



Draft as of 6 March 2024

ONE ASEAN
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TERM OF REFERENCE

Consultancy : **Consultant for the Strengthening AHA Centre's Impact of Knowledge Products and Platform Management in ASEAN (Knowledge Management Strategy)**
Reporting to : **Knowledge Management and Planning Unit of AHA Centre**
Duration of : **April to September 2024 (lumpsum)**

A. BACKGROUND

1. The ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre)¹ is an inter-governmental organisation established by 10 ASEAN Member States – Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Viet Nam - to facilitate the cooperation and coordination among ASEAN Member States and with the United Nations and international organisations for disaster management and emergency response in the region. The AHA Centre was established on 17 November 2011 during the 19th ASEAN Summit in Bali, Indonesia, through the signing of the *Agreement on the Establishment of the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre)* by the ASEAN Foreign Ministers, witnessed by all ASEAN Heads of State/Government.

2. The AHA Centre envisions itself to become the Knowledge Hub in disaster management for ASEAN. This initiative necessitates a robust step to gain a comprehensive understanding of the current capabilities and its impacts, as well as the steps needed to achieve this vision. To this end, the AHA Centre is implementing the ***Strengthening AHA Centre's Impact of Knowledge Products and Platform Management in ASEAN*** project, which aims to achieve the following objectives:

- i. to conduct a Scoping Study to assess the current state of AHA Centre's knowledge products and platform, its impacts and outreach in ASEAN Member States, and highlight areas for improvement for the benefit of the ASEAN disaster management community, and
- ii. to develop a comprehensive AHA Centre Knowledge Management Strategy to enhance ASEAN's knowledge creation, retention, processing, and dissemination in disaster management.

3. The consultant is expected to implement Objective point (ii) above. The AHA Centre's Knowledge Management Strategy, as a critical output of this initiative, will serve as the infrastructure that will bolster the AHA Centre's efforts to become a knowledge hub for the ASEAN region. A well-designed knowledge management strategy will streamline how AHA Centre should gather, store, process, share, apply and create knowledge. This strategy will enhance our operational efficiency and effectiveness, as well as elevating the AHA Centre's standing in the global stage, as the knowledge hub for disaster management in the ASEAN region. With the targeted outcome of strengthening the AHA Centre's role as ASEAN's knowledge hub in disaster management, the AHA Centre Knowledge Management Strategy developed would serve to provide concrete foundation to improve the AHA Centre's knowledge products and platforms, training, communities of practice, and information analysis.

¹ <https://ahacentre.org/>



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B. OBJECTIVE

4. The objective of this consultancy is to support the AHA Centre in developing a comprehensive knowledge management (KM) strategy to enhance ASEAN's knowledge creation, retention, processing, and dissemination in disaster management, in an effort to facilitate in realising the vision of the AHA Centre as a knowledge hub for disaster management in ASEAN.

C. RESPONSIBILITIES AND DELIVERABLES OF THE CONSULTANT

5. The following are the responsibilities of the consultant:
- Prepare an inception report for the required consultancy service mentioned above, reflecting the necessary activities, timeline, and required inputs and resources;
 - Conduct a desk study and analysis on all materials related to knowledge management policies, practices, report, strategy, procedure, guideline and other related documents;
 - Conduct Key Informant Interviews (KII) with relevant staff of the AHA Centre, and an online survey with relevant focal points of the National Disaster Management Organisations (NDMOs) and the ASEAN Secretariat as part of information and data collection of expected knowledge hub;
 - Facilitate the conduct of consultation workshops – as part of data collection and validation – with key focal people with diverse backgrounds, including language, culture and organisational system;
 - Develop at least three (3) gradual draft for knowledge management strategy for the AHA Centre. This document shall include a comprehensive, realistic and actionable strategy for the AHA Centre, as well as an implementation plan for the AHA Centre to achieve its medium and long-term outcomes of becoming the knowledge hub on disaster management in ASEAN;
 - Produce final summary completion report on the overall consultancy service provided, incorporating evaluation results, achieved deliverables, lessons learned, and recommendations for the improvement.

