

REQUEST FOR EXPRESSIONS OF INTEREST
AFRICAN DEVELOPMENT BANK
[Headquarters - AfDB - Avenue Joseph Anoma
01 BP 1387 Abidjan 01 – Côte d'Ivoire]
Protocol, Privileges and Immunities Division (PSEG2)
Office of the Secretary General and General Secretariat

Telephone: (+225) 20 26 59 30

Expressions of interest are being requested for an Individual Consultant Position

Brief description of the Assignment:

- Develop detailed guidelines on all aspects of the Protocol Guide and the Conference Guide
- Assist in developing systematized information on procedures related to the implementation of privileges and immunities
- Develop guidelines for the measurement of success in events management
- Develop Service Level Agreements in all major areas of PSEG2 work, including privileges and immunities, events and relations with diplomatic missions and conference infrastructure.
- Advise on the use of new technologies to optimize the work of PSEG2.
- Assist in the training of PSEG2 Staff in the use of new instruments (guidelines and SLAs)
- Assist in the development of guideline for improved coordination with Regional and Country Offices.
- The Consultant shall perform any other administrative duty, documentary research, and duties as required by the Chief of Protocol and Division Manager of PSEG2.

Department issuing the request: *PSEG2 – Office of the Secretary General and General Secretariat PSEG*

Place of assignment: *Bank's headquarters in Abidjan, Côte d'Ivoire and work from here during the whole consultancy period*

Duration of the assignment: *6 months*

Tentative Date of commencement: *November 1, 2018*

Detailed Terms of reference for the assignment: *[cf. below]*

Deadline for applications: *October 15, 2018*

Applications to be submitted to i.ngoran@afdb.org ; j.aryee@afdb.org

Any questions and requests for clarifications may be sent to i.ngoran@afdb.org / j.aryee@afdb.org

1. Introduction / Background

- 1.1 The African Development Bank (the Bank) is a Multilateral Development Bank established in 1964 to catalyze sustainable economic development and social progress in its regional member countries (RMCs), thus contributing to poverty reduction. The Bank has 80 members consisting of 54 regional and 26 non-regional countries.
- 1.2 The role of the Banks' Office of the Secretary General and the General Secretariat (PSEG) is to facilitate the delivery of the objectives of the Bank's Ten Year Strategy, High 5s, and Development and Business Delivery Model (DBDM) by enhancing the decision-making process of the governance organs and forging better working relationships with the shareholders and host countries of the Bank. PSEG serves as the Secretariat of the Boards of Governors and Boards of Directors and is comprised of: (i) the Immediate Office of the Secretary General (PSEG.0) which has the additional responsibility of managing the Records Management and Archives Section as well as the Conferences and Meetings Section; (ii) a Board Affairs and Proceedings Division (PSEG.1); and (iii) a Protocol, Privileges and Immunities Division (PSEG.2).
- 1.3 PSEG2 is the Division within the Office of the Secretary General responsible for providing protocol and conference services in the Bank. This includes the planning and organization of ceremonies and high level visits, the management of privileges and immunities, protocol assistance to the President, Elected Officers and Senior management, as well as technical support and coverage for conference and meetings organized by the Bank. The consultancy services being sought will be provided for PSEG2. In this connection the Consultant shall report to the Chief of Protocol and Division Manager, PSEG2 and work under his supervision.

2. Objectives of the Assignment

The principal objectives of conducting the assignment is:

- 2.1 To provide technical assistance in helping with the ongoing implementation of the objectives of the Division, namely the consolidation of the performance enabling environment. This includes the elaboration of guidelines and Service Level Agreements (SLAs) on all aspects of PSEG2 work. In addition to developing such a document, the Consultant will assist with the training of PSEG2 staff on the new instruments of measurements of work (guidelines and SLAs).

3. Main activities and deliverables

- 3.1 Develop detailed guidelines on all aspects of the Protocol Guide and the Conference Guide
- 3.2 Assist in developing systematized information on procedures related to the implementation of privileges and immunities
- 3.3 Develop guidelines for the measurement of success in events management
- 3.4 Develop Service Level Agreements in all major areas of PSEG2 work, including privileges and immunities, events and relations with diplomatic missions and conference infrastructure.

