

SPECIAL SERVICE AGREEMENT (SSA) TASK, SKILLS AND EXPERIENCE

1. IAOD will prepare the design and inception phase of a knowledge management evaluation with the assistance of one SSA holder who will be identified through a transparent selection process. The SSA holder services will be provided in two phases, from December 9th to 27th, 2013 and from January 6th to June 27th 2014.
2. The SSA holder should not have been significantly involved in any direct work with any of the activities under evaluation, or have other conflicts of interest.
3. The SSA holder will be required to sign the Code of Conduct and Agreement Form¹.

(A) SSA HOLDER SKILLS AND EXPERIENCE REQUIRED

4. IAOD has foreseen contracting for a period of seven months one SSA holder under the management of the Task Manager, Ms. Julia ENGELHARDT, Senior Evaluator, to assist with the design and undertaking of the evaluation, as well as to assist in the preparation of Terms of Reference (ToRs) including mapping exercise and inception phase.
5. The SSA holder shall have the following expertise:
 - (a) Degree and/or working expertise in knowledge management;
 - (b) Past experience in administration, planning, monitoring or evaluating knowledge management programs;
 - (c) Ability to conceptualize complex interactions and to design approaches and methodologies adapted to the field of evaluation;
 - (d) Experience in analyzing databases and designing, preparing and analyzing surveys using survey software;
 - (e) Good data analysis skills and report presentation;
 - (f) Proven excellent English writing and editing skills and proficiency with modern IT tools (MS office).

¹ The IAOD Evaluation Section Code of Conduct for SSA holders will be shared with potential candidates upon request.

(B) SSA HOLDER TASKS

6. The SSA holder will assist the Task Manager in providing technical and administrative support to the evaluation and perform tasks as highlighted below and any other task assigned by her:

- (a) Data collection, knowledge management inventory and analysis;
- (b) Preparation of terms of reference and inception report writing;
- (c) Assist in setting up and undertaking interviews with key stakeholders, and making all the necessary logistic arrangements for meetings, as well as recording information from interviews and meetings;
- (d) Provide expert advice in regards to knowledge management issues to inform the development of the evaluation design and methodology;
- (e) Assist in the design and preparation of questionnaires and tools required for the evaluation;
- (f) Assist with the collection and analysis of data and records related to knowledge management and participate actively in key stakeholders' interviews;
- (g) Provide substantive support and assistance during the terms of reference preparation process, inception phase, data collection and analysis, and evaluation writing phases including report drafting;
- (h) Assist the Task Manager in any other task she might assign during the design and implementation of this evaluation.

(C) REMUNERATION

7. For the services described above, the Organization shall pay the Subscriber a lump sum of 25,000 Swiss francs to be paid in two installments:

- 10,000 Swiss francs shall be paid after satisfactory completion of tasks a) and b) above;
- 15,000 Swiss francs shall be paid after satisfactory completion of tasks c) to h) above.

8. The payment of the abovementioned sums will be subject to satisfactory performance, and timely production of fully edited English deliverables accepted by IAOD.

(D) HOW TO APPLY

Interested applicants should send their applications to Mrs. Julia Engelhardt at iaod@wipo.int. Deadline for applications is 6th December 2013. These should include the following:

- (a) CV accompanied by a cover letter;
- (b) Two references to be contacted in case shortlisted; and
- (c) If possible an example of a knowledge management report.