# TERMS OF REFERENCE

## Support towards strengthening the ICT infrastructure of a Labour Federation in South Africa and at least 10 of its affiliate trade unions to facilitate their online communication

## 1. BACKGROUND

The onset of the COVID-19 pandemic and lockdown restrictions instituted by Government since March 2020 have not only constrained economic activity but have also caused serious disruptions to business operations of many organizations.  Efforts by many organizations to put in place business continuity plans and sustained communication in pursuit of their organizational objectives have been severely constrained by the absence of, or inadequate ITC infrastructure and capacity. Trade Union organizations have made a considerable effort to continue their business operations during the lockdown, however, capacity to ensure optimal and continued communication amongst the membership has been a challenge.   Their daily efforts to communicate with its affiliate members are often constrained by the lack of data by members and poor online connectivity and services, hampering the effective outreach to the broader membership.

In recent years, one of the labour federations in South Africa has underscored the need for organizational renewal, and the need to increase membership through innovative recruitment and membership retention strategies and for improved services to members.  As we increasingly enter the digital age, it has become more critical for trade unions to be fully equipped and have the capacity to deliver on their resolutions through technology and digital communication.  The COVID-19 pandemic and its demand for virtual communication has accentuated the need for trade unions organizations to review their technological infrastructure for communication to be able to operate optimally and efficiently, and to deliver on their Congress Resolutions.

Strengthening the connectivity capacity of organizations of trade unions necessitates a review of the current state of their connection platforms. It is for this reason that organized labour has requested ILO support to commission an assessment of their state of connectivity. Assessing their status of connectivity and digital infrastructure will be an important first step towards strengthening their technological infrastructure to enable them to carry out their organizational mandates effectively even in the midst of the pandemic.

## 2. SPECIFC OBJECTIVES

- To review the status of the digital infrastructure of a selected labour federation and its affiliate trade union entities as well as their members' access to on-line connectivity and communication.
- To make necessary recommendations based on the assessment of their on-line connectivity and communication to assist the labour federation and at least 10 its affiliate trade union members to carry out their core mandates more effectively and efficiently

3. **SCOPE OF DELIVERABLES**

Working in close cooperation and consultation with the leadership and secretariat of a labour federation and its affiliate members the service provider will do the following among others;

- Assess the existing ICT infrastructure of the labour federation, including that of all its affiliates to inform the potential upgrade of ITC components within the federation
- Examine the current status of internet connectivity of the labour federation and its affiliate organizations
- Provide concrete recommendations and technical specifications required to upgrade the ICT infrastructure of the organization in order to facilitate efficient business operations, virtual working and communication

4. **Submission of proposal**

The interested service provider is invited to submit no more than a 2 pager technical and financial proposal that includes the following:

- Consultant's Curriculum Vitae and those of other key resource persons
- Company Profile
- Indicate experience in similar work
- Suitability to undertake the assignment
- Methodology and approach towards the assessment
- Budget with an all-inclusive Daily Fee for the contract period. The term "all-inclusive" implies all costs (professional fees, communications, consumables, etc.) that could be incurred in completing the assignment, which should be factored into the daily fee in the proposal.

5. **Payment Schedule**

Payment will be made as follows:
- 40% payment upon receipt of satisfactory 1st draft report
- 60% payment as final payment upon satisfactory completion of the assignment.

6. **Reporting and supervision arrangement**

The consultant will work under the overall supervision of the Director in the ILO Pretoria DWT/CO, and direct supervision of the ILO Workers Specialist.  Reports will be submitted to the ILO Director Dr. Joni Musabayana at musabayana@ilo.org and copied to Ms Sindile Moitse at moitse@ilo.org.

## 7. Required Skills and Experience

- 5+ years of professional experience in providing ICT consultancy services, experience with ICT consultancy in relation to the electoral process
- Hands-on experience with ICT upgrades
- At least five years of experience working with information systems in corporate and/or public sectors
- Expertise in managing large trade union or public sector ICT projects will be an advantage
- Strong oral and written communication skills in English are required

## 8. Key Qualifications

Bachelor's Degree in computer science, engineering or other ICT related disciplines OR relevant certificates demonstrating background in the mentioned fields