

Its main goals are:

- To be the premier global institution for expertise and experience in countering violent extremism in all its forms;
- To reduce the number of terrorist group supporters through non-coercive means;
- To serve as a resource for governments and civil society;
- To create a global network of CVE experts and practitioners.

The Centre’s mandate focuses on three core areas:

1) Dialogue and Communications: Providing a dedicated platform to facilitate focused discussion and collaboration among national and local actors, civil society, researchers and community leaders involved in CVE;

2) Capacity-Building Programs: Providing training and practical tools to enhance the capacities of government and non-government stakeholders to design and implement effective programs and policies to counter violent extremism;

3) Research and Analysis: Cataloguing existing CVE research as well as conducting and commissioning new research to gain a deeper understanding of the drivers of violent extremism, and which approaches are effective in countering it.

In May 2015 Hedayah started the implementation of a four year European Union funded Programme with the overall objective of building the capacity of state and non-state actors to effectively challenge radicalisation and recruitment to violent extremism, while continuing to respect human rights and international law. The development of a Global CVE Web Portal has been planned in the frame of the Result 4 of this action, «Increased understanding, locally and internationally, of the drivers of radicalisation among vulnerable groups, including region-specific assessments that will direct the design of initiatives». The starting point will be the website www.counterextremism.org, developed and managed by the Institute for Strategic Dialogue (ISD). Based on an agreement between Hedayah and ISD, both organisations will work in partnership and benefit of a rebranded and enlarged new portal www.counterextremismhub.org that will move the primary focus beyond Europe and North America. One element of this project will include a Global Virtual Library Collection of CVE resources, which will be easily searchable by geography, theme or type of resource. The Global CVE Web Portal will become the global online resource hub for policy makers and practitioners working on violent extremism and radicalisation to bring together policy documents, research papers, case studies, and good practices as well as key information on events, activities and experts in the CVE community.
2. **OBJECTIVE, PURPOSE & EXPECTED RESULTS**

2.1. **Overall objective**

The overall objective of the project of which this contract will be a part is as follows:

To develop a global CVE web portal, an online resources hub of current literature and analysis on countering violent extremism (CVE).

2.2. **Purpose and Results to be achieved by the contractor**

The purpose of this contract is to contribute with CVE expertise to the maintenance and administration of the Global CVE Virtual Portal which will host an online presence for members of the CVE community to share and manage content, exchange ideas and create networks. The portal will include:

- **Resource (Library) Collection:** ISD and Hedayah catalogue of virtual CVE literature and resources, including CVE toolkits, leading practice case studies, publications on developments in the field and counter narrative collection, to provide a searchable database for stakeholders to consult for CVE research, experts and programmes.

- **Other Collections/resources** separately developed by Hedayah and ISD through alternate projects that will be made accessible (i.e. linked) through the web portal. Some of these collections and resources may include (but are not limited to):

  a. *Hedayah’s Physical Collection* comprised approximately 2000+ titles, including books, reports, journal articles and conference documents.

  b. *Counter-Narrative Collection*: Hedayah’s existing counter-narrative collection/library focusing mainly on countering violent extremist messaging

  c. *Measurement and Evaluation Compendium*

  d. *Against Violent Extremism Network*: launched and organized by ISD

  e. *Youth CAN Network*

  f. *Hedayah’s* online collection of narratives to counter violent extremism.

- **Events:** a calendar of recent events in the CVE and CT communities, including by the GCTF, UN, OSCE, Hedayah, ISD, and other think tanks and research centres internationally.

At the outset, the collection will include only open source material. The database may also link to non-open source material, but not provide access. However, if there is budget and scope to include access to journal articles and subscriptions to e-books with appropriate licensing, the collection could be expanded in this way.
3. ASSUMPTIONS & RISKS

3.1. Assumptions & Risks underlying the project

- Feasible coordination between ISD / Hedayah and the contractor if the contractor is located in a different country.
- The contractor has limited 1) technical skills or 2) CVE knowledge to appropriately maintain the web portal

4. SCOPE OF THE WORK & BUDGET

4.1. Description of the assignment and specific work

The contractor will be responsible for the following:

- If located in the United Arab Emirates (UAE), the contractor will attend the training given by IT Company about the web portals functionality. If located outside of the UAE, the contractor will review the training manual provided by IT Company.

- The contractor shall review registration forms, authorize and follow up user accounts for members, supervise chat boards content, for all members and private ones, and act as administrator/moderator.

- Weekly update of the resource library to ensure the most recent publications are available on the web portal. List of publications will first be provided to Hedayah/ISD for review prior to uploading.

- Monthly update of the event calendar to include all CVE related events. This will include Hedayah’s/ ISD’s events as well other CVE related organizations to include but not limited to the Radicalization Awareness Network (RAN) and Organization for Security and Co-operation in Europe (OCSE). List of publications will first be provided to Hedayah/ISD for review prior to uploading.

