SUMMARY OF PROCUREMENT

The NDC Partnership, through World Resources Institute (WRI), intends to award a fixed cost contract to provide consultant support for usability enhancements to the Partnership’s knowledge management system.

Deliverables will be completed on a monthly basis. Work is expected to begin on 1 June 2020 and end in September.

About the NDC Partnership
The NDC Partnership is a global coalition of countries and institutions working to mobilize support and achieve ambitious climate goals while enhancing sustainable development. Through our Partnership, members leverage their resources and expertise to provide countries with the tools they need to implement their NDCs and combat climate change to build a better future. Hosted by WRI and the UNFCCC Secretariat, the NDC Partnership has members in all regions of the world, with staff in Washington DC and Bonn, Germany. For this project, the vendor would engage most closely with staff located in the Washington DC office.

About the Knowledge Nook (kNook)
The Knowledge Nook (kNook), a database hosted on the Knack platform, is a shared system to curate and catalog knowledge gathered through the NDC Partnership’s in-country engagement, in order to highlight trends, identify gaps and better support countries in their NDC implementation processes. kNook is an internal system, only available to the NDC Partnership Support Unit (SU) and members.

Through kNook, members can easily access, sort and visualize key data and trends from official country requests submitted to the Partnership, including Request for Support Letters, (RSLs) Partnership Plans (PPs), and activities under the Climate Action Enhancement Package (CAEP). Entries include details on government requests and implementing partner responses. All data in kNook is tagged using several taxonomies, including sectors, value chain of services, key topics, etc. kNook tagging is a manual process that is subject to slight differences in interpretation.

Over the nearly two years that kNook has been active, it has undergone various changes. These changes typically focus on tagging and are often spurred by internal disagreement with tagging
structure. The SU struggles to find a balance between having enough tags, which enable the team to quickly pull out data that is relevant to their work, and having too many tags, which clutter the system and make tagging a laborious process. The kNook contains over 4,000 entries and is growing constantly, making regular changes to the system no longer feasible. With this work, we hope to inform long-lasting improvements to the tagging system, while making kNook useful to all members of the Partnership. Through a separate RFP, we will be expanding kNook’s user interface to be hosted on a CMS. The web development work will be informed by the work done through this proposal.

The SU has also built an online tool for countries and partners to provide real time updates on their Partnership Plans. The data from this tool will be fed into the Knack database using an API (or other simple method). As part of this RFP, the consultant will make recommendations on how to facilitate this information exchange.

SCOPE OF WORK
The purpose of this RFP is to improve and streamline the usability of kNook, including recommendations on its tagging structure, user interface, reports, and other outputs, taking into account the diverse needs of the SU and NDC Partnership members. This will include:

I. Lead consultations, together with the kNook team, with the SU and select NDC Partnership members to identify how kNook is being used, the system’s pain points, and opportunities for improvement, specifically around the tagging structure and user interface.

II. Based on input gathered through the consultations, propose and validate updates to kNook’s current tagging structure, while considering the usefulness of the tags, limitations within the Knack system and the level of effort for staff and interns to tag the content.

III. Update kNook metadata based on the new tagging structure.

IV. Develop an internal guide for staff and interns to inform tagging, based on the newly agreed metadata.

V. Identify engaging ways to visualize and interact with tagged data and provide training to key SU users on best practices in developing graphs and reports (e.g. impactful ways to convey messages, when to use or not to use certain graph types).

VI. Develop recommendations on training formats and an effective homepage for first time users to land.

VII. Determine the best way for data from the separate online Partnership Plan tool to be added into kNook (e.g. what fields should be exclusive to kNook, to the online Partnership Plan tool, and what should be shared between them).

Deliverables
Deliverables and timelines will be outlined in the following phases:

<table>
<thead>
<tr>
<th>RFP Activities</th>
<th>Deliverables</th>
<th>Deadline (after signing contract)</th>
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<tbody>
<tr>
<td><strong>NDC Partnership Consultations</strong></td>
<td>Lead consultations across the NDC Partnership to identify stakeholders’</td>
<td>4 weeks</td>
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<tr>
<td><strong>Updates to kNook’s Tagging Structure</strong></td>
<td>Based on the results from the consultations, develop updates to kNook’s tagging structure. This includes a mapping of old to new tags, definitions of all new tags, and reasoning behind the changes.</td>
<td>8 weeks</td>
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<tr>
<td><strong>Internal Tagging Guidelines</strong></td>
<td>Internal guide for staff and interns to inform tagging, based on the newly agreed metadata.</td>
<td>9 weeks</td>
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<td><strong>Data Visualization Recommendations</strong></td>
<td>Develop engaging, sample graphs and reports based on the data. Deliver a training during an NDC Partnership all-staff meeting that reviews best practices in developing graphs and reports.</td>
<td>10 weeks</td>
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<tr>
<td><strong>Training Format Recommendations</strong></td>
<td>Develop recommendations on kNook training formats and a kNook homepage mock-up for first time users to land.</td>
<td>11 weeks</td>
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<tr>
<td><strong>Integration with the online Partnership Plan tool</strong></td>
<td>Develop recommendations on how the kNook and online Partnership Plan tool should interact.</td>
<td>12 weeks</td>
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**Expression of Interest, Deadline for Questions, and Proposal**
Interested applicants should send a CV and cover letter detailing their approach to this work to

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