- 3.5 Advise on the use of new technologies to optimize the work of PSEG2.
- 3.6 Assist in the training of PSEG2 Staff in the use of new instruments (guidelines and SLAs)
- 3.7 Assist in the development of guideline for improved coordination with Regional and Country Offices.
- 3.8 The Consultant shall perform any other administrative duty, documentary research, and duties as required by the Chief of Protocol and Division Manager of PSEG2.

4. Administration/reporting

The Consultant will work under the general guidance of the Chief of Protocol and Division Manager, PSEG2 and directly with Heads of Sections within the Division. In performing his day-to-day assignment, the Consultant will report to the Chief of Protocol and Division Manager.

A weekly implementation brief on progress and monthly report on key aspects of his assignments and deliverables.

- ✓ Verbal reporting and emails exchanges, which will be regularly used to inform the Bank on his/her dealings with other parties involved in the implementation of his/her mandate
- ✓ At the end of the contract, the Consultant will submit a final global report, a handover note with details on deliverables and achievements latest one week before contract expiration date.

5. Duration of the assignment: 6 months

6. Qualifications and Experience required

- 6.1 The Consultant must have substantive experience in the development of guidelines and Service Level Agreements (SLA)
- 6.2 The Consultant must demonstrate solid and proven experience with management of host country relations
- 6.3 The Consultant must have a good knowledge of diplomatic and protocol norms as they may apply to an international organization like the Bank
- 6.4 The Consultant must have familiarity with events management so as to be able to measure success
- 6.5 The Consultant must possess minimum of eight (8) years of proven relevant work experience preferably gained in a bilateral and/or multilateral organizations or government agencies.
- 6.6 The Consultant must possess an excellent oral and written command of one of the Bank Group's working languages, and a good working knowledge of the other language;
- 6.7 The Consultant must have a Master degree or higher, in international relations, diplomatic studies, event management or similar field
- 6.8 The Consultant must have a good knowledge of customer service relations theories, principles and best practices
- 6.9 The Consultant must have excellent interpersonal and communication skills, able to promote cross-functional collaboration.
- 6.10 The Consultant must possess advanced skills in the areas of analytical thinking, multi-tasking, deadline oriented and teamwork.

7. Requirement for a Technical Proposal

All interested candidates are required to submit a mandatory technical proposal, which will be evaluated as the first step of screening. The proposal should include, among other things, demonstration of your understanding of the job, methodologies, innovative ideas to approach any challenges and concrete deliverables.

8. Remuneration: The Consultant will be paid total lump sum remuneration per calendar month. Other details related to the Bank's contribution and obligations will be specified in the Service Contract for Consultants.

Please attach updated Curriculum Vitae.

ANNEX I

TERMS OF REFERENCE

CONSULTANCY SERVICES FOR THE PROTOCOL, PRIVILEGES AND IMMUNITIES DIVISION (PSEG2)

OFFICE OF THE SECRETARY GENERAL AND GENERAL SECRETARIAT OF THE AFRICAN DEVELOPMENT BANK (PSEG)

4. Background

- 4.1 The African Development Bank (the Bank) is a Multilateral Development Bank established in 1964 to catalyze sustainable economic development and social progress in its regional member countries (RMCs), thus contributing to poverty reduction. The Bank has 80 members consisting of 54 regional and 26 non-regional countries.
- 4.2 The role of the Banks' Office of the Secretary General and the General Secretariat (PSEG) is to facilitate the delivery of the objectives of the Bank's Ten Year Strategy, High 5s, and Development and Business Delivery Model (DBDM) by enhancing the decision-making process of the governance organs and forging better working relationships with the shareholders and host countries of the Bank. PSEG serves as the Secretariat of the Boards of Governors and Boards of Directors and is comprised of: (i) the Immediate Office of the Secretary General (PSEG.0) which has the additional responsibility of managing the Records Management and Archives Section as well as the Conferences and Meetings Section; (ii) a Board Affairs and Proceedings Division (PSEG.1); and (iii) a Protocol, Privileges and Immunities Division (PSEG.2).
- 4.3 PSEG2 is the Division within the Office of the Secretary General responsible for providing protocol and conference services in the Bank. This includes the planning and organization of ceremonies and high level visits, the management of privileges and immunities, protocol assistance to the President, Elected Officers and Senior management, as well as technical support and coverage for conference and meetings organized by the Bank. The consultancy services being sought will be provided for PSEG2. In this connection the consultant shall report to the Chief of Protocol and Division Manager, PSEG2 and work under his supervision.