- In close coordination with Hedayah/ ISD, the contractor will be tasked with uploading a post on the Forum discussion board every two (2) Weeks. Once the post is uploaded, the contractor will supervise chat boards content, for all members and private ones, and act as administrator/moderator. The contractor will be tasked with monitoring and reporting any posts that are deemed inappropriate
  - The Contractor will coordinate with the IT technician and will receive IT support in any issue regarding the web portal maintenance and upload setting.
  - The Contractor will submit a comprehensive Quarterly narrative report to Hedayah and ISD with the description and update of the web portals activity. This will include items such as number of users, number of resources, level of engagement on forums as well as any difficulties faced during the reporting time.

4.2. Project management

4.2.1. Responsible body

Hedayah’s STRIVE Global /ISD Communications Department
4.2.2. Management structure/focal points

The research analyst will be the focal point in Hedayah. The Senior Communications Manager will be the focal point in ISD. The Contractor will coordinate daily work and communication with both staff in ISD and Hedayah.

4.2.3. Facilities to be provided by the Contracting Authority and/or other parties

The contractor will work with its own equipment and ISD/Hedayah will facilitate a space to work in its office when required.

4.2.4. Budget

The maximum budget available for this contract is **EURO 10,000**.

Payment will be done in three instalments (25%-25%-25%) upon deliverables of the project milestones:
1) First Quarterly report
2) Second Quarterly report
3) Third Quarterly report
4) Fourth Quarterly report

5. LOGISTICS & TIMING

5.1. Location

Flexible (internal travel coordination requirements should be included in the service fee).

5.2. Start date & Period of implementation of tasks

The intended start date is August 2018 with one year project implementation period (with the possibility to extend the service contract on a yearly basis).

<table>
<thead>
<tr>
<th>Nº</th>
<th>ACTIVITIES</th>
<th>Month</th>
<th>Coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of quarterly reports</td>
<td>1  2  3  4  5  6  7  8  9  10  11  12</td>
<td>X  X  X  X  X  X  X  X  X  X  X  ISD/Hedayah/Contractor</td>
</tr>
<tr>
<td>2</td>
<td>All administrative related issues listed under section 4.1.</td>
<td>1  2  3  4  5  6  7  8  9  10  11  12</td>
<td>X  X  X  X  X  X  X  X  X  X  X  ISD/Hedayah/Contractor</td>
</tr>
</tbody>
</table>

NOTE: This table is illustrative, contractor will submit a precise schedule with deadlines for each activity.

6. EXPERTISE REQUIREMENTS & FACILITIES

6.1. Staff/Experts

In order to be able to deliver an appropriate product, reach the objective and achieve the expected results of this project, the contractor will have to prove a research analysis background on CVE as well as some technical experience using word press.
6.2. Facilities to be provided by the contractor

The Contractor shall be adequately equipped. ISD and Hedayah will provide access to the necessary information for the expert/s performance.

7. REPORTS

7.1. Reporting requirements

The Contractor will submit the following reports to ISD and Hedayah:

- **Quarterly Reports** to be produced every Three (3) months to detail overall web portal activity to include, but not limited to 1) number of new resources 2) number of users (individual and organization) 3) level of activity on discussion boards 4) any concerns.

- **Draft final report.** This report shall be submitted no later than in two weeks upon the end of the period of the project implementation. The content of the report should follow the structure below:
  
  - Introduction
    - I. Objective
    - II. Working method
  - Analysis
    - III. Analysis of the content
  - Action
    - IV. Web Portal content
    - V. Expenditure
  - Conclusion
  - Recommendations

- ISD/Hedayah will submit their comments within 7 days after receipt of the draft final report.

- **Final report will** incorporate any comments received from ISD/Hedayah on the draft report. The deadline for sending the final report is 7 days after receipt of comments on the draft final report. The report shall contain a sufficiently detailed description of the tasks carried out by the expert. The final report must be provided along with the corresponding invoice for last payment.

7.2. Submission and approval of reports

Reports referred to above must be submitted to the ISD and Hedayah. ISD and Hedayah are responsible for approving the reports.
9. SUBMISSION OF PROPOSALS & SELECTION CRITERIA

Contractors interested in applying to this tender should send the proposal providing the following documents and information:

- Cover letter (with date and signature) indicating the tender reference and a list of the documents attached.
- A technical proposal (following Annex III template) including all the requirements mentioned in these ToR, background/expertise of the contractor (CV).
- A financial proposal/budget forecast in EURO including a price breakdown based on the outputs/deliverables in this Terms of Reference.
- Documentary proof or statements required under the law of the country in which the contractor is effectively established.

Offers should be sent by COB 6 August 2018 to the following e-mail address:

hr@hedayah.ae

Questions may be sent to the same e-mail address indicating clearly the tender reference in the subject.

If the contractor is selected additional documents will be requested:

- A copy of the diplomas mentioned in the CV and a copy of employer certificates or references proving the professional experience indicated in the CV.

Selection criteria

Rationale- maximum 30

Strategy- maximum 45 (the assessment of the team members proposed is part of the strategy)

Timetable of the activities- maximum 25

Overall total score = 100

Only tenders with average scores of at least 75 points qualify for the financial evaluation.