6. Timeline and Deliverables:

#	Deliverable	Timeline	Payment %
1	Contract signing	By 4 th Week of March 2024	First Tranche (10%) Within 7 working days upon contract signing
2	Inception report, including implementation workplan timeline, methodology, and expected outputs of the consultancy.	By 1 st Week of April 2024	Second Tranche (40%) Within 7 working days upon inception report submission
3	Conduct of the data collection	April to July 2024	
4	Conduct of a consultation workshop	By 4 th Week of June 2024	
5	Submission of the 1 st draft KM Strategy.	By 4 th Week of July 2024	Third Tranche (30%) Upon submission of first draft
6	Conduct of a validation workshop	By 3 rd Week of August 2024	
7	Submission of the 2 nd draft KM Strategy	By 3 rd Week of August 2024	
8	Submission of final draft KM Strategy for endorsement	By 1 st Week of September 2024	Final Tranche (20%) Upon submission of final draft for endorsement



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D. REQUIREMENTS

7. The consultant needs to have the following technical requirements:
 - a. **A firm or agency** with experience in research and proven track records in social science, strategy and organisation development, and qualitative research, preferably with specialisation in knowledge management and strategy;
 - b. The team leader of the consultancy group/institution shall be an experienced expert/researcher/academia with proven experience in designing and developing the above-mentioned subjects, preferably within the ASEAN context and are of ASEAN nationality;
 - c. The consultancy group/institution shall provide a summary of their past products and portfolios (at least 5 [five] year experience) in designing and developing knowledge management strategies for private or public sector organisations. Experience in working with international organizations or regional inter-governmental bodies would be an advantage;
 - d. The consultancy should hold excellent research and analytical skills, with the ability to synthesize complex information into clear, actionable recommendations. Furthermore, the consultancy should demonstrate the ability to produce high-quality, comprehensive, and well-structured reports;
 - e. Experienced in facilitating consultation workshops with participants from diverse backgrounds, including language, culture and organisational system. The personnel of the consultant group/institution are expected to uphold principles of objectivity, integrity and free of conflicts of interest with the AHA Centre and ASEAN;
 - f. Experienced working in disaster management, humanitarian, and development field is preferred.
 - g. Excellent written and verbal communication skills in English, a sample of publications/report will be required for consideration.

E. TIMELINE

8. The duration of this consultancy work is **six (6) months** and is expected to commence in **4th week of March 2024**.



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F. INTELLECTUAL PROPERTY

9. The AHA Centre owns all the Intellectual Properties, documents, multi-media files, and data. All data and information are strictly confidential. The consultant must not use materials own by AHA Centre to activities outside this project. The consultant must sign a legally binding non- disclosure agreement on data security before the start of the project.

G. APPLICATION PROCESS

10. The interested firm/agency must provide sufficient information in the proposal to demonstrate their competencies and compliance with the above requirements. The proposal shall be written in English and shall include all the requirements as specified in the above section "Requirements", as a minimum:

- a. Letter of Interest.
- b. Profile and portfolio of group/institution consultant outlining the relevant qualifications, accreditation, years and depth of experience in line with the above-mentioned requirements.
- c. CVs of lead consultant, as well as team member(s),
- d. A summarised description and examples of work on the previous specific and similar projects (maximum 3 pages);
- e. A proposal which at least consists of:
 - Background and Objective
 - Approach and Method
 - Team Member Composition
 - Consultancy Timeframe and Deliverables
 - Project Risk Management
 - Detail Fee Breakdown by each activity.
 - Budget for implementation

Interested applicants may apply by sending the application and supporting documents to procurement@ahacentre.org by **COB Friday, 22 March 2024**. Kindly put on the email subject title: [KMP] Strengthening AHA Centre's Impact of Knowledge Products and Platform Management in ASEAN (Knowledge Management Strategy) [*Name of Your Organisation*].

The Selection Panel's decision is final, and only shortlisted candidates will be notified. Incomplete submissions will not be considered.