5. Objectives of the Assignment

The principal objectives of conducting the assignment is:

- 5.1 To provide technical assistance in helping with the ongoing implementation of the objectives of the Division, namely the consolidation of the performance enabling environment. This includes the elaboration of guidelines and Service Level Agreements

(SLAs) on all aspects of PSEG2 work. In addition to developing such a document, the Consultant will assist with the training of PSEG2 staff on the new instruments of measurements of work (guidelines and SLAs).

6. Key Qualifications of the Consultant

The assignment requires the services of a qualified Consultant with extensive and substantial knowledge and experience in diplomacy, protocol and event management, including privileges and immunities, host country relations, events and relations with diplomatic missions.

- 6.1 The Consultant must demonstrate solid and proven experience with management of host country relations
- 6.2 The consultant must have a good knowledge of diplomatic and protocol norms as they may apply to an international organization like the Bank
- 6.3 The Consultant must have familiarity with events management so as to be able to measure success
- 6.4 The Consultant must possess minimum of eight (8) years of proven relevant work experience preferably gained in a bilateral and/or multilateral organizations or government agencies.
- 6.5 The Consultant must possess an excellent oral and written command of one of the Bank Group's working languages, and a good working knowledge of the other language;
- 6.6 The Consultant must have a Master degree or higher, in international relations, diplomatic studies, event management or similar field
- 6.7 The consultant must have a good knowledge of customer service relations theories, principles and best practices
- 6.8 The Consultant must have excellent interpersonal and communication skills, able to promote cross-functional collaboration.
- 6.9 The Consultant must possess advanced skills in the areas of analytical thinking, multi-tasking, deadline oriented and teamwork.

4. Duties and Responsibilities of the Consultant

The task of the consultant will require him/her to be fully involved in the activities of the Division, which will include.

- 4.1 Develop detailed guidelines on all aspects of the Protocol Guide and the Conference Guide
- 4.2 Assist in developing systematized information on procedures related to the implementation of privileges and immunities
- 4.3 Develop guidelines for the measurement of success in events management

- 4.4 Develop Service Level Agreements in all major areas of PSEG2 work, including privileges and immunities, events and relations with diplomatic missions and technology and infrastructure of conference and meetings
- 4.5 Advise on the use of new technologies to optimize the work of PSEG2.
- 4.6 Assist in the training of PSEG2 Staff in the use of new instruments (guidelines and SLAs)
- 4.7 Assist in the development of guideline for improved coordination with Regional and Country Offices.
- 4.8 The consultant shall perform any other administrative duty, documentary research, and duties as required by the Chief of Protocol and Division Manager of PSEG2.

5 Reporting arrangements

The Consultant will work under the general guidance of the Chief of Protocol and Division Manager, PSEG2 and directly with Heads of Sections within the Division. In performing his day-to-day assignment, the Consultant will report to the Chief of Protocol and Division Manager.

Reports

The Consultant shall submit:

A weekly implementation brief on progress and monthly report on key aspects of his assignments and deliverables.

- ✓ Verbal reporting and emails exchanges, which will be regularly used to inform the Bank on his/her dealings with other parties involved in the implementation of his/her mandate
- ✓ At the end of the contract, the Consultant will submit a final global report, a handover note with details on deliverables and achievements latest one week before contract expiration date.

6 Focal Point in the Bank

The focal point in the Bank for the Assignment shall be PSEG2. The Chief of Protocol and Division Manager PSEG2 shall support and provide necessary guidance to the Consultant in performing the Assignment.

7 Contribution of the Bank (PSEG)

- 7.1 In order to assist the consultant successfully to complete the assignment, the Bank will provide working space, access to the Bank's IT facilities and tools currently used by PSEG2.

7.2 The consultant will be paid total lump sum remuneration per calendar month. Other details related to the Bank's contribution and obligations will be specified in the Service Contract for consultants.

8 Duration of Assignment

The assignment will be for a cumulative period not exceeding 6 months starting from **01 November 2018** and ending **30 April 2019**.